



## (Webex) Cisco Call Softphone Guide

Softphone – (Webex) Cisco Cloud Call is the state's new telecommunication method for Cisco Enterprise Voice System users whose jobs require them to make and receive phone calls from their published State of Delaware office number. (Webex) Cisco Call integrates with Microsoft Teams, replaces Cisco Jabber Softphone and eliminates the need to use a physical desk phone.

### Who:

State of Delaware workers, that are Cisco Enterprise voice users, whose agencies migrated to the new Webex Cloud Calling environment. The Webex Cloud Calling migrations are being implemented on an agency-by-agency basis as part of a multi-year initiative. If you are uncertain whether your agency has migrated, contact your [helpdesk](#).

### Requirements:

- Laptop, Desktop or Mobile Device (Either State issued or personal)
- An Internet connection
- A State network login (e.g., [firstname.lastname@delaware.gov](mailto:firstname.lastname@delaware.gov))

### You will need:

- Cisco Call App added to your Microsoft Teams profile- DTI provisions during agency migration.
- Webex Calling Desktop Client – Installed by your local helpdesk for State managed devices (e.g., your work pc/, Mac, or laptop). Can be [downloaded from Webex](#) and installed locally on non-State-owned devices, e.g., your personal pc, Mac, or mobile device.
- Headset connected to Computer (USB/Bluetooth Headset or phone Earbuds is preferable for quality over using the computer's microphone which picks up background noise.)

### Download and Install Webex:

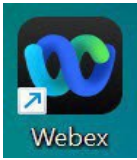
1. If using a state device, for installation support/troubleshooting, call your [Local Agency Helpdesk](#) or the DTI Service at 302-739-9560.
2. On a personal device (PC, Mac, laptop, or mobile device), visit the websites listed above and download the product(s) for your device.

### Using (Webex) Cisco Call Softphone:

The steps outlined below will guide you through the process of signing into the Webex Calling desktop client and the Cisco Call with Microsoft Teams. You must be signed into both in order to place or receive calls. Once you are signed in, you will remain signed in unless the device goes idle, or if you log in on another device, otherwise you will need to sign in again.

## Signing into the Webex Desktop Client

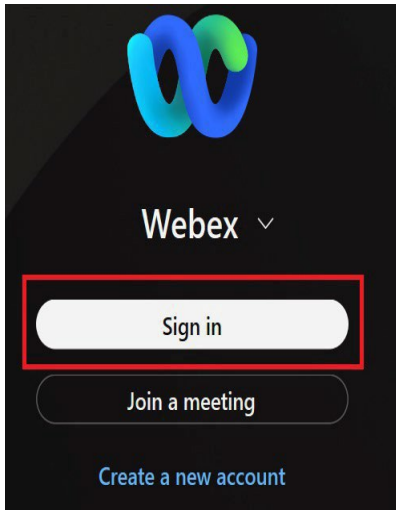
1. Launch Webex by finding the desktop client in your Windows start menu (or find the icon in Launcher, if on a Mac) or look for the Desktop Icon.



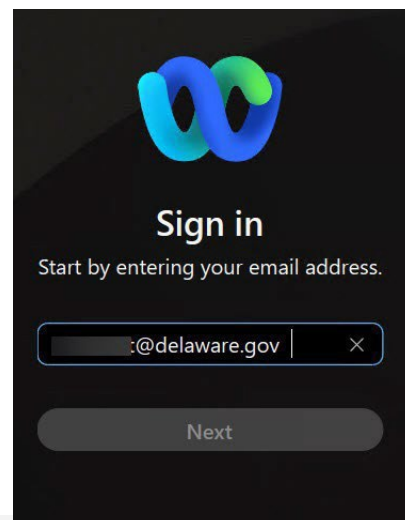
2. Double-click on the Webex Icon (shown above) to launch.

A "first time-only" Sign in screen will appear (shown below).

You will only perform this login the first time you launch the desktop client.



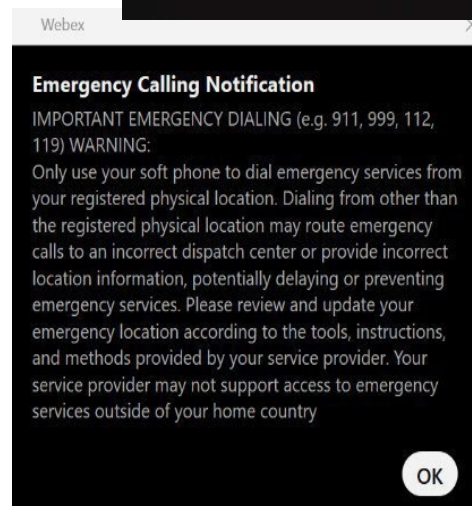
3. Next, on the second login screen, type full email address (firstname.lastname@delaware.gov) then click next. If you are on the state network, AOVPN or remoted into your office computer, you will be automatically signed in. If home or in a remote location, you will be routed to id.delaware.gov to authenticate with Okta.



### Emergency Calling Notification:

If you are working on an AOVPN device at home or in a remote location, remoted into your work computer over VPN, or using a personal device, you will receive a prompt regarding the Emergency Calling Notification (e911). Click "OK".

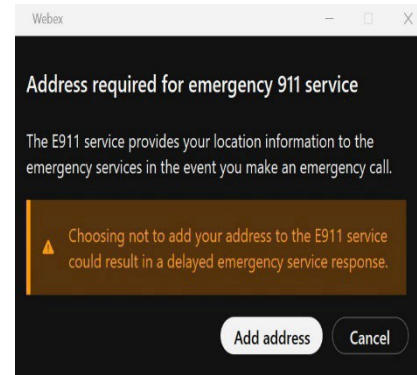
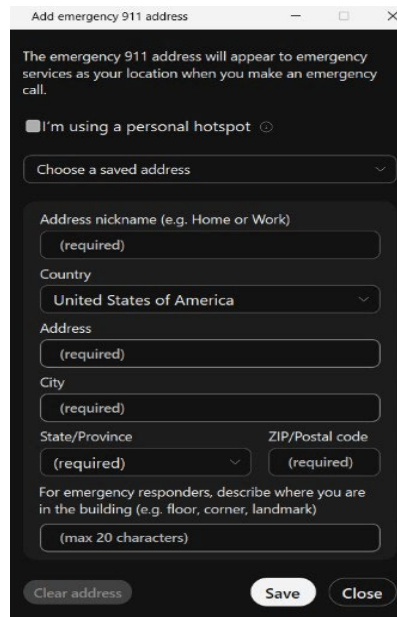
Note - If you are physically in a state building connected to the network, you will not receive this notification as it is programmed to know your location automatically based on the router you are connected to.



A message will prompt you to enter the location information for emergency 911 service (e911). Select "Add Address".

Enter the physical address of your location and click "Save".

Note - It will remember the location the next time you sign in.



The Webex desktop client windows will disappear from view.

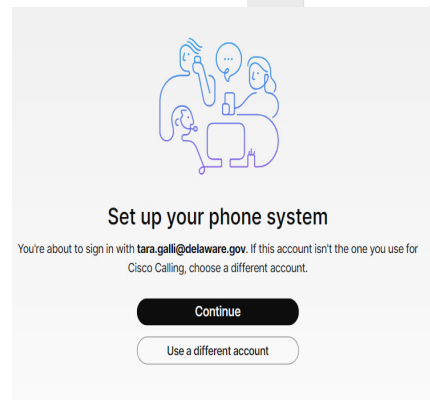
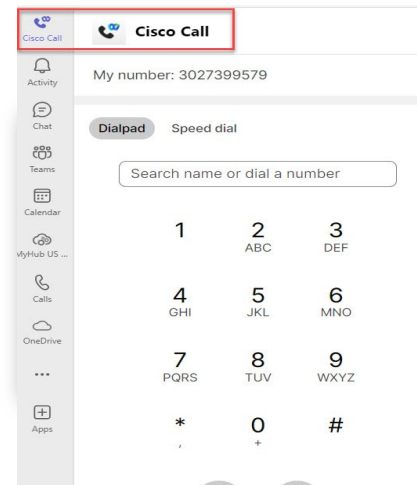
## Follow the next steps to use the (Webex) Cisco Call with Microsoft Teams.

### Using (Webex) Cisco Call with Microsoft Teams

1. Locate and Click on the "Cisco Call" icon located in Microsoft Teams left navigation pane.
2. Click "Sign in"



Note - If you are on the State network, AOVPN or remoted into your computer via VPN, you will be automatically connected and only need to sign in one time. Otherwise, you will be routed to id.delaware.gov to authenticate with Okta.



## An overview of (Webex) Cisco Call with Microsoft Teams features from the [Webex Help Center](#)



### Placing a Call

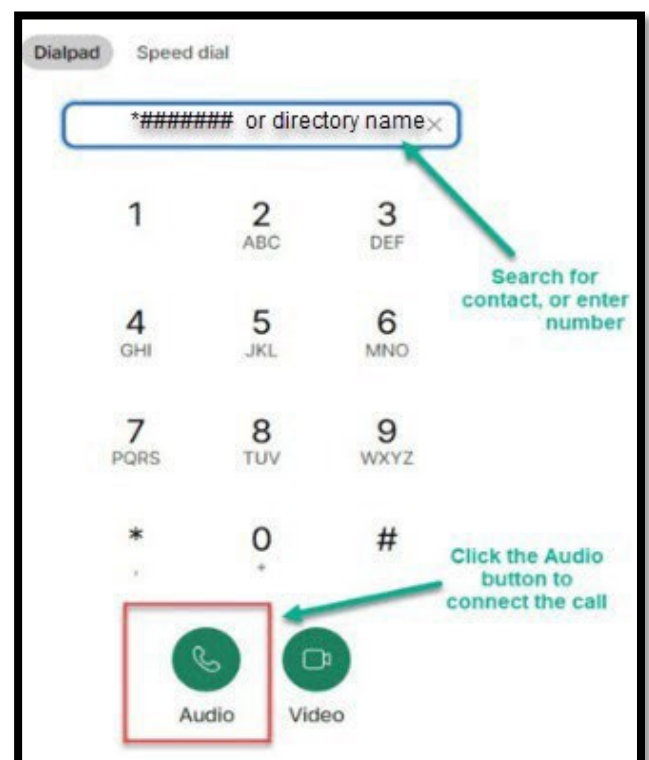
Using the Dialpad in Teams, either enter a user/contact name or enter a phone number. Click the "Audio" button.

**When calling within Delaware** (i.e., with a 302-area code, including cell numbers)  
**Dial \* and 7 digits (e.g., \*1234567)**

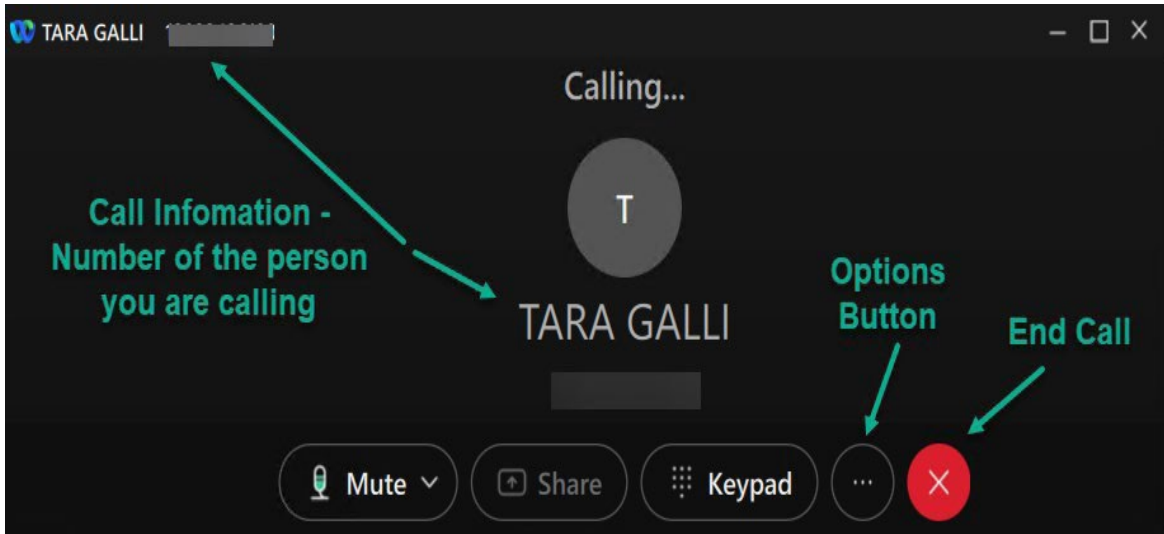
**When calling outside Delaware** (i.e., a different area code)  
**Dial \*1 area code and 7 digits (e.g., \*1(215)1234567)**

A separate window will open when the call is made.

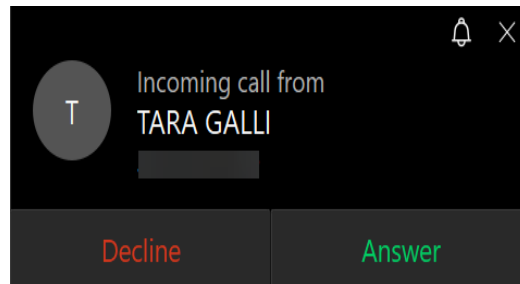
If you experience audio issues, jump to the [Call Settings Section](#)



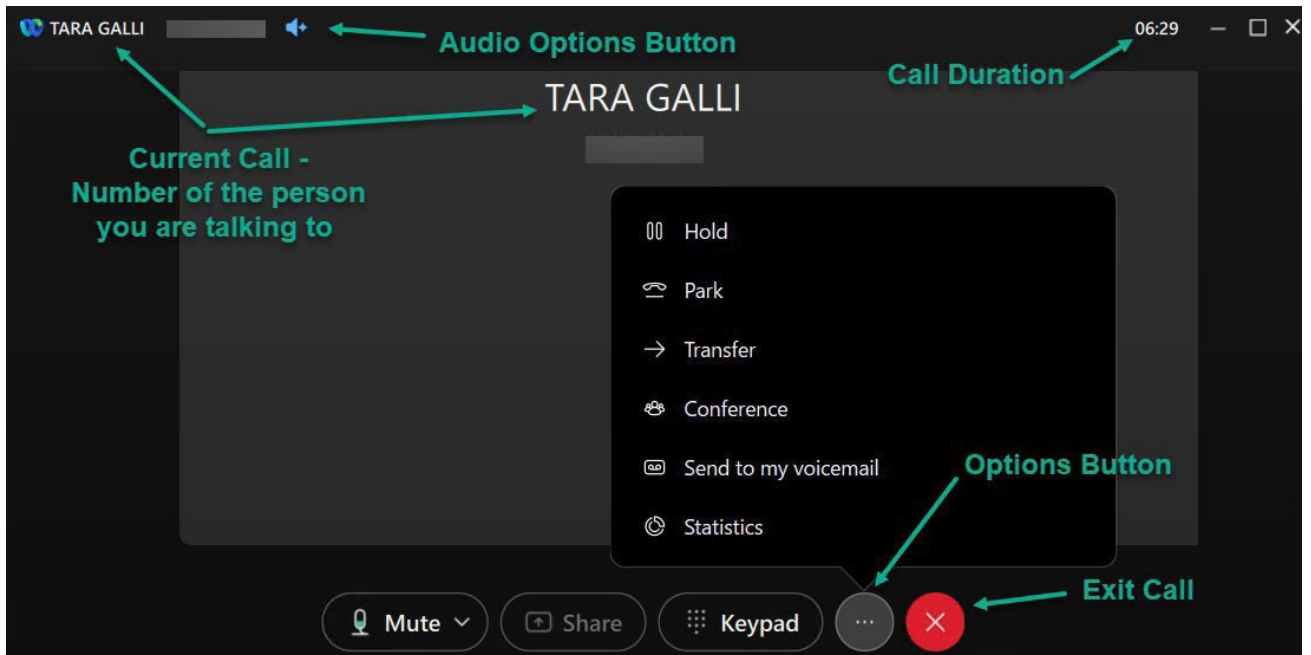
## Outgoing Call View:



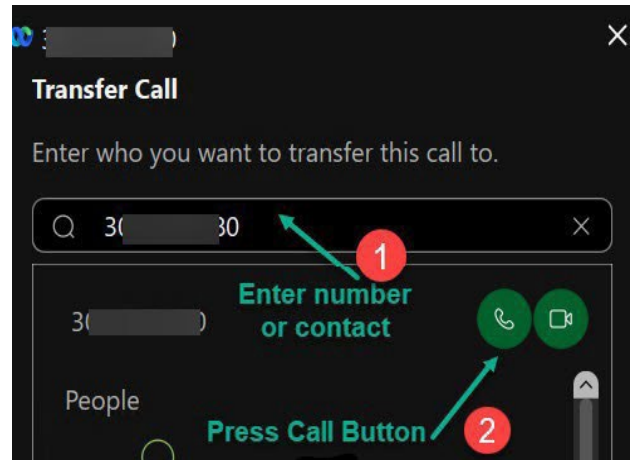
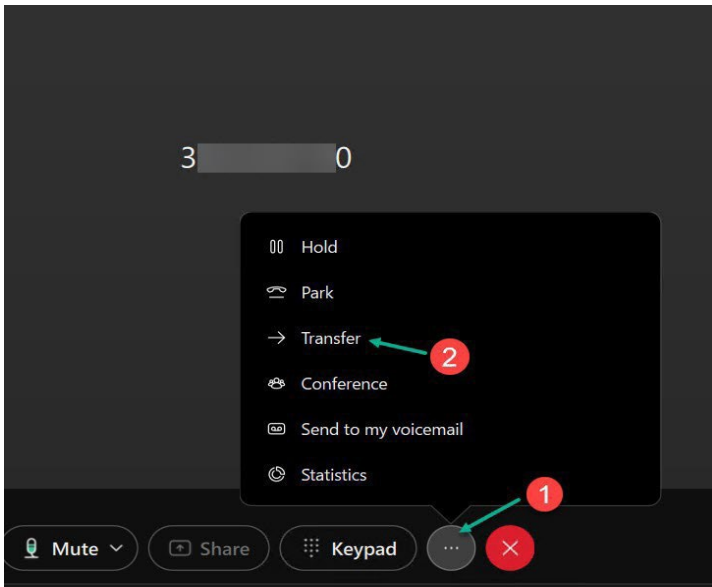
## Incoming call "pop-up" View:



## Active Call View:

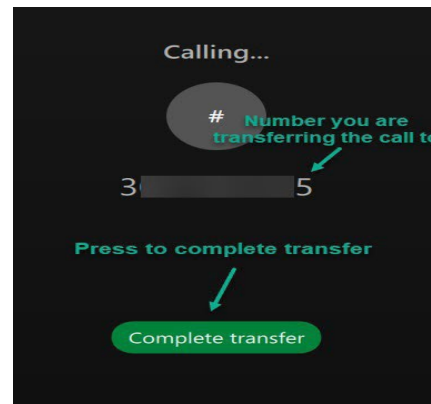


**Transfer Call:** To initiate a Transfer, click on the "Options Button" then choose "Transfer:



In the "Transfer Call" search field, either enter a user/contact name or enter a phone number. Click on the call button.

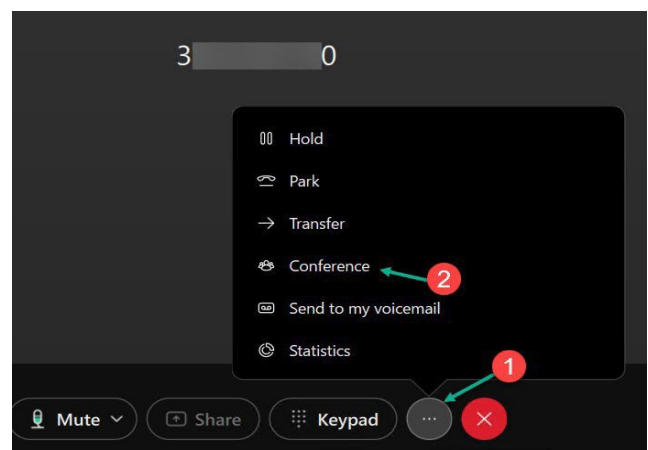
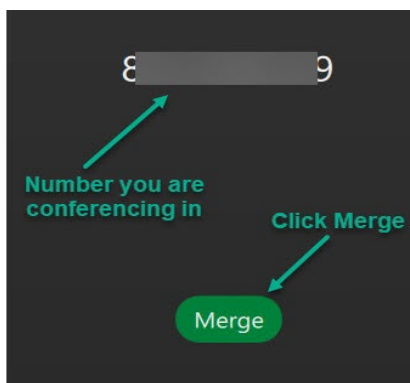
Click "Complete Transfer"



Follow a similar procedure to add callers to a **Conference** call.

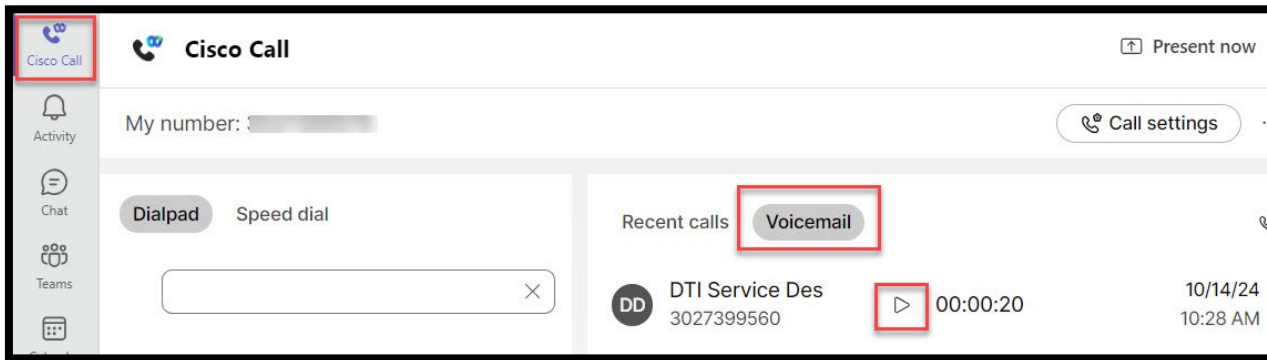
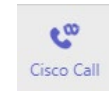
Select "Conference" from the Options button. Search for the person or enter a telephone number in the search field, press the call button.

Click the green merge button to join the person or number dialed to the conference call. Repeat the process to add others.

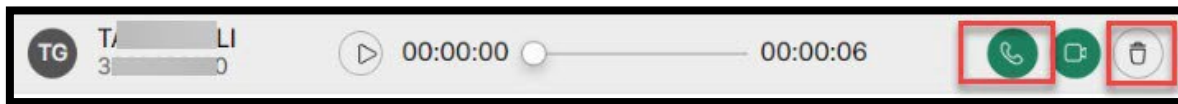


## Accessing Voicemail:

To listen to your voicemail, click on the Cisco Call icon in Microsoft Teams. Select voicemail. Press the play button to hear your messages.

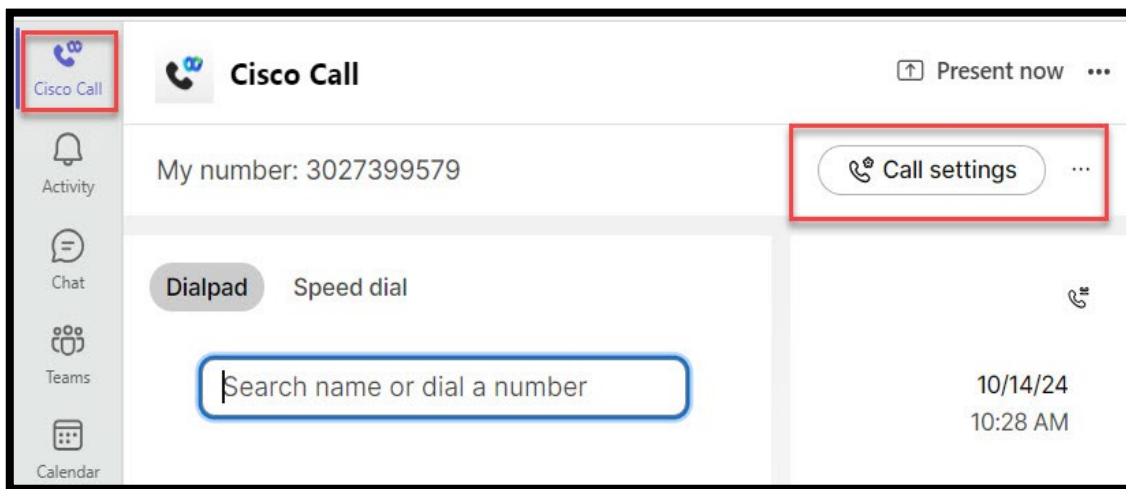


Hover the mouse over the voicemail message to call the number back or delete the message.

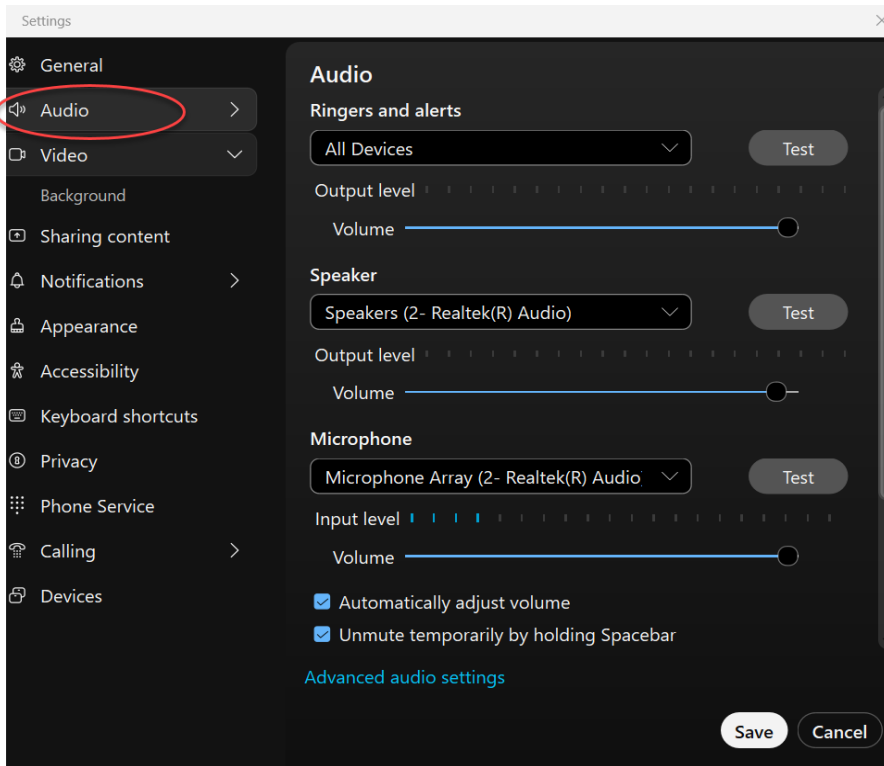


## Call Settings:

Click on the Cisco Call Icon, then Call Settings:

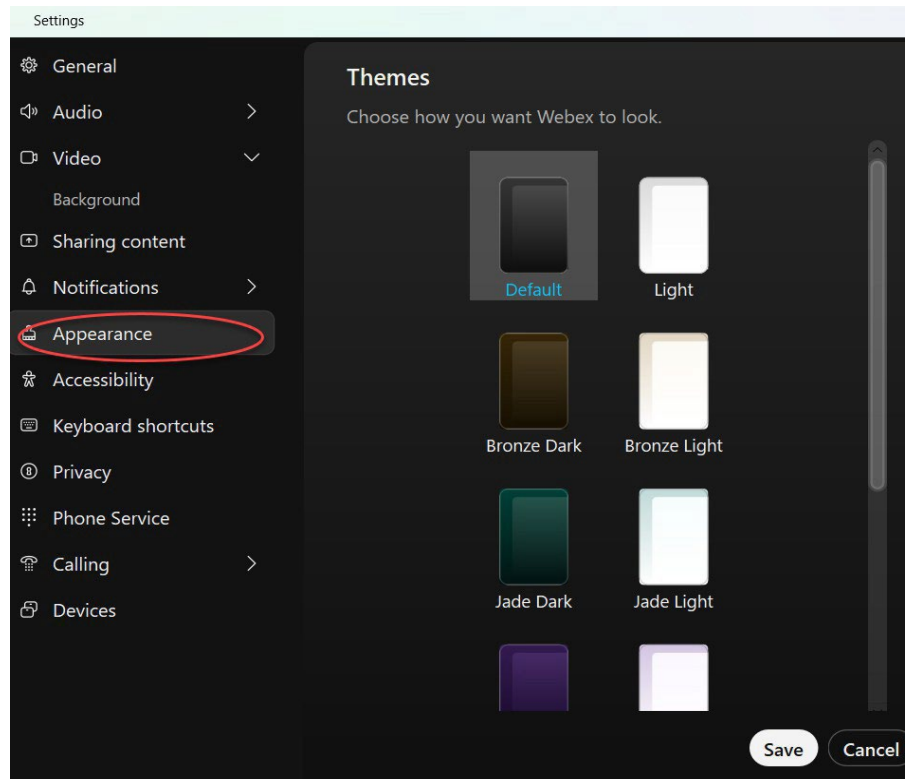


Call Settings will open in a separate window, where you can access general settings such as audio and appearance.



Access the **Audio** section to manage the device you are using for calls. If you're having **audio issues**, such as the caller not being able to hear you or vice versa, ensure that the audio device you're using — such as a wired or wireless headset or the computer's speakers — is selected. Use the drop-down to change your selection if necessary.

Access the **Appearance** section to change themes if preferred. Changes made here will affect only the Webex Desktop Client, not Microsoft Teams.



For more information on (Webex) Cisco Call with Microsoft Teams, visit the [Webex Help Center](#)