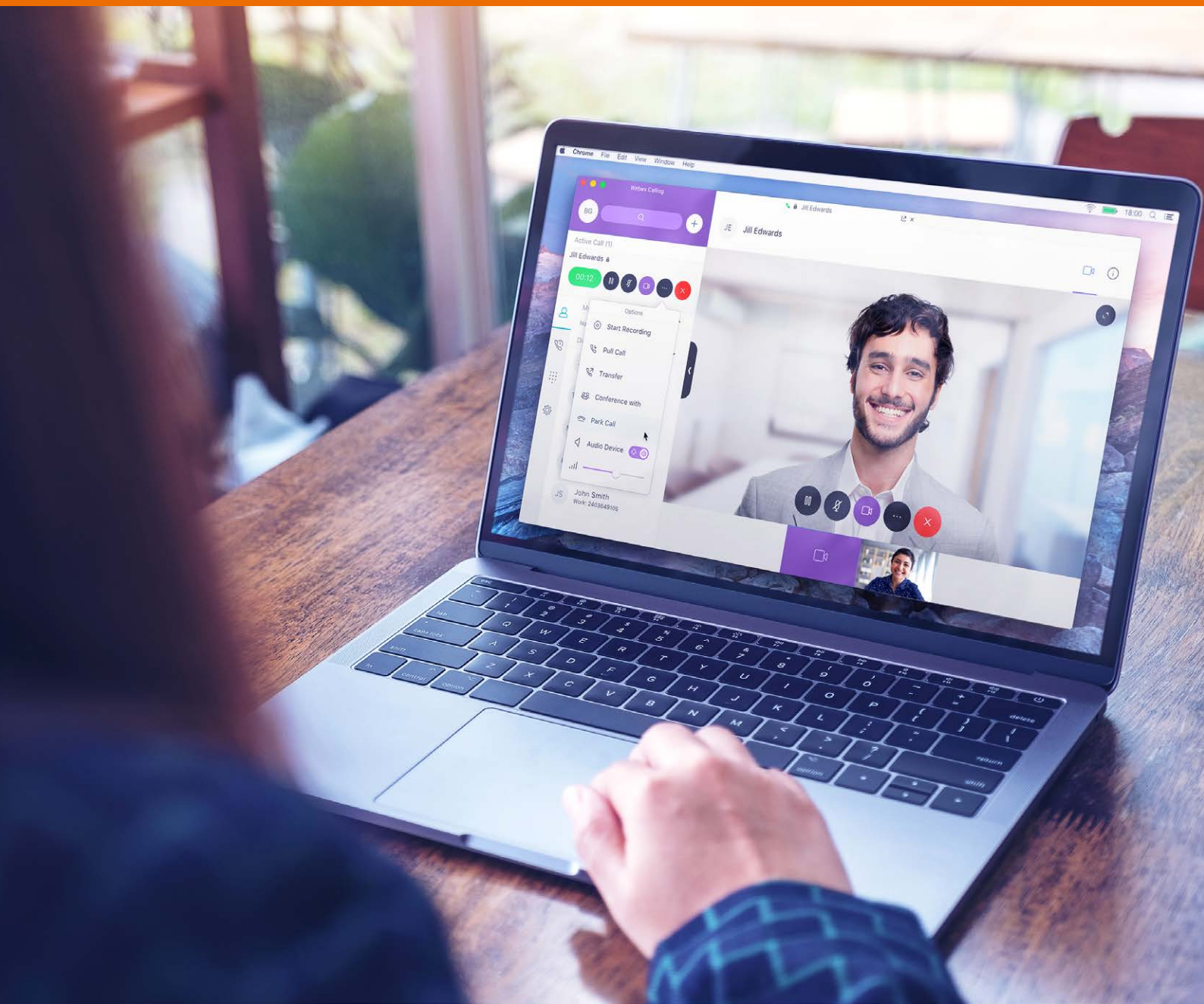


# CISCO WEBEX FOR BROADWORKS

## User Guide



# Cisco Webex for BroadWorks Feature User Guide

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## Feature User Guide

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### 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.

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### 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	
Desktop Mac	

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### 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.

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### 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.

## Cisco Webex for BroadWorks Feature User Guide

**Centrex User details: Step 2 of 6**×

1 User details >

2 User license ▾

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.

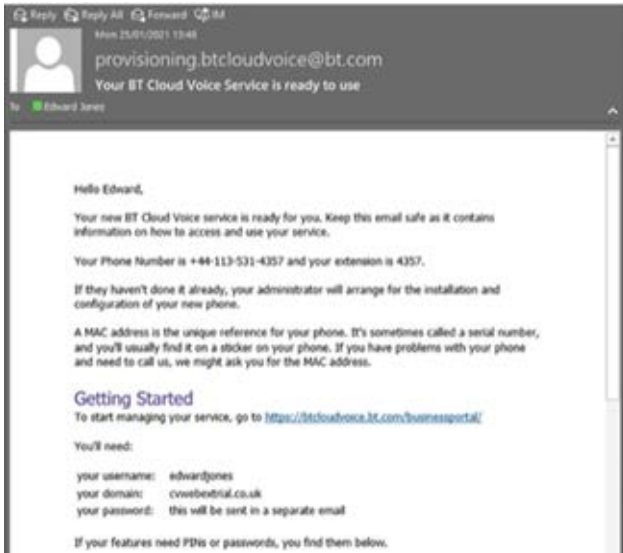
Once the user has been added to the platform where an email has been provided, they will receive emails containing their Business Portal login details and separate email with the password. Examples below.

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

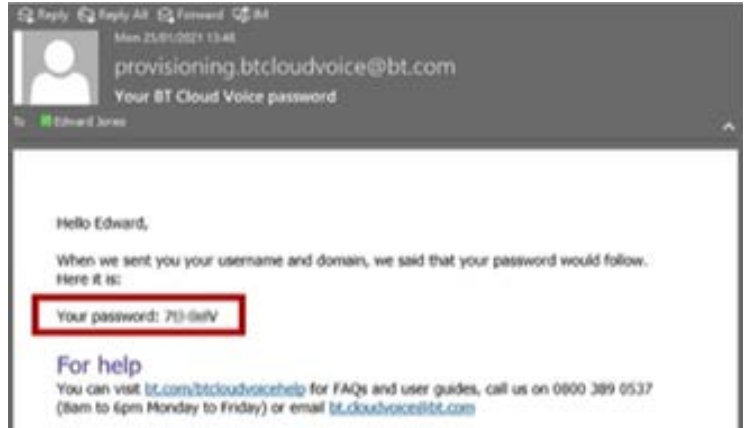


# Cisco Webex for BroadWorks Feature User Guide

## 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.





# Cisco Webex for BroadWorks Feature User Guide

## 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 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.

The screenshot shows the 'My Account' page in the Business Portal. The page is divided into several sections: 'User Details', 'Contact Details', and 'Application Details'. The 'User Details' section includes fields for Username, Directory Number, Extension, and Language. The 'Contact Details' section includes fields for First Name, Surname, Email Address, and Phone Number. The 'Application Details' section includes fields for Application Username, Password to Change, and a dropdown menu for selecting the application type. The 'Password to Change' section has a dropdown menu set to 'Application' and a 'Continue' button. The 'Contact Details' section has a 'Set up Your Profile' button. The page also has a 'Logout' button at the bottom right.

## 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.

The screenshot shows a 'Setting Up Your Cisco Webex Account' dialog box. The dialog box contains the following text:

Key information for setting up the application:  
You will need:

- Your Application username - from the top of the My Account page
- Your application password - previously set up on the My Account page
- Your email address

When you click Continue:

- You will be asked to enter the details above
- A verification email will be sent to your email address
- Please go to the email and follow the instructions - this will start the activation
- A progress screen will show once the activation process is complete and then you can download the application
  - For the desktop version return to the Application page in the business portal and download
  - For the mobile version go to your mobile device app store and search for Cisco Webex Teams
- Don't forget you can use the application on multiple devices
- As part of the download process you will be prompted to enter your email address, then your application username and application password
- You will then be up and running and able to use the app

To activate your application please click Continue

To help this pop up will remain open while you continue, if you wish to close this pop up please click Here.

The dialog box also has a 'Continue' button at the bottom right.

# Cisco Webex for BroadWorks Feature User Guide

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## Self-activation pages

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



Enter your username ⓘ

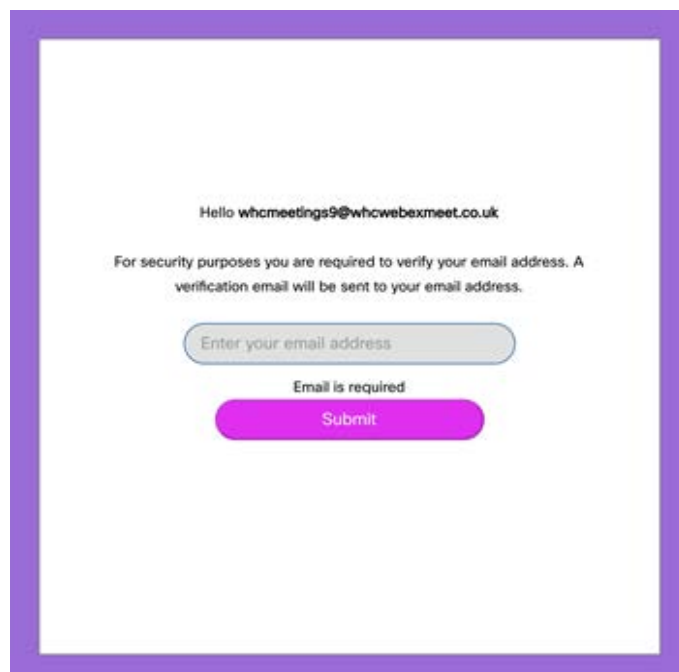
nicolsontam+whc9@gmail.com

\*\*\*\*\*

Submit

## 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.



Hello whcmeetings9@whcwebexmeet.co.uk

For security purposes you are required to verify your email address. A verification email will be sent to your email address.

Enter your email address

Email is required

Submit

## Cisco Webex for BroadWorks Feature User Guide

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### 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.

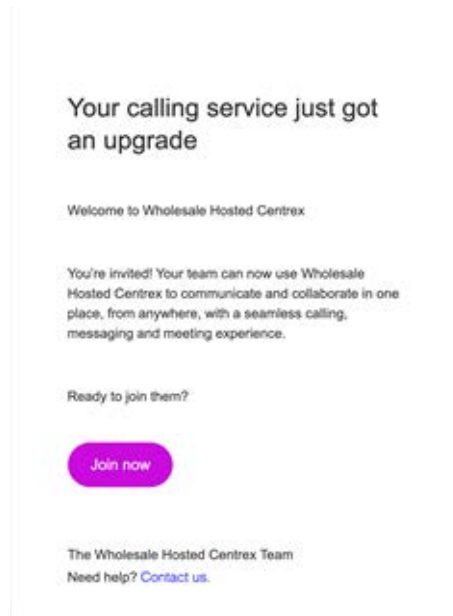


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## Verification email

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.

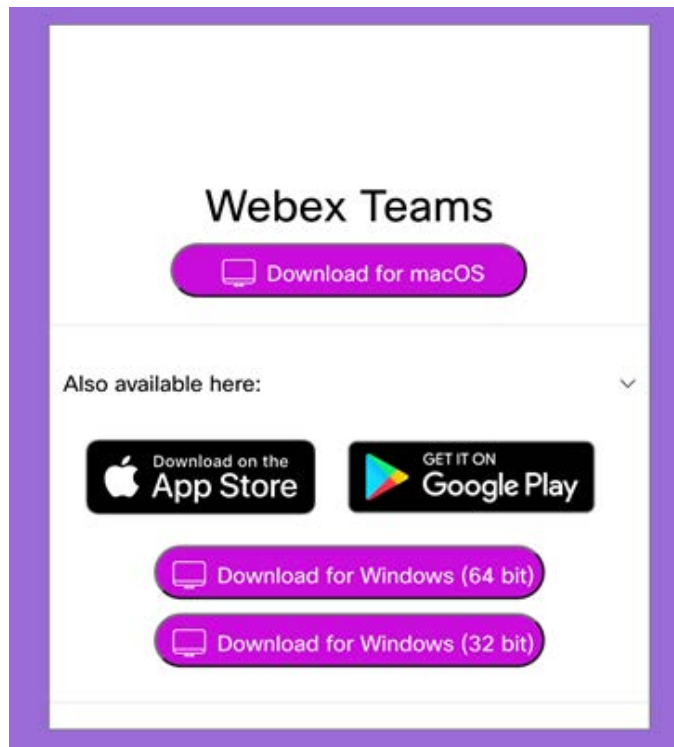


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### Final screen - application download

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.

## Cisco Webex for BroadWorks Feature User Guide

### 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				•

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### 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.