



Cloud Voice with Cisco Webex

Desktop, smartphone and tablet
application set-up

User guide

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Overview

Webex gives you the application and tools you need 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 Cloud Voice licences:

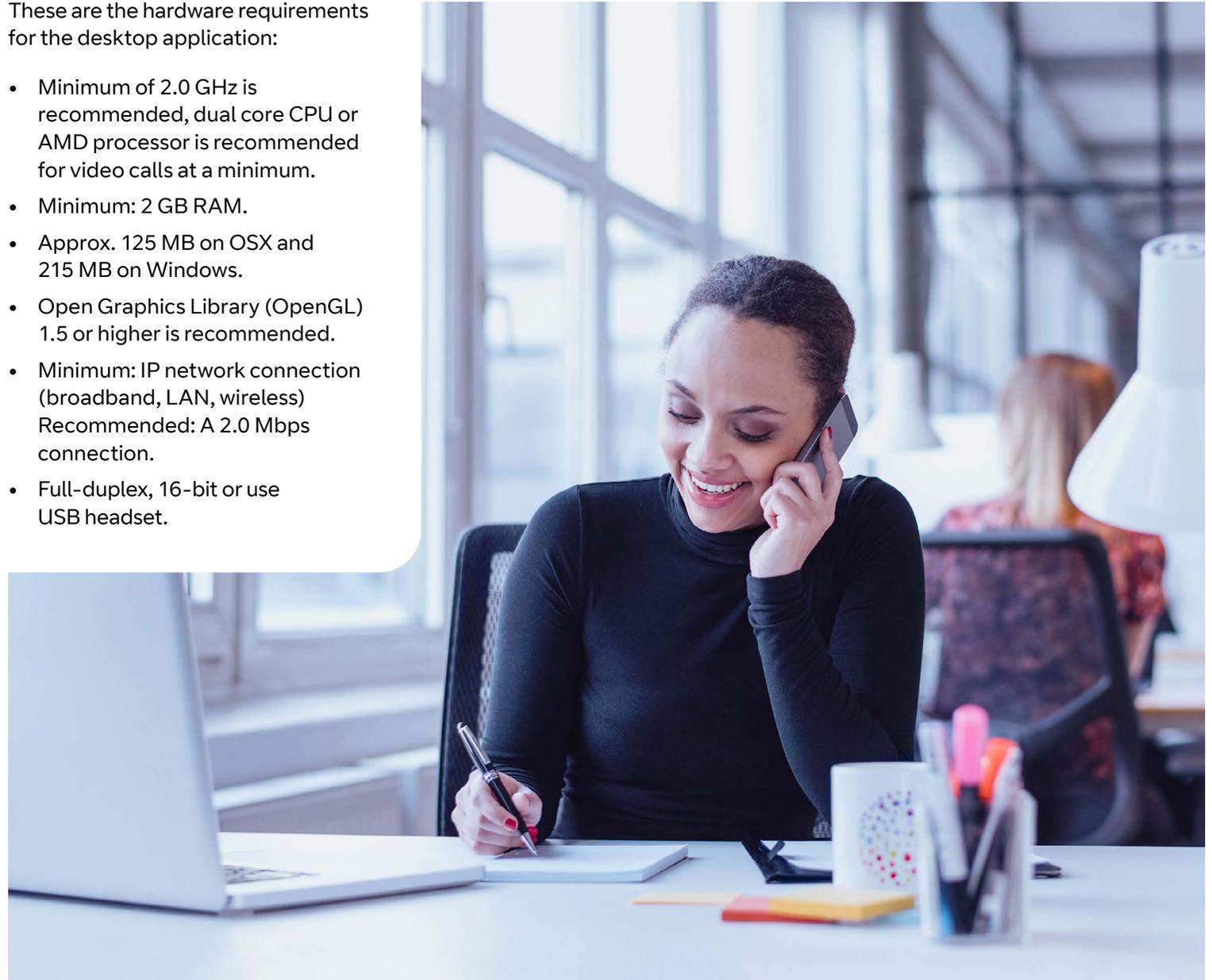
- Connect
- Collaborate
- Premium user add-on

Premium is a new chargeable add-on and can only be attached to collaborate licences.

Hardware requirements

These are the hardware requirements for the desktop application:

- 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.



What do I need to use Webex with my BT Cloud Voice service?

When your Cloud Voice service is up and running you'll need a compatible desktop, mobile or tablet device which are:

- Desktop – Windows 7 Service Pack 1 or later
- Android – Nougat 7.0 or later
- Apple MAC – (MacOS) 10.12 or later.
Intel CPU or M1 Chip
- iPhone (iOS) – 12.0 or later
- iPad (iOS) – 13.1 or later
- Browsers – version must be last two major releases for Chrome; Firefox, Safari or Edge

The latest system requirements can be found [here](#).

Actual bandwidth requirements and usage will vary depending on several factors. Including other active usage on the network at the same time as the call. As well as the type of camera being used, how many cameras are being used in the meeting, is screen sharing or whiteboard also being used, and many more.

Maximum bandwidth for sending and receiving video is:

- HD video – 2.5 Mbps (receive) and 3.0 Mbps (send).
- High quality video – 1.0 Mbps (receive) and 1.5 Mbps (send).
- Standard quality video – 0.5 Mbps (receive) and 0.5 Mbps (send).

You can find all the latest information, including a white paper with all Webex bandwidth information [here](#).

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.

Cloud Voice headsets with the appropriate connection (as above) can be used with Webex, with the exception of 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 required for [Webex](#).

Webex – provisioning, installation and login

Here’s a short [video](#) showing how to set up Webex.

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

You’ll already have been added to the platform when we first set up your BT Cloud Voice.

Please refer to the original emails for password and log in details.

Your activation journey must be completed – you will receive an email stating that “Your calling service just got an upgrade”.

Please click on ‘Join Now’ and wait a few minutes before progressing to downloading the app and log in.

Provisioning email

Hello Mark,

Your new BT Cloud Voice service is ready for you. Keep this email safe as it contains information on how to access and use your service.

Your Phone Number is +44-113-531-4370 and your extension is 4370.

If they haven't done it already, your administrator will arrange for the installation and configuration of your new phone.

A MAC address is the unique reference for your phone. It's sometimes called a serial number, and you'll usually find it on a sticker on your phone. If you have problems with your phone and need to call us, we might ask you for the MAC address.

Getting Started

To start managing your service, go to <https://btcloudvoice.bt.com/businessportal/>

You'll need:

your username: mark.page
your domain: cvebeintel.co.uk
your password: this will be sent in a separate email

If your features need PINs or passwords, you find them below.

Voicemail

To access your voicemail, dial 1571 or use the voicemail button on your handset. The first time you log in simply follow the instructions, you'll be able to create a personal greeting and set up a secure pin to access your voicemails.

Collaboration, Meetings and Messaging Application

Your **BT Cloud Voice service with Cisco Webex** includes the ability to make and receive audio & video calls, messaging and meetings all with collaboration too. You can join spaces, share your screen, share files or use a virtual whiteboard with colleagues and much more.

To set up your application please go to the Cloud Voice business portal (it is easier on a desktop device) and log in using the details provided earlier in the 'Getting Started' section. Then follow these simple steps, you could start by watching the short set up video:

For an easy video on how to log into the portal and set up Cisco Webex please [click here](#)

1. Click on **My Account** and make a note of your application username (on mobile devices 'My Account' is in the drop down list to the right of the Features tab)
2. 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
3. Click **Save** - which is at the bottom of the screen
4. Click on the **Set up Cisco Webex** button and follow the instructions - use the Application username and password you have just set up. There will be help information on the screen, which will explain the steps to follow.
5. You will now be able to download the app from the business portal, for mobiles go to your app store and search for 'Cisco Webex Teams'. When downloaded you'll be prompted to enter your email address, application username and application password again

Password email

Your BT Cloud Voice password

provisioning.btcloudvoice@bt.com
Thu 01/04/2021 11:26

Mark as unread

To: brand studio G

Hello Mark,

When we sent you your username and domain, we said that your password would follow. Here it is:

Your password: @QP8117

For help
You can visit <https://btcloudvoice.bt.com> for FAQs and user guides, call us on 0800 389 0537 (Barn to 6pm Monday to Friday) or email bt.ccloudvoice@bt.com

Thanks,
BT Cloud Voice team

Please don't reply!
Sorry we can't answer 'helpful' to this email - it's been generated automatically by our computer. If you need help, call on 0800 389 0537 (choose option 1) between Barn and 6pm Monday to Friday or email bt.ccloudvoice@bt.com

Stop spam
We'd never ask for your service details or passwords in an email. So if anyone emails you asking what they are, don't tell them.

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Make a note of the username, domain and password, as these are needed to log in.

You may have changed your password since you were originally sent this email in which case please use your current password.

To get started, use the link in the provisioning email adjacent to ‘Getting started’ to access the user login page. Alternatively, copy the link in your browser and go to: btcloudvoice.bt.com/businessportal

Business portal login and application password change (desktop)

Please Login

Username
brand.studio@bt.com

Domain
cvwebextrial.co.uk

Password
.....

Login

Incorrect username and/or password. Please try again. Password Help

To log in to your business portal you'll need your username, domain and password (sent in an separate email as above). Enter these in the login page and select 'Login'.

Employee Dashboard

Voicemail

Unread 0 0

Read 0 0

Missed Calls

Drafted Calls

Received Calls

Voice Messages

No voice messages

Call Log

Once you've logged in, you'll see the employee dashboard. Select the 'My Account' tab.

From the 'Password to change' dropdown box you'll need to select 'Application'.

My Account

User Details

Username mark.page

Directory Number +44 113 5314370

Extension 4370

Language English

Application Username mark.page@cvwebextrial.co.uk

Password to Change Application

Password

Contact Details

First Name Mark

Surname Page

Email Address brand.studio@bt.com

Country United Kingdom

Street Address Street Address

Town/City Town/City

You'll then need to create a password to access the Webex application. The password must be at least six characters and no more than 60; including at least: one number; one uppercase and one lowercase letter and one non-alphanumeric character(s).

My Account

User Details

Username mark.page

Directory Number +44 113 5314370

Extension 4370

Language English

Application Username mark.page@cvwebextrial.co.uk

Password to Change New Password

Password

Confirm Password

Contact Details

First Name Mark

Surname Page

Email Address brand.studio@bt.com

Country United Kingdom

Street Address Street Address

Town/City Town/City

County England

Postal Code Postal Code

Save

Please make sure that you select 'Save' after you've entered your Webex application password. Don't select 'Set up Cisco Webex' until you've saved the application password.

My Account

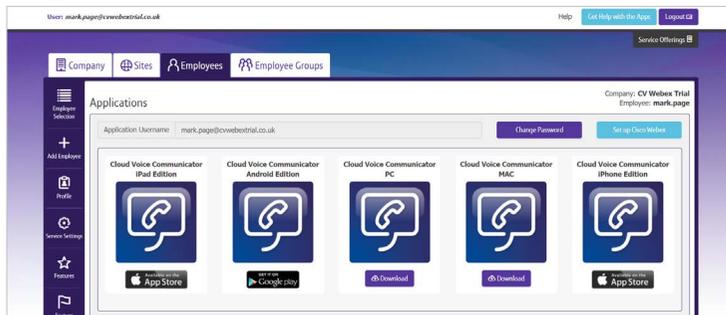
Success: The employee profile was updated.

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

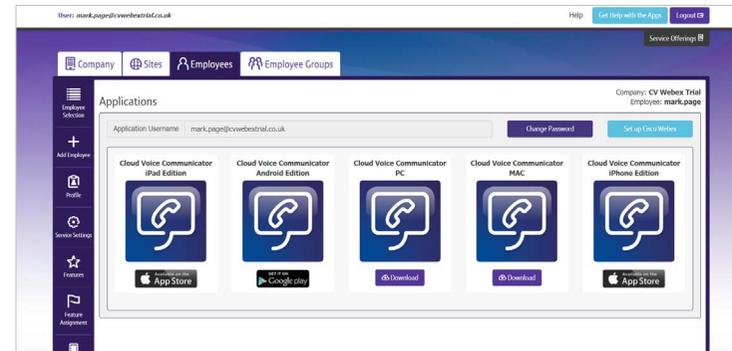
Administrator business portal login and application password change

As an administrator, once you've been provisioned and received your welcome email as per above instructions, you can then set up Webex for yourself and the company employees from the business portal. You'll need a valid email address for each employee, as a validation email will be sent to that address, which must be confirmed during the set up process.

Select the 'Applications' tab on the left of the screen, which you'll find under 'Employees'.



Please note the application username as you'll need this later.



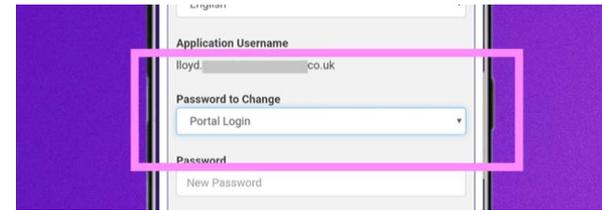
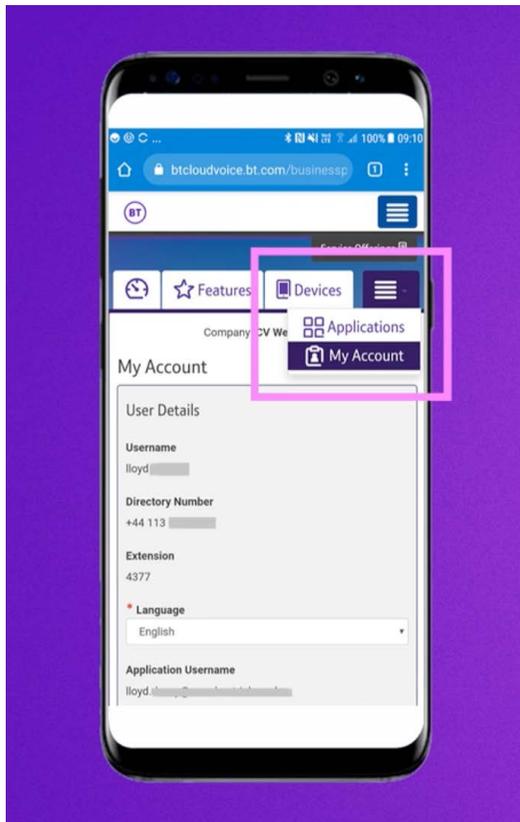
Create and save the application password by selecting 'Change password'. Please note it's critical to save your password once you've entered it. Please don't select 'Set up Cisco Webex' until you've saved the password.

Once you've saved your new password, select 'Set up Cisco Webex'. The next steps will be the same as the application set-up and installation section below.

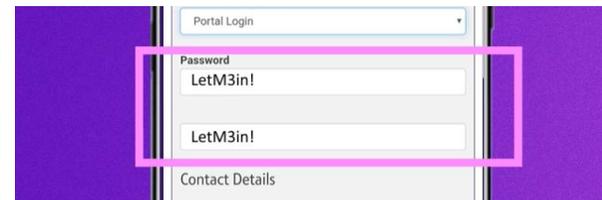
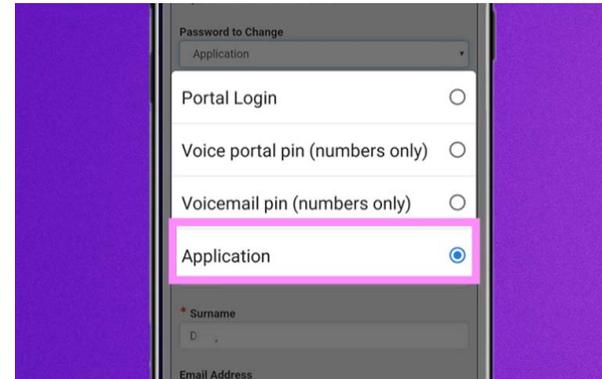
For additional support please click the [video](#) for Administrator portal login and password change.

Business portal log in and application password change (mobile)

For smartphones, please log in to the business portal in the same way as the above process using the username, domain and password provided. However, you'll need to select the dropdown menu first as below and select 'My Account'.



Scroll down the page on your device to 'Password', and make sure to select 'Application' from the dropdown list as below.

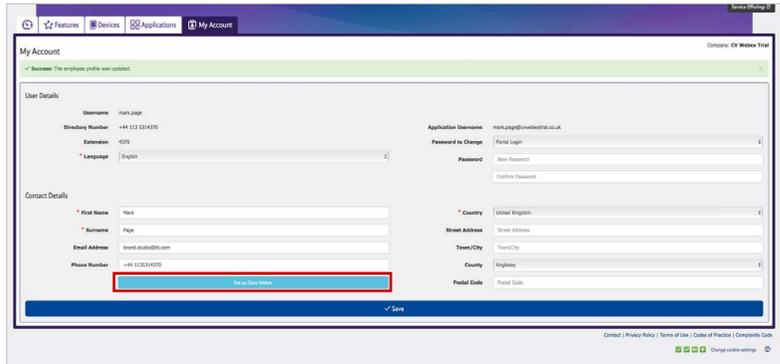


Then enter your password and go to the bottom and select 'Save'.



For more support on portal log in and application password change for mobiles head [here](#).

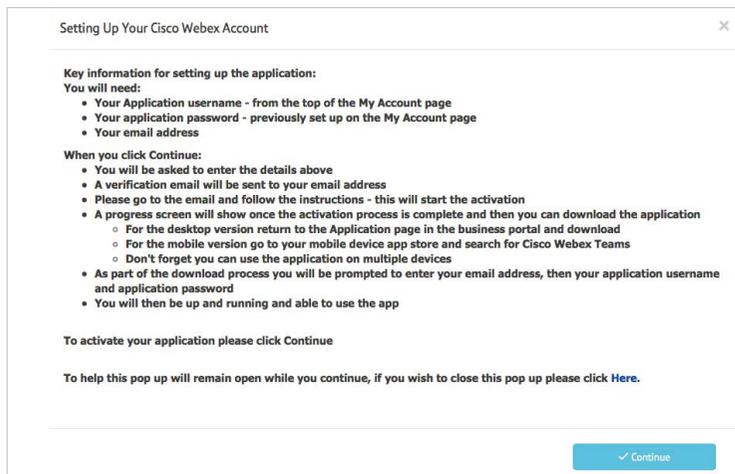
Webex set-up and installation instructions



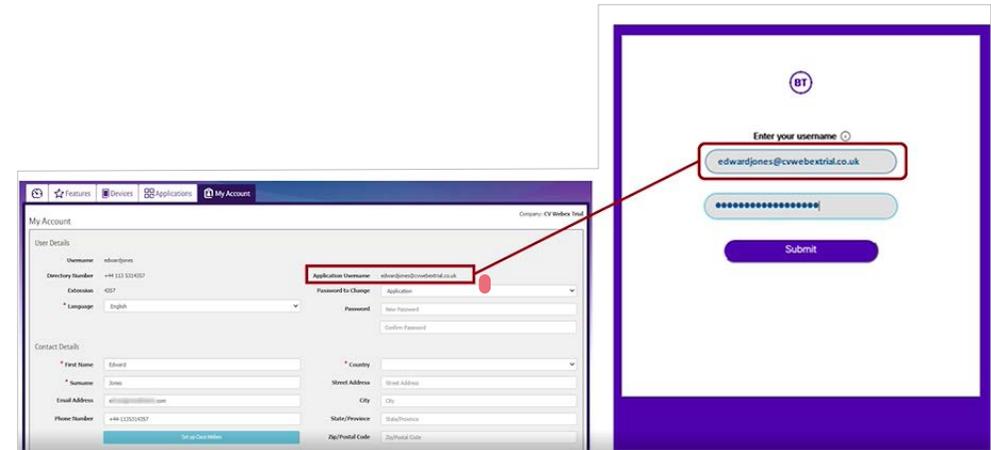
Once you've saved the application password, please select 'Set up Cisco Webex'.

The help screen below appears and takes you through what you need to do to set the service up. This page displays the key information needed to setup the Webex application as a user.

Once you've read the instructions, select 'Continue' and it will take you through a series of activation pages.

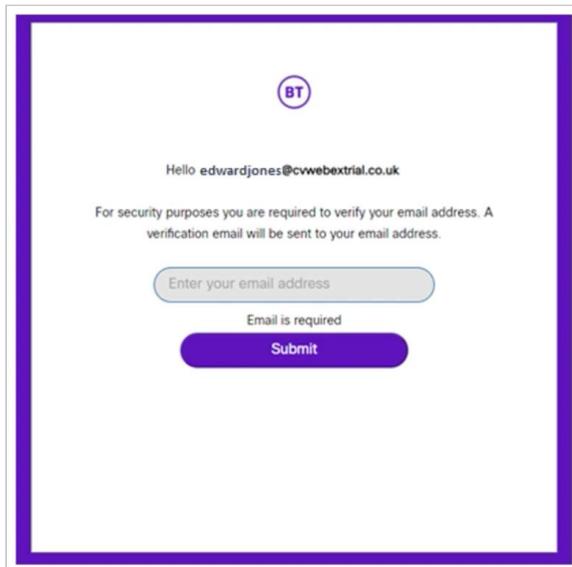


Activation Screen 1



The first activation page will appear on the left-hand side of the page. Please enter your application username and password that was set up earlier in the business portal and select 'Submit'.

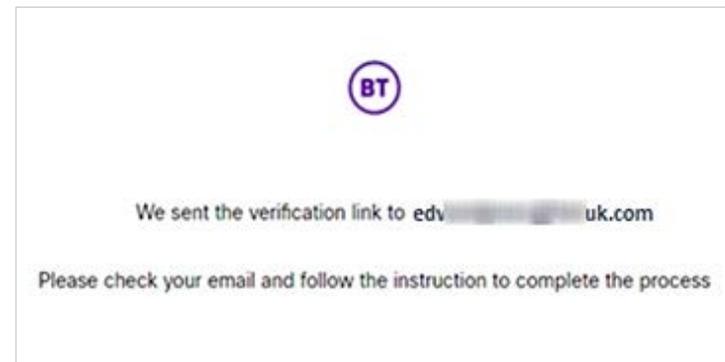
Activation Screen 2



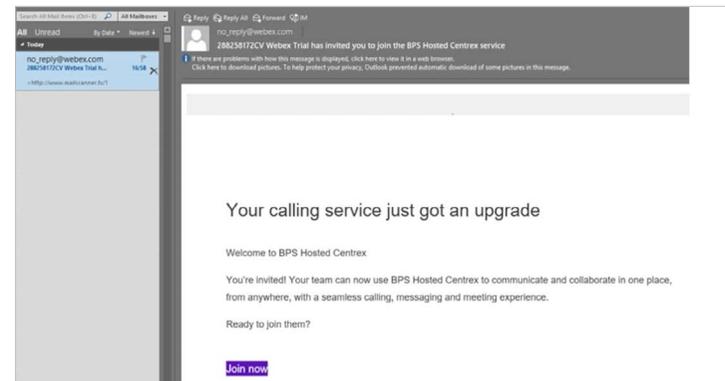
The screenshot shows a web form with a BT logo at the top. Below the logo, it says "Hello edwardjones@cwwebextrial.co.uk". The text reads: "For security purposes you are required to verify your email address. A verification email will be sent to your email address." There is a text input field with the placeholder "Enter your email address". Below the field, it says "Email is required" and a purple "Submit" button.

The second activation screen will require the 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.

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

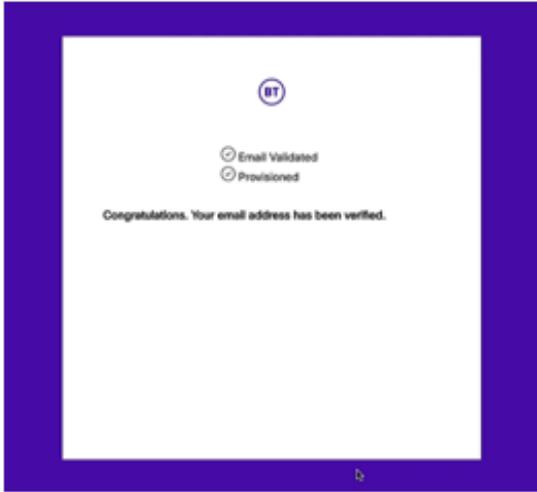


You will then be notified that a verification link has been sent to the email address that you have entered.



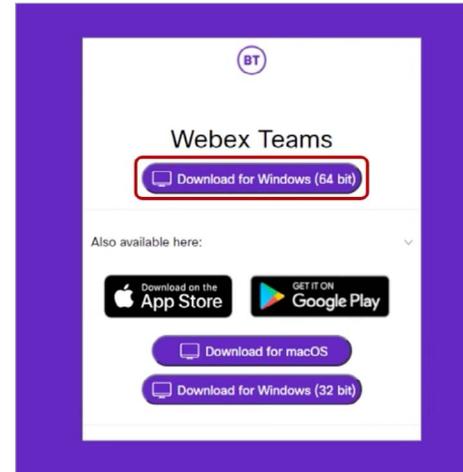
Once your email arrives in your inbox, select the 'Join now' link to progress to the provisioning screen. Please complete this as soon as possible, if it takes longer than a couple of hours it will no longer work and you will need to start the set-up process again on the business portal.

Progress to the provisioning screen



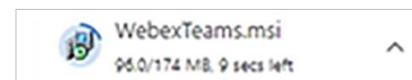
After you select 'Join now', within the verification email, you'll be presented with the progress provisioning screen where it will check the validation of your email and provision the Webex service.

Application download

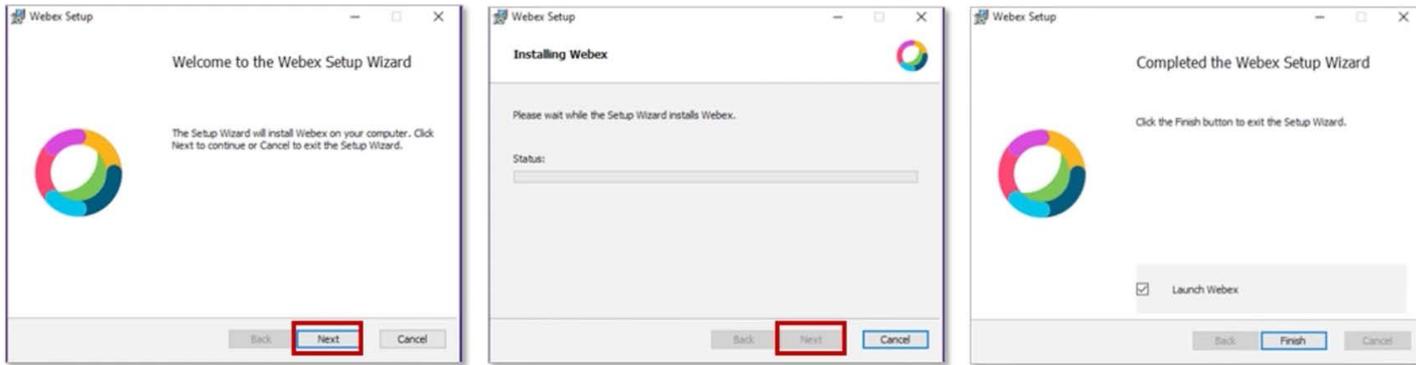


This part of the process will show you a screen where you can now download the Webex application. This will present you with options for downloading. It will automatically recognise which operating system you are using and recommend which download to use by displaying this option as the top download icon.

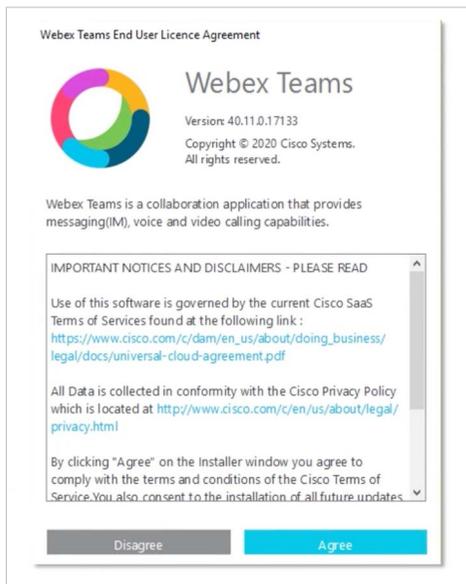
You'll also be able to download the desktop app from the business portal, and for mobiles from your mobile app store by searching for 'Cisco Webex Teams'. When downloaded, you'll be prompted to enter your email address, application username and application password again.



For some desktop systems the above option appears. Just select on the installation file to start the installation.

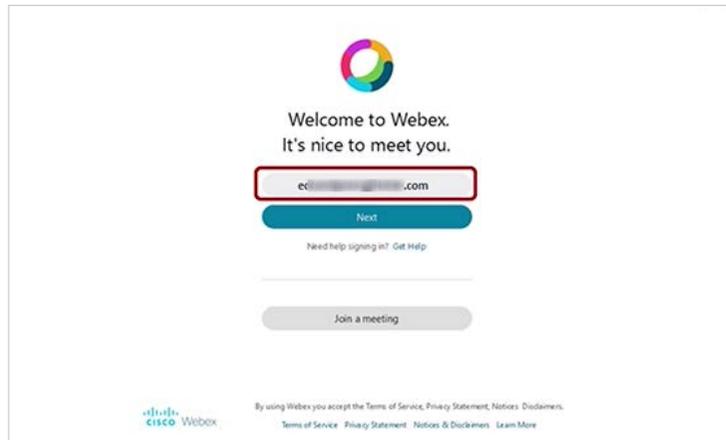


The Webex set-up wizard will then start. Select 'Next' for each stage of the installation process, then at the final stage select 'Finish'.

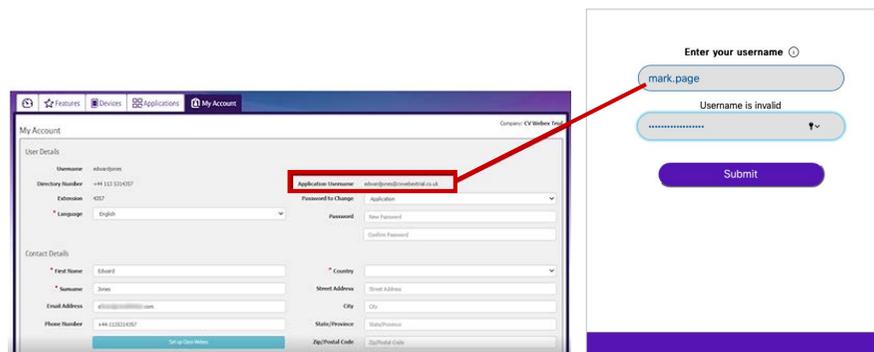


When the software agreement appears, select 'Agree' to continue.

Welcome to Webex screen

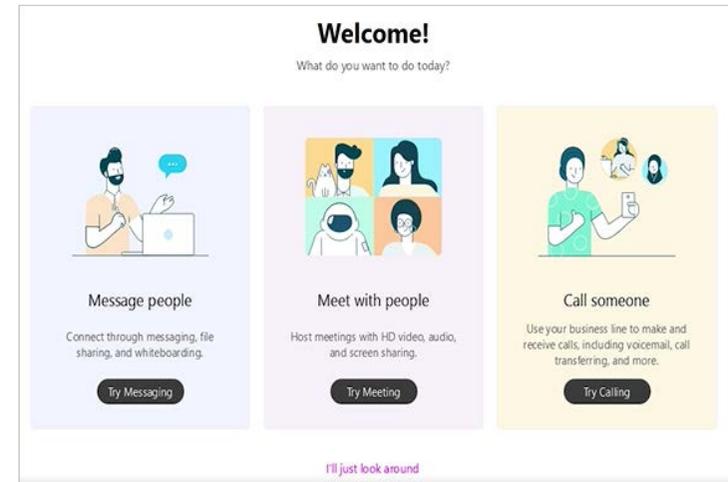


When the Welcome to Webex screen is displayed, to log in, enter the same email address you used during the verification process, then select 'Next'.



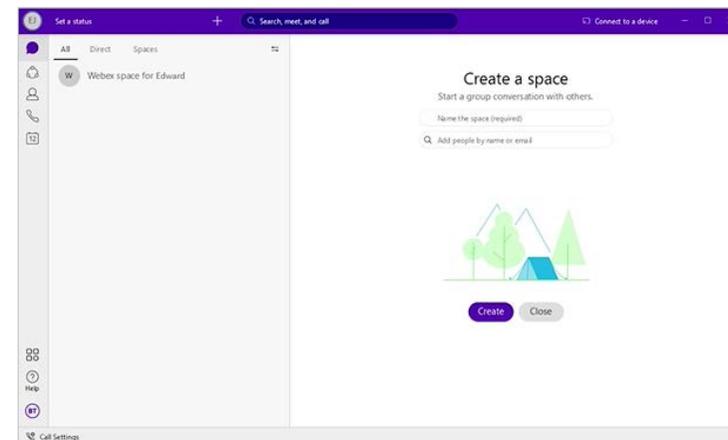
The log in screen on the right will appear, enter your application username and application password that was set up on the 'My Account' settings earlier, then select 'Submit'.

First-time welcome screen



Once you've logged in for the first time to Webex, you'll see the first-time welcome screen, like above. For extra guidance, select the different tutorials.

Main Webex Interface



Then you will be logged into the Webex application and the main interface will appear, ready for you to get started.

Important information – Logging in and out

When using the Webex desktop app, selecting 'Exit Webex' will mean your login details are remembered for when you restart the app. If you use the 'Sign Out' function, you'll be completely signed out and you'll have to log in with your email address, application username and password again 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 keep a record of your application username and password.

You can reset your application password on your business portal. If you require your business portal password to be reset your company administrator can do that on the portal.

Removing the Communicator App

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

Remember you'll need to transfer your contacts and messages from Communicator to Webex, or you'll lose them when Communicator is shut down.

Further help

For further help on Cloud Voice and Webex, please visit the help page:
[BT Cloud Voice – Your guide | Help and Support | BT Business](#)

For the latest information on Webex app security please go [here](#).

Additional help using the Webex application you can also visit [Cisco Webex Help Centre](#). Be aware this is a generic help site for Webex and is not specific to BT or managed by BT. So there may be some information that's not applicable.



Offices worldwide

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