



Power in Partnership

HV.SELECT CISCO WEBEX FOR BROADWORKS USER GUIDE



Confidentiality

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Change Control

This document is controlled and issued by the HVS Product Manager. Please ensure that you have the latest version of this document, existing Communications Providers (CP) can download this from the DWP, and new customers should check with their Account Managers.

All changes can be seen via Track Changes. If you do not want to see the changes you can either 'Accept' all changes or change Review option to 'No Markup'.

Description of changes	Version	Date
Published version	1.0	21 January 2021
Known issue page added	1.1	24 March 2021

2	Confidentiality
2	Change Control
4	Introduction
4	Overview
4	Technology availability
4	Audience
5	Application descriptions
5	Softphone
5	Basic
5	Standard
5	Premium
5	Hardware & software description
5	Firmware version
6	Operating systems Windows
6	Operating systems Mac
6	Hardware requirements
6	Software requirements
7	Multimedia requirements
7	Network and firewall requirements
7	Provisioning & configuration
7	Provisioning
8	Webex – provisioning, installation and login
9	Provisioning email
9	Password email
9	Application setup & installation instructions
10	End User application setup & installation instructions
10	Application setup & installation instructions
11	Self-activation pages
11	Self-activation screen
12	Confirmation of email sent
12	Error screen
13	Verification email
13	Progress provisioning screen
14	Final screen - application download
14	Logging in and out
15	Package features
16	Further help
16	Pricing
16	Known issues

Introduction

The following document type describes a current or recently launched Site or User application.

An application is used to control an existing feature or provide new features to Sites or Users. An application is typically downloaded onto a local device, whether it be a PC, Smartphone or Tablet. Applications may be inclusive of User feature packs or may be chargeable extras that enable the User to fulfil or enhance their job role.

This User guide will cover off CP Administration, Company/Site Administration and End user Administration.

When launch new applications or even enhancements, this document type is provided to all CP's.

Overview

Webex provides Users with an application and series of features to enable Unified Communications across one or many devices. The Desktop application will work across computers running Windows and MAC iOS. This application is available through the following add-ons:

- > Softphone
- > Basic
- > Standard
- > Premium.

The application comes with standard branding.

Technology availability

This application is available on the following technologies:

Hosted Seat Users

- > Mobile – All

SIPT Users

- > Functional – Desktop only
- > Fixed - All
- > Mobile - All

Audience

This document is intended for CP and their order entry and support personnel (CP Administrator), as it contains elements of provisioning, installation and configuration. If this document is to be used by a CP's customer then it will need to be rebranded and altered to suit that audience.

Application descriptions

Softphone

This application when taken as the Softphone add-on provides Users with the following:

Multi device softphone application enabling:

- > Voice calling – using inbuilt softphone.
- > Make and receive calls and join conferences from any of your devices (Smartphone, PC, Tablet).

Basic

If a User is provided with the Basic Add-on, then the following additional functionality is provided:

Multi device application enabling:

- > Voice and video calling – using inbuilt softphone or native dialler.
- > Work from anywhere, and host up to 2 other participants in a meeting as if you were in the office.
- > Collaboration tools, voice & video conferencing, messaging with Teams and Spaces, screen sharing, file sharing, whiteboarding.

Standard

If a User is provided with the Standard Add-on, then the following additional functionality is provided:

Multi device application enabling:

- > Work from anywhere, and host up to 25 other participants in your personal meeting room.
- > Extra collaboration tools, scheduled meetings, bring your own PSTN.

Premium

If a User is provided with the Premium Add-on, then the following additional functionality is provided:

Multi device application enabling:

- > Work from anywhere, and host up to 200 other participants in a meeting as if you were in the office.
- > Extra collaboration tools, cloud recordings, transcriptions, floor/presenter controls (lock meetings, password protection), remote desktop control.

Hardware & software description

In order to successfully install and use this application, the following installation and licensing requirements should be met:

Firmware version

These applications are running on the following firmware versions. If you are running on a later version, we recommend you update to the latest.

Device	Version
Desktop PC	22.9.8 from March 16 2020
Desktop Mac	

Operating systems Windows

The application supports devices with:

- > Windows 7 Service Pack 1 classic
- > Windows 8/8.1 Classic
- > Windows 10 Classic

The installation footprint is approximately 4.46 megabytes (MB) on Windows.

Operating systems Mac

The application supports devices with:

- > Mac OS 10.12 Sierra
- > Mac OS 10.13 High Sierra
- > Mac OS 10.14 Mojave

The installation footprint is approximately 4.46 megabytes (MB) on OS X.

Hardware requirements

The hardware requirements for the Desktop application include:

- > Minimum of 2.0 GHz is recommended, dual core CPU or AMD processor is recommended for video calls at a minimum
- > Minimum: 2 GB RAM
- > Approx. 125 MB on OSX and 215 MB on Windows
- > Open Graphics Library (OpenGL) 1.5 or higher is recommended
- > Minimum: IP network connection (broadband, LAN, wireless)
- > Recommended: A 2.0 Mbps connection
- > Full-duplex, 16-bit or use USB headset.

Bandwidth Usage

Approximate bandwidth usage is:

- > 700 kbps for 360p video calls and 1.5 Mbps for 720p video calls.
- > 80 kbps for calls with video disabled or audio-only calls

Software requirements

The software requirements include:

- > To install the Webex app, users don't need to have administrator access privileges on their machine.
- > Webex can be installed either per machine or per user and can be installed by users or IT administrators.
- > Some anti-virus software can cause problems when installing other software so consider temporarily disabling your anti-virus application for the duration of this installation; remember to enable it again as soon as the installation is complete.

Multimedia requirements

Webex requires both speakers and a microphone to make calls. Any of the following are acceptable:

- > External speakers and microphone
- > Built-in speakers and microphone
- > Dual-jack multimedia headset
- > Bluetooth® multimedia headset
- > USB multimedia headset
- > USB phone.
- > Calls made with Webex will work without a video camera, but a video camera is necessary to allow other parties to see your image. Webex will work with most built in and USB video cameras.

Network and firewall requirements

Please follow the link: [Network requirements for Webex Services](#)

Device	Protocol	Outbound Destination	Destination Port
WebEx clients (mobile, tablet & desktop)	HTTPS	213.121.33.36 213.121.34.130 SRV: _xsi-client._tcp.webex-clients.your-whc.co.uk webex-clients.yourwhc.co.uk webex-clients-01.yourwhc.co.uk webex-clients-02.yourwhc.co.uk	443

Provisioning & configuration

All provisioning activity takes place on the Business Zone ordering portal unless explicitly stated. All configuration activity takes place on the Configuration Portal (Business Portal) unless explicitly stated.

Provisioning

This application is an Add-On available separately as a softphone only or as part of a wider feature set within the Webex Add-Ons.

When creating a User in Business Zone, be sure to order Collaboration with Cisco Webex either the Softphone, Basic, Standard or Premium add-on.

Once one of these license packs has been ordered from the Business Zones Ordering portal, go to the business portal and log in using the details provided in the Welcome email.

Centrex User details: Step 2 of 6

1 User details >

2 User license v

3 IP phones >

4 Headsets >

5 Accessories >

6 Delivery details ●

UC Office add-ons

UC Business ? Add this

UC Team ? Add this

General add-ons

Fax Messaging ? Add this

UC Office Desktop ? Add this

Busy Lamp Field (BLF) ? Add this

Voice Recording ? Add this

UC Office Smartphone ? Add this

UC Office Tablet ? Add this

Collaboration with Cisco Webex

Softphone ? Add this

Basic ? Add this

Standard ? Add this

Premium ? Add this

* Mandatory field

< Previous

Next >

Webex – provisioning, installation and login

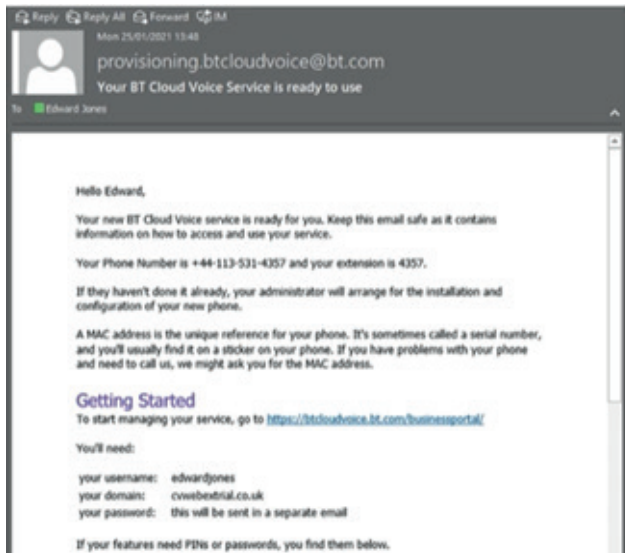
Here is a really great short video showing how to set up Webex: [Webex Set Up Video](#)

The steps below in this guide will take you through the same instructions included in the video above.

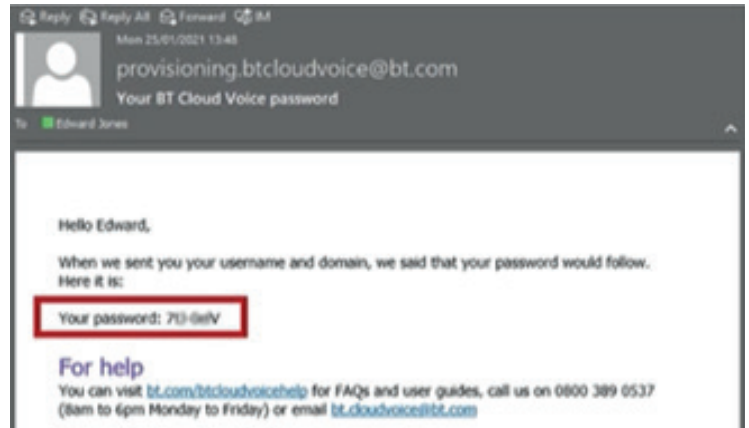
Once the user has been added to the platform where an email has been provided, they will receive emails containing their Business Portal login details and separate email with the password. Examples below.

Alternatively, the same Business Portal log in details will be provided to the Company Administrator, where they can access and set up Webex.

Provisioning email



Password email



Make a note of the username, domain and password as this is needed to login.

To get started click on the link in the provisioning email adjacent to '**Getting Started**' to access the user login page.

Application setup & installation instructions

Once you have provisioned the correct license and the User has received, or is in possession of their welcome email, they can now download the application from the Business Portal.

The Admin user goes to the Application Page - where you need to:

- > Make a note of the application username as this is needed later in the process
- > Click on **Password to Change** and select **Application** - enter a memorable password as this will be your password for all applications and you'll need it to set up Cisco Webex
- > Please ensure that you click on the **Save button**
- > Then click on Set up Cisco Webex and follow the instructions to set up the Webex account.

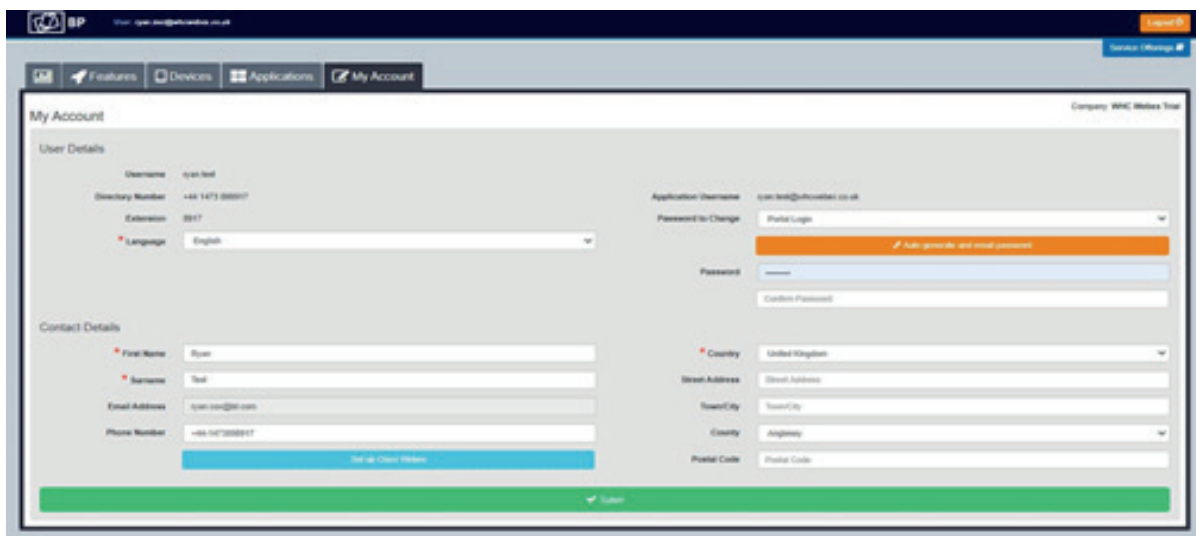


End User application setup & installation instructions

Once you have provisioned the user (please include an email address) and assigned the correct Webex add on. The User has received their welcome email, they can now download the application from the Business Portal.

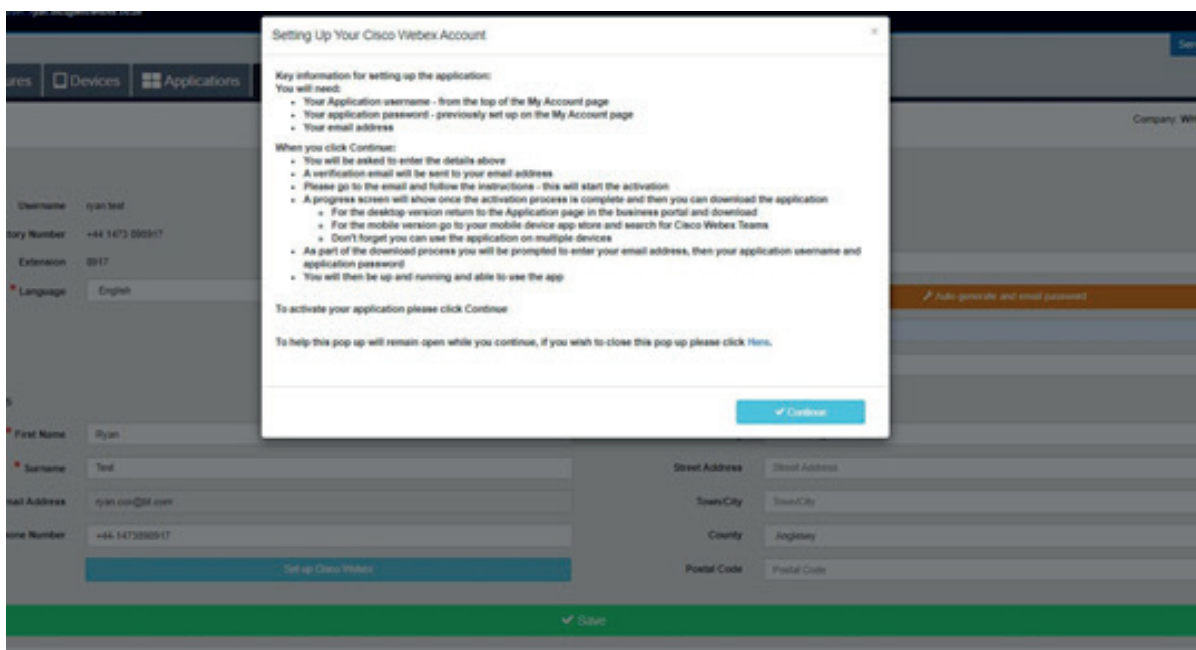
To set up your application please go to the business portal and log in using the details provided earlier in the **'Feature Management Portal'** section of the welcome email section. Then follow these simple steps:

- > Click on **My Account** and make a note of your application username as this is needed later in the process
- > Click on **Password to Change** and select **Application** - enter a memorable password as this will be your password for all applications and you'll need it to set up Cisco Webex.



Application setup & installation instructions

The following help screen appears and takes you through what is required for setting the service up. Once you click continue it will take you through a series of self-activation pages.



Self-activation pages

Enter your Application username and password that was setup earlier in the Business Portal and click the submit button.

A screenshot of a self-activation page. It features a purple border. At the top, it says "Enter your username" with a help icon. Below this is a text input field containing "nicolsontam+whc9@gmail.com". Underneath the input field is a password field with masked characters "*****". At the bottom is a purple "Submit" button.

Self-activation screen

The second activation screen will require an email address that you would like associated to the service and for the verification email to be sent. This can be any email address but would normally be your work email address.

A screenshot of a self-activation screen. It features a purple border. At the top, it says "Hello whcmeetings9@whcwebexmeet.co.uk". Below this, it says "For security purposes you are required to verify your email address. A verification email will be sent to your email address." Underneath this text is a text input field with the placeholder "Enter your email address". Below the input field is a purple "Submit" button.

Confirmation of email sent

The following page will then appear, if successful and the verification link will be sent to the email address you provided.



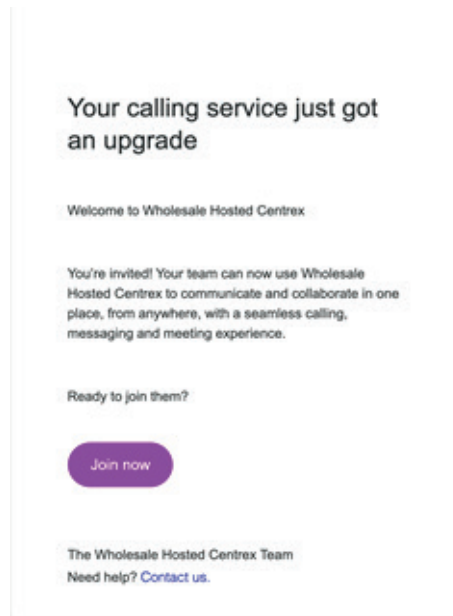
Error screen

If you enter an email address that has previously been registered for Webex, you will see the following screen.



Verification email

The email received, to continue validation, will appear as the following. Click the **Join now** button to proceed to the progress provisioning screen.



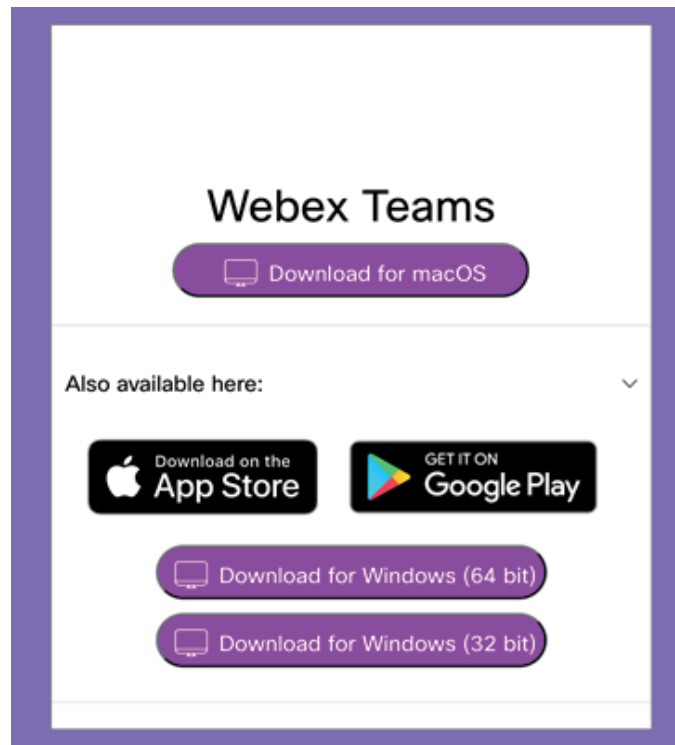
Progress provisioning screen

After the Join now button is clicked, within the verification email, you will be presented with the progress provisioning screen where it will check the validation of your email and provision the Webex service.



Final screen - application download

This final part of the process will show you a screen where you can now download the Webex application. This will present you with Three options for downloading. It will automatically recognise which operating system you are using and recommend which download to use by displaying this option as the upper most download icon. You will also be able to download the app from the business portal, and for mobiles from your mobile app store by searching for '**Cisco Webex Teams**'. When downloaded you'll be prompted to enter your email address, application username and application password again.



Logging in and out

When using the Webex Desktop App clicking '**Exit Webex**' will keep your log in details for when you re-start the app.

If you use the **Sign out** function – it will completely sign you out and you will have to log in with your full app username and password.

On your mobile device - closing the app window is the equivalent of Exit - as only Sign Out is available in the app.

Package features

The following feature matrix describes what features are included with the different types of Webex for BroadWork add on packages. Please note these will differ from Cisco Webex as this is designed for use with BroadWorks hosted platforms.

	Softphone	Basic	Standard	Premium
Calling	•	•	•	•
Messaging with Teams & Spaces		•	•	•
Join as meeting participant	•	•	•	•
Voice and video conferencing		•	•	•
File sharing		•	•	•
Desktop & application screen sharing		•	•	•
Full screen and gallery view		•	•	•
Multi-party chat		•	•	•
Web guest experience		•	•	•
Whiteboarding/annotation		•	•	•
Space collaboration		(25) •	(25) •	(25) •
Device pair with Cisco endpoints		•	•	•
Join from a video system (CMR)		•	•	•
Personal Meeting Room (PMR)			(25) •	(1000) •
Call In Audio #			byopstn	byopstn
Scheduled meetings			•	•
Lock meeting				•
Recordings (Cloud)				•
Transcriptions				•
Presenter/password protection controls				•
Media quality indicator				•
Remote Desktop control				•

Further help

For further help using the Webex Application please speak to your account manager.

Pricing

All pricing is available within the Pricing tool which are provided at the point of contract signature, and available to download from the DWP. If you are unable to locate these then please speak to your Account Manager.

Known issues

Unique email required for verification

A user will need to unregister from the existing Cisco product and re-register with Webex teams. This is caused by user already having the email logged with another CISCO product.

Conference call – can only have 3 way calling so cannot add 4th party

Conference calling will only allow 3 parties in the conference call, the 4th party automatically gets placed on hold when calls are merged.