Configure Webex Calling eSIM Webex Go

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Introduction

This document describes the configuration of Webex Go for Webex Calling Organizations that support this feature.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Control Hub administration of User Calling Feature for the Webex Calling Organization
- Control Hub administration of Add Device configuration for the Webex Calling Organization
- iPhone or Samsung Galaxy S21 device cellular configuration

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Requirements and Limitations

• Available in the US through Webex calling certified partners (Trial and paid)

- Available to users on Webex Calling in US or UK region and US or UK locations
- Organization has Webex Go licenses (paid or trial)
- Sold through Webex Calling certified partners
- Requires user to have a unique Public Switched Telephone Network (PSTN) phone number
- Supported PSTN options include Cisco PSTN, Cloud Connected Calling Provider (CCP) or local gateway
- Requires user to have a carrier unlocked and eSIM compatible mobile device
- Supports voice calling only (SMS (Short Message Service) not in scope)
- Supported on unlocked and eSIM compatible mobile phones

Supported iPhone Models:

iPhone XS/XR, 11 and 12 series - supports only one active eSIM iPhone 13 series and later - supports two active eSIMs

Supported Samsung Models:

Samsung Galaxy S21 - supports only one active eSIM

To check iPhone Device Lock Status: (Applies only to customers in the U.S.)

Navigate to Settings > General > About

Under Carrier Lock you see No SIM restrictions. If this message is not displayed, contact:

- Your IT administrator (if you are on a corporate plan)
- Carrier (if you are on a personal plan)

To check Samsung Device Lock Status: (Applies only to customers in the U.S.)

If you are on a corporate plan, work with your IT admin to get your device unlocked. If you are on a personal plan, contact your service provider.

Links to IMEI tools offered by service providers: Verizon: IMEI tools offered by Verizon AT&T: IMEI tools offered by AT&T T-Mobile: IMEI tools offered by T-Mobile

Configurations

Control Hub is used to provision and manage Webex Go devices. There are 2 methods available:

1) At the User page, add a Webex Go device to a User.

2) At the Device page, add a device and associate with a user. Once a device is provisioned, a QR code with activation details is emailed to the user.

Provision Users for Webex Go in Control Hub

Method 1: At the User page, add a Webex Go device to a User

Step 1. Select the User.

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Overview Getting Started Guide Alerts center	스 Users 왕 Groups ⓒ Licenses				
Monitoring	Q. Search by name or email = First / Last name +	Filter 6 users	Status	Admin roles	Manage users
g rapping	Alison Cassidy	acassidy@example.com	 Active 		:
MANAGEMENT	Benoit Lapointe	blapointe@example.com	 Active 		:
은 Users 상 Workspaces	A Brandoc Burke	bburke@example.com	Active		÷
Devices Apps	Giacomo Edwards	gedwards@example.com	 Active 		1
Account Organization Settings	A Joe Simon	jsimon@example.com	Active	Full admin	1
SERVICES	A Maria Rossi	mrossi@example.com	 Active 		:
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Step 2. Go to Devices Page.

⊘ Overview	< Users	
Getting Started Guide Alerts center MONITORING	Brandon Burke • Active - bburke@example.com - Location: HQ	Action V
all Analytics ~ Troubleshooting @ Reports	Profile General Meetings Calling Messaging Hybrid Services	
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Organization Settings	Software Upgrade Channel Default (Stable) V	
Services C Updates & Migrations O Messaging	Lock Settings on Touch Devices O	
Calling Connected UC Hybrid		
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Step 3. Click the **More** icon (...) to add the Webex Go Device.

⊘ Overview	< Users		
Getting Started Guide			
	O Brandon Burke		Action V
MONITORING	Active - bburke@example.com - Locati	on: HQ	
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Step 4. Select Add Webex Go Device.

⊘ Overview	< Users	
Getting Started Guide Alerts center MONITORING	Brandon Burke Active - bburke@example.com - Location: HQ	Action V
all Analytics ~ Troubleshooting @ Reports	Profile General Meetings Calling Messaging Hybrid Services Devices	
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A Users	Devices	
45 Workspaces	Add Device	Add Webex Rooms Device
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88 Apps		
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Organization Settings	Software Upgrade Channel Default (Stable) V	
SERVICES C Updates & Migrations Messaging	Lock Settings on Touch Devices	
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Step 5. An activation code is returned that can be used to add a mobile plan on a supported mobile device.

- Once the user receives the activation code, you need to scan the QR code / manually enter the activation details to extend Webex Calling to the mobile device.
- As an Administrator, you can copy, email or print the alpha-numeric Activation code to provide it to the User.



Method 2: At the Device page, add a device and associate with a user.

Step 1. Click Add device button on the Devices page.

Overview	Devices			
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MONITORING	Q Find devices by status, type, and more	3 Devices in total	• Online 0 •	Expired 0 Add Devi
al Analytics ∼ Troubleshooting G Reports	0 devices selected CEdit	± Export as CSV	Offline Offline Status unavailable 3	Issues 0
	Туре	Product	Status	Belongs to
A Users	Webex Go	Webex Go Device	Status unavailable	Alison Cassidy
성 Workspaces	Webex Go	Webex Go Device	Status unavailable	blapointe.blynk@gmail.com
Devices Apps	Webex Go	Webex Go Device	e Status unavailable	gedwards.blynk@gmail.com
Account Organization Settings				
SERVICES				
C Updates & Migrations				
Messaging				
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Step 2. Select **Existing User** option on the Add Device page and click the **Next** button.

webex Control I	Hub			
Overview Getting Started Guide Alerts center	Devices	Add Device Assign to a user or a workspace? Devices for personal usage should be assigned to a specific user. A workspace represents a physical k owned by a specific user, such as a meeting room with a Webex Board 55 or a reception with a shared	cation containing a device not phone.	
all Analytics ~ Troubleshooting Reports MANAGEMENT & Users M Workspaces	0 devices se	Existing User Works	space	Cassidy
Devices Apps Account Organization Settings servores	- Wet	Multiple Cisco IP Phones: To bulk activate devices, Import/Upload CSV file.		ds.blynk@gmail.com
C Updates & Migrations Messaging Colling Connected UC Hybrid			Cancel Next	
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Step 3. Search and select the user from the dropdown.

Webex Control I	Hub					
Coverview Cover	Devices Devices Q. Find device 0 devices se	Which user will this device belong to? Burke Brandon Burke (bburke.blynk@mail.com)	Add Device	×		Add Device
MANAGEMENT	Type				Cassidy	
성 Workspaces	Wet				te.blynk@gmail.com	
E2 Apps Account Organization Settings	Wet				ds.blynk@gmail.com	
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Step 4. Select **Webex Go Device** option and click the **Next** button to generate an activation code.

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Overview O Getting Started Guide Alerts center	Devices	Add De What kind of device do you want to set up for this	evice s user?	×
Montrowing Analytics Troubleshooting Reports Managarant	Q. Find devic 0 devices se Type	Cisco Webex Rooms device	Cisco IP Phone	Add Device
Cusers C	C Wes	e.g. Cisco Webex Board, Room, and Desk series, and Webex Share.	e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports	Dassidy te.błynk@gmail.com ds.błynk@gmail.com
Services C Updates & Migrations Messaging C Connected UC Hybrid		Webex Go Device e.g. iPhone 11 models, iPhone XS, Samsung Galaxy S21 series, etc. See Compatible devices	Back	
Ch Webex Go Trial				w

Step 5. An activation code is returned which can be used to add a mobile plan on a supported mobile device.

• Once the user receives the activation code, they need to scan the QR code / manually enter the activation details to extend Webex Calling to the mobile device.

Activation Code		
Share this code with the person setting up the device. The device once activ	ated will allow users to use their Webex calling with their native phone.	
 Activation Email has been sent to your user 	What's Next	
Enter the below information for manual activation For iPhone Devices: SM-DP+ address: mobileuc.validereachdpplus.com Activation code: JY-0800932G76AO6MP9Q2FFJMGQ2 8QR6LBUA7J5DJM82U-LTSRWGOLJ9L19WBR0A	Add Cellular Plan Scan the provided QR code or enter details manually on your cellular device to add a	
For Android Devices: Network provider code: LPA:15mobileuc.validereachdpp lus.com\$JY-080O932G76AO6MP9QZFFJMGQ28QR6LB UA7J5DJM82U-LTSRWGOIJ9L19WBR0A	cellular vecies calling plan.	

Note: This single-use activation code expires after 90 days.

Note: See also, Cisco walk through to Provision Users for Webex Go in Control Hub: <u>Provision</u> <u>Users for Webex Go in Control Hub Walk Through.</u>

Activate Webex Go for an iPhone User

The Email received after Administrator has completed account provision. It contains the Activation code and SM-DP+ Address information:



Step 1. Navigate to Settings > Cellular Data > Add Cellular Plan

- Tap Settings Icon.
- Locate and choose Cellular, Mobile Data.
- Select Add Cellular Plan.

Eentropa Contraction		Settings Q. Search	Cellular Data Cellular Cellular Data Options Roaming Off > Set Up Personal Hotspot Turn off cellular data to restrict all data to Wi-
	ſ	Airplane Mode Wi-Fi Frontier3600 > Bluetooth On > Cellular >	Fit including email, web browsing, and push notifications. AT&T Wil-Fit Calling Off > Calls on Other Devices When Nea > Carrier Services >
		 Notifications Sounds & Haptics Focus Screen Time 	SIM PIN > Convert to eSIM Add Cellular Plan CELLULAR DATA
S S 🔊		General	Current Period 244 GB

Step 2. Scan QR Code.

- New screen appears to Add Cellular Plan from TIM.
- Tab Add Cellular Plan.

Note: This step could take a few minutes to complete.