

# **Cisco Small Business**

## **Smart Business Communication System**

### **Technical Enablement Lab**

#### **Configuring Webex Phone Connect on UC 500 using CCA 3.0**

**4/19/2011**

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## Introduction

WebEx Phone Connect is an application (or 'service' as it's called inside CUE) built on top of Cisco Unity Express (CUE; linux based; SIP protocol enabled component of UC5x0).

The CCA 3.0.1 configures and enables the Phone Connect application services provided in CUE and connect to WebEx account (where you have the Administrator Privileges).

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.

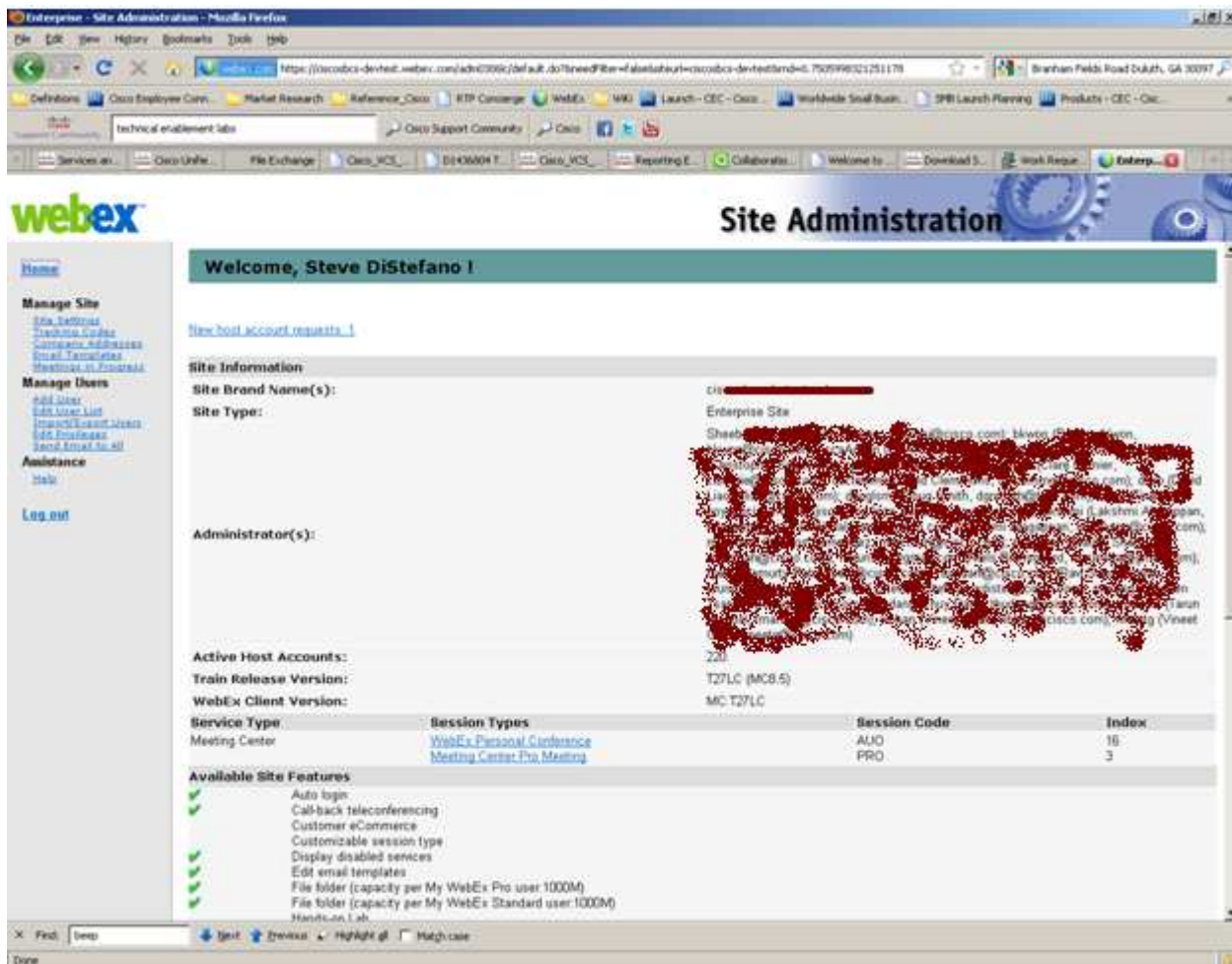
Once a WebEx user is associated with an IP phone through WebEx PhoneConnect, a simple meeting browser application is installed on their Cisco IP phone display that allows the IP phone user to:

- 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

## Webex Site Administration

Having the Site ID, Site Name and Administrator credentials is a requirement of this service. It cannot be enabled without that.

Below is a screenshot of my administrative access and site used for this lab (confidential to Cisco).



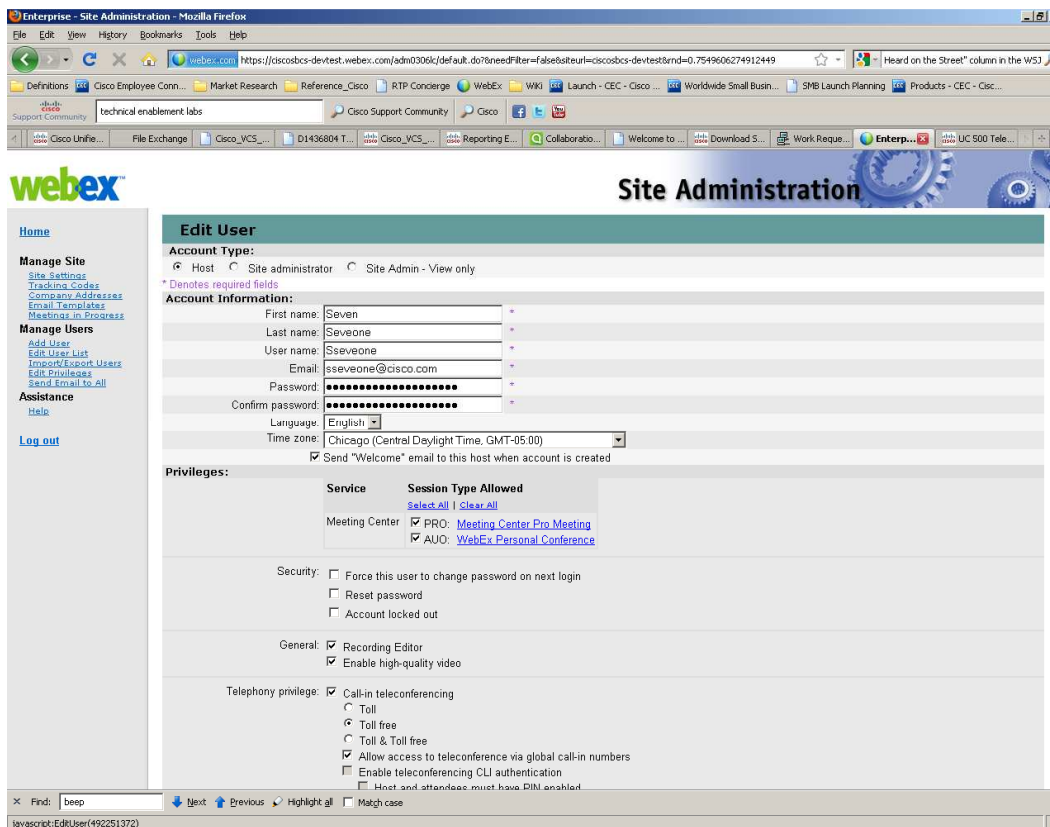
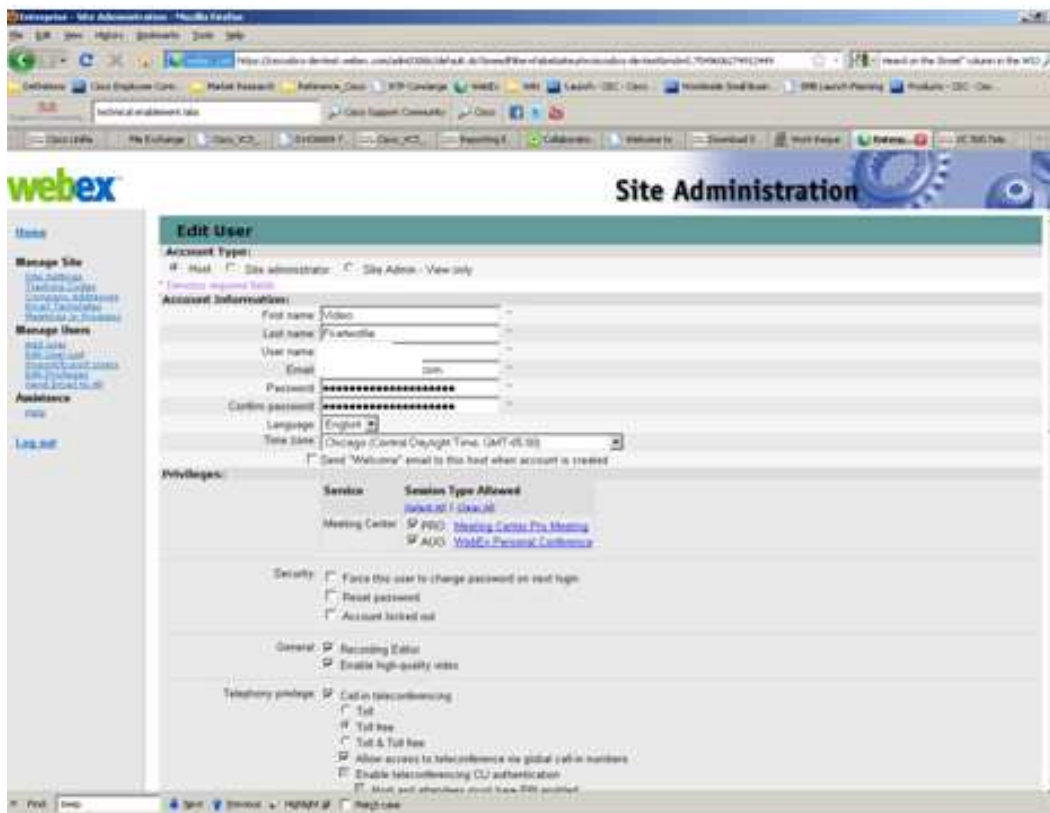
Simulating a very small business, I created two accounts in addition to my admin account:

Steve DiStefano (CIPC) with UID = sdistef, PW = <my password which I ain't telling>

- Video Fivetwofive (SPA525) with UID=Vfivetwofile PW= \*\*\*\*\*
- Seven Seveone (7971) with UID = Sseveone PW= \*\*\*\*\*

You would obviously setup all related users into the account, meeting Call-In info(meeting #, Toll Free #, Toll #), Dial-Out Prefix...done the configuration. Note that those users need to have an voicemail account in CUE system in order to be recognized when WebEx notify for meeting approaching.

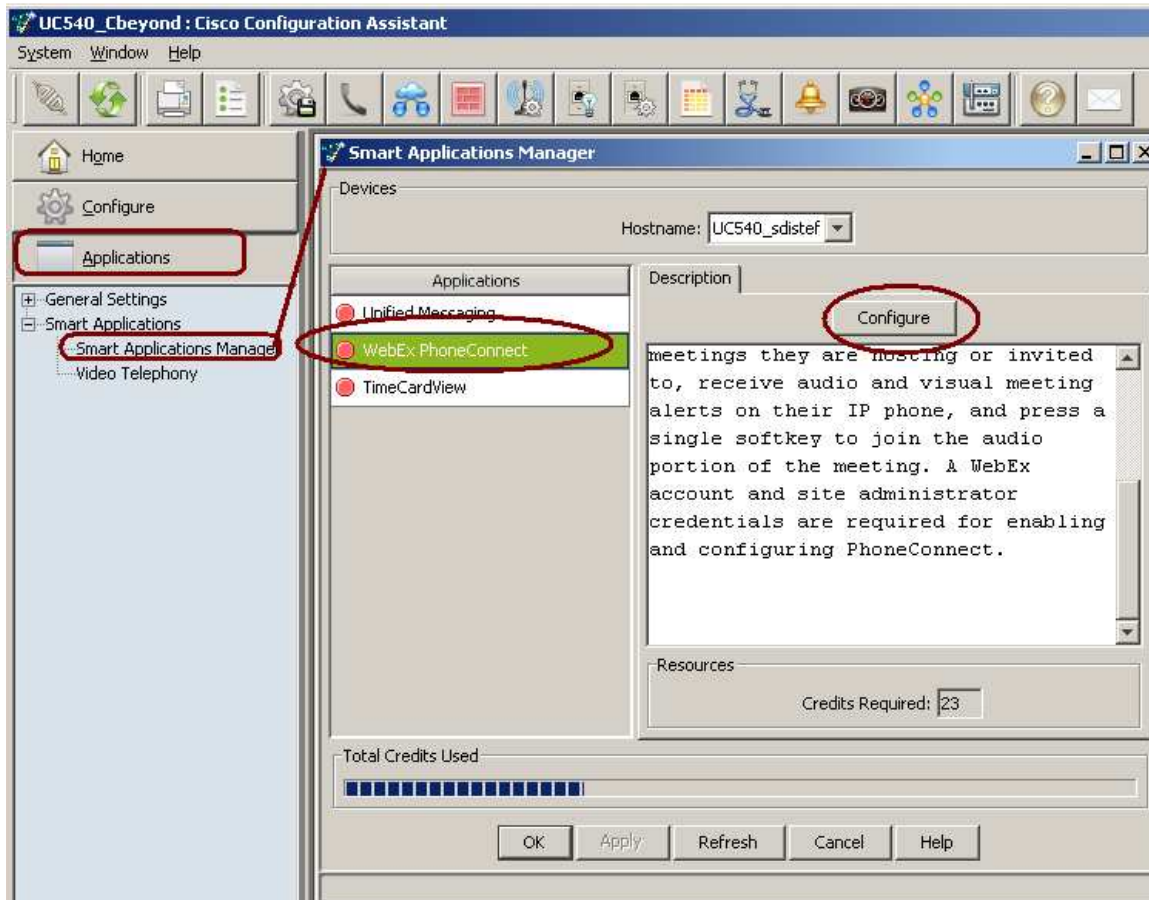
If user wanted to setup a meeting, He/She still needs to login to that WebEx account and setup a meeting and invite all required users. Once setup, the meeting info will show up on those invited people's phone screen once they select WebEx service option. Meeting invited people just dial-in to attend the meeting.



## CCA 3.0.1

You will need DNS configured on the UC for it to connect to Webex (at the login part of the setup later). As well if your UC is behind a firewall/ISR (not tested here) we assume the source IP of traffic is CUE so if this IP range/IP is not in your Firewall/Router NAT list or ACL, it will have to be added.

Navigate to CCA Applications drawer> Smart Applications> SA Manager:

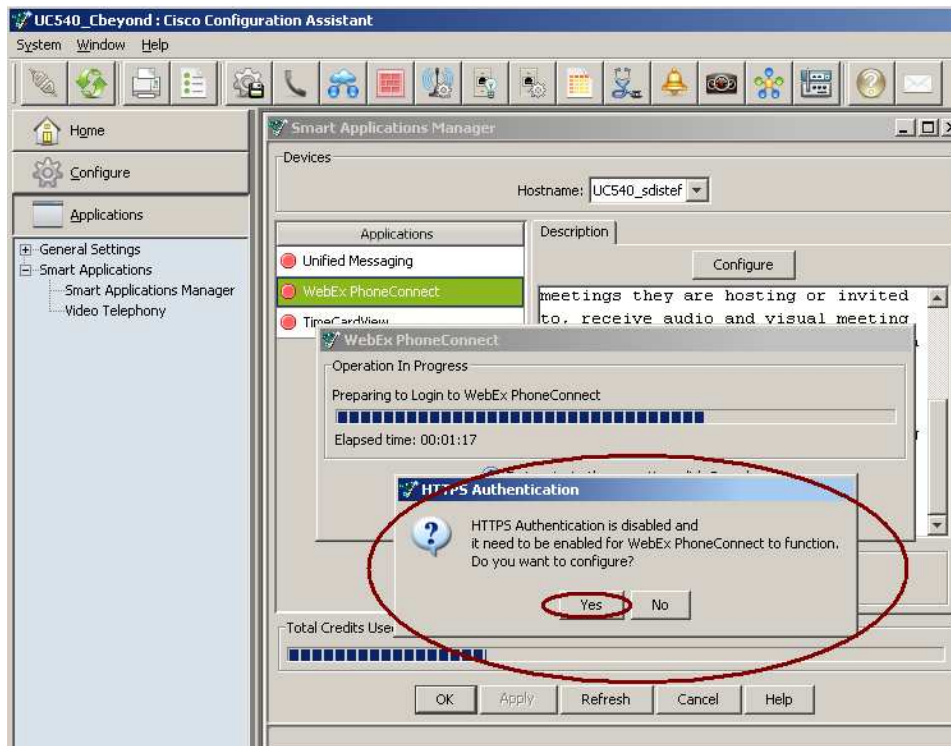
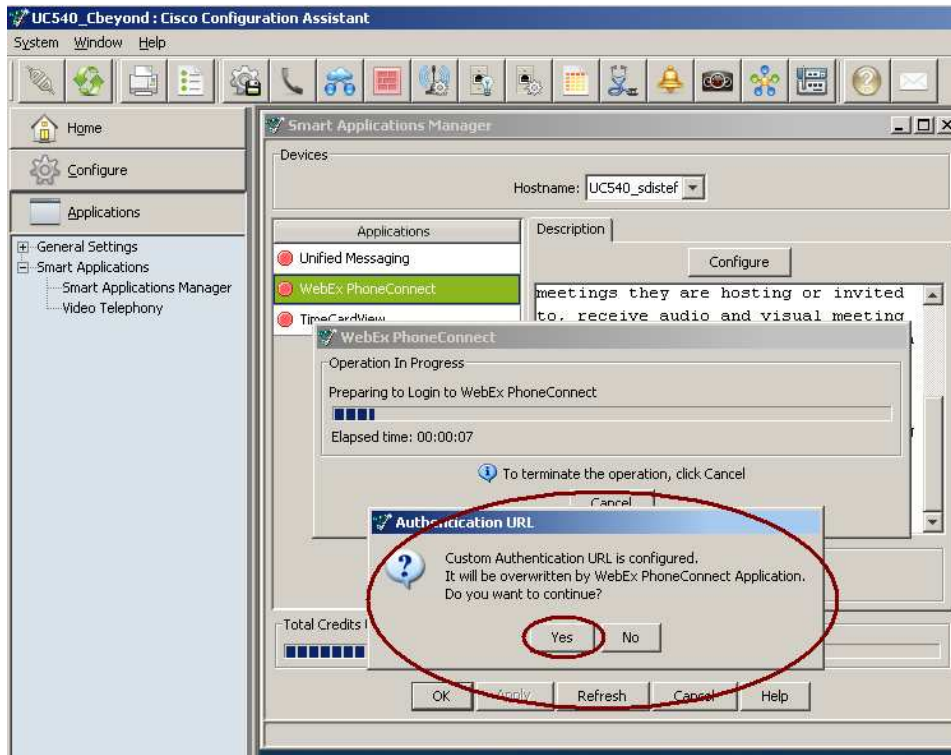


When you click configure, CCA will do two things

- 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.

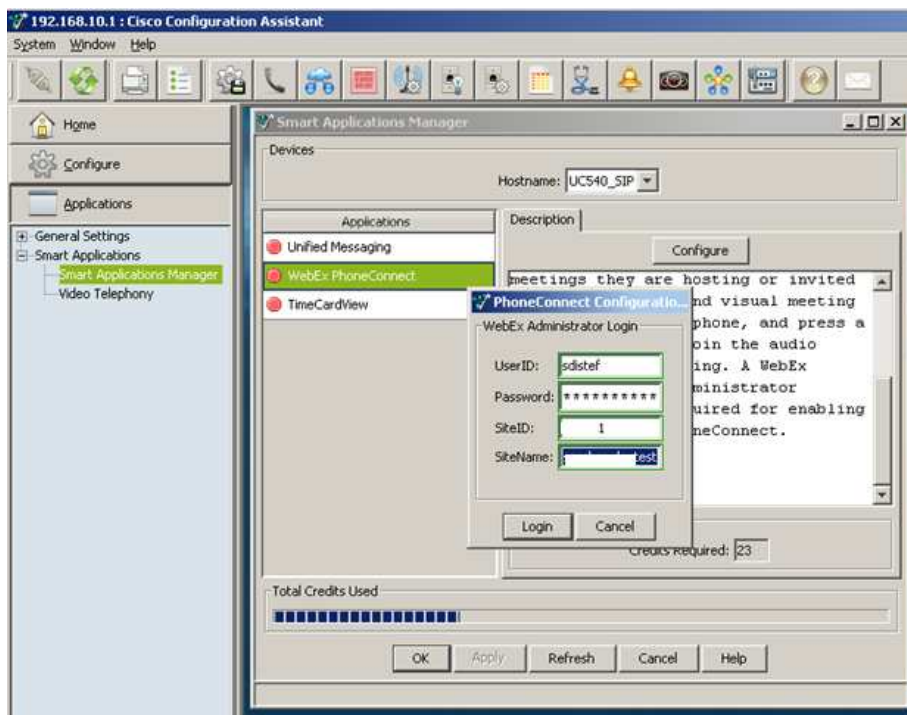
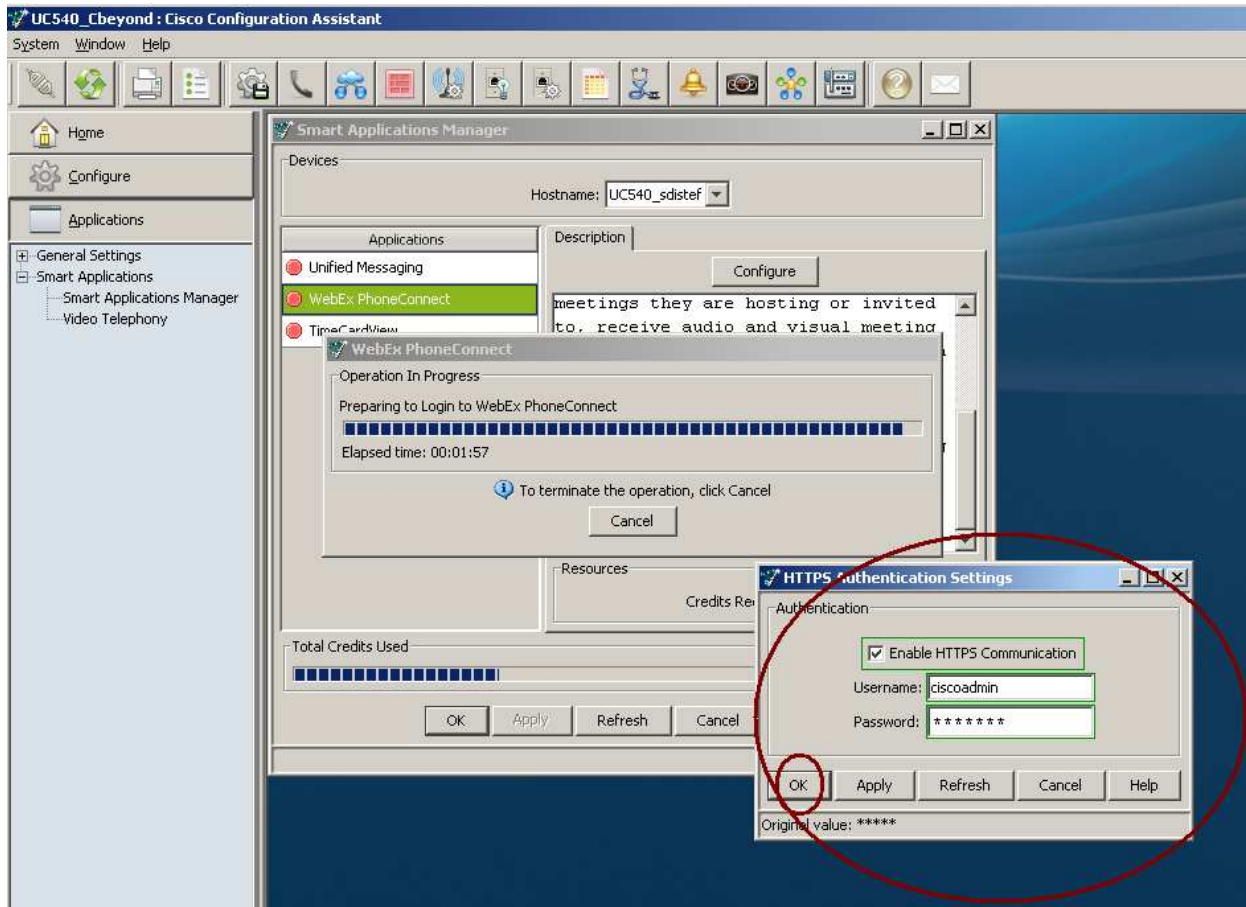
For example, before a message alert is sent to an IP phone associated with a WebEx user, the user's name and password is first sent to a web application on CME for authentication. The location of this web application is shown in the URL field. The Name and Password fields allow you to set your own credentials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

Reference Section 2 of the Admin Guide for precautions with CCA Configuration Archive and 2 year expiry on HTTPS certs.  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/sbcs/apps/phoneconnect/r10/admin/webex\\_phoneconnect\\_admin\\_guide.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/sbcs/apps/phoneconnect/r10/admin/webex_phoneconnect_admin_guide.pdf)



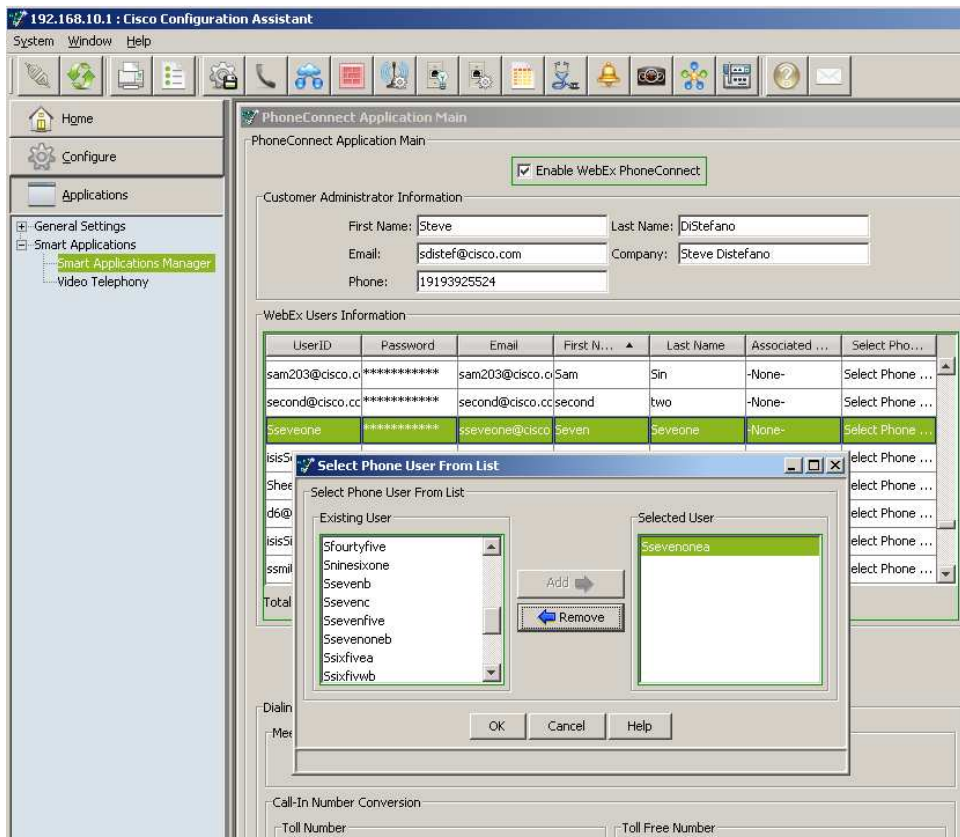
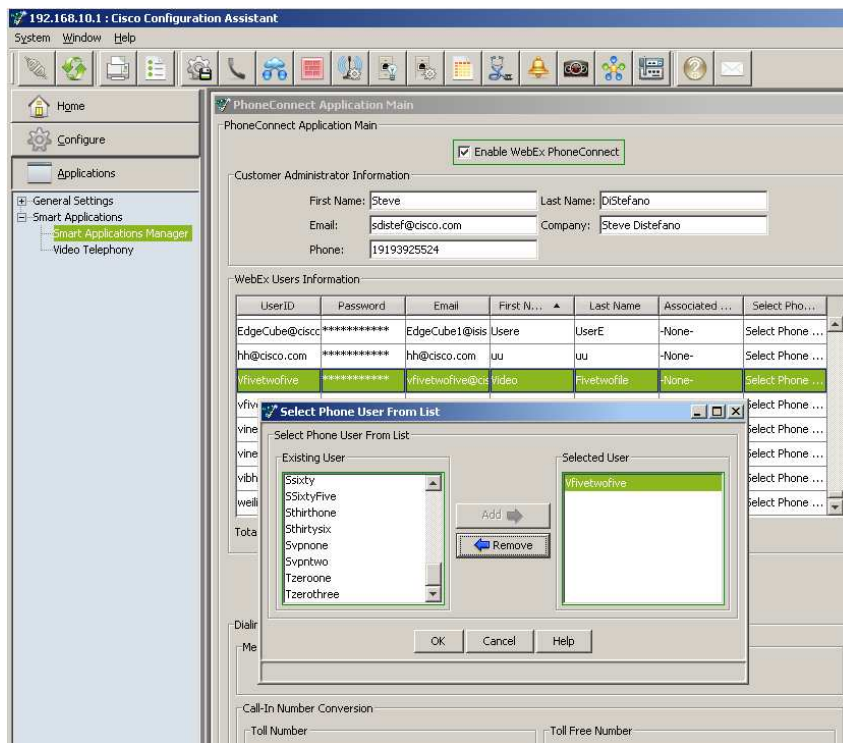


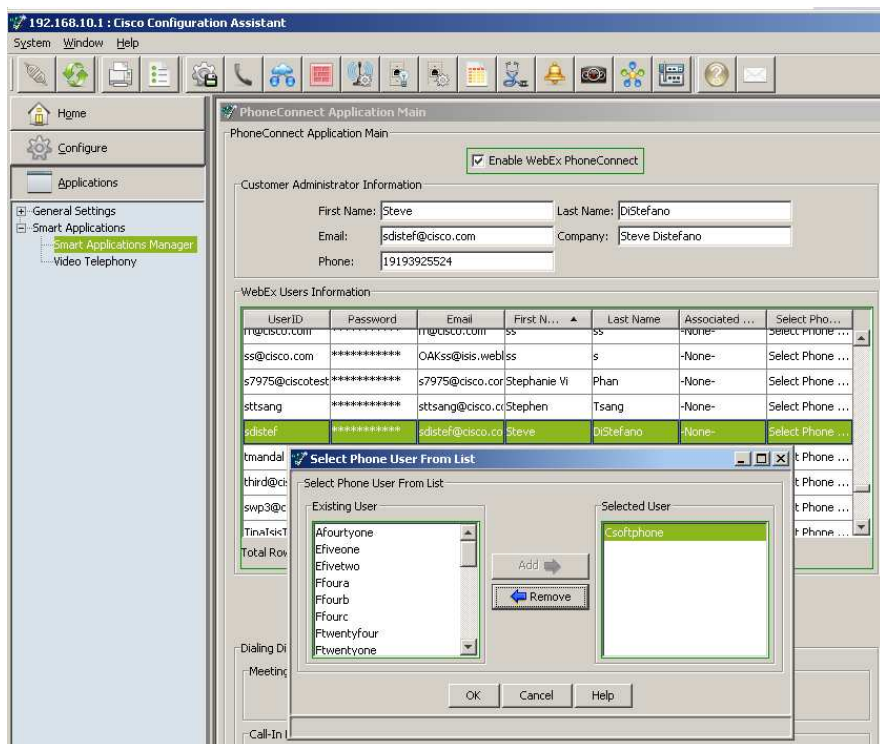
I used ciscoadmin/ciscosb





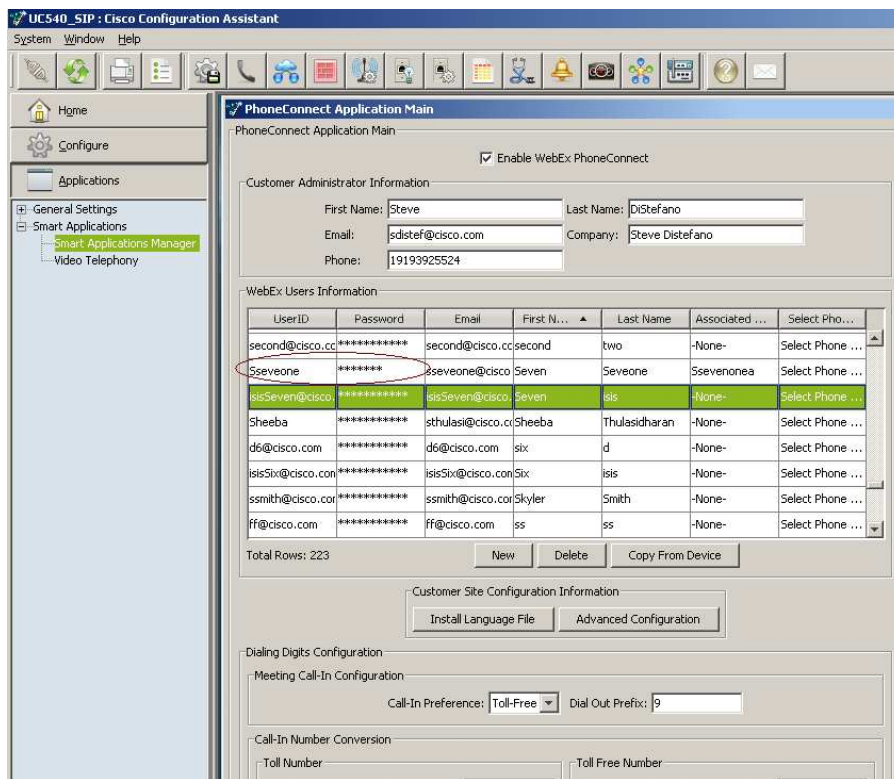
Once authenticated, the Webex Application menu pops. Here I associate two phones with the two users I created, and my own phone with mine (Admin account).





## THIS IS A CRITICAL STEP

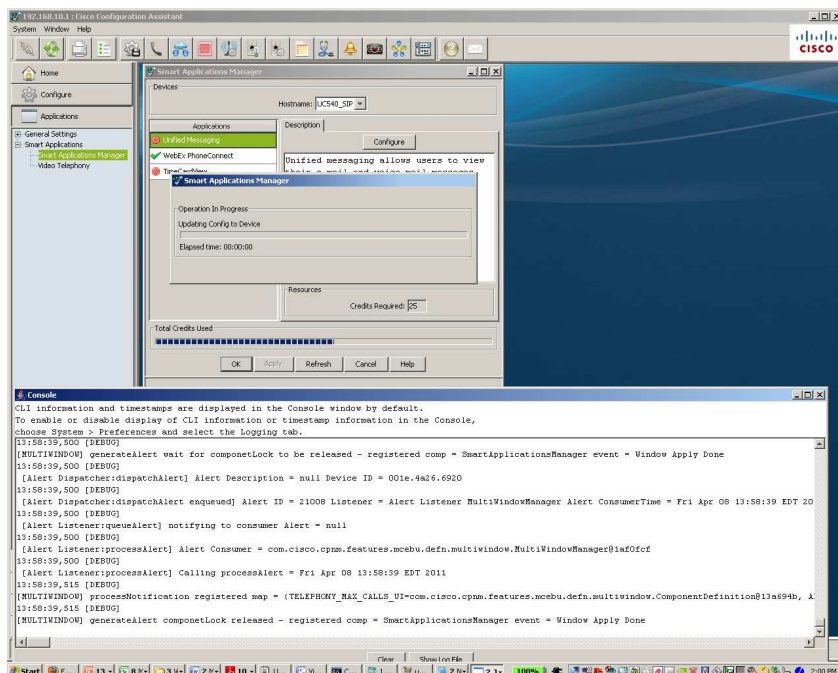
Adjust the password to what you set when you built these users on Webex site. This is required so the PHONE gets the right credentials. I am not sure why it isn't imported correct, but I found that the phone uses would fail authentication to the Webex site, until I came in here and adjusted these passwords.



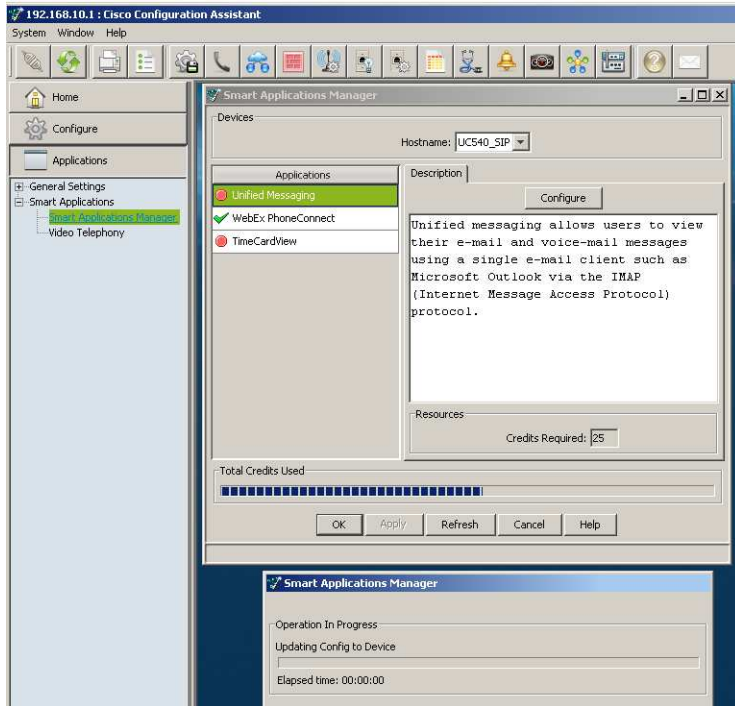
Click OK and then OK on the main screen.

At this point the phones reset and come back to registered status.

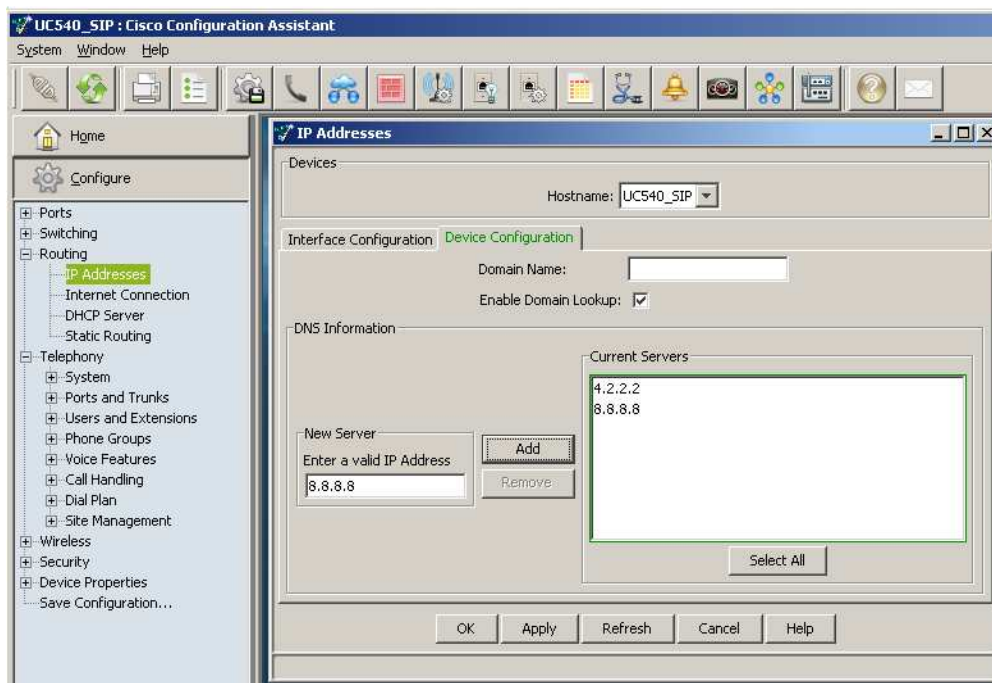
I did notice the CCA screen seems to be completed (green check), but the status window doesn't close ...



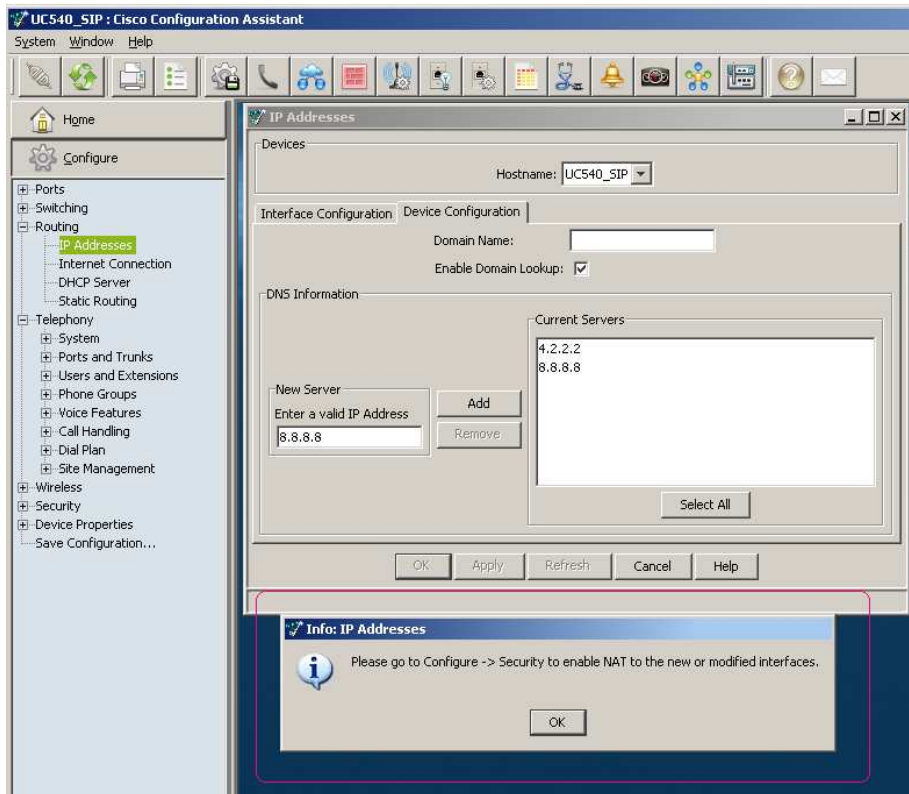
At this point you can click refresh and it shows it active. I reported the stuck status bar to the CCA team. I had to close CCA and reopen it at this point (couldn't close that window).



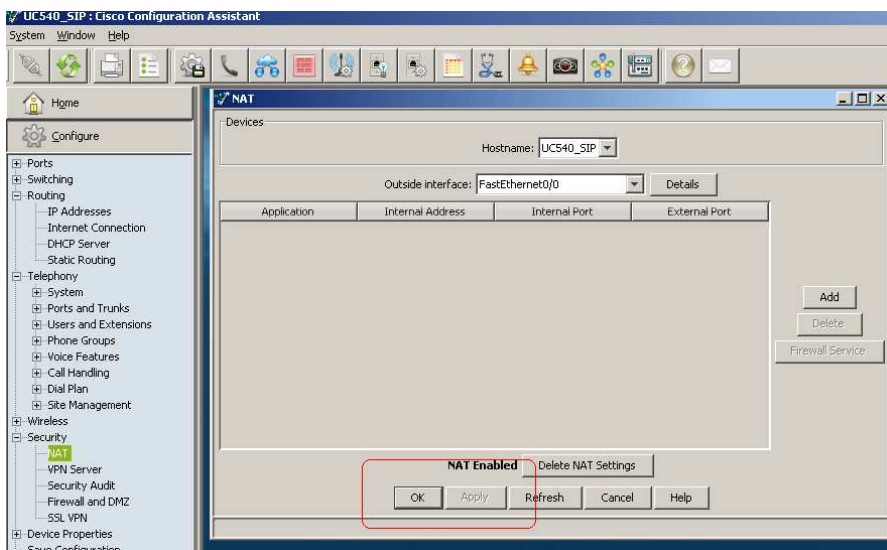
Now since this is a new system (factory reset with only TSW specified data), I need to provide DNS.



You will see a pop up to go to NAT:



Nat is enabled and OK



## Phone TUI

Go to one of the phones:





Click Services Globe; then Webex Meetings:



You are in.



