



Cisco Webex Cloud Calling Guide

Softphone – Cisco Webex Cloud Calling Softphone (or simply named Webex Calling) 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 Calling integrates with Microsoft Teams and replaces Cisco Jabber Softphone.

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 of Desktop (Either State issued or personal)
- An internet connection
- A State network login (e.g., firstname.lastname@delaware.gov)

You will need:

- Microsoft Teams – Should be installed on State-owned device, if not, contact your local helpdesk. For non-State devices e.g., your personal pc, Mac or mobile, can be [downloaded from Microsoft](#).
- Webex Calling App added to 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:

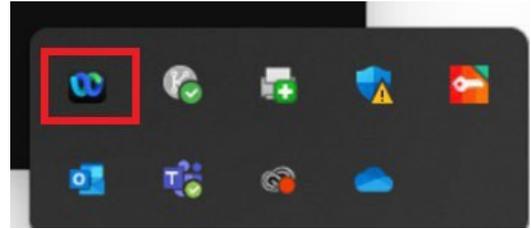
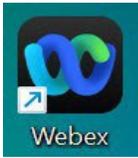
1. If using a State device, for installation support/troubleshooting, call your local Helpdesk or the DTI Service at 302-739-9560.
2. On a personal device (PC, Mac, laptop, or mobile device), visit the websites listed above and download the product(s) for your device.

Using Cisco Webex Cloud Calling Softphone:

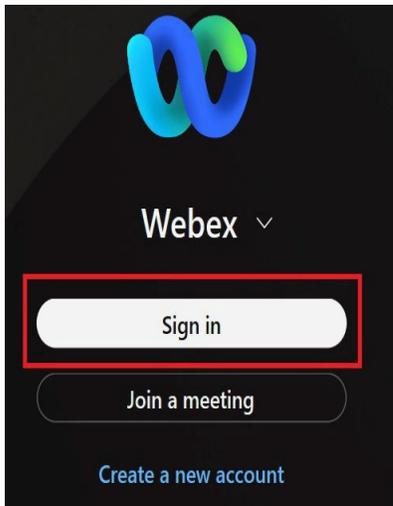
The steps outlined below will guide you through the process of signing into the Cisco Webex Cloud Calling desktop client and the Webex Calling App with Microsoft Teams. You must sign into both. You cannot use Cisco Webex Calling from two different devices at the same time; otherwise, you will be signed out of one.

Signing into the Cisco Webex Desktop Client

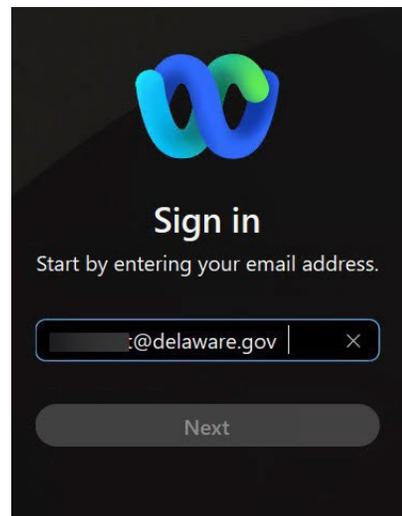
1. Start Webex by finding the desktop client in your Windows start menu (or find the icon in Launcher, if on a Mac) or look for the Desktop Icon.



2. Double-click on the Webex Icon (shown above) to launch Webex. Webex launches, a "first-time-only" Sign in screen (shown below). You will only perform this login the first time you launch the application.



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. Otherwise, you will be routed to id.delaware.gov to authenticate with Okta.



Note - If you are signed in on another device, you will receive a prompt that your phone is in use. You must click to sign into Webex on the current device. You will be signed out on the other device.

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".

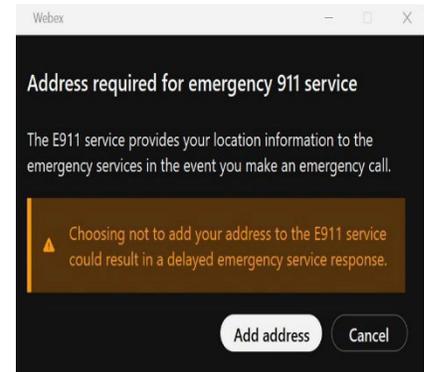
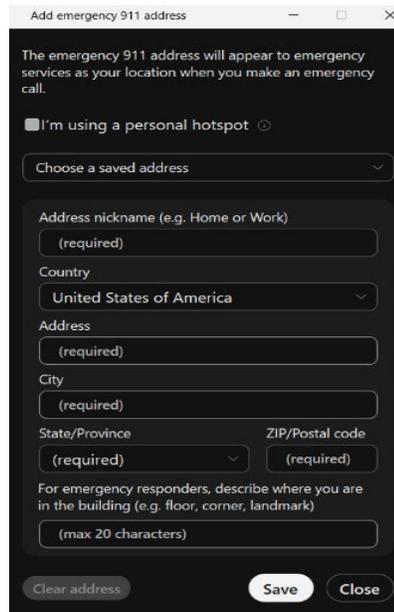
Note - If you are physically in a State building connected to the network, you will not receive this notification as it is programmed to know your location automatically based on the router you are connected to.



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

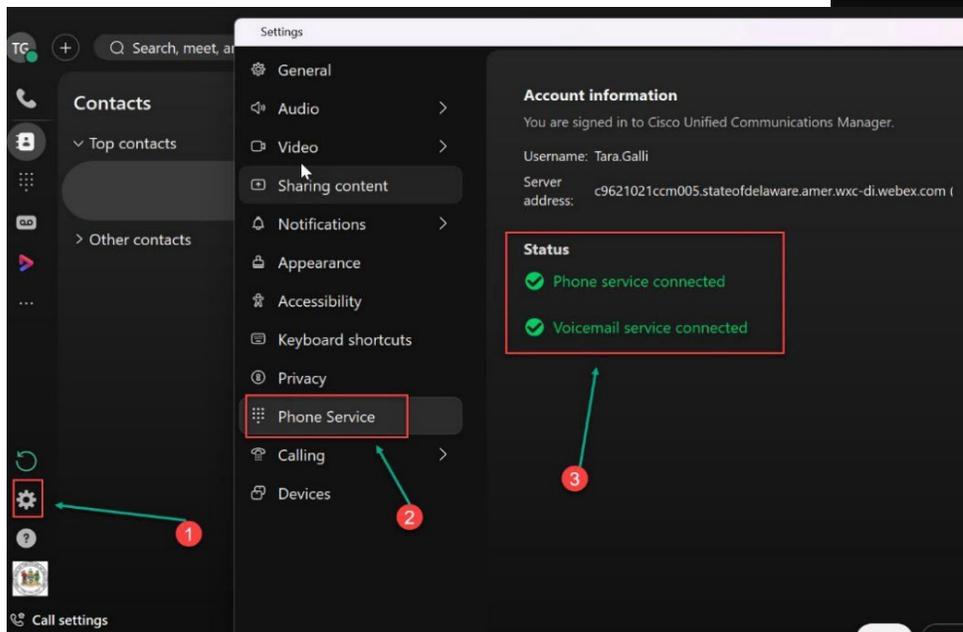
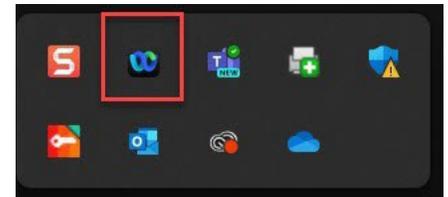
Enter the physical address of your location and click "Save".

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



The Webex desktop client takes a few seconds to load, then will disappear from view.

To confirm you are connected, double click on the Webex icon in the start menu, click on the settings wheel, select phone service and status will show connected as shown below.



Follow the next steps to use Webex Calling App with Microsoft Teams.

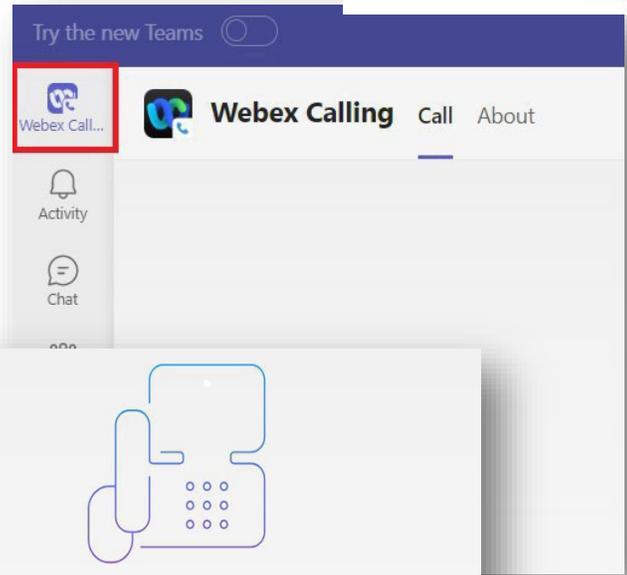
Using the Webex Calling App with Microsoft Teams

1. Locate and Click on the Webex Calling icon located with Microsoft Teams left navigation pane.

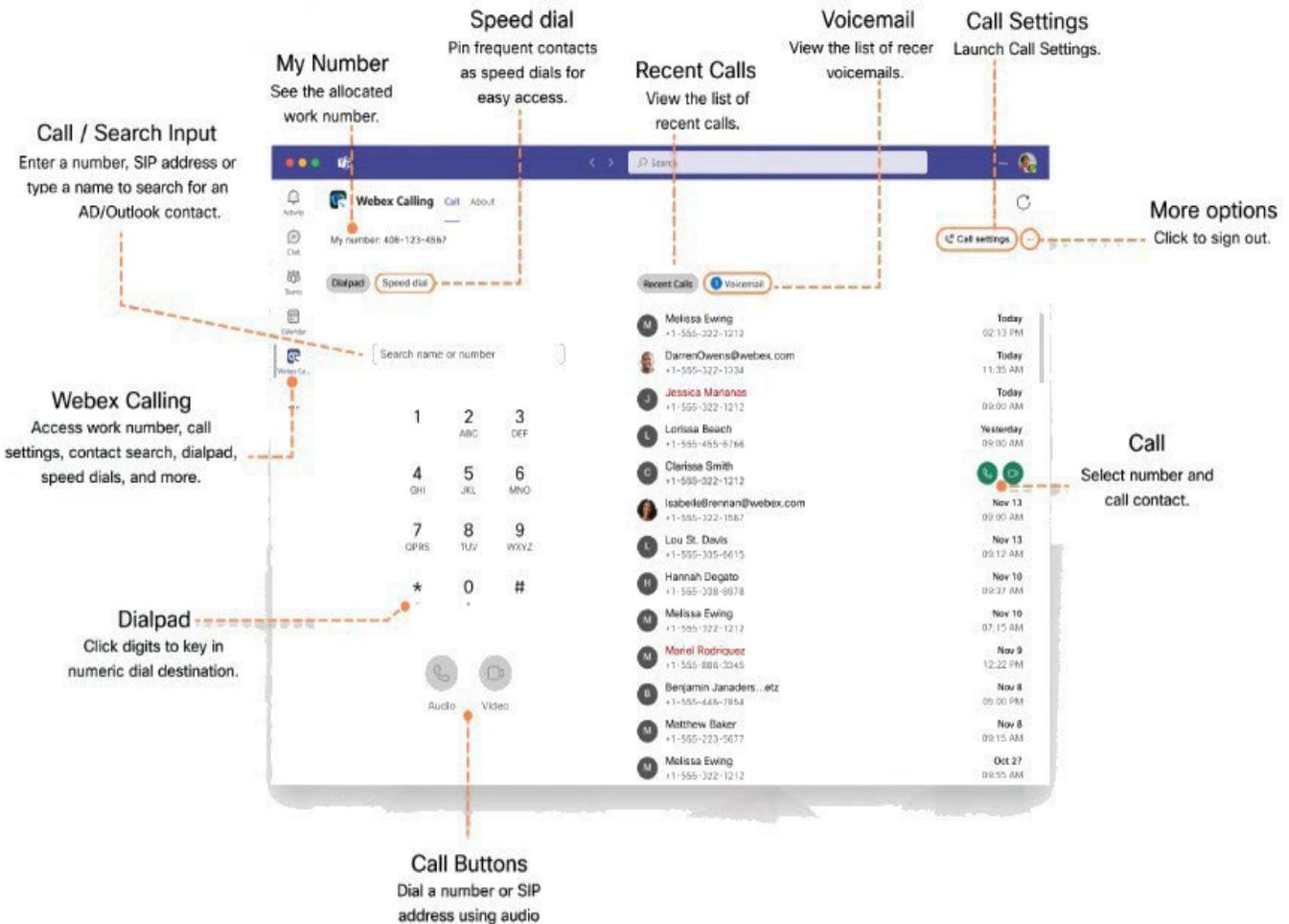
If you do not see Webex Calling icon, click on the three dots "... " at the bottom to bring up more apps. If the Webex Calling icon is not located in your Apps, contact the DTI Service Desk at 302-739-9560.

2. Click "Sign in"

If you are on the State network, AOVPN or remoted into your computer via VPN, you will be automatically connected. Otherwise, you will be routed to id.delaware.gov to authenticate with Okta.



An overview of features you will see within the Webex Calling App with Microsoft Teams:



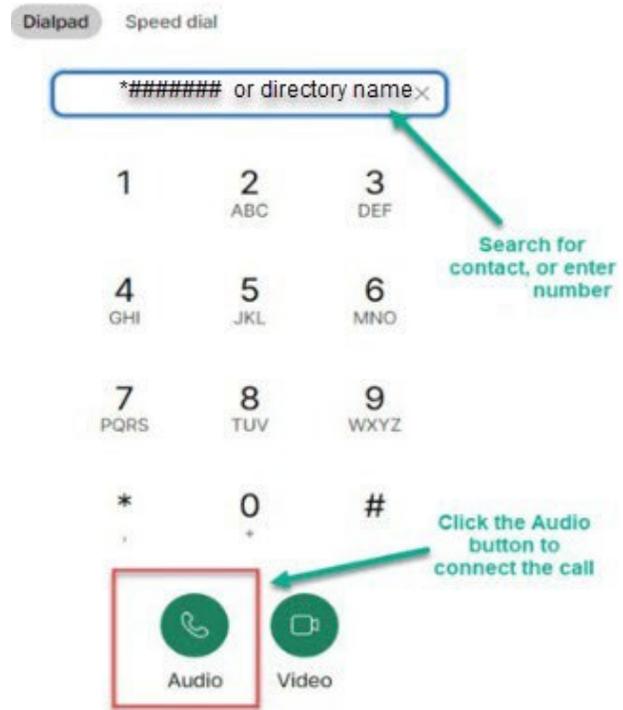
Placing a Call

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

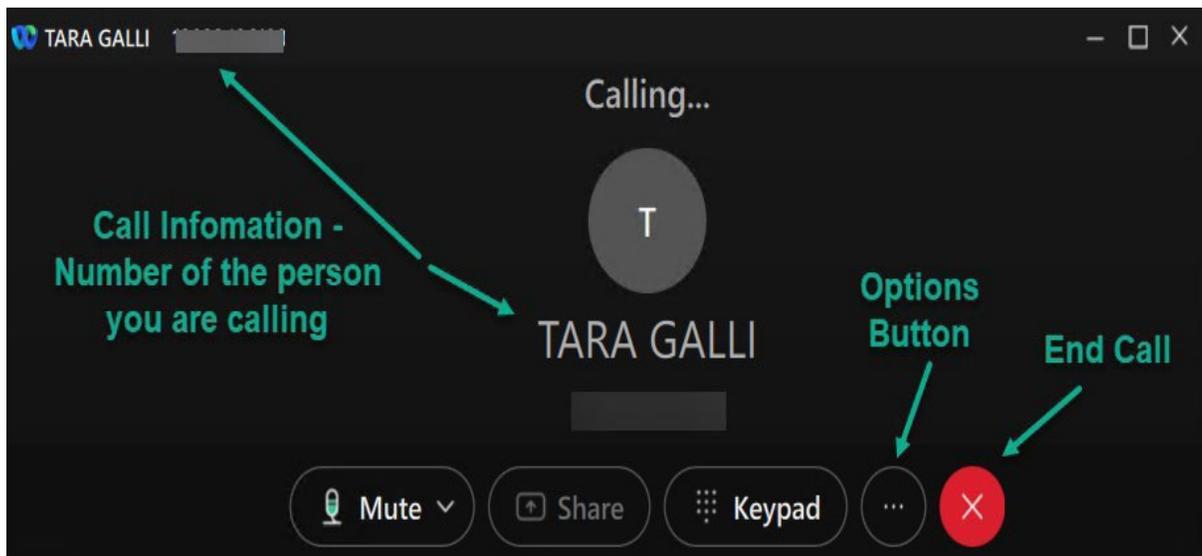
When calling within Delaware (i.e., with a 302-area code, including cell numbers)
Dial * and 7 digits (e.g., *1234567)

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

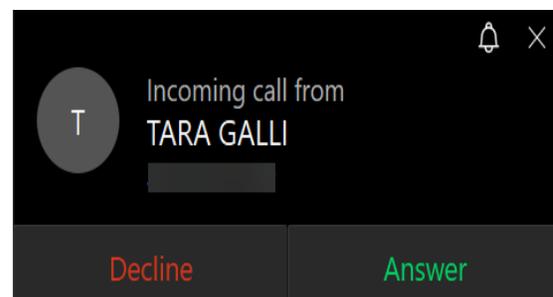
Jump to the [Call Settings](#) section if you experience audio issues on the call.



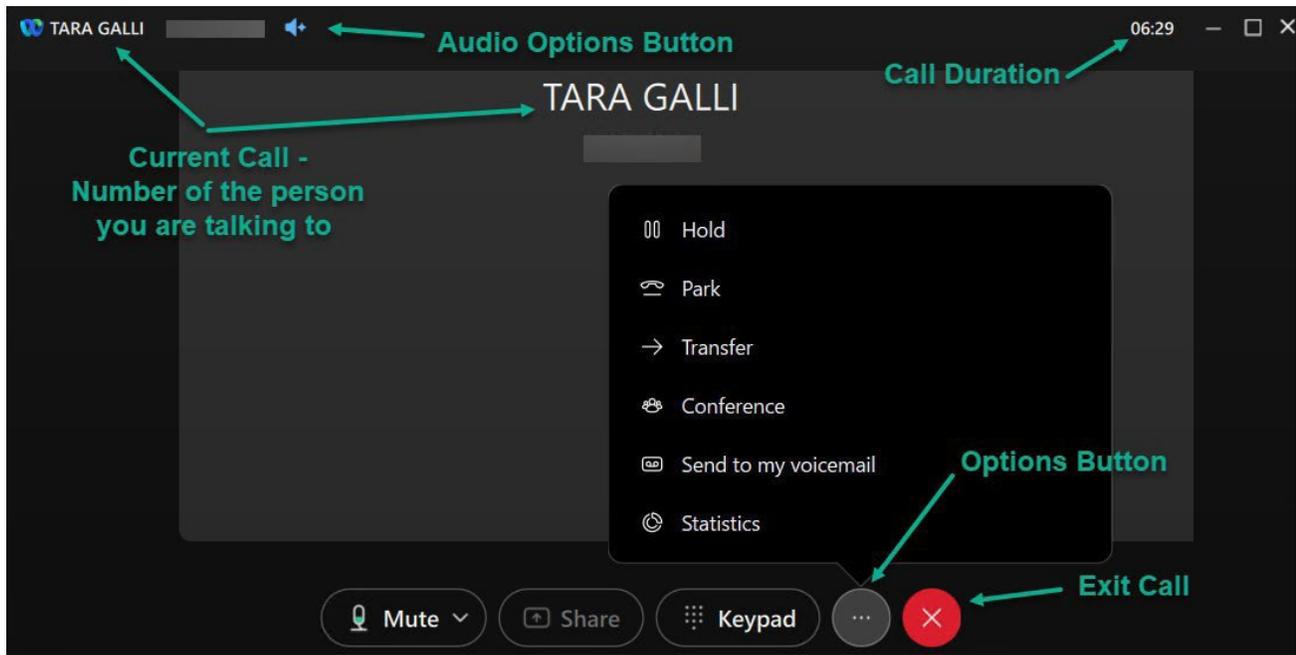
The Webex desktop client will pop up, displaying the outgoing call screen as shown here:



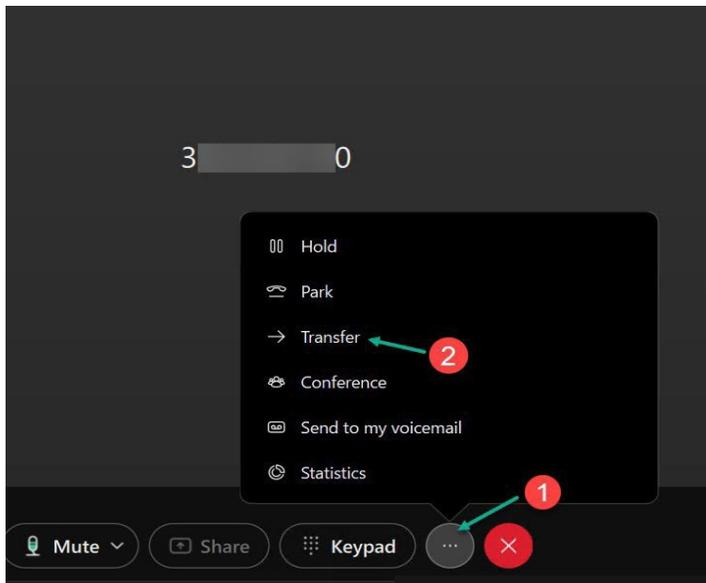
Incoming call: A pop-up will appear, click "Answer"



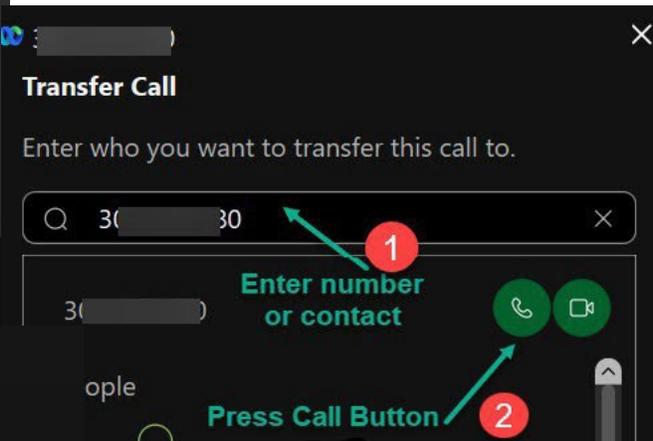
In Call Screen:



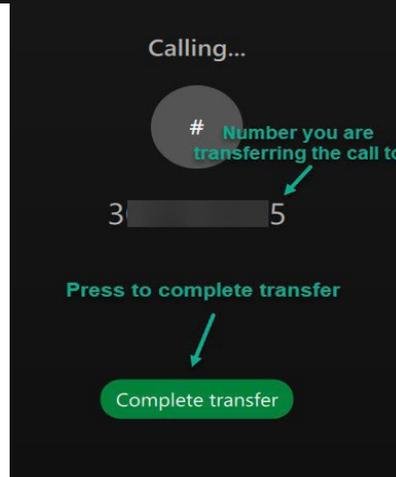
To initiate a **Transfer**, click on the Options Button, then choose "Transfer"



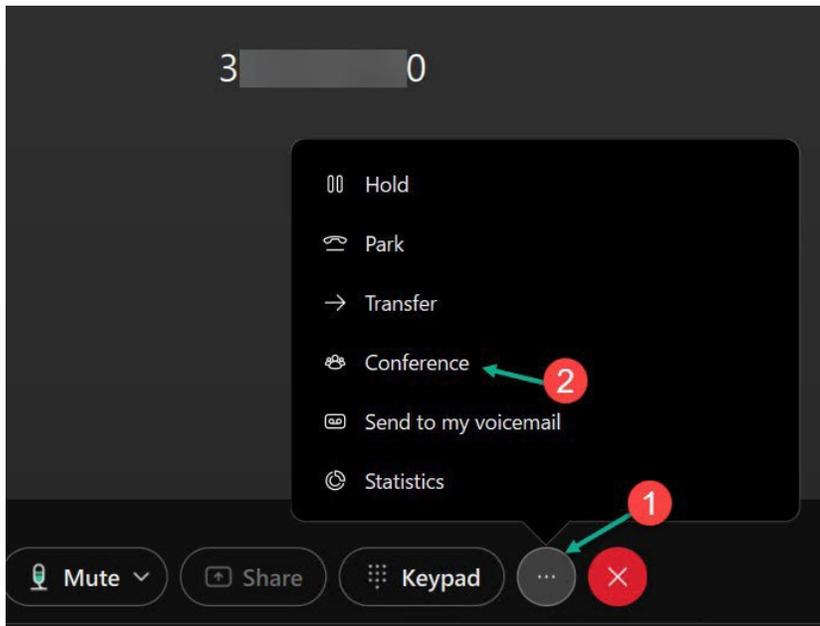
In the "Transfer Call" search field, either enter a user/contact name or enter a phone number. Click on the call button.



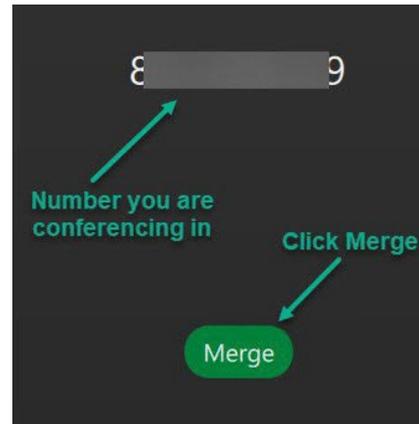
Click "Complete Transfer":



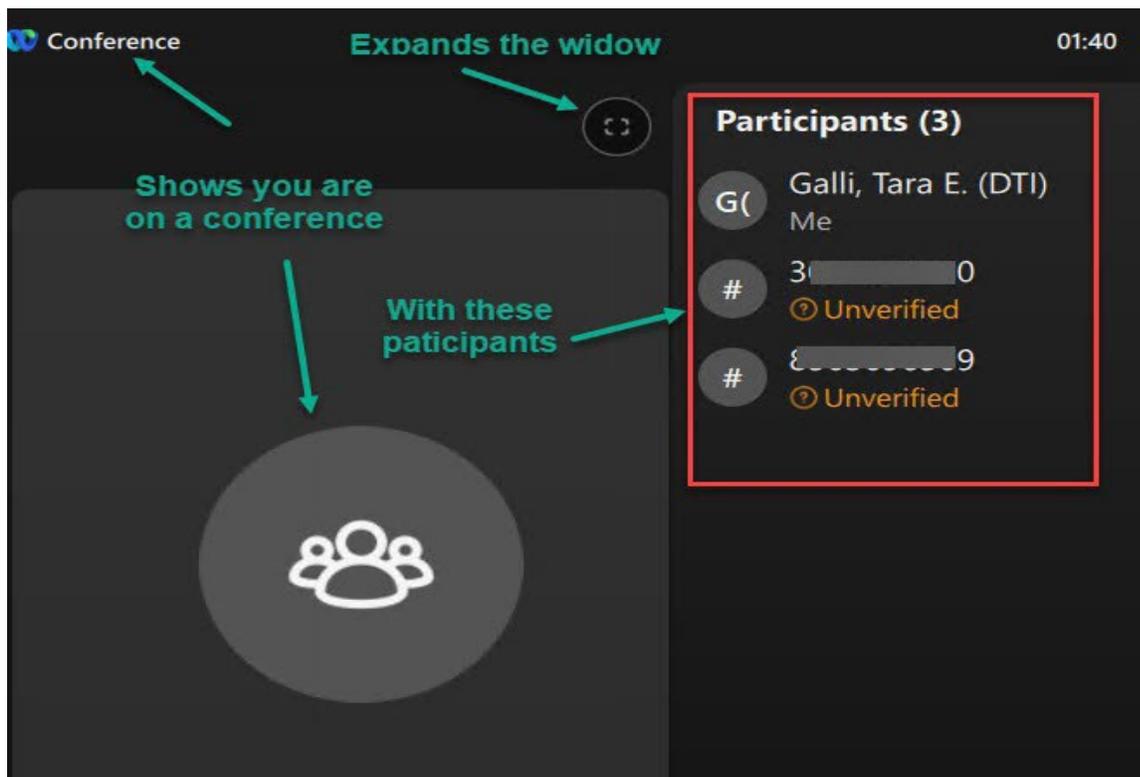
Follow a similar procedure to add callers to a **Conference** call. Choosing Conference" from the Options button. Search for the person or enter a telephone number in the search field, press the call button.



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

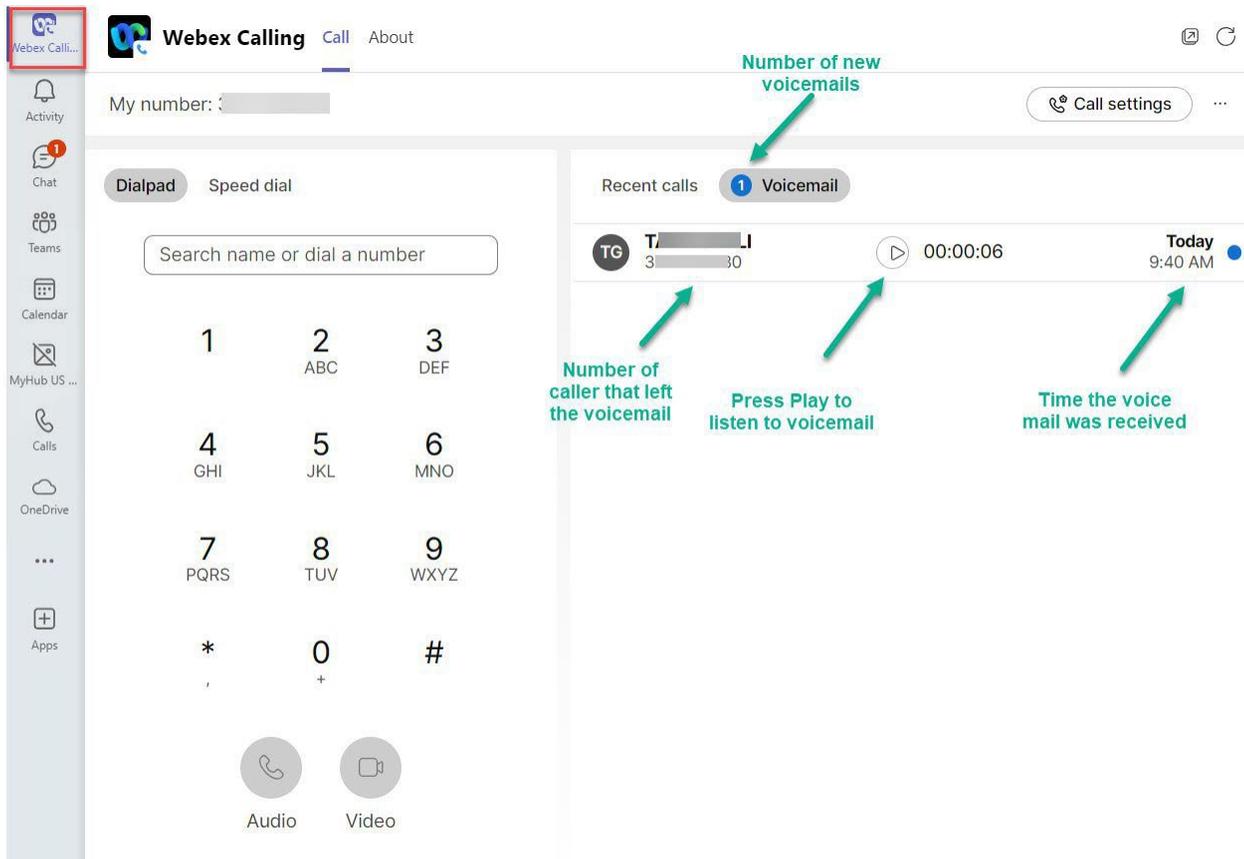


In Conference Call Screen:



Accessing Voicemail:

To listen to your voicemail, click on the Webex Calling icon in Microsoft Teams and select voicemail. Press the play button to hear your messages.

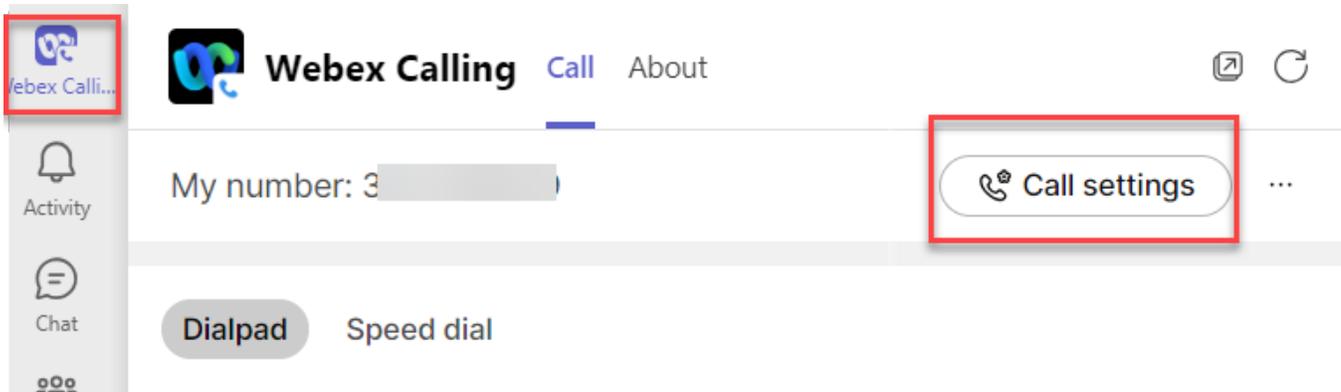


Hover the mouse over the voicemail message to call the number back or delete the message.

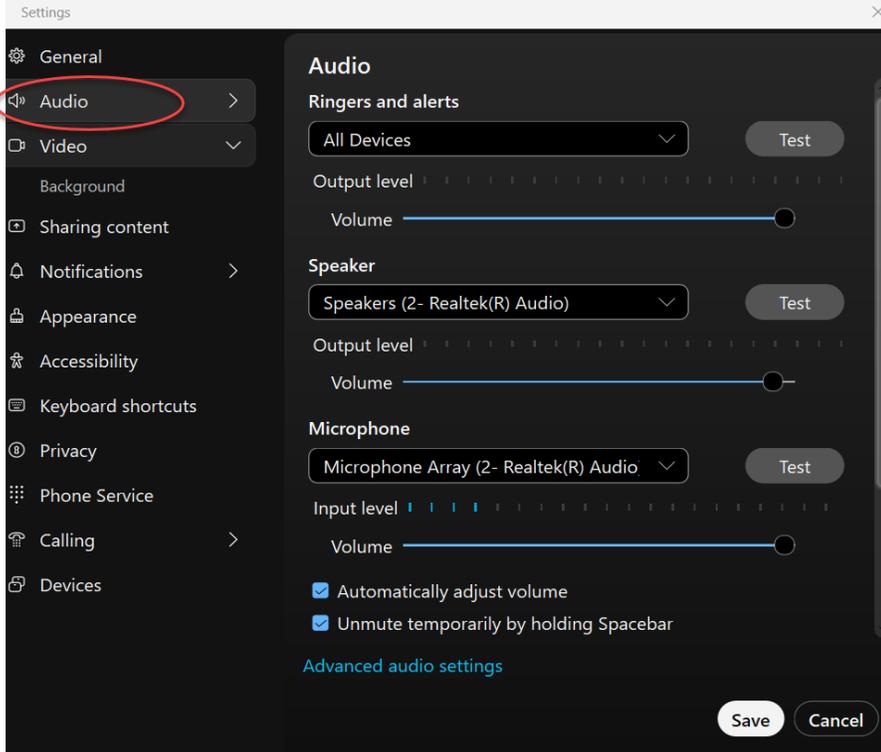


Call Settings:

Click on the Webex Calling Icon, then Call Settings:

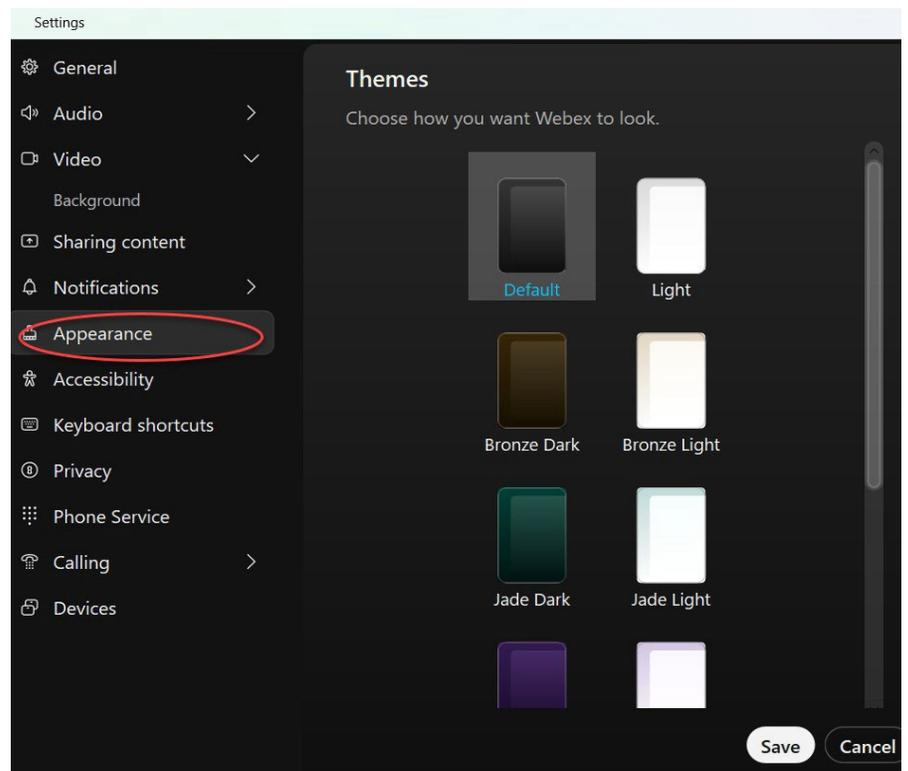


The Call Settings for the Webex Calling Desktop Client will appear in a separate window, where you can access general settings such as audio and appearance.



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, check to 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 Calling with Teams, visit the [Webex Help Center](#)