# Cloud Voice with Cisco Webex

**Set-up guide for users and administrators**

# Contents

# Hello

Webex gives you the application and tools you need to unify your communications across multiple devices. It's available through three Cloud Voice licences:

- Connect

- Collaborate

- Premium (this is a chargeable add-on only available with Collaborate licences).

# 1. How this guide works

In this guide, we'll walk you through the simple steps to setting up, activating, and logging into your Webex application. Depending on whether you're a general user of the system or an administrator of it, there are slightly different steps to follow. But we'll explain that later.

# 2. Technical requirements

Webex works on desktop PCs and Macs, mobiles, and tablets using Windows, MacOS, iOS and Android. For exact requirements, please check out Cisco's website.

# 3. Multimedia

You'll need both speakers and a microphone to make calls. Any of these will do the job:

- External speakers and microphone

- Built-in speakers and microphone

- Dual-jack multimedia headset

- Bluetooth® multimedia headset

- USB multimedia headset.

Calls made with Webex will work without a video camera, but a video camera is necessary to allow other parties to see you. Webex will work with most built-in and USB video cameras.

Cloud Voice headsets with the appropriate connection (as above) can be used with Webex, except for the Plantronics Savi CS520 and CS540, which aren't supported. You can find more information on headsets at: Webex | Details about headset support.

**LAN and firewall requirements**

Please refer to the Cloud Voice firewall and LAN guide for the settings.

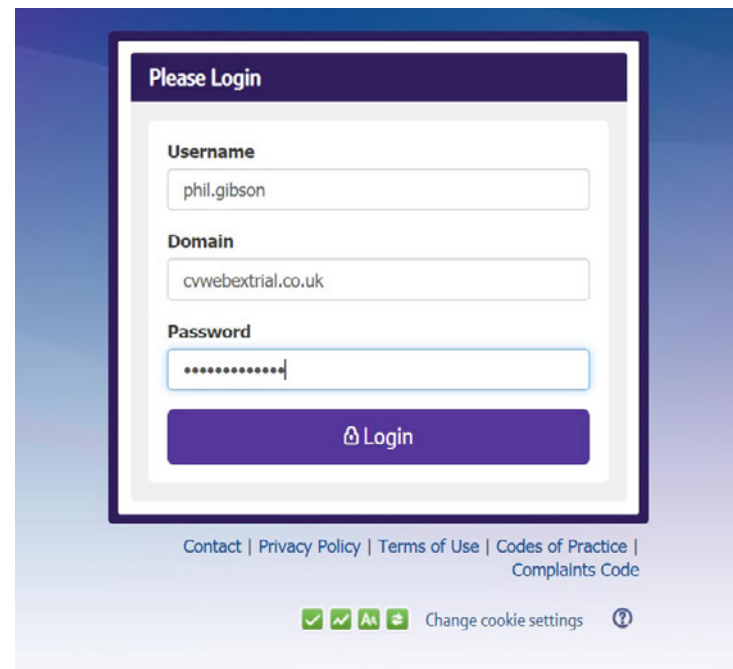BT Cloud Voice – Your guide | Help and Support | BT Business

# 4. Setting up Webex

How you set up Webex depends on whether you're an employee using the system or an administrator managing user access. Follow the appropriate steps.
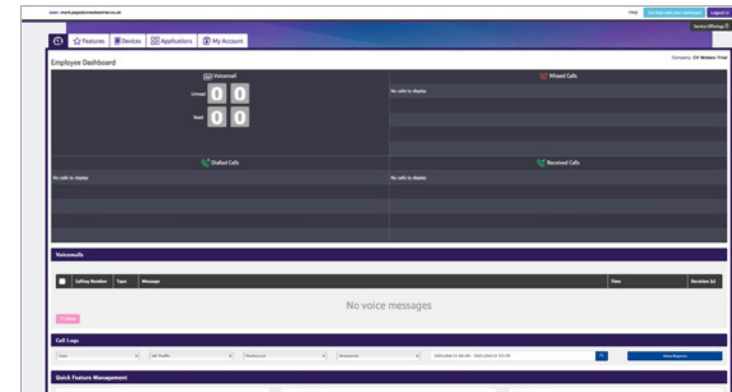
## 4.1    User

1. Log in to your business portal.

You'll need your username, domain and password (we sent you these in separate emails: if you don't know them, please contact your administrator).
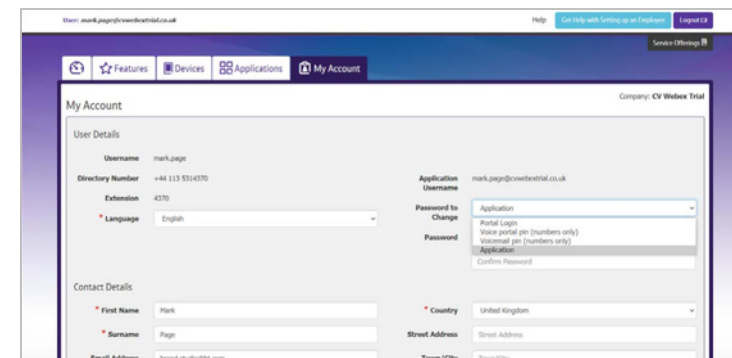


2. You'll now see the employee dashboard.

Select the **My Account** tab.



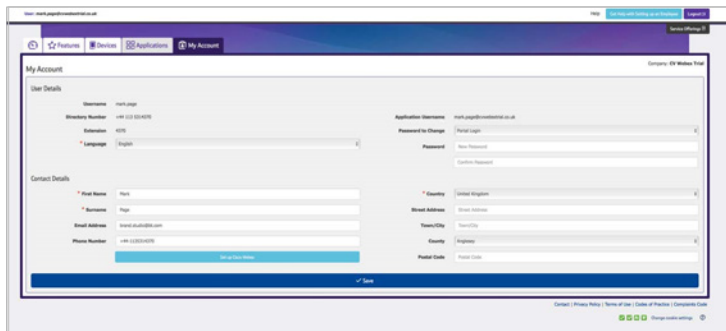3. From the **Password to change** dropdown box, select **Application**.



You'll then need to create a password between six and 60 characters, including at least:

- one number
- one uppercase letter
- one lowercase letter
- one non-alphanumeric character.

**4.** Enter your Webex application password and select **Save** (do not select **Set up Cisco Webex** until you've saved the application password).
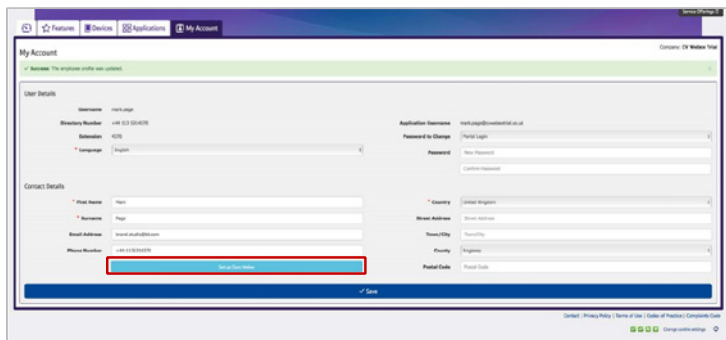


**Tip:** You'll need your application username and password later in this process so please make a note of them.

Once you've saved the application password, you'll get a success notification under **My Account**.



**5.** Select **Set up Cisco Webex**.



**6.** Go to **step 1** in section **4.3 Users and administrators: set-up and activation** to continue the process.

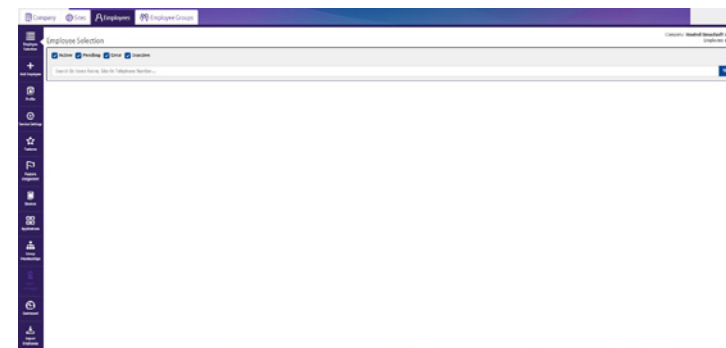### Need more help?

Watch our users' video on our Webex page for more information.

## 4.2  Administrator

As an administrator, please follow the steps below to set up Webex for yourself and the company employees from the business portal. You'll need a valid email address for each employee as we'll send a validation email to employees to confirm during the set-up process.

**1.** Log in, then click on **Employees**.



**Tip:** Make a note of the application username as you'll need it later.

2. Enter your username or your employee's username and click the **search icon** on the right. If you don't know the username, click the search icon and select from the list of employees.
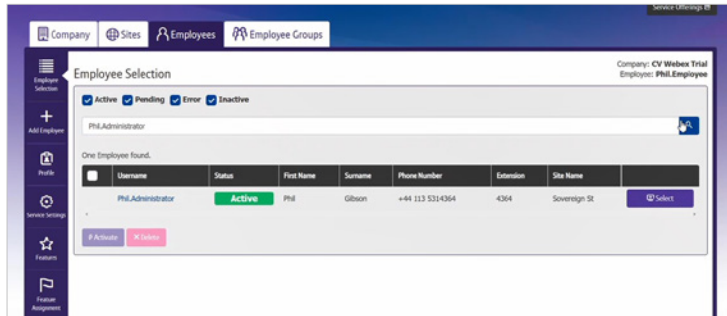


3. Click on the username or the **Select** button on the right, then click **Applications** on the menu bar on the left side.
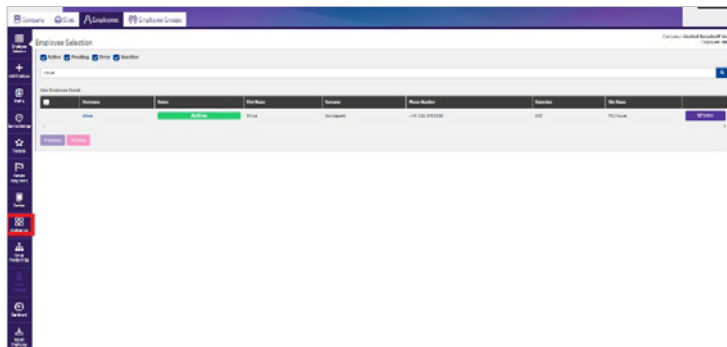


4. Enter your Webex application password and select **Save** (do not select **Set up Cisco Webex** until you've saved the application password).

If you don't know your application password, change it by clicking on **Change password**.

Please note it's critical to save your password once you've entered it.

**Tip:** Make a note of the application username as you'll need it later.

And whatever you do, don't select **Set up Cisco Webex** until you've saved the password.
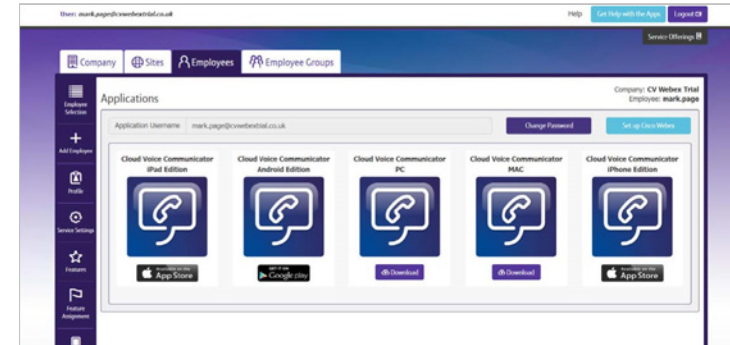


5. Once you've saved your new password, select **Set up Cisco Webex**.

6. Go to section **4.3 Users and administrators: set-up and activation** to continue the process.
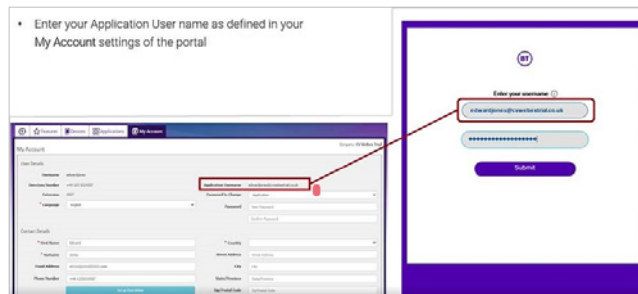
### Need more help?

Watch our administrators' video for more information about logging into the portal and changing passwords.

## 4.3   Users and administrators: set-up and activation

1.  You'll see this screen. Give it a read and click **Continue**.
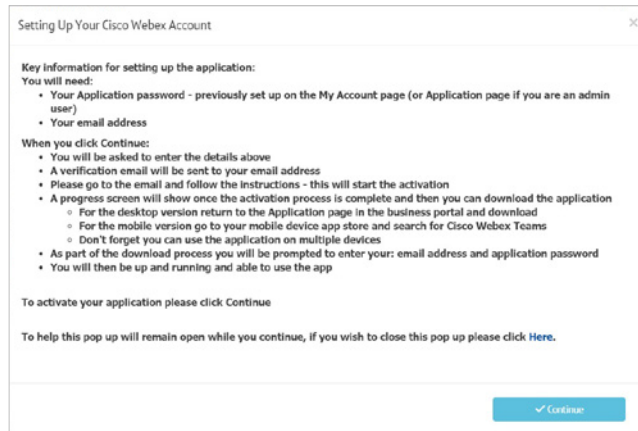


2.  Enter your application username and password (which you changed in the previous steps) – these are in your **My Account** settings.



3.  We're now at the verification stage. You'll see a prompt to enter the email address that you want to associate with the service. This can be any email address but would normally be your work email address. We'll send a verification email to it.

**Note:** It must be an email address that you have not previously used with a Cisco Webex application (for a free trial, for example). If you have used it before, a message will appear with details on how to cancel the previous account or use a different email.
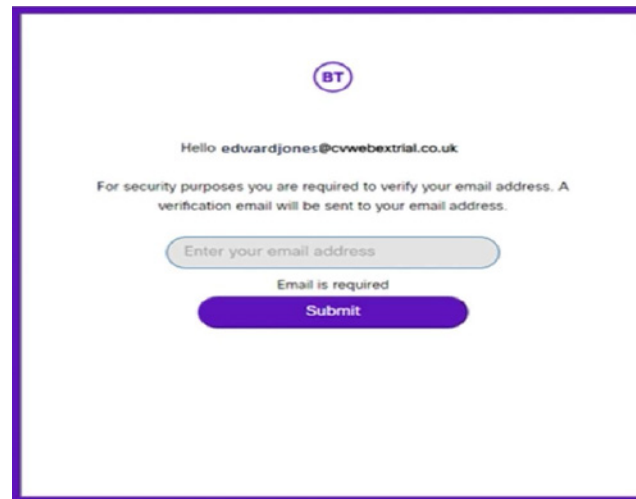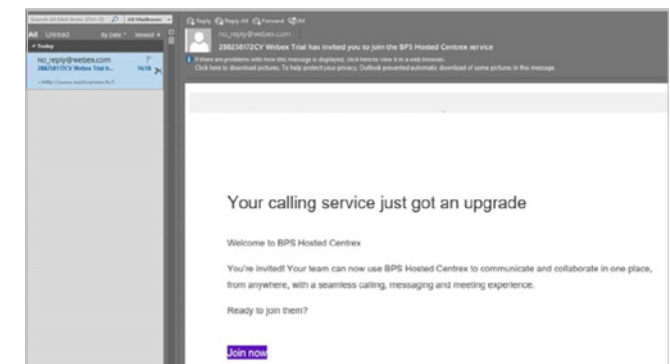


4.  Once you've entered a valid email address, we'll send you a verification link.
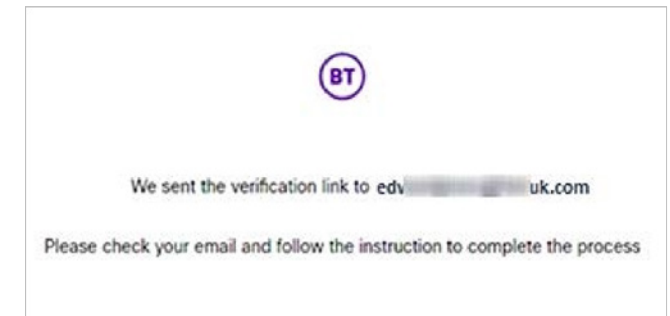


5.  Check your email and click on **Join Now** in our verification message.

Please complete this as soon as possible. If it takes too long, the link will expire and you'll need to start the set-up process again on the business portal.

## 4.4    Downloading the application

1. After clicking **Join now** within the verification email, you'll see the progress provisioning screen. This is where we check the validation of your email and provision the Webex service.

You'll see a screen from where you can now download the Webex application.

You'll have options for downloading. It'll automatically recognise the operating system you're using and recommend which download to use (it'll be the download icon at the top of the screen).
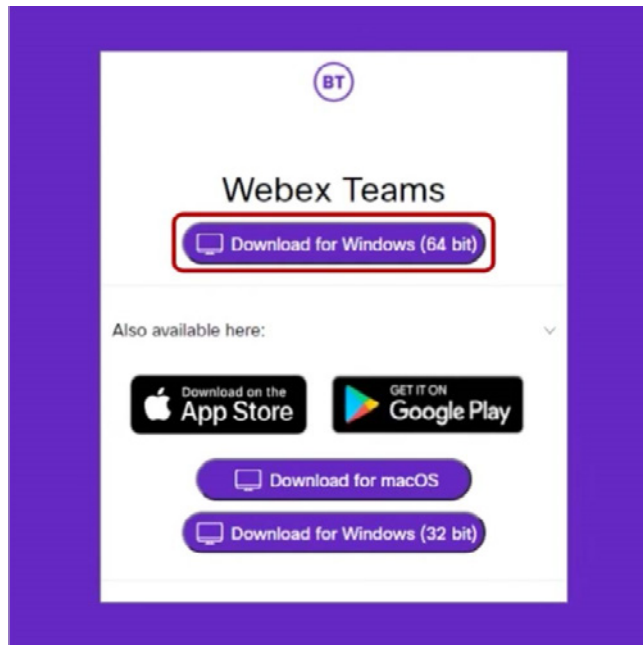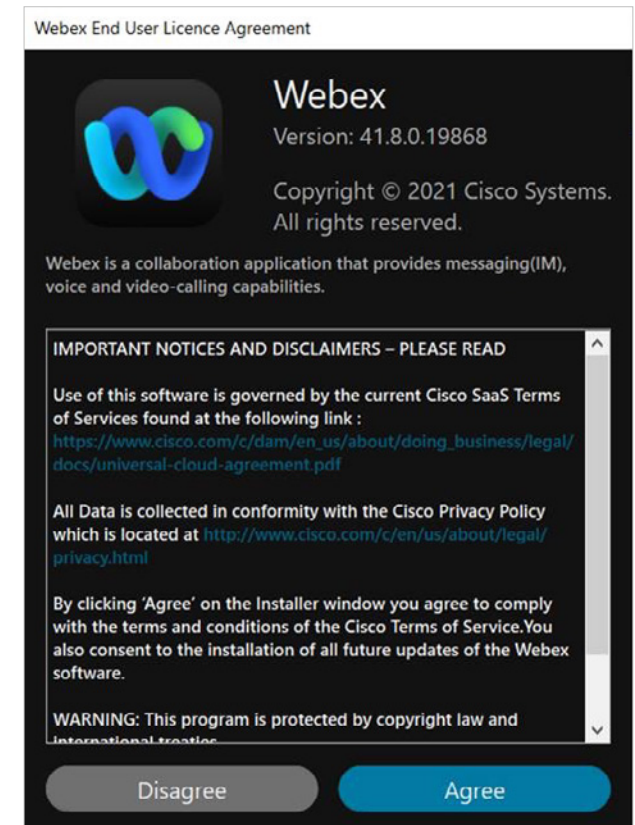


You'll also be able to download the desktop app from the business portal.

2. For desktop systems, select the **installation file** to start installing.

The Webex set-up wizard will then start. Select **Next** for each stage of the installation process, then at the final stage select **Finish**.
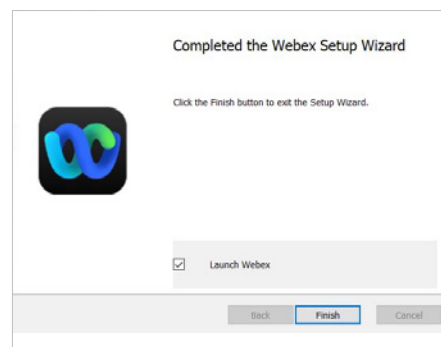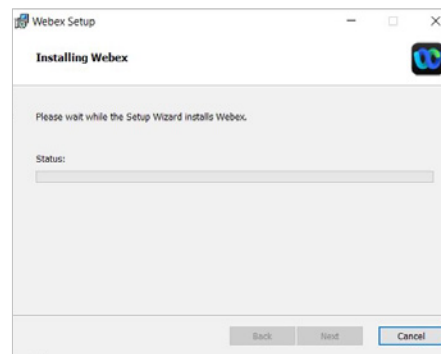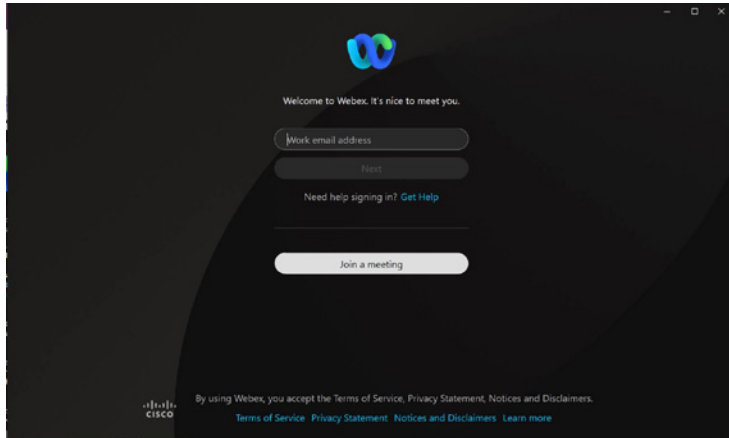






3. Read through the Webex End user License Agreement and select **Agree** to continue.

## 4.5    Logging in for the first time

1. Login to the **Welcome to Webex** screen by entering the same email address you used during the verification process (step 9), then select Next.



2. The **login** screen will appear. Your **username** will be pre-populated. Please enter the application password that you set up on the **My Account** settings earlier, then select **Submit**.

The first time you login, you'll see the first-time welcome screen. Select the tutorials to learn more about the system and how to use it.
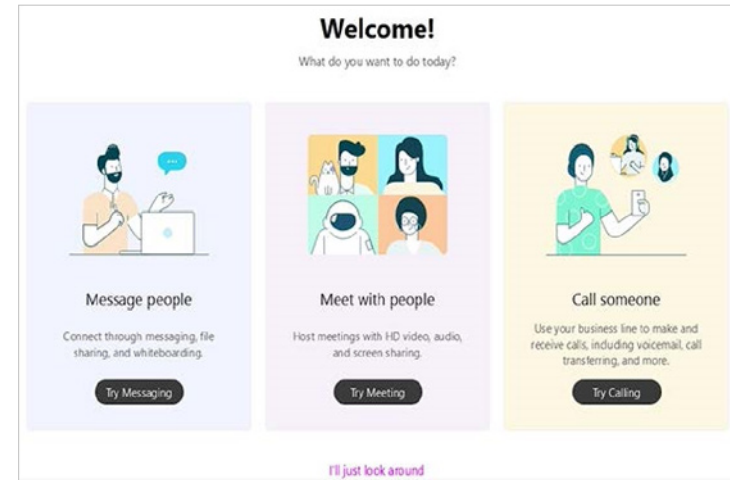
# 5.  Logging out

Selecting **Exit Webex** on the desktop app will mean Webex will remember your login details for when you restart it.

If you use **Sign Out**, you'll have to use your application username and password next time.

On your mobile device, if you close the app window (swiping right/up), when you click on the app icon again you'll not need to log back in. However, as above, if you select **Sign out** in the app, you'll need to log back in.

**Please make sure you remember your application username and password for future use.**

You can reset your application password on your business portal. If you need to reset your Business Portal password, please ask your company administrator to do it for you on the portal.
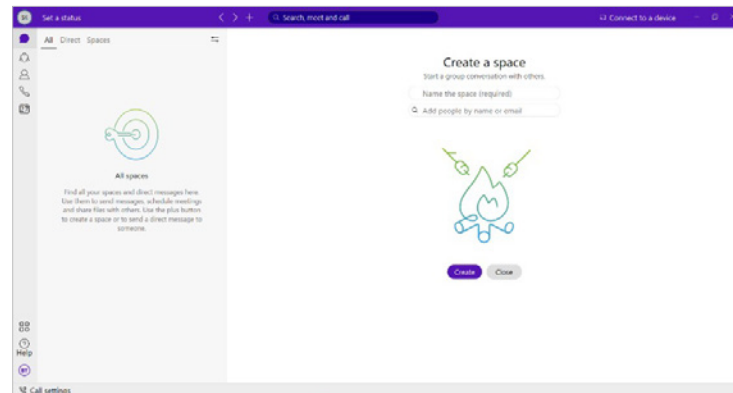


# 6.  Removing your Communicator app

Now that you've successfully set up your Webex app, you'll need to delete your Communicator app as this platform will be closing shortly.

Any contacts you created through the Business Portal at the Enterprise/Company, Site/Group or Personal level will become searchable on your Webex app.

# Want to know more?

You'll find tons of information about Cloud Voice and Webex at
**BT Cloud Voice – Your guide | Help and Support | BT Business**

For the latest information on Webex app security, please visit
**Webex app security**

For further information on Webex, please visit
**Webex from Service Providers**