

# Setup instructions for Webex on Cloud Voice

This Guide has been created to support administrators and users who are migrating from Office UC, Business UC or Team UC clients to Webex.

## Step 1: Webex Provisioning

Our delivery team will activate the relevant Webex packages for the users. Once you've received confirmation from us you can proceed to step 2.

**Note:** Setting up Webex requires a unique and valid email address for each user to register to the service which will also become the Webex Username to log into Webex, this will likely be different to the current username to log into Office UC. The email address should also not have any active Webex subscriptions elsewhere as this will cause errors as part of this setup process.

## Step 2: Activate Webex

**2.1** As an administrator or user you can now log into the Cloud Voice Portal to activate Webex.

Cloud Voice Portal:

<https://www.vmbcloudvoice.virginmediabusiness.co.uk/businessportal/login.jsp>

**Note:** The Portal log in password is different to the Application password. If you can't remember this password, please get in touch and a member of the team can help you reset, or another administrator in your business could reset it for you.

Please Login

Username

Domain

Password

Login

Warning: You have accessed the Hosted Voice Platform. You must be personally authorised by the system administrator before you use this computer and you are strictly limited to the extent of that authorisation. Unauthorised access or misuse of this computer is prohibited and may constitute an offence under the Computer Misuse Act 1990. If you are not authorised to use this system terminate this session.

Username example: 0208xxxxxx

Domain example: abc.co.uk

**2.2** As an administrator, navigate to the employee tab, and search for the employee you want to activate Webex for and click 'Select' on the right-hand side. If you are an employee, skip to 2.3.

Company Sites Employees Employee Groups

Employee Selection

Company: VirginMediaInternal  
Employee:

Active Pending Error Inactive

Trial user

7 Employees found. Displaying all Employees.

	Username	Status	First Name	Surname	Phone Number	Extension	Site Name	
		Active	UserNine	TrialHookOne			TrialHook1	Select
		Active	UserOne	TrialHookOne			TrialHook1	Select
		Active	UserSeven	TrialHookOne			TrialHook1	Select
		Active	UserSix	TrialHookOne			TrialHook1	Select
		Active	UserTen	TrialHookOne			TrialHook1	Select
		Active	UserTree	TrialHookOne			TrialHook1	Select
		Active	UserTwo	TrialHookOne			TrialHook1	Select

## 2.3 Then navigate to the application section on the left-hand tabs:



**Note:** If logging in as an employee or the user and not an administrator you can skip step 2.2 and go directly to the application page.

At the top of the Applications page, you will see the following:



Before you begin, please ensure you have the following details ready:

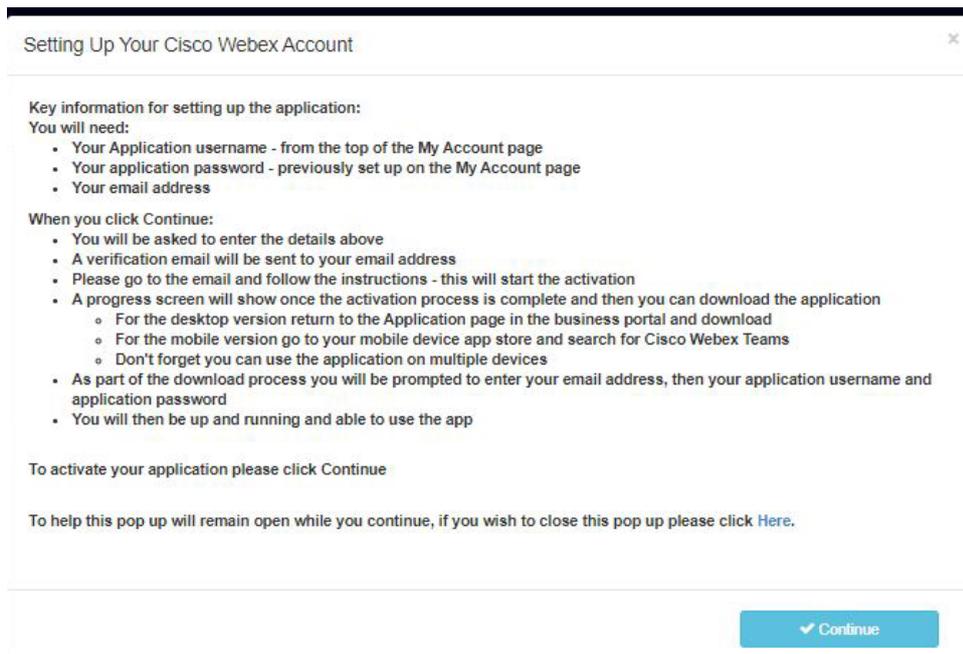
- The users Application Username (displayed at the top of the application page)
- The users Application Password
- The users email address

If you know the user's application password and you have the detail above, you can click on 'Setup Cisco Webex', and follow the on-screen instructions.

If not, you will first need to reset the password by clicking the 'Change Password' button. This will take you to a different area to update the password. Once completed, navigate back to the application screen to activate Webex.

**Note:** Changing the application password may result in that user being logged out of any active Office UC clients, they will need to log in again using the new password.

### 2.3.1 Once you click 'Setup Webex', you should see the following:



**2.3.2** After Clicking 'Continue' you should see a page open asking you to fill in the application username and application password then click 'Submit':

The screenshot shows a form with two input fields. The first field is labeled 'Enter your username' and contains the text 'nicolsontam+whc9@gmail.com'. The second field is a password field with masked characters '.....'. Below the fields is a purple 'Submit' button.

**2.3.3** You will then see the following, here you will need to enter the user's Email address that will be associated to the account. This can be any email address but would normally be the user's work email address.

Click 'Submit'

This will start the activation process for that user.

The screenshot shows a message: 'Hello whcmeetings9@whcwebexmeet.co.uk'. Below it, a note states: 'For security purposes you are required to verify your email address. A verification email will be sent to your email address.' There is an input field labeled 'Enter your email address' and a purple 'Submit' button with the text 'Email is required' above it.

**Success:**

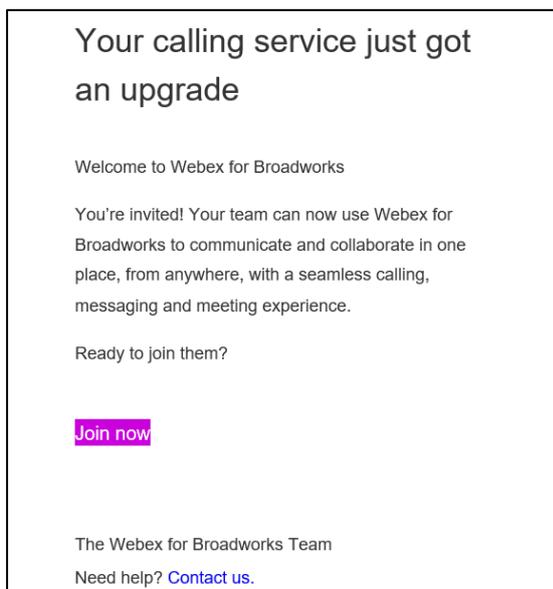
The screenshot shows a success message: 'We sent the verification link to wx4bwksbt+whcmeetings9@gmail.com'. Below it, it says: 'Please check your email and follow the instruction to complete the process'.

**Error:**

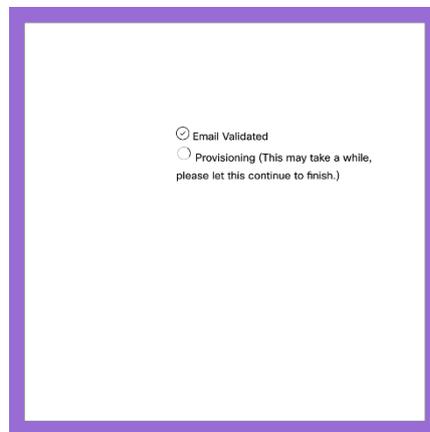
If the email address is already associated with another Webex account, you will see the following error. You will either need to unregister the email address from that account or use an alternative email address.

The screenshot shows an error message: 'ERROR: Failed validating credentials as broadworks user unauthorized'. Below it, the reference number is: 'Reference #: UAP\_b1c9ad64-e0ac-48b8-bab7-6c76b7450cf9'. There is a blue link that says 'Try again' and a message at the bottom: 'Remaining Login Attempts: 2'.

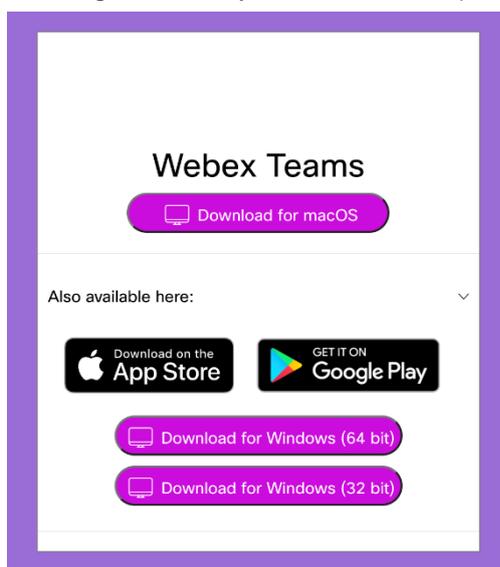
**2.4** The user will receive an email (to the email address used above) to activate and confirm their Email Address:



After clicking the 'Join Now' button the user will be activated and redirected to a page where the application can be downloaded from the relevant app store or Windows/MAC downloads.



**2.5** Once activated, the user can download and install the Webex Application either on desktop or Mobile through following the relevant links (Skip this step if the application has already been installed, or being installed by the administrator)



**2.6** Once installed, simply log in using the Email Address and Application Password. (You shouldn't need the application username again)

**Note:** Please wait up to 10 minutes (step 2.4) after the initial activation and before attempting to log in, as it can take a little while to provision. Multiple failed log-in attempts may lock out your account.

**Download Links:**

For Windows, MAC, and iOS, and Android Go to:

<https://www.webex.com/webexfromserviceproviders-downloads.html>

For further help on this step please see [Team Collaboration - Webex from Service Providers | Download the App](#)

**FAQ's:** [Help & Advice | Virgin Media Business](#)

If you have any other questions or need further support, please contact our Care team on **0800 052 0800** who would be able to assist.