



Cisco Webex

Customer Guide

INTRODUCTION

This document is designed to provide a step-by-step guide to enable Cisco Webex calling.

WHAT IS SUPPORTED

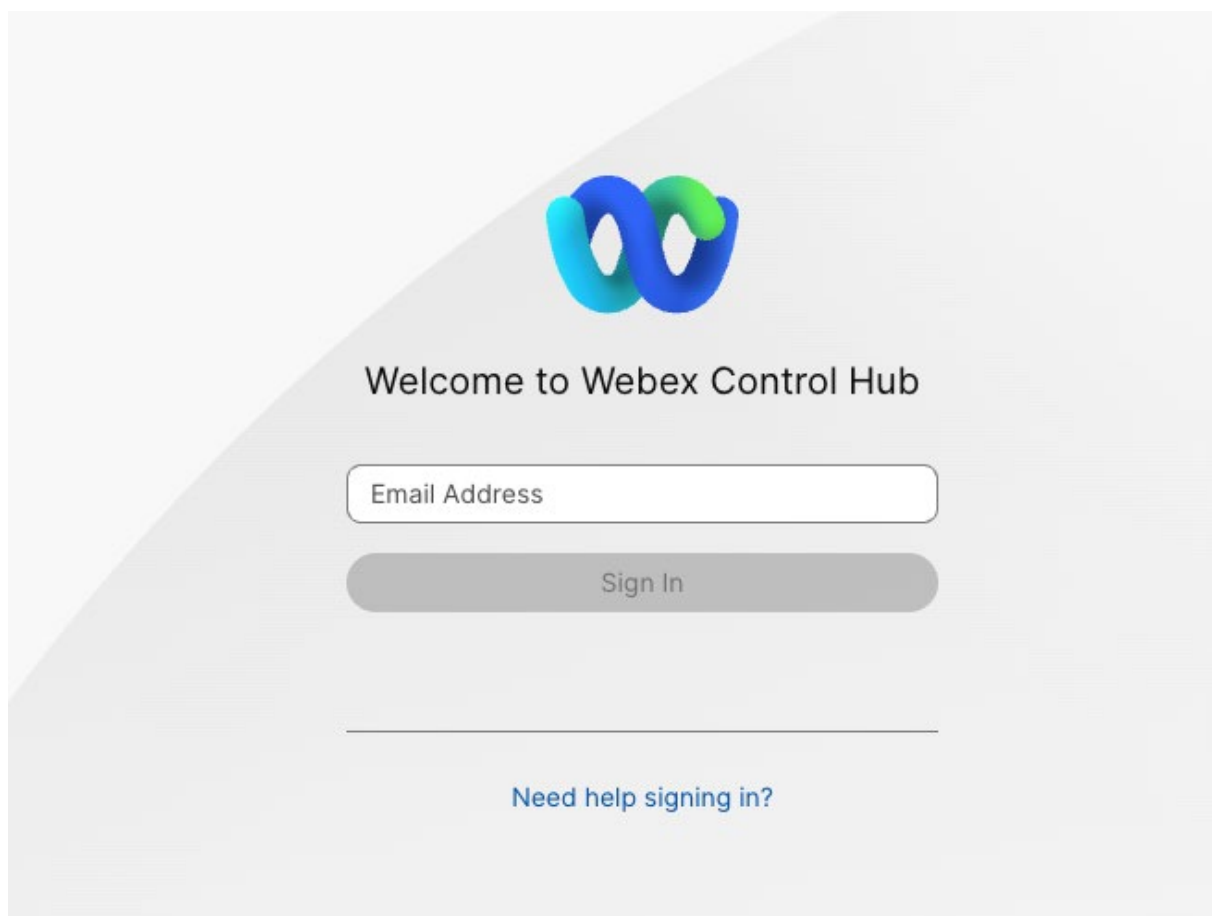
- Multi-tenant
- Dedicated instance
- Contact Center

PREREQUISITES: LICENCES AND PROCESS

- Customer requires Webex Calling license
- No additional license to use PSTN provider
- To order, customers need to provide Cisco Org ID
- Customer will need to upload numbers manually to their Control Hub
- Customer will need to manage and assign users in Control Hub

STEP BY STEP GUIDE: WEBEX CONTROL HUB

- The Webex Control Hub Admin needs to log into Webex Control Hub Account



- Create a new location under Calling> Location

Location name *

Country/Region *

Select a country

Address *

City/Town

State/Province/Region

None

ZIP / Postal Code

Latitude: 0 • Longitude: 0 [Edit](#)

Timezone

Select a timezone

Email language ⓘ

English - American English

Map

Satellite



Drag pin to the center of the location. Dragging the pin will update the latitude/longitude and the address if a match is found.

⚠ To show the exact latitude and longitude, enter your address and select from the dropdown. The suggested address will update the pin for accuracy.

- Select "Cloud Connect PSTN" as the connection type

Connection Type

Choose the connection type for all phone numbers associated with PureIP London.



Cisco Calling Plans

Cisco-provided PSTN provides a bundled Cisco solution that simplifies your cloud calling experience with easy PSTN ordering and full support from Cisco and our Partners. Unavailable; talk to your partner.



Cloud Connected PSTN

Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud.



Premises-based PSTN (formerly local gateway)

Bring Your Own Carrier by interconnecting any Service Provider's PSTN with a premises-based local gateway that tightly integrates to Cisco's Webex Calling cloud.

- Select "Pure-IP" as the CCP provider

Select a Provider

Choose the provider you'll use to order new numbers or port existing numbers.

 Audiocodes Certified ☐	 Bandwidth Certified ☐	 CallTower Certified ☐
 Colt Certified ☐	 Comms Group Certified ☐	 EIS Certified ☐
 FirstDigital Certified ☐	 Gamma Certified ☐	 GTT Certified ☐
 IPA Certified ☐	 Nasstar Certified ☐	 Nuwave Certified ☐
 Orange Business Certified ☐	 Pure IP Certified ☒	 Telefonica Global Solutions Certified ☐

- Add the PSTN numbers purchased from Pure-IP

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☐

Select a Location Select Numbers Done

Enter numbers you want to add

Input your numbers, with area codes, to add them to this location.

Country codes, plus signs, dashes, and parentheses are optional.

Valid examples: 4507832223, (450) 783-2223, 450-783-2223, +1-450-783-2223

Activate Numbers Later ⓘ

☐

Add numbers as ⓘ

☒ Standard Numbers ☐ Service Numbers [Learn more](#) ⓘ

Enter phone numbers separated by commas

0/1000 Phone numbers

 Clear All

- Ensure the user is licensed with Webex Calling licenses

Package *	☒ Webex Calling
	☐ Webex Suite
	☐ Webex Meetings
	☐ Webex Voice
	☐ Customer Assist
	☐ Calling Standard
	☐ None
Add-ons	☐ Attendant Console

- Assign numbers to phones & users

STEP BY STEP GUIDE: PURE-IP PORTAL

- Customer Admin needs to login to Pure-IP Customer portal and select “order new services”
- Select required numbers using order form, accept and submit
- If automated number provisioning is available:
 - Provide Emergency address information and acquire numbers using automation
 - Sign into Webex Control Hub account, add numbers & manage/assign to users
- If automation is NOT available:
 - Placement of order triggers manual process to provision numbers and customer is informed by email when ready.
 - Sign into Webex Control Hub account, add numbers & manage/assign to users

FREQUENTLY ASKED QUESTIONS

What licenses do I need?

- From a user standpoint, customers require a Webex Calling license, there are no additional licenses needed to use a PSTN Provider

What should I be aware of when placing an order?

- When placing the order or part of the provisioning process, customers should provide the unique Cisco Org ID. Customer can get this information from the Cisco Webex Control Hub following the steps below <https://help.webex.com/en-us/article/k5pal8/Look-Up-Your-Organization-ID-in-Cisco-Webex-Control-Hub>

How do I place an order?

- See above on “Step-by-step guide: Webex Control Hub” and “Step-by-step guide: Pure-IP Portal”

How do I upload my numbers?

- To upload numbers to the control hub, customers must have a location created that is an exact match for the numbers area code. Also see “Step-by-step guide: Webex Control Hub”

How are the SIP trunks configured?

- The SIP trunks between Pure-IP and Cisco are currently configured with protocol UDP (no encryption)

Do my numbers get automatically uploaded into my Cisco Control Hub?

- There are no APIs between Pure-IP and Cisco. All numbers get uploaded to the Cisco Control Hub manually by the customers.

Do you support service numbers in countries where Pure IP does not offer full PSTN Replacement?

- Service numbers – Pure IP will support non-PSTN replacement countries as Service Numbers

Webex defines Service Numbers as:

- Not to be assigned to end users
- Can only be assigned to feature endpoints such as
 - Contact Center Call Queue Pilot Number
 - Auto Attendant Queues
 - IVRs
 - Messaging Access Numbers

Do you support Toll Free and NGN numbers?

- Webex support for Toll Free and NGN numbers covers certain countries only. Please refer to the official Webex documentation for an up-to-date list:
- <https://help.webex.com/en-us/article/g1gtsdb/Toll-free-and-non-geographical-numbers-support-for-Webex-Calling>
- For any other countries, we would need to translate to a geographic number prior to routing the call to Webex.

How does E911 work?

- US calls to 911 are not routed to Pure-IP. Cisco will be using Redsky to connect these calls. Pure-IP will not provide E911 or update their database with the addresses since Redsky is responsible for 911.

How does Dynamic E911 work?

- Customers will need to liaise directly with their Webex representative if they require this feature. Dynamic E911 is supported by Pure IP, however Webex need to activate it on their end for this feature to work.

Important Note on Caller ID validation:

- We recommend turning off the setting shown below to avoid inbound calls being rejected by Webex if they do not have STIR/SHAKEN headers. Pure IP have noticed that not all networks are sending through STIR/SHAKEN headers. This is not something Pure IP can control, and Pure IP remain committed to passing through any headers that upstream networks send through.

