配置Webex Calling eSIM Webex Go

目录 箇介 先决条件 要求 使用的组件 配置 要求和限制 配置 在Control Hub中为Webex Go调配用户 为iPhone用户激活Webex Go 手动输入iPhone计划 为Samsung S21用户激活Webex Go

简介

本文档介绍支持此功能的Webex Go for Webex Calling Organizations的配置。

先决条件

要求

Cisco 建议您了解以下主题:

- Webex呼叫组织的控制中心用户呼叫功能管理
- 控制集线器管理Webex呼叫组织的添加设备配置
- iPhone或Samsung Galaxy S21设备手机配置

使用的组件

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

配置

要求和限制

- 通过Webex呼叫认证合作伙伴在美国提供(试用和付费)
- 适用于美国或英国地区以及美国或英国位置的Webex Calling用户

- 组织拥有Webex Go许可证(已付或试用)
- 通过Webex Calling认证合作伙伴销售
- 要求用户拥有唯一的公共交换电话网(PSTN)电话号码。
- 支持的PSTN选项包括思科PSTN、云连接呼叫提供商(CCP)或本地网关
- 要求用户解锁运营商并使用eSIM兼容的移动设备
- 仅支持语音呼叫(SMS(短信服务)不在范围内)
- 在解锁且兼容eSIM的手机上受支持

支持的iPhone型号:

iPhone XS/XR,11和12系列 — 仅支持一个活动eSIM

iPhone 13系列及更高版本 — 支持两个活动的eSIM

支持的三星型号:

Samsung Galaxy S21 — 仅支持一个活动eSIM

要检查iPhone设备锁定状态,请执行以下操作:(仅适用于美国的客户)

导航到设置>常规>关于

在Carrier Lock(载波锁定)下,您会看到No SIM restrictions(无SIM限制)。如果未显示此消息 ,请联系:

- 您的IT管理员(如果您是在公司计划中)
- 承运人(如果您在个人计划中)

要检查Samsung设备锁定状态,请执行以下操作:(仅适用于美国的客户)

如果您是在企业计划中,请与IT管理员合作解锁设备。 如果您使用的是个人计划,请联系您的服务提供商。

服务提供商提供的IMEI工具链接: Verizon:<u>Verizon提供的IMEI工具</u> AT&T:<u>AT&T提供的IMEI工具</u> T-Mobile:<u>T-Mobile提供的IMEI工具</u>

配置

Control Hub用于调配和管理Webex Go设备。有两种方法可用:

1)在User页面,将Webex Go设备添加到User。

2)在Device页面,添加设备并关联用户。调配设备后,将向用户发送包含激活详情的QR码。

在Control Hub中为Webex Go调配用户

方法 1:在User页面,将Webex Go设备添加到用户

步骤1.选择用户。

⊖ Overview	Users				
 Getting Started Guide Å Alerts center 	은 Users 왕 Groups				
MONITORING	Q. Search by name or email	Filter 6 users			Manage users
~ Troubleshooting	First / Last name +	Email	Status	Admin roles	
Reports	Alison Cassidy	acassidy@example.com	Active		:
MANAGEMENT	Benoit Lapointe	blapointe@example.com	Active		1
은 Users	O Brandwe Burto	hhurke@example.com	a Arthur		
යි Workspaces	A Diano gourn	boor we grade in processing	· Acore		
Devices Apps	A Giacomo Edwards	gedwards@example.com	 Active 		:
C Account	A Joe Simon	jsimon@example.com	Active	Full admin	:
Organization Settings	A Maria Rossi	mrossi@example.com	· Active		:
SERVICES					
C Updates & Migrations					
Messaging					
% Calling					
Connected UC					
Hybrid					
-					00
Webex Go Trial					

步骤2.转到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 Devices	
MANAGEMENT	Devices	122
요 Users		
dő Workspaces ☐ Devices ◎ Apps ☐ Account	Add Device Room and Desk Device Settings	
Organization Settings	Software Upgrade Channel Default (Stable) V	
SERVICES C Updates & Migrations Messaging	Lock Settings on Touch Devices O	
% Calling Connected UC Alphrid		
Ch Webex Go Trial		œ

步骤3.单击More图标(...)添加Webex Go设备。

⊘ Overview	< Users		
Getting Started Guide			
Alerts center	Brandon Burke Active - bburke@example.com - Location	ion: HQ	Action V
	Profile General Meetings Calling Mess	aging Hybrid Services Devices	
MANAGEMENT	Devices		15
A Users			254
ල් Workspaces	Add Device		
Devices			
88 Apps			
Account	Room and Desk Device Settings		
Organization Settings	Software Upgrade Channel	Default (Stable) V	
SERVICES	Lock Settings on Touch Devices	0	
C Updates & Migrations			
O Messaging			
% Calling			
Connected UC			
Hybrid			
			œ
Webex Go Trial			

步骤4.选择Add Webex Go Device。

	< Users	
 Getting Started Guide 		
Alerts center	O Brandon Burke	Action V
MONITORING	Active - bburke@example.com - Location: HQ	_
al Analytics		
~ Troubleshooting	Profile General Meetings Calling Messaging Hybrid Services Devices	
Reports		
MANAGEMENT	Devices	
요 Users	Devices	
45 Workspaces	Add Device	Add Webex Rooms Device
Devices		Add Webex Go Dever
88 Apps		
Account	Room and Desk Device Settings	
Organization Settings	Software Upgrade Channel Default (Stable)	
SERVICES	Laste Partienes en Touris Devices	
C Updates & Migrations		
O Messaging		
% Calling		
Connected UC		
Hybrid		
_		00
Webex Go Trial		

步骤5.返回可用于在支持的移动设备上添加移动计划的激活代码。

- 用户收到激活码后,您需要扫描QR码/手动输入激活详细信息,以将Webex Calling扩展到移动设备。
- 作为管理员,您可以复制、通过电子邮件发送或打印字母数字激活代码,以将其提供给用户。



方法 2:在Device页面上,添加设备并与用户关联。

步骤1.点击Devices页面上的Add device按钮。

Overview	Devices					
 Getting Started Guide Ålerts center 	🗇 Devices 🗎 Templates 🖇		∃ Resources			
MONITORING	Q Find devices by status, type, and	more 3 Devices in total	Online 0	Expired	0	+ Add Device
al Analytics			Offline O	Issues	0	
~ Troubleshooting	0 devices selected		Status unavailable 3			
	Type	Product	Status		Belongs to	
은 Users	Webex Go	Webex Go Device	e Status unavailable		Alison Cassidy	
45 Workspaces	Webex Go	Webex Go Device	 Status unavailable 		blapointe.blynk@gmail.com	
Devices	Webex Go	Webex Go Device	e Status unavailable		aedwards.blynk@amail.com	
St Apps						
Account Organization Settings						
SERVICES						
C Updates & Migrations						
O Messaging						
% Calling						
Connected UC						
Hybrid						
0						w

第2步:在Add Device页面上选择Existing User选项,然后点击Next按钮。

webex Control H	lub		(a) (3 ⁴)
Overview	Devices	Add Device	×
 Getting Started Guide Alerts center 	(Devices	Assign to a user or a workspace? Devices for personal usage should be assigned to a specific user. A workspace represents a physical location containing a devi owned by a specific user, such as a meeting room with a Webex Board 55 or a reception with a shared phone.	ce not
MONITORING	Q Find devic		+ Add Device
al Analytics			
 → Troubleshooting B Reports 	0 devices se	\bigcirc	
MANAGEMENT	Турк		
은 Users	Wet	Existing User Workspace	Cassidy
85 Workspaces	Wet	Personal Usage Shared Usage	te.blynk@gmail.com
Devices	Mat		ris blazifiansi com
88 Apps		Multiple Cisco IP Phones: To bulk activate devices, Import/Upload CSV file.	
C Account			
Organization Settings			
SERVICES			
C Updates & Migrations			
O Messaging			
% Calling		Cancel	Next
Connected UC			_
Hybrid			
Webex Go Trial			Ø

步骤3.搜索并从下拉列表中选择用户。

webex Control	Hub					🗸 🗿 🛛 JS
© Overview	Devices		Add Device	×		
Getting Started Guide Alerts center	Devices	Which user will this device belong to?				
MONITORING	Q Find devic	Brandon Burke (bburke.blynk@mail.com)			6	Add Device
Analytics ~ Troubleshooting @ Reports	0 devices se					
NAVAGEMENT	Type				Cassidy	
(5) Workspaces	Wet				te.blynki@gmail.com	
88 Apps	Wet				ds.blynk@gmail.com	
Organization Settings						
SERVICES						
Messaging						
Connected UC				 Back Next		
Hybrid						
Webex Go Trial						œ

步骤4.选择Webex Go Device选项,然后单击Next按钮生成激活代码。

webex Control I	Hub			et. 0 \$
Cverview Getting Started Guide Alerts center	Devices	Add Device What kind of device do you want to set up for this user?		×
Montroleve al Analytics ~ Troubleshooting Reports	Q. Find devic 0 devices so			Add Device
MANAGMENT 은 Users 송 Workspaces	Wet	Cisco Webex Rooms device e.g. Cisco Webex Board, Room, and Desk series, and Webex Share.	Cisco IP Phone e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports	Dassidy te.blynk@gmail.com
Devices S Apps Account Organization Settings	Wet	(Second		ds.blynk@gmail.com
SERVICES C Updates & Migrations C Messaging S Calling		Webex Go Device e.g. iPhone 11 models, iPhone XS, Samsung Galaxy S21 series, etc. See Compatible devices		
Connected UC Hybrid			Back	
Ch. Webex Go Trail				œ

步骤5.返回激活码,该激活码可用于在支持的移动设备上添加移动计划。

• 用户收到激活码后,需要扫描QR码/手动输入激活详细信息以将Webex Calling扩展到移动设备。

Add Webex Go Device			×
Activa Share this	ation Code code with the person setting up the device. The device once active	ted will allow users to use their Webex calling with their native	phone.
	Activation Email has been sent to your user	What's Next	
E SJ Acti 8 Netv Ius.c	Enter the below information for manual activation For iPhone Devices: M-DP+ address: mobileuc.validereachdpplus.com vation code: V/-0800932076A06MP9QZFFJMGQ2 VQR6LBUA7J5DJM82U-LTSRWGOIJ9L19WBR0A For Android Devices: vork provider code: LPA:1\$mobileuc.validereachdpp vork\$JY-0800932G76A06MP9QZFFJMGQ28QR6LB UA7J5DJM82U-LTSRWGOIJ9L19WBR0A	Add Cellular Plan Scan the provided QR code or enter details manually on your cellular device to add a cellular webex calling plan.	*
			0



注意:此一次性激活代码将在90天后过期。



注意:另请参阅,思科在Control Hub中浏览到Provision Users for Webex Go:<u>Provision</u> <u>Users for Webex Go in Control Hub Walk Through。</u>

为iPhone用户激活Webex Go

管理员完成帐户调配后收到的电子邮件。它包含激活代码和SM-DP+地址信息:



第1步:导航到设置>蜂窝网数据>添加蜂窝网计划

- 轻触设置图标。
- 查找并选择蜂窝网络、移动数据。
- 选择Add Cellular Plan。



步骤2.扫描QR码。

- 新屏幕显示为Add Cellular Plan from TIM。
- 选项卡添加手机网络计划。



注意:此步骤可能需要几分钟才能完成。



Add Cellular Plan

A cellular plan from "TIM" is ready to be added to iPhone.



注意:Webex Go中目前不提供短信

Back

Default Line

Your default line is used to call or send messages to people who are not in your contacts.

The people in your contacts can be assigned a preferred line at any time in the Contacts app.

Primary

Webex Go

You can customize this later in Settings.

<u>激活Samsung S21的Webex Go</u>

要手动添加三星S21设备的计划,请输入激活邮件中提供的提供商激活代码和sm-dp+地址信息。

验证

在移动设备上激活Webex业务线后,用户会看到已添加到其设备的Webex网络。

iPhone用户:

- 设置完成后,您将在控制中心看到Webex网络。
- 要打开控制中心,请从iPhone屏幕的右上角向下滑动。



Samsung Galaxy S21用户:

• • • 4:34	
Tue, Mar 22	\$
8	
Device control	Media output
S USB charging	~
Cable charging	~
	Notification settings Clear

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任,并建议您总是参考英文原始文档(已提供 链接)。