ADMINISTRATION GUIDE

Cisco Small Business Pro

Cisco WebEx PhoneConnect
Version 1.0

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About This Document

This guide describes the concepts and tasks necessary to:

- Use Cisco Configuration Assistant to enable and configure the WebEx PhoneConnect application
- Manage PhoneConnect users and accounts using Configuration Assistant

The audience for this document includes Cisco SMB-select VARS (value added resellers) responsible for administering WebEx PhoneConnect on Cisco Smart Business Communication Systems (SBCS) platforms for customers.

The information and procedures in this guide assume that VARs are familiar with administration of Cisco Smart Business Communications Systems using Cisco Configuration Assistant. Knowledge of Cisco IOS command-line interface is not required.

Organization

This table describes the contents of each chapter in this administration.

Table 1 Document Organization

Chapter	Title	Description
Chapter 1	Getting Started	Describes how customers use the WebEx PhoneConnect application and how the application is administered through Cisco Configuration Assistant. It also lists supported locales, hardware and software requirements, and describes customer site information required to enable the application.

Table 1 Document Organization (Continued)

Chapter	Title	Description
Chapter 2	Configuring WebEx PhoneConnect	Describes procedures for enabling and authenticating the application, logging in, configuring system and site settings, and adding user accounts using Cisco Configuration Assistant.
Chapter 3	Administering WebEx PhoneConnect	Provides procedures for administering the application after the initial installation, installing language files, configuring advanced options, troubleshooting, and clearing site data.
Appendix A	Where to Go from Here	Provides pointers to Cisco product resources, including URLs for related product documentation and resources available on Cisco.com and support contact information.

Locating Information in PDF Files

WebEx PhoneConnect documentation is published in Adobe PDF format. The PDF Find/Search tool within Adobe® Reader® lets you find information quickly and easily online. You can perform the following tasks:

- Search an individual PDF file.
- Search multiple PDF files at once (for example, all PDF files in a specific folder or disk drive).
- Perform advanced searches.

Finding Text in a PDF File

Follow this procedure to find text in a PDF file.

STEP 1 Enter your search terms in the Find text box on the toolbar.

NOTE By default, the Find tool is available at the right end of the Acrobat toolbar. If the Find tool does not appear, choose **Edit > Find**.

STEP 2 Optionally, click the arrow next to the Find text box to refine your search by choosing special options such as Whole Words Only.

STEP 3 Press **Enter**.

STEP 4 Acrobat displays the first instance of the search term.

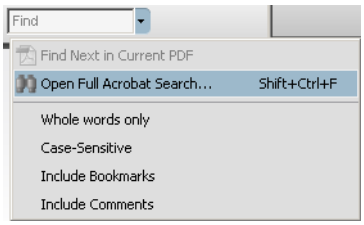
STEP 5 Press **Enter** again to continue to more instances of the term.

Finding Text in Multiple PDF Files

The *Search* screen lets you search for terms in multiple PDF files that are stored on your PC or local network. The PDF files do not have to be open.

STEP 1 Start Acrobat Professional or Adobe Reader.

STEP 2 Choose **Edit** > **Search**, or click the arrow next to the *Find* box and then choose **Open Full Acrobat Search**.



STEP 3 In the *Search* screen, complete the following steps:

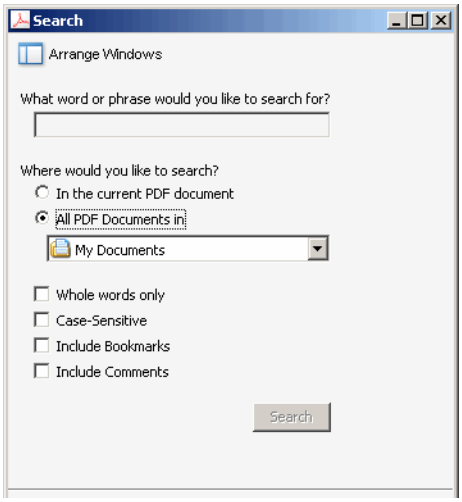
a. Enter the text that you want to find.

b. Choose **All PDF Documents in**.

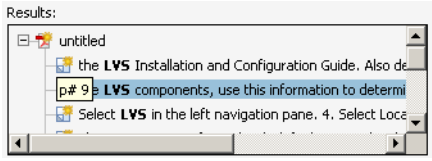
From the drop-down box, choose **Browse for Location**. Then choose the location on your computer or local network, and click **OK**.

c. If you want to specify additional search criteria, click **Use Advanced Search Options**, and choose the options you want.

d. Click **Search**.



STEP 4 When the Results appear, click + to open a folder, and then click any link to open the file where the search terms appear.



For more information about the Find and Search functions, see the Adobe Acrobat online help.

1

Getting Started

Read this chapter to learn how customers use the WebEx PhoneConnect application. This chapter also covers hardware and software requirements, WebEx site information required to enable the application, and supported locales.

- Introduction to WebEx PhoneConnect, page 1
- Hardware and Software Requirements, page 2

Introduction to WebEx PhoneConnect

WebEx PhoneConnect is designed for customers who want fast, simple access to WebEx meetings from their IP phone without the need for a desktop PC.

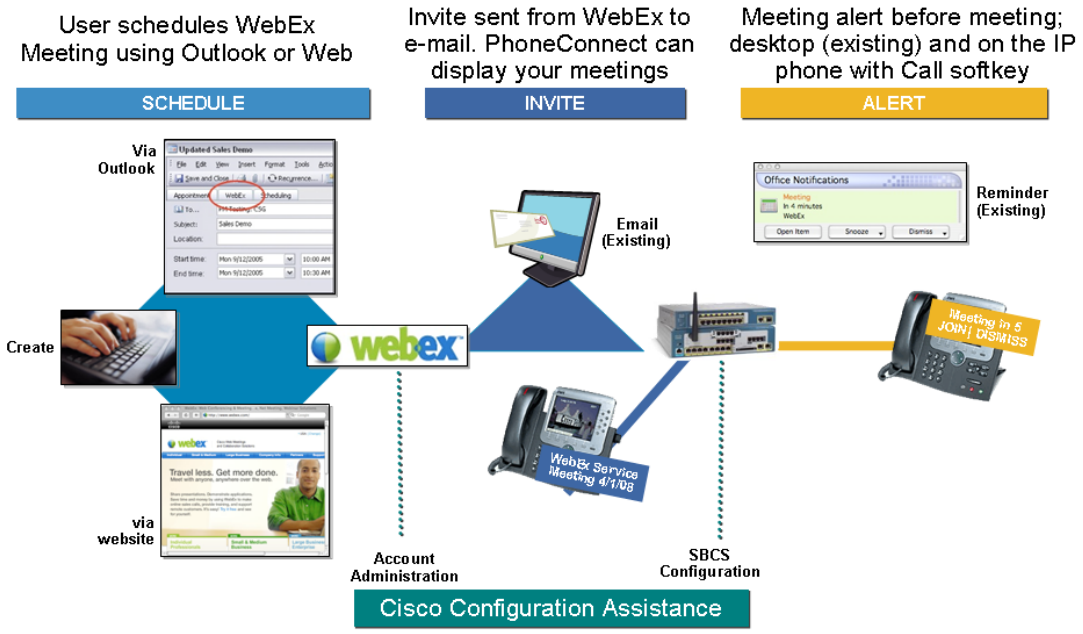
Many people find the process of starting or joining an online conference frustrating, with the various URLs, dial-in numbers, and meeting IDs needed. WebEx PhoneConnect automates this entire process so that IP phone users can join the audio portion of a WebEx conference by pressing a single softkey on their IP phone.

Once a WebEx user is associated with an IP phone through WebEx PhoneConnect, a simple meeting browser application is installed on their Cisco IP phone display that allows the IP phone user to:

- List WebEx meetings they are hosting
- List WebEx meetings to which they are invited by other IP phone users in their company (users must share same UC500 router)
- Receive audio and visual alerts on their IP phone when it is time to join a meeting
- Control how far in advance of the meeting they want to receive alerts
- Press a single softkey to join a meeting

In addition, WebEx users with access to a WebEx Connect client from a desktop PC can use Click-to-Call with their IP phone to automatically dial someone on their WebEx Connect Buddy List.

The following illustration shows the end-to-end WebEx PhoneConnect customer experience.



The WebEx PhoneConnect application is associated with a single UC500 and a single WebEx service and site administrator account.

- Multi-site UC500 configurations are not supported.
- Only IP phone users connected to the same UC500 can use PhoneConnect application to automatically call into meetings hosted on their WebEx service.

Hardware and Software Requirements

Read this section carefully to make sure you have the needed hardware and software to use WebEx PhoneConnect. You must also have certain information about your customer's WebEx service site, as described below.

- Hardware and Software Requirements, page 2
- Obtaining the Customer WebEx Site Account Information, page 4

SBCS Platform

The WebEx PhoneConnect application is supported on Cisco SBCS platforms only. It is delivered as part of the Cisco UC500 software package and requires Cisco Configuration Assistant Version 2.0 or greater.

You must have the following software components installed.

Component	Version
Cisco Configuration Assistant (CCA)	2.0 or later
UC500 Software Pack	Version 7.0(3), which includes: ▪ Cisco IOS 12.4(20)T2 ▪ Cisco Unity Express (CUE) 7.0.3 ▪ Current phone firmware loads (older loads are not supported)

Supported Cisco IP Phones

WebEx PhoneConnect will work with the following Cisco IP phone models (SCCP protocol only):

- Cisco Unified IP Phone Models 794x
- Cisco Unified IP Phone Models 796x
- Cisco Unified IP Phone Model 7975
- Cisco Unified Wireless Phone Models 7921 and 7925
- Cisco Unified IP Phone Model 7937
- Cisco Unified IP Phone Model 524G
- Cisco Unified IP Phone Model 521G
- Cisco IP Phone Model SPA525G
- Cisco IP Communicator (CIPC) softphone client, version 2.1 or later

Downloading and Installing Cisco Configuration Assistant

You must use Cisco Configuration Assistant to configure WebEx PhoneConnect. There is no command line Interface (CLI) support for this application.

To install Configuration Assistant on your PC, follow these steps.

STEP 1 Go to this web address: http://www.cisco.com/go/configassist.

NOTE You must be a registered Cisco.com user.

STEP 2 Find the latest version of the Configuration Assistant installer file, for example. configuration-assistant-windows-k9-installer-2-0-en.exe.

STEP 3 Download and run the Configuration Assistant installer.

Follow the onscreen instructions to compete the installation.

For more information about configuring CCA, refer to *Getting Started with Cisco Configuration Assistant Version 2.0* at http://www.cisco.com/en/US/products/ps7287/tsd_products_support_install_and_upgrade.htm.

Obtaining the Customer WebEx Site Account Information

Before you can enable and configure the WebEx PhoneConnect application, your customer must have or obtain a WebEx service site account from WebEx with an administrative user. Direct your customer to http://www.webex.com where they can purchase a service option that best fits their needs.

TIP Make sure that your customer understands that simply obtaining a free user account from WebEx is not enough. The customer must purchase a WebEx service option from WebEx.com and then provide you with the site account information you need to configure WebEx PhoneConnect.

In order to configure WebEx PhoneConnect, the customer must provide the following WebEx service site account information.

Data	Description
UserID	Customer's WebEx site administrator user ID. Also referred to as a WebExID.
Password	Customer's WebEx site administrator password.
SiteID	Customer's WebEx site ID number.
SiteName	Customer's WebEx site name (the first string in the WebEx site URL). For example, if the WebEx site URL is http://acme.webex.com, the WebEx site name is "acme".

Configuration Assistant uses this information to connect to the customer's WebEx service site and associate the customer's WebEx user accounts with the WebEx PhoneConnect application.

Supported Locales

For the current release, WebEx PhoneConnect is localized for English and Spanish only.

2

Configuring WebEx PhoneConnect

After you have the correct versions of hardware and software installed and have obtained the required WebEx site and administrator account information from the customer, you are ready to use Cisco Configuration Assistant to enable and configure WebEx PhoneConnect.

The topics in this chapter cover the steps required for initial configuration of WebEx PhoneConnect:

- Before You Begin, page 7
- Launch Configuration Assistant and Connect to the UC 500, page 8
- Enter DNS Server Address in Configuration Assistant, page 10
- Configure an NTP Server (Recommended), page 11
- Apply General Application Settings, page 12
- Enable PhoneConnect and Log In as the WebEx Administrator, page 15
- Configure Site Settings, page 18
- Add WebEx Users and Enable PhoneConnect on IP Phones
- Verify WebEx PhoneConnect Works Correctly

Once you have configured basic settings and users, refer to the following sections for advanced options and troubleshooting:

- Advanced Site Configuration Settings, page 30
- Chapter 4, “Troubleshooting”

Before You Begin

WebEx PhoneConnect must be enabled and configured *after* basic network, data, and telephony features for the site have been set up and calls are functioning correctly.

Before enabling and configuring WebEx PhoneConnect using Cisco Configuration Assistant, make sure that you have configured phone users and extensions.

NOTE To configure WebEx PhoneConnect, Cisco Configuration Assistant must be running on a PC connected to the UC 500 platform via LAN or VPN.

Disable User Password Changes on the WebEx Service Site

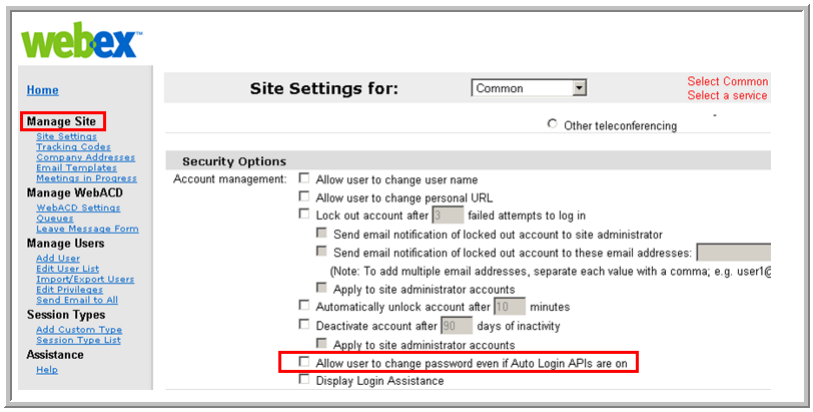
It is strongly recommended that you disable the option for WebEx users to change their passwords on the WebEx service site. Password changes made on the WebEx service site will cause WebEx PhoneConnect application authentication to fail.

To disable user password changes on the WebEx site, follow these steps.

STEP 1 Log in to the WebEx service site as the WebEx site administrator.

STEP 2 Go to **Manage Site** > **Site Settings.**

STEP 3 Under **Security Options**, **Account Management**, un-check the **Allow user to change password even if Auto Login APIs are on** option.

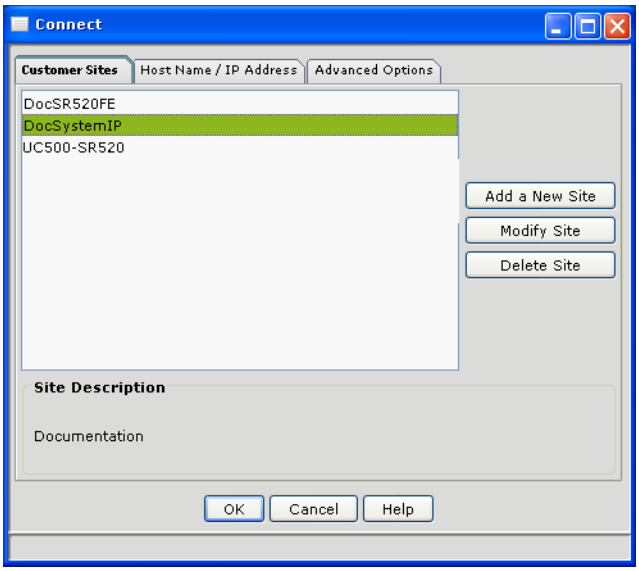


Launch Configuration Assistant and Connect to the UC 500

STEP 1 Verify that Cisco Configuration Assistant, Version 2.0 or later is installed on the PC you are using to configure WebEx PhoneConnect.

STEP 2 Connect the PC to one of the LAN ports on the Cisco UC 500 and verify that the PC is set to use DHCP to obtain its IP address.

STEP 3 Launch Cisco Configuration Assistant on your PC. The Connect window opens.



STEP 4 Connect to the Cisco UC 500 using one of the following methods:

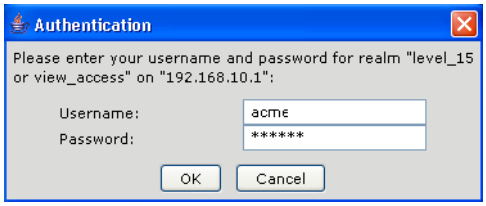
- To connect to an existing customer site, select the Customer Sites tab and highlight a site in the list.
- To create a new customer site, click **Add a New Site**.

  For instructions on creating a customer site, refer to *Getting Started with Cisco Configuration Assistant 2.0* at http://www.cisco.com/en/US/products/ps7287/tsd_products_support_install_and_upgrade.htm.
- To connect to the Cisco UC 500 only, select the Host Name/IP Address tab and enter the hostname or IP address of the Cisco UC 500. The default LAN IP address is 192.168.10.1.

STEP 5 Click **OK**.

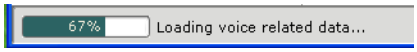
STEP 6 If prompted, click **Yes** to accept the security certificate on the Cisco UC 500.

STEP 7 Enter the administrator username and password for the UC 500 and click **OK**.



Once you have connected to the Cisco UC 500, Configuration Assistant reads in the current configuration, then loads voice-related data.

Wait until all voice-related data is loaded before continuing. The progress bar on the bottom left corner of the main window displays the percent completed.



When working in Cisco Configuration Assistant:

- Click **Apply** if you want to save your changes, but keep the window open.
- Click **Refresh** if you do not want to save your changes, but keep the window open.
- Click **OK** if you want to save your changes and close the window.

When you have completed configuration for the application, choose **Configure** > **Save Configuration** to save all your settings to the start-up configuration on the UC 500 to ensure that the configuration will be preserved after a system outage or restart.

You can also click the **Save Configuration** icon on the Configuration Assistant toolbar to open the Save Configuration dialog.

Enter DNS Server Address in Configuration Assistant

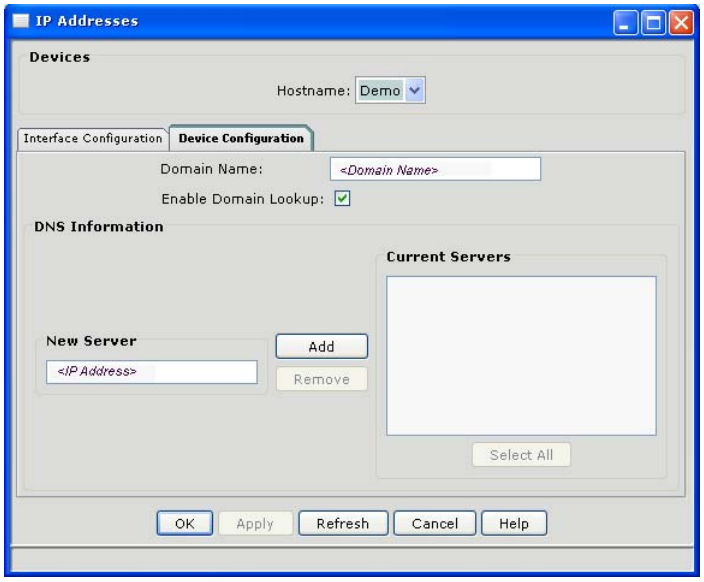
The Internet Service Provider DNS server IP address is used by WebEx PhoneConnect to locate the webex.com server.

This DNS IP address configuration is static. It does not synchronize with DNS IP changes that can occur if the Internet Service Provider (ISP) is using a dynamic IP address. If the DNS server IP address changes, you must update the DNS IP address using the procedure described in this section.

To manually set the DNS server IP address using Cisco Configuration Assistant, follow these steps.

STEP 1 From the Configuration Assistant feature bar, go to **Configure** > **Routing**, then click **IP Addresses** to open the IP Address window.

STEP 2 In the IP Addresses window, select the **Device Configuration** tab.



STEP 3 Enter the **Domain Name** provided by the ISP and check **Enable Domain Lookup**.

STEP 4 In the **New Server** field, enter the DNS server IP address provided by the ISP.

STEP 5 Click **Add**.

STEP 6 Click **Apply** or **OK**.

STEP 7 Save the configuration.

Configure an NTP Server (Recommended)

It is strongly recommended that you configure an external NTP (Network Time Protocol) server to ensure that WebEx meeting times and alerts are not displayed too early or too late.

To configure an NTP server using Configuration Assistant, follow these steps.

STEP 1 From the feature bar in Configuration Assistant, go to **Configure** > **Device Properties** > **System Time**.

STEP 2 In the System Time window, click **NTP**.

Complete the fields in the Network Time Server window to configure devices to receive time updates from an NTP server and to configure NTP authentication. For authentication to work properly, you must first obtain the key information from the server administrator and enter it in the NTP Authentication fields.

STEP 3 In the **IP Address** field, enter the IP address of the NTP server.

STEP 4 *Optional*: In the **Key ID** field, specify the authentication key to use when sending packets to the server. Enter a number from 1 to 4294967295.

STEP 5 *Optional*: In the **Key Value** field, enter the secret key. Enter up to 32 printable characters, excluding spaces, !, ", #, $, }, |, and ~.

STEP 6 *Optional*: In the **Encryption Type** field, enter the number used to encrypt the key value.

STEP 7 Click **OK**.

STEP 8 Click **Apply**.

STEP 9 Click **Refresh** to update the System Time window.

STEP 10 Save the configuration.

Apply General Application Settings

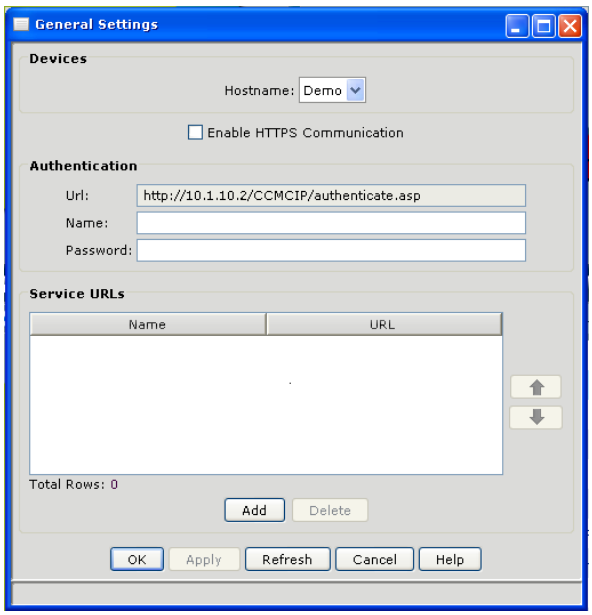
Before you can enable and configure WebEx PhoneConnect, the following system-level general application settings must be applied. These settings must be configured exactly as described in this section for WebEx PhoneConnect to function correctly.

- **Enable HTTPS Communication**—This setting creates the HTTPS private certificate used by CCA and the Connect Client to connect to the PhoneConnect Web Services API.
- **Authentication** —This setting creates the Cisco Call Manager Express (CME) Authentication Server credentials and authentication URL used by WebEx PhoneConnect to authenticate inbound requests to phones.

  For example, before a message alert is sent to an IP phone associated with a WebEx user, the user's name and password is first sent to a web application on CME for authentication. The location of this web application is shown in the URL field. The Name and Password fields allow you to set your own credentials to prevent unauthorized access via CME to WebEx PhoneConnect.

To apply these settings using Cisco Configuration Assistant, follow these steps.

STEP 1 From the Configuration Assistant feature bar, go to **Applications > General Settings**.



STEP 2 Select the UC 500 device from the **Hostname** menu.

STEP 3 Make sure that the **Enable HTTPS Communication** option is checked.

Every time HTTPS is enabled, the certificate is changed, and all related applications external to the SBCS platform must re-authenticate with the UC 500 device. For example, if a WebEx user is using WebEx Connect when the certificate is changed, their WebEx Connect session terminates, and they must log back into WebEx Connect to re-establish their connection.

Once an HTTPS private certificate is created, it has a life of 2 years before it expires. Once it expires, the customer administrator must create a new certificate. See the "Re-apply Authentication Configuration Settings and Generate a New HTTPS Certificate" section on page 14.

IMPORTANT The HTTPS certificate is not backed up by Configuration Assistant. This means that if you restore a configuration from a back-up, the HTTPS certificate is not restored. In this case, you must generate a new certificate. See the "Re-apply Authentication Configuration Settings and Generate a New HTTPS Certificate" section on page 14.

STEP 4 Enter a name and password for HTTPS authentication. HTTPS authentication fields are described in the following table.

Field	Value	Description	Recommended Action
URL	http://10.1.10.2/CCMCIP/authenticate.asp	Location of a web application on CME that provides internal authentication of IP phone user names and passwords.	None. This is a factory pre-set static address for WebEx PhoneConnect. It cannot be changed.

Field	Value	Description	Recommended Action
Name	Default: None (blank) 15-character maximum; spaces and special characters are not permitted.	HTTPS Name and Password fields prevent unauthorized access to WebEx PhoneConnect via CME.	Required field. Enter a username for HTTP authentication.
Password	Default: None (blank) 15-character maximum; spaces and special characters are not permitted.	HTTPS Name and Password fields prevent unauthorized access to WebEx PhoneConnect via CME.	Required field. Enter a password for HTTP authentication.

STEP 5 The **Service URLs** section defines the menu item name, CME Service URL, and order of menu items for configurable service URLs such as WebEx PhoneConnect.

The first time you access General Settings, the Service URLs section is blank. This information is filled in by the application after it is enabled. For detailed information on these settings, see Verify CME Service URL Settings, page 28.

STEP 6 Click **Apply** or **OK** to save your changes.

STEP 7 Save the configuration.

Re-apply Authentication Configuration Settings and Generate a New HTTPS Certificate

Whenever Cisco Unity Express is upgraded or reinstalled, or a previously backed up configuration is restored to the Cisco UC 500, you must re-apply the Authentication Configuration from the **Applications** > **General Settings** window. This procedure also generate a new HTTPS certificate, so it can be performed if the HTTPS certificate has expired.

To re-apply Authentication Configuration settings and generate a new HTTPS certificate, follow these steps.

STEP 1 From the feature bar in Configuration Assistant, go to **Applications** > **General Settings**.

STEP 2 Perform one of the following actions:

- If **Enable HTTPS Communication** is checked, un-check it and then click **Apply**.

  With the General Settings window still open, re-check the **Enable HTTPS Communication** option. Click **Apply**, then click **OK**.

- If **Enable HTTPS Communication** is unchecked, check it. Click **Apply**, then click **OK**.

STEP 3 Save the configuration.

Enable PhoneConnect and Log In as the WebEx Administrator

The next step in configuring WebEx PhoneConnect is to enable it using Configuration Assistant.

WebEx PhoneConnect is one of several applications that can run on the UC 500 platform if enabled. Configuration Assistant prevents you from exceeding the available resources on the UC 500 platform by showing you how much each application will consume. The Smart Applications Manager window in Configuration Assistant uses a system of numerical credits per application. The window shows you how many credits each application requires and how many credits are currently available. The number of credits is calculated dynamically, based on which applications are running and the current load on the UC 500.

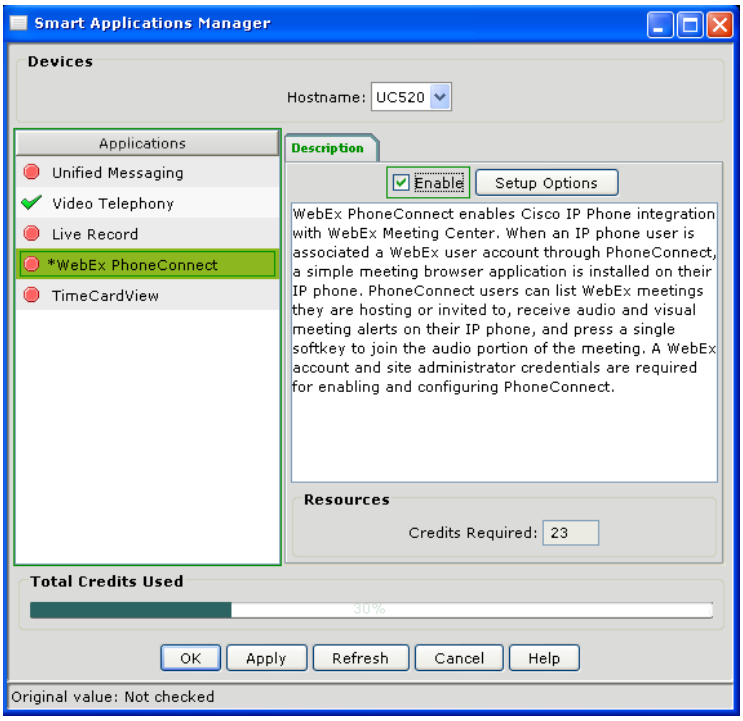
When WebEx PhoneConnect is enabled and you log in as the WebEx site administrator, the application automatically connects to the WebEx service site via the WAN connection and downloads the customer's WebEx administrator and user account information.

You can then use Cisco Configuration Assistant to manage your customer's WebEx user accounts and associate IP phones with those accounts.

CAUTION Once you have enabled WebEx PhoneConnect, it is strongly recommended that you administer all WebEx user account changes from the PhoneConnect Application Main window in Cisco Configuration Assistant instead of through the WebEx service site.

To enable WebEx PhoneConnect, follow these steps.

STEP 1 From the feature bar in Configuration Assistant, go to **Applications > Smart Applications Manager**.



STEP 2 In the Smart Applications Manager window, select the UC 500 device from the **Hostname** menu.

STEP 3 Under **Applications**, click **PhoneConnect** to highlight it.

STEP 4 Under the **Description** tab, make sure that the sum of the credits required and the credits used does not exceed 100.

STEP 5 Check the **Enable** option.

If the total number of resources exceeds 100, Configuration Assistant prevents you from enabling PhoneConnect. Disable (un-check) one or more of the applications already running and apply the changes until you have enough resources.

STEP 6 Click **Apply** to apply the changes, but leave the Smart Applications Manager window open.

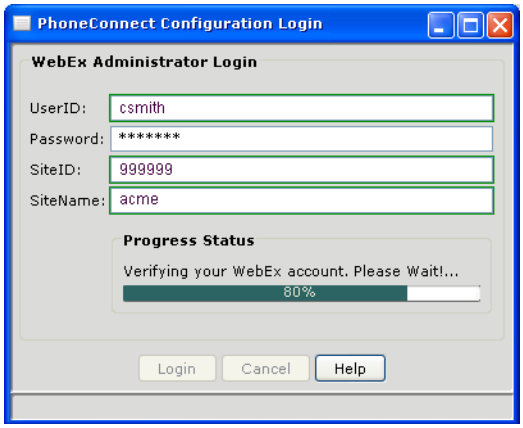
STEP 7 Click **Setup Options** to open the PhoneConnect Configuration Login window.

WebEx PhoneConnect only accepts credentials from the WebEx Administrator. No one else can use WebEx PhoneConnect to create or modify WebEx user accounts.

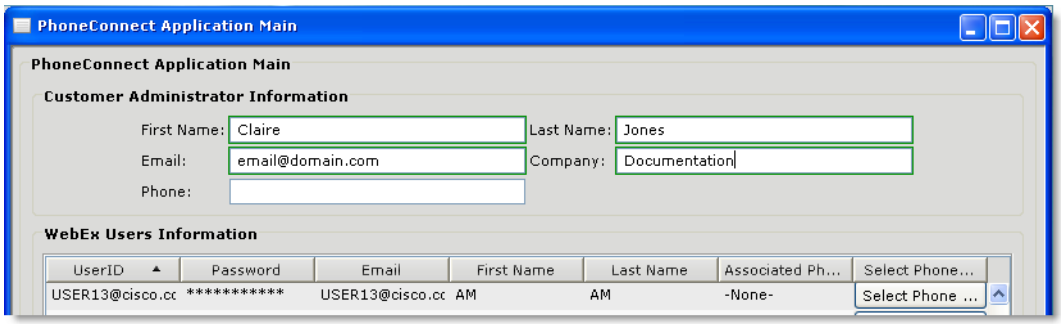
STEP 8 Complete the fields as shown in the following table.

Name	Description
UserID	Customer's WebEx site administrator user ID. Also referred to as a WebExID.
Password	Customer's WebEx site administrator password.
SiteID	Customer's WebEx site ID number.
SiteName	Customer's WebEx site name (the first string in the WebEx site URL). For example, if the WebEx site URL is http://acme.webex.com, enter **acme** for the site name.

STEP 9 Click **Login**.



On a successful login, site administration and user account information is downloaded from the WebEx service site to the Cisco UC 500, and the PhoneConnect Application Main window opens.



If you do not immediately see the customer's WebEx service site administrator listed, click **Refresh**.

You are now ready to configure settings for the application.

Continue with the "Configure Site Settings" section on page 18.

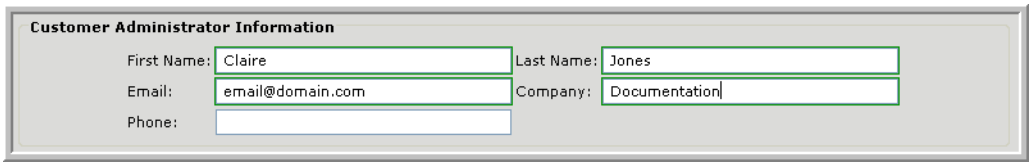
Configure Site Settings

This section provides instructions for:

- Verifying customer administration information
- Configuring site-level settings for meeting call-in numbers
- Configuring dialing digits so that the PhoneConnect application correctly auto-dials the meeting call-in number

To configure PhoneConnect site settings, follow these steps.

STEP 1 In the PhoneConnect Application Main window, verify that the information displayed in the **Customer Administrator Information** section of the window is correct and matches the information for the customer site.



STEP 2 For now, skip the **WebEx Users Information** section. Procedures for adding WebEx user accounts and associating IP phones are covered in a later section of this chapter (see the "Add WebEx Users and Enable PhoneConnect on IP Phones" section on page 22).

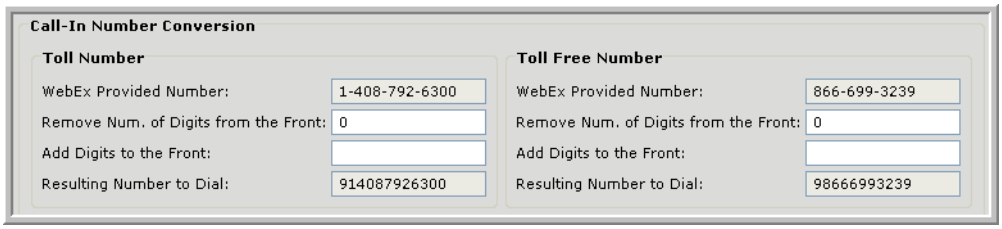
STEP 3 Configure meeting call-in settings.

a. Choose a **Call-In Preference**, either Toll-Free or Toll call. The default value is Toll-Free.

b. Enter the **Dial-Out Prefix** (access code) for external calling. This field is required.

STEP 4 *Optional*. Configure dialing digit conversion for meeting call-in.

Depending on where your customer is dialing from, how their outgoing dial plan is set up, and how the WebEx call-in number is formatted, you may need to remove or replace initial dialing prefixes such as country codes, area or city codes, or code for international dialing.



Complete the fields in the Call-In Number Conversion section as described in the following table.

Field	Description	Default Value	Action
WebEx-provided Number	Meeting call-in number provided by WebEx.	Number provided by WebEx.	None This field is read-only.
Remove Num. of Digits from the Front	Number of digits to remove from the beginning of WebEx-provided number. This field is required and cannot be left blank.	0	Enter the number of digits that must be removed or replaced as required to match the dial-out number.
Add Digits to the Front	Digits to add to the beginning of the WebEx-provided call-in number. This field can contain up to 20 digits.	None (blank).	Enter digits to be added to the front of the number, for example, an area code that differs from the one in the WebEx-provided number. You do not need to add the Dial-Out Prefix (access code) here. The Dial Out Prefix is automatically added to the front of the number.

Field	Description	Default Value	Action
Resulting Number to Dial	Dial-out number after adding and removing digits and pre-pending the dial-out prefix.	Read-only value generated from the values entered in the Dial-Out Prefix and Remove/Add Digits fields.	Verify that the number matches what users manually dial to reach the WebEx service.

The following example shows how the call-in number conversion settings are configured in the case where the WebEx call-in number must be converted from 10 digits to 7 digits.

Call-in Number Conversion Setting	Example Value
Dial-Out Prefix	9
WebEx Provided Number	1-214-883-4000
WebEx Provided Number Stripped of Prefixes, Dashes and Spaces	12148834000
Remove Num. of Digits from the Front	4 This field specifies the number of digits to remove from the front of the call-in number. For the example, 4 is entered to remove the long distance code (1) and the 3-digit area code (214) from the number.
Add Digits to the Front	None (blank) The 9 does not to need be added to the front of the number because the Dial-Out Prefix is always added to the resulting number to dial.
Resulting Number to Dial	98834000

NOTE Occasionally, a WebEx service site may automatically switch over to a different set of call-in numbers until an issue with an old number is fixed. This may cause your call-in number conversion to fail.

As a result, whenever the WebEx-provided numbers are automatically changed, the WebEx PhoneConnect one-button call-in feature is disabled until the old numbers are restored. If an IP phone user attempts to use the one-button call-in feature during this time, WebEx PhoneConnect displays a message with all of the information the IP phone user needs to dial in manually, including meeting ID and call-in numbers.

STEP 5 Click **Apply** to apply your site settings, but do not close the PhoneConnect Application Main window.

When you are finished configuring site settings, continue with the "Add WebEx Users and Enable PhoneConnect on IP Phones" section on page 22.

Add WebEx Users and Enable PhoneConnect on IP Phones

NOTE Before adding WebEx users and enabling PhoneConnect, make sure that you have configured phones and user extensions in Configuration Assistant (**Configure** > **Telephony** > **Voice**, User Extensions tab).

From the PhoneConnect Application Main window, you can add WebEx users and enable PhoneConnect on their IP phones using the following methods:

- Add and configure new users one at a time.

  Click **New** to add users one at a time, manually enter all WebEx account information, then select an IP phone to associate with the WebEx user. See the "Manually Add New Users" section on page 23.

- Use **Copy from Device**.

  When you click **Copy from Device,** a list of phone users that have not been associated with a WebEx user is displayed. When you select one or more phone users, WebEx user entries are created for each of these users and automatically populated with existing values. This provides a convenient way to quickly add and configure multiple users. See the "Using Copy From Device to Add WebEx Users" section on page 26.

- Enable PhoneConnect for an existing WebEx user's IP phone.

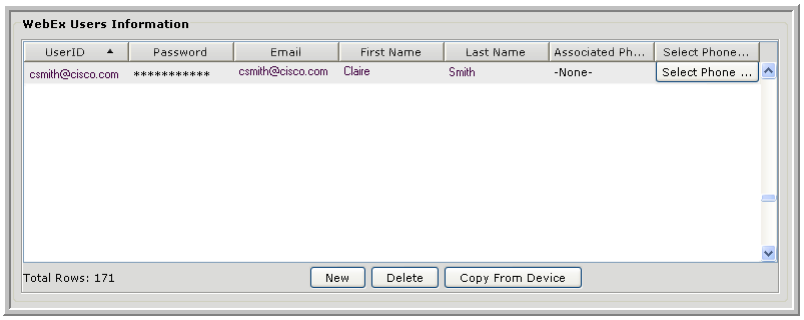
  If existing WebEx user account information was imported when PhoneConnect was first enabled, you can retain the existing account information. In this case, you only need to associate an IP phone with the WebEx account and set a new password. See the "Enable PhoneConnect for Existing WebEx Users" section on page 27.

Manually Add New Users

To add a WebEx user and enable WebEx PhoneConnect on their IP phone, follow these steps.

STEP 1 In the PhoneConnect Application Main window, locate the **WebEx Users Information** section.

If this is the first time you have enabled the application and there are no existing WebEx users, only the WebEx site administrator user is listed in the WebEx Users Information section.



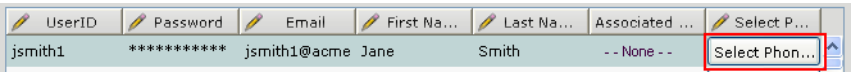
STEP 2 Click **New** to open a new entry in the WebEx users table.

STEP 3 Click in the row you just added and complete the fields as shown in the following table.

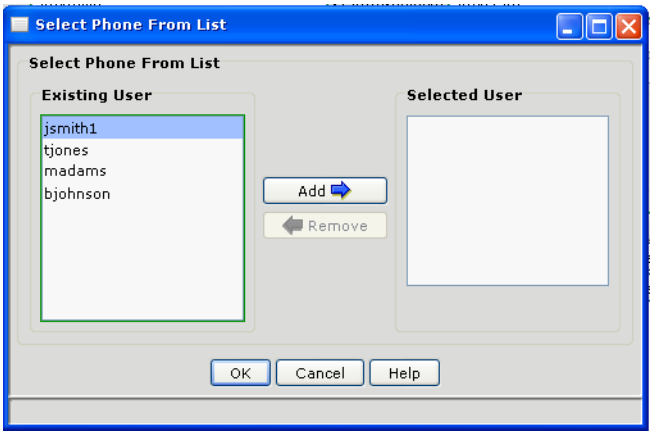
Field	Description
UserID	Required. This is the user ID that is used for logging in to the WebEx service site to schedule, attend, and browse meetings. The recommended format is `<phone user ID>@<admindomain>.com` **NOTE:** All new WebEx users created through the PhoneConnect configuration screens must use the e-mail address format for their user ID. WebEx user accounts created before PhoneConnect was enabled can continue to use the existing user ID format. If all of your customer's users share the same e-mail domain, it is recommended that you add your customer's e-mail domain after the phone user ID, and use this as the User ID, for example, `jsmith@acme.com.`
Password	Required. This is the password used when logging in to the WebEx service site to host, attend, or browse meetings. Use the same password policy as that used for your customer's WebEx service site. **NOTE:** Be sure to notify users if you change their password.
Email	Required. This is the e-mail address to which WebEx meeting invitations and WebEx notices are sent. If the user does not have an e-mail address (for example, the user is a conference room, the following format is recommended: `<phone user ID>@<admindomain>.com` where the `<phone user ID>` is the phone user ID found in the Associated Phone User field.
First Name	Required. The WebEx user's first name.
Last Name	Required. The WebEx user's last name.

Field	Description
Associated Phone User	Read Only. Displays the current phone user ID associated with the account. If there is no phone user ID associated with the WebEx PhoneConnect user, --*None*-- is shown.

STEP 4 Click the **Select Phone Users** button for the new WebEx user.



The **Select Phone From List** window opens.



STEP 5 Locate the user's phone and click **Add** to select it. This enables the WebEx PhoneConnect application on the user's phone.

STEP 6 Click **OK**.

STEP 7 Click **OK** to apply the changes and close the PhoneConnect Application Main window.

STEP 8 Save the configuration.

As soon as an IP phone is associated with a WebEx user, it has full WebEx PhoneConnect functionality. The IP phone does not need to be restarted. Open menus on phones may need to be closed in order to see the changes.

Using Copy From Device to Add WebEx Users

The Copy From Device option provides a convenient way to add WebEx accounts and enable PhoneConnect for multiple phone users.

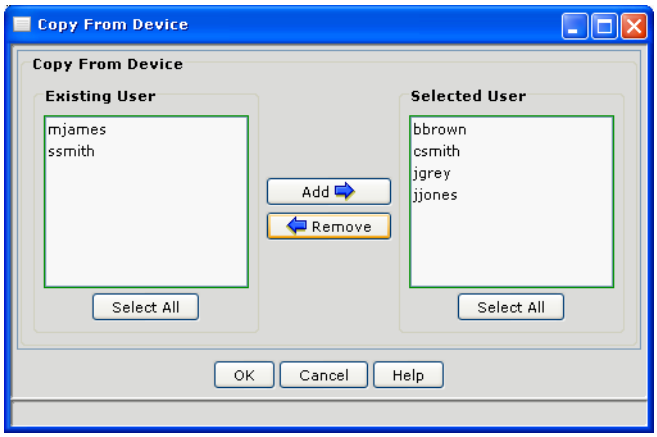
When you use **Copy From Device**, existing values are automatically copied into the appropriate WebEx user account fields.

To use **Copy From Device**, follow these steps.

STEP 1 In the PhoneConnect Application Main window, click **Copy from Device** to display a list of phone users configured on the system.

STEP 2 In the Copy From Device dialog, select one or more phone users for which you want to add WebEx accounts.

Click **Select All** or use the CTRL-click and SHIFT-click keyboard shortcuts to select multiple users.



STEP 3 Click **Add** to move phone users to the list of selected users.

STEP 4 Click **OK**.

The first name, last name, password, and phone associated with each existing phone user are copied into the WebEx users list. The WebEx UserID and e-mail address fields are left blank.

STEP 5 In the PhoneConnect Application Main window, locate the users you just added, and complete the WebEx userID and e-mail address fields as described in "Configure Site Settings" section on page 18.

STEP 6 Click **OK** to apply the changes and close the PhoneConnect Application Main window.

STEP 7 Save the configuration.

As soon as an IP phone is associated with a WebEx user, it has full WebEx PhoneConnect functionality. The IP phone does not need to be restarted. Open menus on phones may need to be closed in order to see the changes.

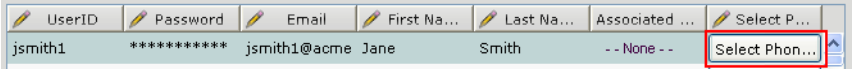
Enable PhoneConnect for Existing WebEx Users

If the user has an existing WebEx account and has a phone configured on the system, but does not have PhoneConnect enabled on their phone, follow these steps to associate their IP phone with PhoneConnect.

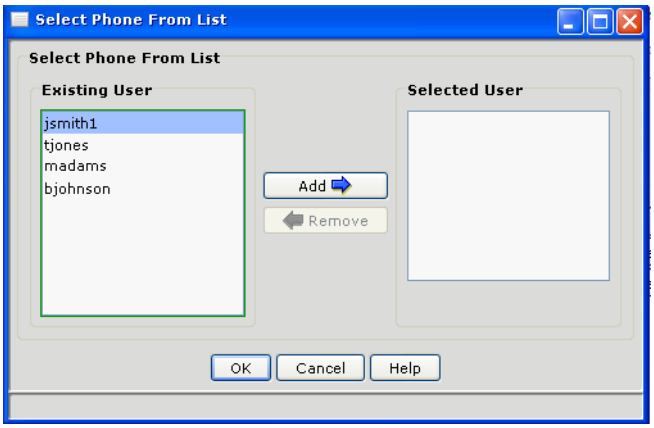
STEP 1 In the PhoneConnect Application Main window, locate the user in the WebEx users list.

When Configuration Assistant reads in the WebEx site data, users with existing WebEx accounts will have data in all of the fields except the Associated IP Phone field. The Associated Phone field displays --None-- for these users.

STEP 2 Click the **Select Phone Users** button for the WebEx user.



The Select Phone From List window opens.



STEP 3 Locate the user's phone and click **Add** to select it.

STEP 4 Click **OK**.

STEP 5 Assign the WebEx user a new password (required so that PhoneConnect can authenticate the phone user).

Be sure to notify existing WebEx users that their password has changed.

STEP 6 Repeat these steps for other existing WebEx account users with phones.

STEP 7 Click **OK** to apply the changes and close the PhoneConnect Application Main window.

STEP 8 Save the configuration.

As soon as an IP phone is associated with a WebEx user, it has full WebEx PhoneConnect functionality. The IP phone does not need to be restarted. Open menus on phones may need to be closed in order to see the changes.

Continue with the "Verify CME Service URL Settings" section on page 28.

Verify CME Service URL Settings

Once the application is enabled and you have added users, go to **Application** > **General Settings** and verify that CME Service URLs are correctly displayed in the General Settings window.

For WebEx PhoneConnect, this information is filled in automatically when you enable the application, with the values shown in the following table.

Field	Value	Description
Name	WebEx-Meetings	Name for WebEx PhoneConnect menu item on the CME Services URLs. This is the menu option that is displayed on IP phones when the user presses the Services button. Set by Configuration Assistant when PhoneConnect is enabled. Do not modify.

Field	Value	Description
URL	http://10.1.10.1/WebExPhone/MainMenu	CME Service URL Set by Configuration Assistant when PhoneConnect is enabled. Read-only.

If multiple CME service URLs are listed, use the Up and Down Arrow buttons to reorder the menu items. Only the order of configurable CME service URLs can be modified. On the IP phone Services menu, the CME Service URL item always appears first, followed by configurable CME service URLS, Extension Mobility, and My Phone Apps.

Continue with the "Verify WebEx PhoneConnect Works Correctly" section on page 29.

Verify WebEx PhoneConnect Works Correctly

To verify the PhoneConnect application is functioning correctly:

- Check to make sure that the WebEx-Meetings option is listed on the CME Service URLS page if the application is enabled on the IP phone.
- Schedule a WebEx meeting and invite WebEx PhoneConnect users.
- Verify that meeting alerts are being received and displayed correctly on phones prior to the meeting.
- Verify that the call-in number is being dialed correctly by PhoneConnect and users can connect to the meeting.

See Chapter 4, "Troubleshooting," for possible solutions to common WebEx PhoneConnect problems.

Advanced Site Configuration Settings

The Advanced Site Configuration window provides controls for:

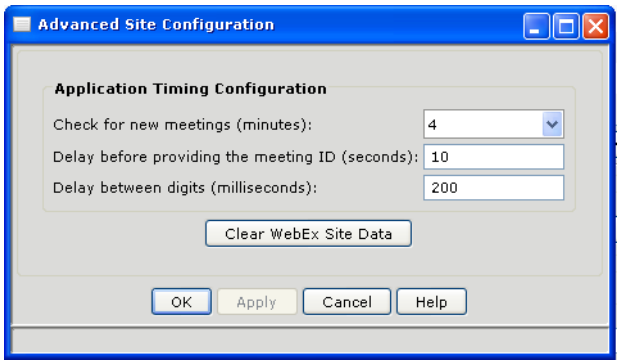
- Defining how often WebEx PhoneConnect checks the customer's WebEx service site for new meetings, so that WebEx users with IP phones can be alerted.
- Adjusting the auto-dial settings so that there is a sufficient pause after auto-dialing into a meeting before auto-dialing the meeting ID.
- Adjusting the speed with which digits are dialed when auto-dialing a meeting ID.
- Clearing all WebEx PhoneConnect and site information from the Cisco UC 500. See the "Clearing All WebEx PhoneConnect Site Data" section on page 40.

To access the Advanced Site Configuration window, perform the following steps:

STEP 1 From the feature bar in Configuration Assistant, go to **Configure > Smart Applications Manager.**

STEP 2 Highlight **PhoneConnect** in the application list, click **Setup Options**, and log in as the WebEx site administrator. See "Enable PhoneConnect and Log In as the WebEx Administrator" section on page 15.

STEP 3 Under the **Customer Site Configuration Information** area, click the **Advanced Configuration** button.



STEP 4 Adjust the default field values as described in the following table.

CAUTION It is strongly recommended that you do not attempt to adjust the Application Timing Configuration settings on your own. For additional product support information, refer to Appendix B, "Support Contacts."

Field	Description	Default Value	Why/When/Performance Impacts
Check for new meetings (minutes)	How often to poll WebEx for new meetings.	4 min	Reducing frequency below 4 minutes may adversely affect Call Unity Express (CUE) performance.
Delay before providing the meeting ID (seconds)	Number of seconds the system waits after the Call button is pressed before auto-entering the meeting ID.	10 sec	The default setting of 10 seconds is based on FXO/BRI/PRI trunk connectivity. This value can be set to 7 seconds if SIP trunks are used. May need to increase interval if calling internationally. No known performance impacts.
Delay between digits (milliseconds)	The speed with which digits are dialed when auto-entering a meeting ID.	200 ms	May need to increase interval depending on where calling (for example, when calling internationally). No known performance impacts.

STEP 5 Click **Apply** or **OK**.

STEP 6 Save the configuration.

3

Administering WebEx PhoneConnect

This chapter covers administration tasks that are performed after the initial installation. The following topics are covered:

- Updating WebEx User Information, page 33
- Deleting WebEx PhoneConnect Users, page 36
- Replacing a User Phone, page 35
- Adding New Supported Languages Between Releases, page 37
- Disabling WebEx PhoneConnect, page 39
- Clearing All WebEx PhoneConnect Site Data, page 40

CAUTION Once you have enabled WebEx PhoneConnect, it is strongly recommended that you administer all WebEx user account changes from the PhoneConnect Application Main window in Cisco Configuration Assistant.

Updating WebEx User Information

Use this procedure to modify WebEx account information for users. You can change all WebEx user information except the User ID. If you need to change a WebEx user ID, you must delete the WebEx user and add them again as a new WebEx user. See the "Add WebEx Users and Enable PhoneConnect on IP Phones" section on page 22.

TIP If a WebEx user is having problems accessing the WebEx service site, a best practice is to first reset the user's password in WebEx PhoneConnect, as occasionally a user's password will be accidentally reset from the WebEx service site.

NOTE Notify WebEx users immediately if you change their user information. WebEx users must know their correct WebEx user ID and password to host WebEx meetings.

To modify a WebEx user account, perform the following tasks:

STEP 1 Launch Cisco Configuration Assistant and connect to the UC 500.

STEP 2 From the feature bar in Configuration Assistant, choose **Configure > Smart Applications Manager.**

STEP 3 Highlight WebEx PhoneConnect in the list of applications, click **Setup Options**, and log into **WebEx PhoneConnect**.

See "Enable PhoneConnect and Log In as the WebEx Administrator" section on page 15.

STEP 4 Scroll through the **WebEx Users Information** list to find the WebEx user you wish to modify.

STEP 5 Change the user information in the row as necessary. All fields are editable except UserID.

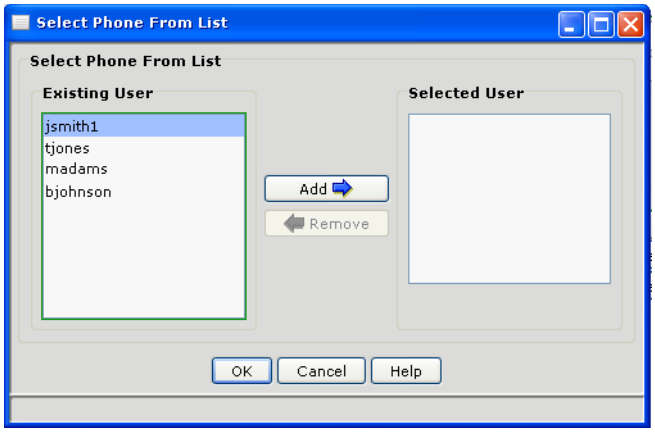
STEP 6 To remove or change the phone assigned to a WebEx user:

a. Click the **Select Phone Users** button for the desired user. The Select Phone From List window opens.

b. Select a phone from the **Existing User** list on the left.

c. Use the controls to move a phone to the **Selected User** list on the right.

d. Click **OK** to save your selection and close the window. The phone you selected appears in the Associated Phone Users column.



STEP 7 Assign the user a new password.

The user will need this password to schedule meetings via WebEx.

STEP 8 Click **Apply** or **OK**.

Replacing a User Phone

Follow these steps to replace a user's phone. Although this procedure is not specific to WebEx PhoneConnect, it allows you to replace a WebEx PhoneConnect user's phone without having to reconfigure the user's WebEx PhoneConnect account.

STEP 1 Disconnect the phone to be replaced from the Cisco UC 500.

STEP 2 Wait for the phone to un-register (this can take up to 5 minutes).

STEP 3 Using Configuration Assistant, go to **Configure** > **Telephony** >**Voice** and select the User Extensions tab.

STEP 4 Locate the user whose phone you are replacing and select a different phone type from the drop-down menu.

If the only phone type available in the drop-down menu is the phone type for the phone you are replacing, then the old phone is still registered. If that is the case, wait a little while and then refresh the page. Repeat this step until all options are displayed for the phone type.

STEP 5 Enter the MAC address of the replacement phone in the MAC address field for the user whose phone you are replacing.

STEP 6 Click **Apply**.

At this point, you can connect the replacement phone to the UC 500 or attached switch and it should register with all the same options and applications that were previously configured for the user, including WebEx PhoneConnect.

Deleting WebEx PhoneConnect Users

Use this procedure to permanently delete a WebEx user account from the Cisco UC 500, and the user is moved to the de-activated state on the WebEx service site. Once the user's account is deleted, they no longer have access to WebEx or WebEx PhoneConnect. They will no longer receive meeting invitations or alerts, and they will not be able to attend or host WebEx meetings from their company's WebEx service site.

To reinstate a user after they have been deleted (for example, if a user leaves your company but then returns), you can use their old UserID and other account information. However, a new password must be created, as WebEx will reject their password if it is the same as any of the last three passwords previously registered in WebEx.

NOTE WebEx PhoneConnect does not allow you to delete the customer site administrator.

STEP 1 Launch Cisco Configuration Assistant and connect to the Cisco UC 500.

STEP 2 From the feature bar in Configuration Assistant, choose **Configure > Smart Applications Manager** and log into **WebEx PhoneConnect**.

STEP 3 Highlight P**honeConnect** in the application list, click **Setup Options** and log in as the WebEx site administrator. The PhoneConnect Application Main window displays.

STEP 4 In the PhoneConnect Application Main window, scroll through the WebEx Users Information list to find the WebEx user you wish to delete.

STEP 5 Select the row to highlight it.

STEP 6 Click **Delete**.

STEP 7 Click **Apply** or **OK**.

Adding New Supported Languages Between Releases

WebEx PhoneConnect supports localization of IP phone GUI displays for the WebEx PhoneConnect meeting browser and for alerts.

The current release of WebEx PhoneConnect is localized for English and Spanish only. If an IP phone is localized to use a language other than one of the provided localizations, English is used.

Between releases, Cisco supports additional languages as they become available. You can update the WebEx PhoneConnect application with a new language using the following instructions. Once the new language file is installed and the new language is selected in CCA, all of the WebEx PhoneConnect IP phone screen menus will be in the new language.

NOTE Only the WebEx PhoneConnect IP phone screens are affected by this procedure.

Only North American English phone loads and CUE (voicemail) prompts are included with the factory unit and UC 500 software pack. All other countries require download of separate language packs. For information about localizing all of your UC 500 system using Configuration Assistant refer to the *Getting Started Guide for Cisco Configuration Assistant,* available on Cisco.com at the following URL:

http://www.cisco.com/en/US/products/ps7287/prod_installation_guides_list.html

Downloading and Installing the New Language File

Before you begin this procedure, you must first download the localization file for the language you wish to localize from Cisco.com. Go to www.cisco.com/go/uc500swpk to download IP phone localization files, CUE localization files, and WebEx PhoneConnect language files.

Follow the steps below to add a new localized language for your IP phone users' WebEx PhoneConnect meeting browser and alerts.

STEP 1 Launch Configuration Assistant and connect to the UC 500.

STEP 2 From the feature bar, go to **Configure > Smart Applications Manager** and log into **WebEx PhoneConnect**. See the "Enable PhoneConnect and Log In as the WebEx Administrator" section on page 15.

The PhoneConnect Application Main window opens.

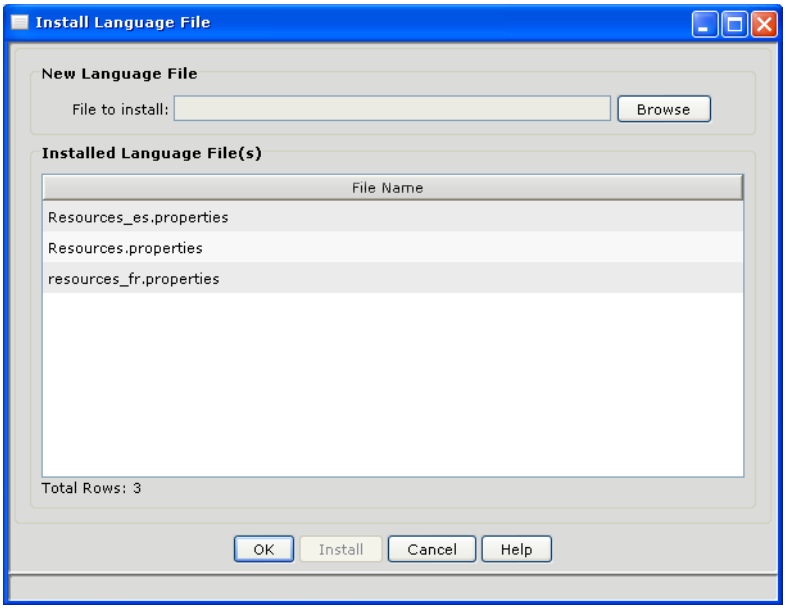
STEP 3 Under the **Customer Site Configuration Information** area, click **Install Language File**.

STEP 4 Browse to the language file you want to install and click **Open.**

The **File to install** field displays the name of the file you just opened.

STEP 5 Click **Install.**

The new language file is moved to the Installed Language File(s) list.



You can overwrite an existing language file, but you cannot delete an existing language file.

STEP 6 Click **OK**.

The language file is sent to the UC 500.

STEP 7 Close the PhoneConnnect Application main window.

The new language is not applied until you restart Cisco Unity Express (CUE).

STEP 8 To restart CUE, go to **Maintenance** > **Restart/Reset**.

STEP 9 In the Restart/Reset window, select the UC 500 from the **Hostname** menu and check the **Restart CUE** option.

STEP 10 Click **OK**.

Connections to the voice mail system are lost when CUE is restarted. As a result, telephony features and applications such as voice mail, Auto Attendant, Basic ACD, and WebEx PhoneConnect will not be available. Depending on the version of CUE installed, the restart can take from 10 to 15 minutes.

Disabling WebEx PhoneConnect

When you disable WebEx PhoneConnect in CCA, all WebEx user account information is retained, but WebEx PhoneConnect functionality is immediately terminated. After WebEx PhoneConnect is disabled, any time an IP phone user presses a softkey for a WebEx PhoneConnect menu, a “Service not enabled” error message displays on their IP phone screen.

To disable WebEx PhoneConnect within CCA, follow these steps:

STEP 1 Launch Cisco Configuration Assistant and connect to the UC 500.

STEP 2 From the feature bar, go to **Applications > Smart Applications Manager**.

STEP 3 In the Smart Applications Manager window, select your UC 500 device from the **Hostname** menu.

STEP 4 Under **Applications**, select **WebEx PhoneConnect** to highlight it.

STEP 5 Under the **Description** tab, un-check the **Enable** check box.

STEP 6 Click **OK** or **Apply**.

STEP 7 Save the configuration.

Clearing All WebEx PhoneConnect Site Data

The Advanced Configuration Settings window includes an option for clearing all WebEx Phone Connect data. This may be needed, for example, if the customer's WebEx service site URL changes, the customer is no longer using WebEx, or the wrong site data is imported onto the UC 500. It can also be used to remove demonstration site data from the system.

NOTE Clearing this data does not affect the WebEx service site or account information; it only removes the WebEx PhoneConnect application settings and site data stored on the UC 500.

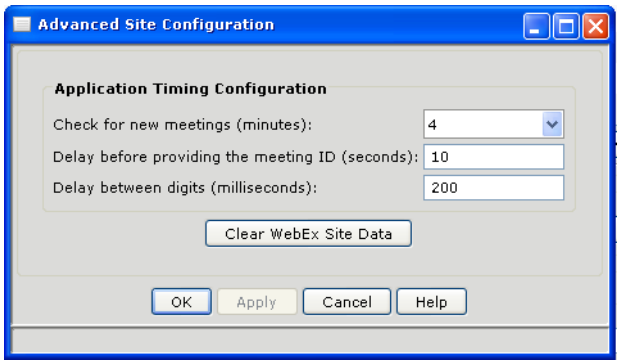
To remove all WebEx PhoneConnect site data from the UC 500, follow these steps:

STEP 1 Launch Configuration Assistant and connect to the UC 500.

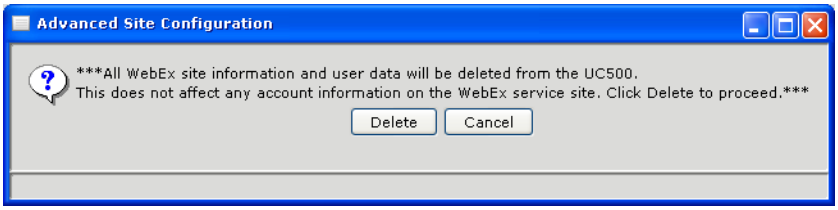
STEP 2 From the feature bar in Configuration Assistant, choose **Configure > Smart Applications Manager.**

STEP 3 Highlight WebEx PhoneConnect in the application list, click **Setup Options**, and log into **WebEx PhoneConnect**. See "Enable PhoneConnect and Log In as the WebEx Administrator" section on page 15.

STEP 4 In the PhoneConnect Application Main window, click **Advanced Configuration**.



STEP 5 Click **Clear WebEx Site Data**. You will be prompted to confirm the action.



STEP 6 Click **Delete**.

STEP 7 Click **OK** or **Apply**.

4

Troubleshooting

This chapter describes solutions to common WebEx PhoneConnect configuration problems. The following topics are covered:

- Loss of Connection to WebEx Service, page 42
- PhoneConnect Administration Login Problems, page 42
- WebEx PhoneConnect and WebEx Connect, page 44
- Meeting Time/Alert Synchronization, page 45
- IP Phone Error Messages and Call-In Problems, page 45
- Audio-Only Meeting Hosted from a Conference Room Phone, page 47

Loss of Connection to WebEx Service

Problem: No connectivity to WebEx service. The DNS IP address used by WebEx PhoneConnect to connect with the WebEx service (webex.com) can change unexpectedly if the UC 500 is using DHCP to get its WAN-side IP address. If the WAN-side IP changes, the DNS server IP received via DHCP can change also. This can cause a loss of connectivity with the WebEx service (webex.com), and require the customer administrator to reconfigure the DNS IP in CCA.

Solution: Make sure the DNS IP is configured in UC 500 as described in the "Enter DNS Server Address in Configuration Assistant" section on page 10.

PhoneConnect Administration Login Problems

Problem: Administrator is having difficulty logging into WebEx PhoneConnect.

Solution: Check the general application settings. For more, refer to Apply General Application Settings, page 12.

Problem: The message “Failed to communicate with PhoneConnect Database” is displayed when the administrator attempts to log in to PhoneConnect or when using the PhoneConnect Application Main window in Configuration Assistant.

Solution: This message is displayed if Configuration Assistant cannot connect PhoneConnect. This can occur if the private HTTPS certificate has not been generated or has expired. Generate a new certification from the General Settings configuration window in Configuration Assistant, as described in the ”Re-apply Authentication Configuration Settings and Generate a New HTTPS Certificate” section on page 14.

This problem can also occur if the PC running Configuration Assistant has two network interfaces or a VPN with split tunneling is enabled. If this is the case, open a command window on the PC and enter the following to add a static route:

```
route add 10.1.0.0 mask 255.255.0.0 <default gateway IP of
the IP connection to the UC500>
```

NOTE The factory default gateway IP for the UC 500 is 192.168.10.1

Problem: The message “Failed to communicate with WebEx server at <URL>” is displayed during login or while using the PhoneConnect Application Main configuration window in Configuration Assistant.

Solution: This message indicates a network connectivity issue. Possible causes include

- DNS server IP not configured
- WAN physically not connected
- Firewall problems
- Dual NIC cards on PC (need to add routing to the appropriate NIC)

WebEx PhoneConnect and WebEx Connect

Connectivity Problems

Problem: WebEx user is having difficulty using the WebEx Connect client on a PC with WebEx PhoneConnect.

Solution: Check that the computer is connected to the UC 500 via LAN. For most users, this means their computer must either be:

- Connected to a switch connected to the UC 500, or
- Connected to the data port on their IP phone.

Application Access

Problem: WebEx user has difficulties with application access while using WebEx Connect with WebEx PhoneConnect.

Solution: Determine if the computer has two or more network connections. If so, have the user add a static route as follows:

From the PC command prompt, enter:

```
route add 10.1.0.0 mask 255.255.0.0 <default gateway IP of
the IP connection to the UC>
```

NOTE The factory default gateway IP for the UC 500 is 192.168.10.1

Problem: The WebEx Connect client Click-to-Dial feature does not work if you do not run as Administrator in Microsoft Windows Vista.

On a PC running the Microsoft Vista operating system, if you login with a username that has administrator privileges but does not have the username of Administrator or if you login with a username that does not have any administrator privileges, when you configure Click to Dial, you will encounter the following error:

```
Unable to get profile due to network or certificate issue
```

Solution: No workaround is available for an account without administrator privileges. The user must have administrator privileges in Vista in order for Click-to-Dial to work.

To work around the problem for an account with administrator privileges, in Windows Explorer, go to the WebEx Connect client application (for example, C:\Program Files\WebEx\Connect). Right-click on it, and choose **Run as administrator**. This will launch the Connect client with the correct privileges to modify the registry in order for click-to-dial to work in Windows Vista.

Meeting Time/Alert Synchronization

Problem: Meeting alerts are being displayed too early or too late.

Solution: It is strongly recommended that you configure the system to synchronize with an external NTP (Network Time Protocol) server to avoid this problem. For more information, see the "Configure an NTP Server (Recommended)" section on page 11.

IP Phone Error Messages and Call-In Problems

This section lists common IP phone problems and error messages displayed on IP phones that are related to WebEx PhoneConnect, along with recommended actions and explanations.

Problem: IP phone displays the message "Service not enabled. Please contact your site phone administrator" when phone user selects WebEx-Meetings from the Services menu.

Solution: Verify that the **HTTPS Communication Enabled** is checked in the General Settings window and that the PhoneConnect application is enabled in the Smart Applications Manager window in Configuration Assistant.

Problem: IP phone displays the message “WebEx User account not created. Please contact your site phone administrator.”

Solution: This can occur if the phone user has not been configured to be a PhoneConnect user either because the WebEx user has not been created or has not been associated with their IP phone. To resolve the problem, go to the PhoneConnect Application Main window in Configuration assistant and create a new PhoneConnect user for the user of the phone (if not only created), and associate the PhoneConnect user with the appropriate phone user ID.

Solution: Verify that the WebEx account is associated to the phone.

Problem: IP phone displays the message “Meeting host is not a local PhoneConnect user or is configured with incorrect user ID password.”

Solution: This can occur when a user presses the **Details** softkey to view meeting details. This error occurs when the meeting invitation is from someone other than a local phone PhoneConnect user on the same Cisco UC 500. This includes meeting invitations from users on another WebEx site and invitations from users on the same WebEx site who are not configured as PhoneConnect users.

Problem: WebEx Meetings menu item is not present on the phone's Services menu.

Solution: Verify that the PhoneConnect application is enabled in the Smart Applications Manager window and that **WebEx-Meetings** is displayed in the CME Service URLs list in the General Settings window in Configuration Assistant. Then, re-associate the WebEx user to the phone.

Problem: IP phone displays an Error 404 on IP phone when the user selects WebEx-Meetings from the Services menu on their IP phone.

Solution: From the Applications > General Settings window in Configuration Assistant, verify that the PhoneConnect Services menu item (“WebEx-Meetings”) has the correct URL: http://*<CUE_IP_Address>* /WebExPhone/MainMenu. The default IP address for CUE is 10.1.10.1.

Solution: Check to make sure the application is enabled in the Smart Applications Manager window in Configuration Assistant.

Problem: IP phone displays the error message “Service Busy. Try Again” when the phone user chooses WebEx-Meetings from the IP phone Services menu.

Solution: This message is displayed if the max sessions limit is reached. Exit the error screen and try the menu item again. This issue is unlikely to occur under normal conditions. If the issue persists, check to make sure that WAN connectivity has not been lost. If that is not the case, contact Support.

Problem: User did not receive any alerts on the phone and was not able to dial in to the meeting automatically. For example, PhoneConnect stops responding at the dial screen when CIPC softphone client.

Solution: The PhoneConnect administrator should check the logs for a 405 error message produced by an authentication issue. If the error is present, the administrator must have user restart their IP phone or softphone client to reestablish authentication.

Problem: Phone user presses the Call softkey to auto-dial into a WebEx Pro meeting and receives the error: "You have entered an invalid meeting ID or the meeting has not started."

Solution: Check to make sure that the online (data) portion of the WebEx session has been started. The online portion of the WebEx Pro meeting must be started before PhoneConnect users can auto-dial into the meeting.

Problem: IP phone displays the message "Can not connect to Webex Meeting Center".

Solution: Check the DNS server setting in Configuration Assistant. If this field is set, make a note of the current setting, delete the DNS server, then click **Apply**. Re-add the DNS server and click Apply. For more information, see Enter DNS Server Address in Configuration Assistant, page 10.

Audio-Only Meeting Hosted from a Conference Room Phone

Problem: How do I host an audio-only WebEx meeting from a conference room phone?

Solution: Create a WebEx user account for the conference room and associate it with the conference room phone. Add the conference room WebEx user to the meeting as an attendee. From the conference room phone, manually dial in to the conference with the host account information from the WebEx invitation e-mail.

A

Where to Go from Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of WebEx PhoneConnect.

- Support Contact Information, page 48
- Resources for VARs, page 49
- Resources WebEx PhoneConnect Users, page 50
- End User License Agreement (EULA), page 52

Support Contact Information

Cisco Smart Business Communications System Support

For Cisco SBCS product support, contact the Planning, Design and Implementation Help Desk at the following location:

www.cisco.com/go/pdihelpdesk (Cisco.com Login required)

or call:

1-800-GO-CISCO (Ask the agent for the “PDI Help Desk.”)

You can also post your questions on the Cisco Small Business Support Community at the following location:

www.cisco.com/go/smallbizsupport (Cisco.com login required for posting)

WebEx Support

For WebEx support, go to:

http://support.webex.com/support/support-overview.html

Resources for VARs

User and Installation/Upgrade Guides for **Cisco Configuration Assistant** can be found at cisco.com at: http://www.cisco.com/en/US/products/ps7287/prod_installation_guides_list.html
User and Installation/Upgrade Guides for the components of the **Cisco Unified Communications 500 Series for Small Business** can be found on cisco.com at: http://www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html
The **Cisco Smart Business Communications System (SBCS) website** provides information and references at: http://www.cisco.com/go/sbcs
The Cisco Small Business Support Community is available at: http://www.cisco.com/go/smallbizsupport

How to Obtain a WebEx Account

Your customer will need a WebEx service site account before they can use WebEx PhoneConnect. To learn more, go to http://www.webex.com.

Resources WebEx PhoneConnect Users

Cisco IP Phone Documentation

Table 2 IP Phone User Documentation

Resource	Location
WebEx PhoneConnect Quick Reference	http://www.cisco.com/go/sbcs-docs
Cisco IP Phone User Guides and Quick References	http://www.cisco.com/go/sbcs-docs

Getting Started with WebEx

The following basic procedures are included to help your customers get started using their WebEx service site.

Hosting a Meeting

All WebEx users can host meetings.

STEP 1 Launch your Internet browser and enter the URL for your WebEx service site.

STEP 2 Log in.

STEP 3 On the navigation bar, click **Host a Meeting**.

STEP 4 Click **Schedule a Meeting**.

STEP 5 Enter the meeting information.

STEP 6 Click **SCHEDULE MEETING.**

If the meeting is within 15 minutes, click **START NOW**.

Productivity Tools

Productivity Tools makes starting and scheduling WebEx meetings quicker and easier, by installing WebEx meeting controls on your desktop and in Microsoft Outlook.

To Install Productivity Tools, perform the following steps:

STEP 1 Launch your Internet browser and enter the URL for your WebEx service site.

STEP 2 Log in.

STEP 3 On the navigation bar, expand **Support** and click **Downloads**.

STEP 4 Scroll down and click the link for **Productivity Tools**

STEP 5 Save the file to your desktop

STEP 6 When the file is downloaded, double-click on the file **ptools.msi**

STEP 7 Follow the on-screen instructions.

WebEx Connect Click-to-Call

WebEx PhoneConnect supports Click-to-Call, a time-saving feature in WebEx Connect that enables to you to use your personal computer with your Cisco IP phone to call anyone in your WebEx Connect buddy list.

To obtain a WebEx Connect user account, contact WebEx.

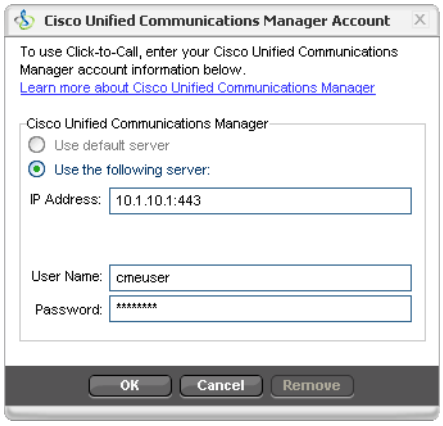
The WebEx Connect application resides on your personal computer. It is distinct from the WebEx PhoneConnect IP phone meeting reminder. You can use WebEx Connect to send instant messages, make video and voice calls, collaborate with team members, and manage meetings.

Once you have installed WebEx Connect, you must configure its Click-to-Call feature to work with WebEx PhoneConnect. You must provide the user name, password, and system URL for your IP phone account. Your system administrator can provide this information.

STEP 1 From the WebEx Connect Edit menu, click **Settings**.

STEP 2 Click the **Click-to-Call** tab.

STEP 3 Click **Edit Account.**



STEP 4 Click the **Use the following server** radio button.

STEP 5 Enter the requested information about your Cisco Unified Communications Manager configuration:

- The IP address for your Cisco Unified Communications Manager Express Server For Cisco SBCS systems, this IP address and port is `10.1.10.1:443`.
- Your WebEx PhoneConnect user name.
- Your WebEx PhoneConnect password.

STEP 6 Click **OK**.

End User License Agreement (EULA)

End-user licensing information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/warranty