



# Welcome to AT&T Cloud Voice with Webex Go

## Quick Start Guide

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## Welcome to AT&T Cloud Voice with Webex Go

Thank you for choosing AT&T Cloud Voice (ACV) with Webex Go, a highly secure, mobile-first unified communications experience. You can now take your business smartphone and AT&T phone number and extend it to your Webex Calling experience to securely make, receive, and transfer calls using AT&T's fast, reliable 5G nationwide network.

This [Quick Start Guide](#) provides details on what to expect, what your responsibilities are, and the responsibilities of AT&T when enabling ACV with Webex Go.

It is critical your IT administrator follows the [Readiness Checklist](#) to prepare for a smooth enablement process. The provisioning and management of ACV with Webex Go is done within the Cisco owned Webex Control Hub.

Once your business mobile numbers are enabled with ACV with Webex Go, your end-users can easily make and answer business calls from mobile phone's native dialer and take advantage of enterprise-grade calling features without having to use the Webex App.

This guide also provides details on how to contact Webex or AT&T should you have any service questions or issues after your mobile numbers have been provisioned.

We are here to help with your deployment of ACV with Webex Go. If you have any questions, please feel free to contact your AT&T representative.

Thank you for choosing AT&T!

# Readiness Checklist

## Key Project Roles

- A. AT&T Sales Representatives** - primary contacts for wireless and/or wired services.
- B. Cisco Value Added Reseller (VAR)** - primary contact for any Webex license or Webex Control Hub-related questions.
- C. Day-to-Day Contact** – the individual assigned to be the primary contact for the business to manage your AT&T Mobility corporate or agency mobile deployment.
- D. Company Administrator** – the individual responsible for managing the Webex Control Hub features.

## Webex Go Requirements

AT&T Cloud Voice with Webex Go must meet certain requirements before it can be provisioned. Please review the compatibility matrix below to ensure your company is ready to begin adding the AT&T Cloud Voice functionality.

To confirm that you meet these requirements, please contact your AT&T Sales Representative for AT&T items and/or your Cisco Value Added Reseller for all Cisco items.

Note that in addition to ensuring your company meets the compatibility requirements below, your Webex Calling solution should be fully configured in the Control Hub before beginning the next steps.

## Compatibility Matrix

	AT&T	Webex
Compatible	<ul style="list-style-type: none"> <li>Active, corporate-responsibility (CRU) mobile phone numbers</li> <li>Rate plans that include both voice and data</li> </ul>	<ul style="list-style-type: none"> <li>Webex Calling Professional License (Webex Suite or Webex Calling Multi-tenant)</li> <li>Webex Calling Webex Go Mobile Operator SKU (a-webex-go-m-c)</li> </ul>
Incompatible	<ul style="list-style-type: none"> <li>AT&amp;T Office@Hand Wireless</li> <li>Numbersync users</li> <li>FirstNet subscribers</li> <li>Data-only rate plans</li> </ul>	<ul style="list-style-type: none"> <li>UCM, UCM-G, UCM-C</li> <li>Dedicated Instance</li> <li>Webex Calling - FedRamp</li> </ul>

# Readiness Checklist

## Process Checklist

Please complete the following actions prior to starting the real-time provisioning process.

- ❑ Identify your existing AT&T Mobility FAN (Foundation Account Number).
  - This is needed to authorize account changes during provisioning.
  - Your AT&T Sales Representative can assist locating your FAN.
- ❑ Identify Webex Org ID to be matched with AT&T FAN via a secure authorization process.
  - There is a 1:1 relationship between the FAN and the Org ID.
  - Contact your Cisco VAR to ensure you have the correct Org ID.
- ❑ Determine which AT&T wireless telephone numbers you want enabled Webex Go, and document which users are mapped to those telephone numbers.
  - This includes any numbers you want ported from another carrier, whether wired or wireless, to an AT&T business mobile number, as well as any new activations.
  - For any questions about number porting, please work with your AT&T Sales Representative. Note that number porting can take several days.
- ❑ Identify your **Day-to-Day Contact** with your AT&T Sales Representative to ensure their telephone number, listed in AT&T systems, can receive SMS messages.
  - This contact will need to confirm the association between the FAN and the Org ID, by responding to an auto-generated SMS, as part of an automated secure AT&T approval process.

After you have completed the authorization process, and your phone number(s) have been ported to AT&T Mobility (if applicable), your FAN is linked with the Org ID, and you are ready to activate Webex Go subscriptions in real time.



# Activation Steps

After you have completed the Readiness Checklist, you are ready to begin the activation steps.

## Activation Experience

The activation process is handled by the Company Administrator of your Webex Control Hub. Here are a few tips to help you as you navigate this process:

- Once provisioned by the administrator, AT&T Cloud Voice for Webex is automatically enabled in Control Hub. No action is required by the end user.
- The administrator will copy and paste the phone numbers into the Webex Control Hub. Have your list of numbers prepared in advance.
- Users will NOT be automatically notified Webex Go has been enabled on their devices. This notification process is up to you.
- Voicemail will move to a single location within Webex and will no longer exist within the native voicemail platform of the end user's AT&T device.
- Have questions during activation? Contact your Cisco representative.

## Activation Steps

Webex Go is activated by requesting authentication and activation of the mobile number(s) from the mobile operator and then assigning it to a user as their primary line (replacing their fixed business number).

### To activate Webex Go:

1. Log into the [Webex Control Hub](#)
2. Follow the steps outlined by Cisco on their ["Provision Webex Go"](#) webpage
3. Note: Once the Operator Account ID (AT&T FAN) is confirmed, a message with account ID authorization pending status will be displayed on the screen.
  - At this point in time, your Day-to-Day Contact will receive an SMS to authorize the request. You will need your Day-to-Day contact to complete the request before you're able to proceed further.
  - Authorization is immediate, once the Day-to-Day Contact has authorized the association between the FAN and the Org ID.
4. After completing all steps outlined on the "Provision Webex Go" webpage, please make sure you complete the instructions on the next page and assign a mobile number to a user. **The AT&T Cloud Voice functionality will not work until the steps on the next page have been completed.**

## Assigning a mobile number to a user

Once your Webex Go Mobile Operator numbers are added in the number management inventory in the Control Hub, you can then assign them to your users.

1. From the customer view in <https://admin.webex.com>, go to **Users**.
2. Choose the user you want to assign the mobile number to.
3. Select **Calling**.
4. Click **Add Number** under **Directory Numbers**.
5. Next to **Phone number**, use the drop-down to select the mobile number to assign.
  - The drop-down list includes all available numbers to assign.
  - Up on selecting the mobile number, if you see number activation pending message then, recheck the status in 2 hours.
  - If you get mobile number activation error message, check the activation error details in the PSTN order page or raise a support case.
6. Click **Save**. The Webex Go mobile device is automatically assigned to the user and available to view on the user's **Devices** tab.

# Troubleshooting & Support

Contact A&T Support team to assist with mobility service-related issues at **1-800-331-0500**

Contact Cisco support for Webex-related issues such as Webex Go onboarding, billing, Webex licensing, etc. [Contact Us - Webex Help Center](#)

Administrators can create tickets in the Webex Control Hub providing as much detail as possible about the issue, including:

- AT&T contact name/number
- Description of the trouble including any troubleshooting already performed.
- Start time of the trouble
- Screenshots as appropriate



