

# The Essentials of Webex Calling (CLWXCALL)

## Description

The **Essentials of Webex Calling (CLWXCALL)** training is designed to guide you through a complete Webex Calling setup, from the initial installation of Webex Control Hub and adding users to configuring Webex Calling features through an existing on-premises Cisco Unified Communications Manager (CUCM) and Cisco Unified Border Element (CUBE) public switch telephone network (PSTN) setup.

This training also earns you 18 Continuing Education (CE) credits toward recertification.

## How you'll benefit

This training will help you:

- Gain an understanding of the Webex solutions, including Webex Meetings, Webex Messaging, and Webex Calling
- Learn how to configure and manage the features of the Webex Control Hub
- Earn 18 CE credits toward recertification

## Who should enroll

- Collaboration Engineers
- Collaboration Administrators

## Technology areas

- Collaboration

## Objectives

- Introduce the components that make up the Webex solution, including Webex Meetings, Webex Messaging, and Webex Calling
- Introduce the components that make up Webex Calling Control Hub, including analytics, troubleshooting, and reporting
- Introduce the Management feature of Webex Control Hub, including how to set it up for a business

- Introduce the Services section of the Webex Control Hub, including the Webex Services, Cloud-Connected Unified Communications Services, and Hybrid Services
- Identify the methods available to add users to the Webex Control Hub
- Explain Cisco IP Phone software registration with Webex Control Hub, eligible devices, and provisioning methods
- Explain how an administrator can configure calling features from the Webex Control Hub that will affect the organization
- Understand how users or administrators can configure calling features either from the Webex Control Hub or from their personal user portal
- Introduce the three different methods available to bring PSTN calling capabilities into the Webex calling solution
- Identify the different types of Cisco routers, as well as third-party routers, that can support the local gateway in a premises-based PSTN deployment
- Describe different deployment scenarios using the local gateway in a premises-based PSTN Webex Calling solution
- Understand how the high-availability solution within Cisco routers can be used in a Webex Calling deployment to offer failover for the local gateway and the Cisco Unified Border Element
- Configure the Webex Control Hub to support Webex Calling in a premises-based PSTN deployment
- Configure Cisco Unified Border Element and local gateway settings on a Cisco router to support Webex Calling using a premises-based PSTN deployment
- Describe different methods that can be used to troubleshoot setup issues and media issues when configuring Webex Calling using the premises-based PSTN deployment

## Prerequisites

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- A basic understanding of unified communications
- A basic understanding of cloud-based unified communications solutions

These skills can be found in the following Cisco Learning Offerings:

- [Understanding Cisco Collaboration Foundations \(CLFNDU\)](#)
- [Implementing and Operating Cisco Collaboration Core Technologies \(CLCOR\)](#)

## Outline

- Webex Overview
- Webex Control Hub Overview and Monitoring
- Webex Control Hub Management
- Webex Control Hub Services
- Methods to Add Users to Webex Control Hub
- Methods to Add Devices to Webex Control Hub
- Admin-Configurable Webex Calling Features
- User-Configurable Webex Calling Features
- Webex Calling Public Switched Telephone Network Options
- Routers Supporting Local Gateway
- Deployment Scenarios for Local Gateways
- Local Gateway and Cisco Unified Border Element with High Availability

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- Control Hub Settings for Webex Calling
  - Router Settings for Webex Calling
  - Webex Calling Troubleshooting

## Lab Outline

- Set Up Webex Control Hub
- Add Users to Webex Control Hub
- Configure Admin-Configurable Webex Calling Features
- Configure User-Configurable Webex Calling Features
- Configure High Availability on Cisco Routers
- Configure Webex Control Hub for Webex Calling
- Configure Local Gateway for Webex Calling
- Troubleshooting Issues with Webex Calling

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## Links

- [Cisco U. Learning Path](#)
- [Cisco Learning Network Store](#)
- [Cisco Learning Locator](#)