ProConnect with Cisco Call for Teams
User Guide

Description

This document describes the steps needed to set up and optimize the “Cisco Call” plugin within the Teams app. The plugin does not work alone; Webex MUST be installed and running in the background. (Please contact your administrator if you need help installing Webex on your PC.)

Installing the Webex App (Mandatory)

To install the Webex App on your Desktop, go to https://www.webex.com/downloads.html/ and download Webex for your Windows or MAC device. After installing Webex, log in using your ProConnect credentials.

It's normal for the Webex app to auto-minimize when you sign in. Check your system tray for the Webex icon to ensure that Webex is running properly. Click on the icon to open Webex and verify that you can make a call.

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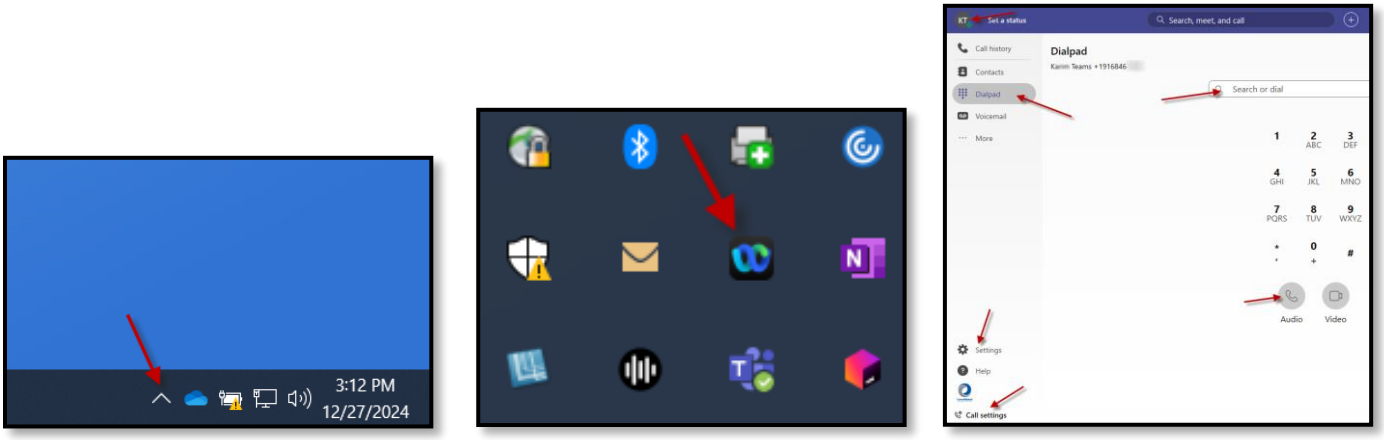
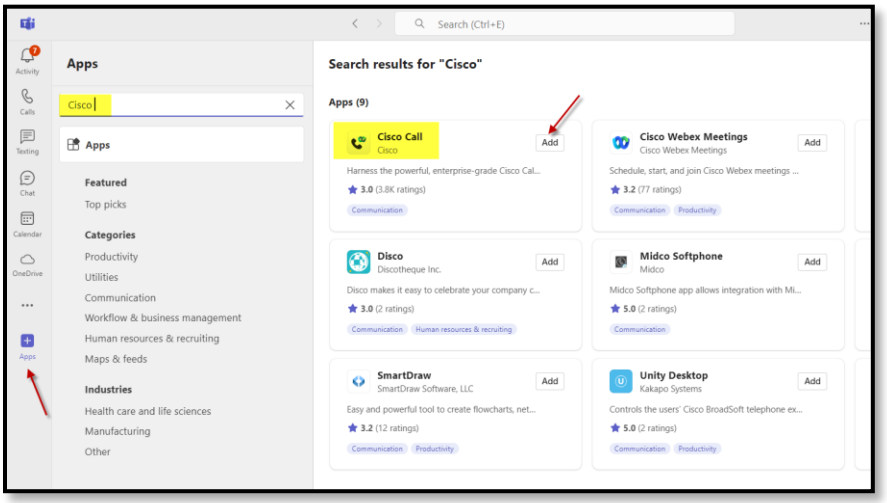
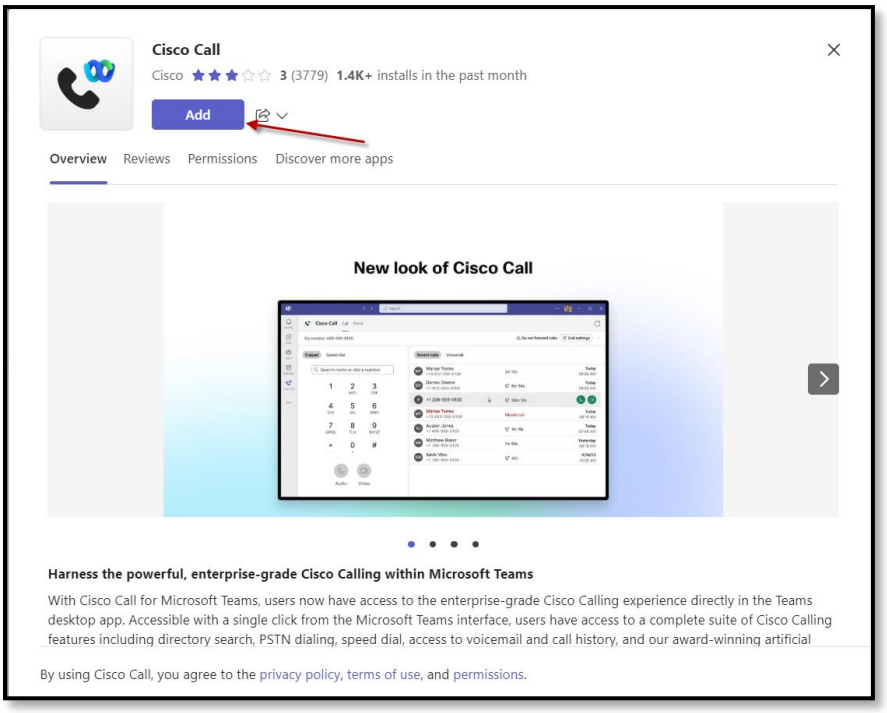


Once Webex is installed and running on your computer, go to your Microsoft Teams app. **NOTE:** You MUST stay signed in to the Webex app for this integration to work.

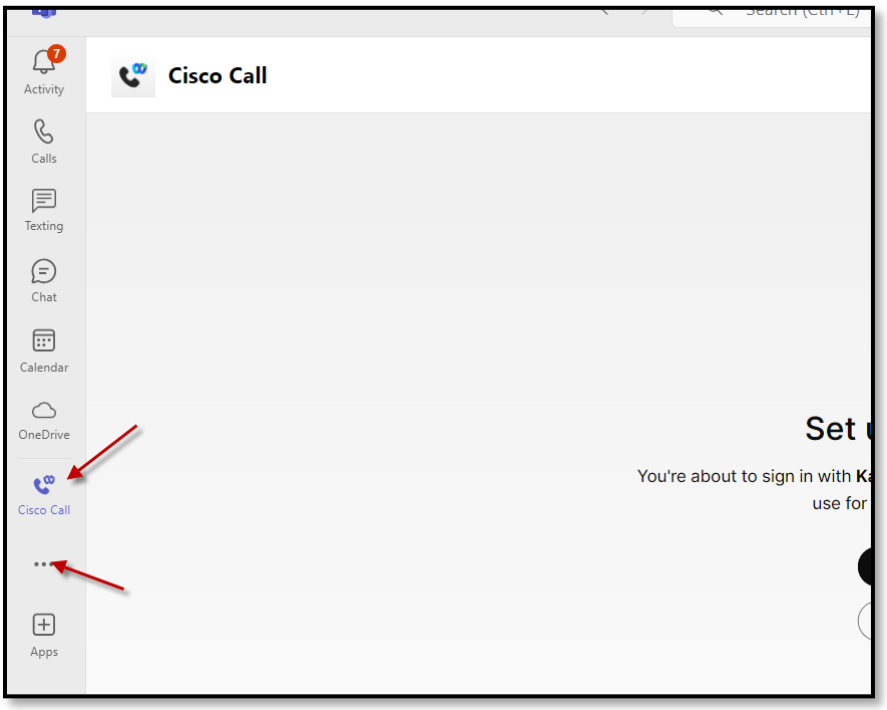
Adding the Cisco Call plugin to Teams

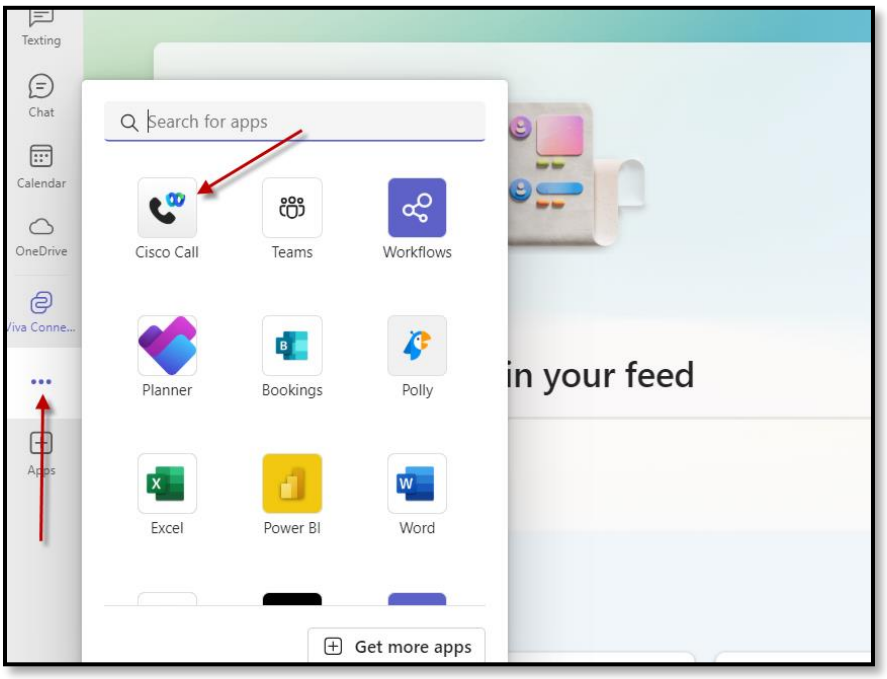
1. After downloading and installing Webex, open your Teams app and click the "+" Apps button in the sidebar. In the "Search" field type Cisco and add the plugin. **NOTE:** *You might need to ask your administrator to allow your organization to use the app. CCI does not manage your Teams App and cannot help you with this step*



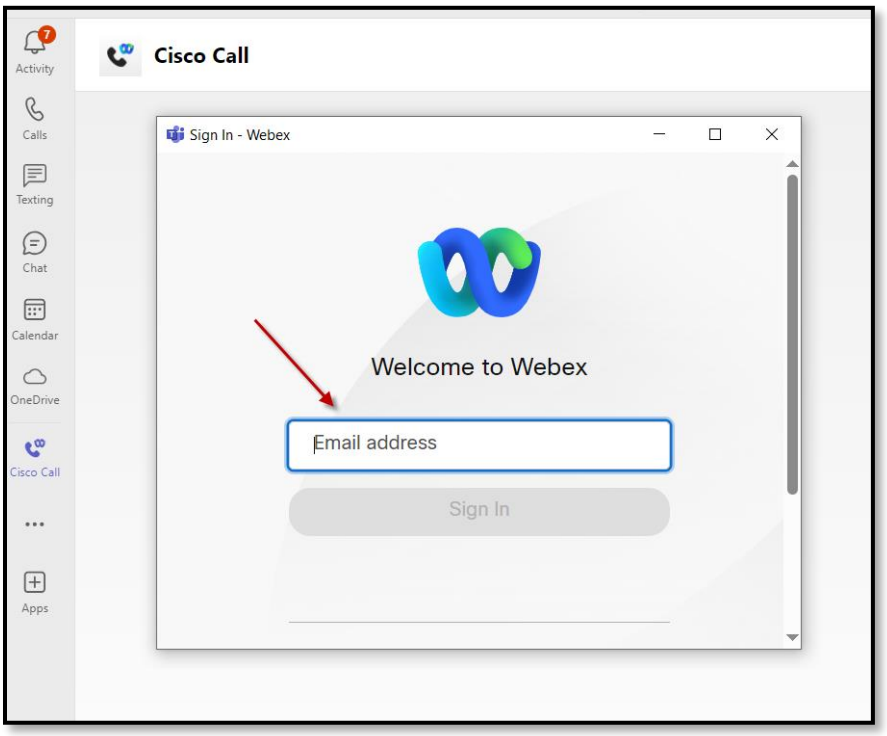


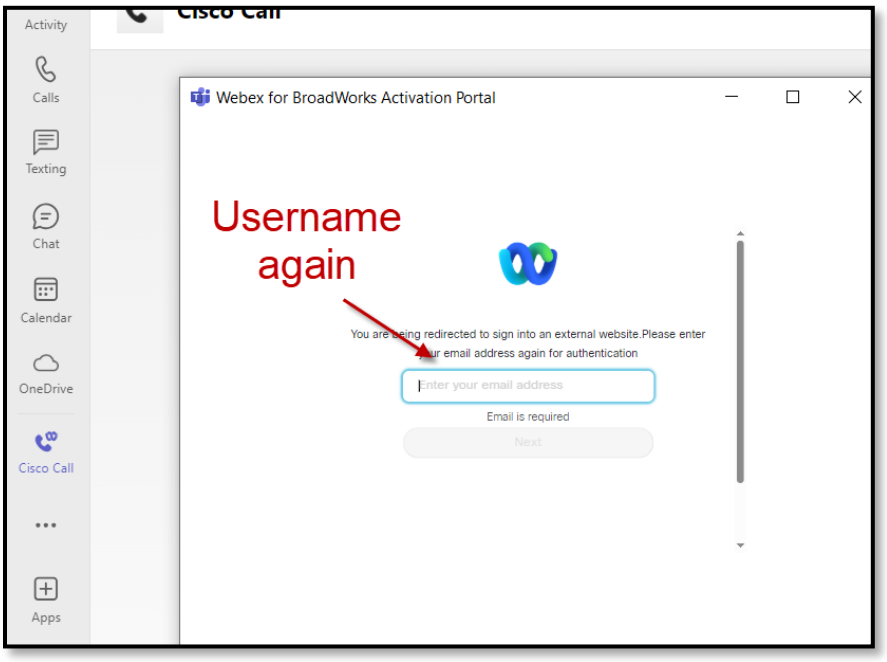
2. After adding the plugin, it will appear in your sidebar. If you do not see it in the sidebar, click the three dots and select it from the existing plugins you have installed. If you still don't see it, contact your administrator.

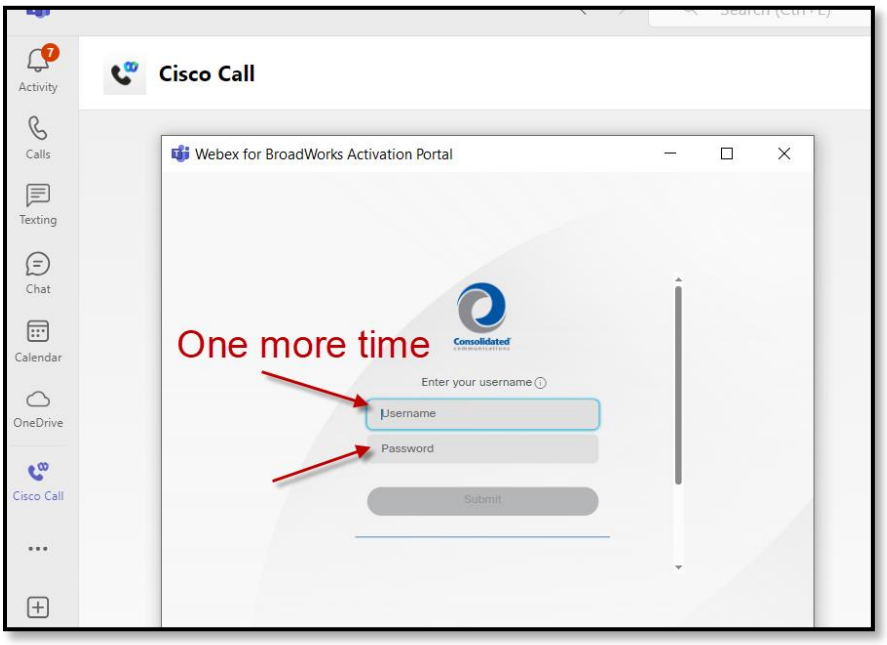

Activity
Calls
Texting
Chat
Calendar
OneDrive
Cisco Call
Apps
Cisco Call
You're about to sign in with
use for



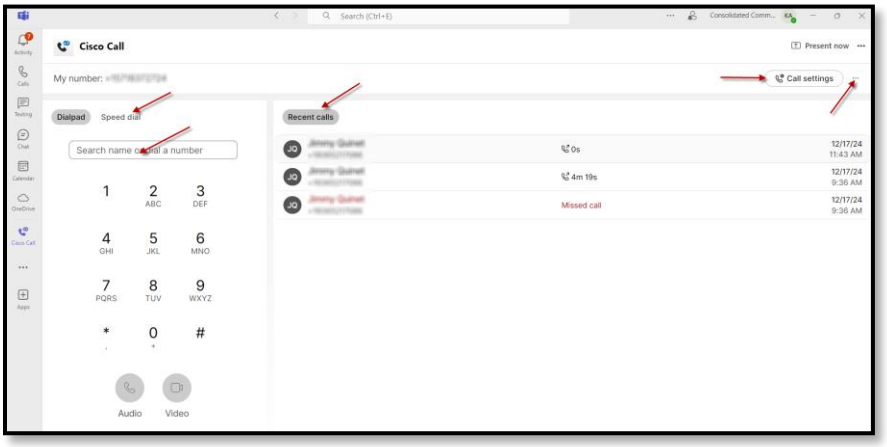
3. Now that the Cisco call plugin is open, use your Webex/ProConnect credentials to authenticate with Webex. Please note that logging in from the plugin does not log you into the Webex app installed on your computer. Your Webex app MUST run in the background, and you **MUST** be logged in to make and receive calls. If you can't log in to authenticate the plugin, ensure your Webex app is installed and that you are logged in. If you're still having issues logging in after confirming Webex is operational, restart your Teams app. Contact your Administrator for assistance.


Activity
Calls
Texting
Chat
Calendar
OneDrive
Cisco Call
Apps
Cisco Call
Sign In - Webex
Welcome to Webex
Email address
Sign In


Activity
Calls
Texting
Chat
Calendar
OneDrive
Cisco Call
Apps
Webex for BroadWorks Activation Portal
Username again
You are being redirected to sign into an external website.Please enter
ur email address again for authentication
Enter your email address
Email is required
Next



4. Once logged in, you should see a dial pad to initiate calls on the Webex app. You can also view your recent calls, access your directory, set up speed dials, and more from here.



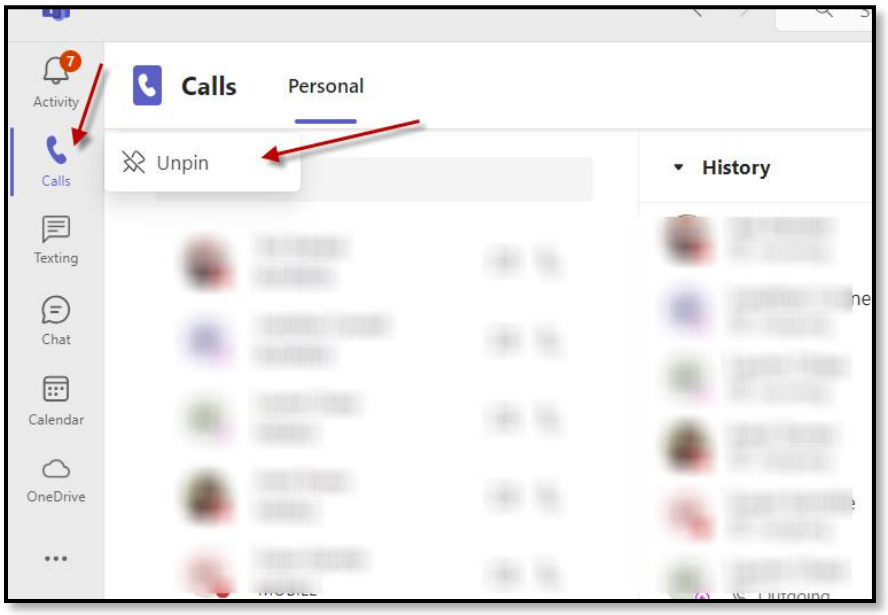
Best Practices

Although optional, following these best practices will ensure a smoother experience.

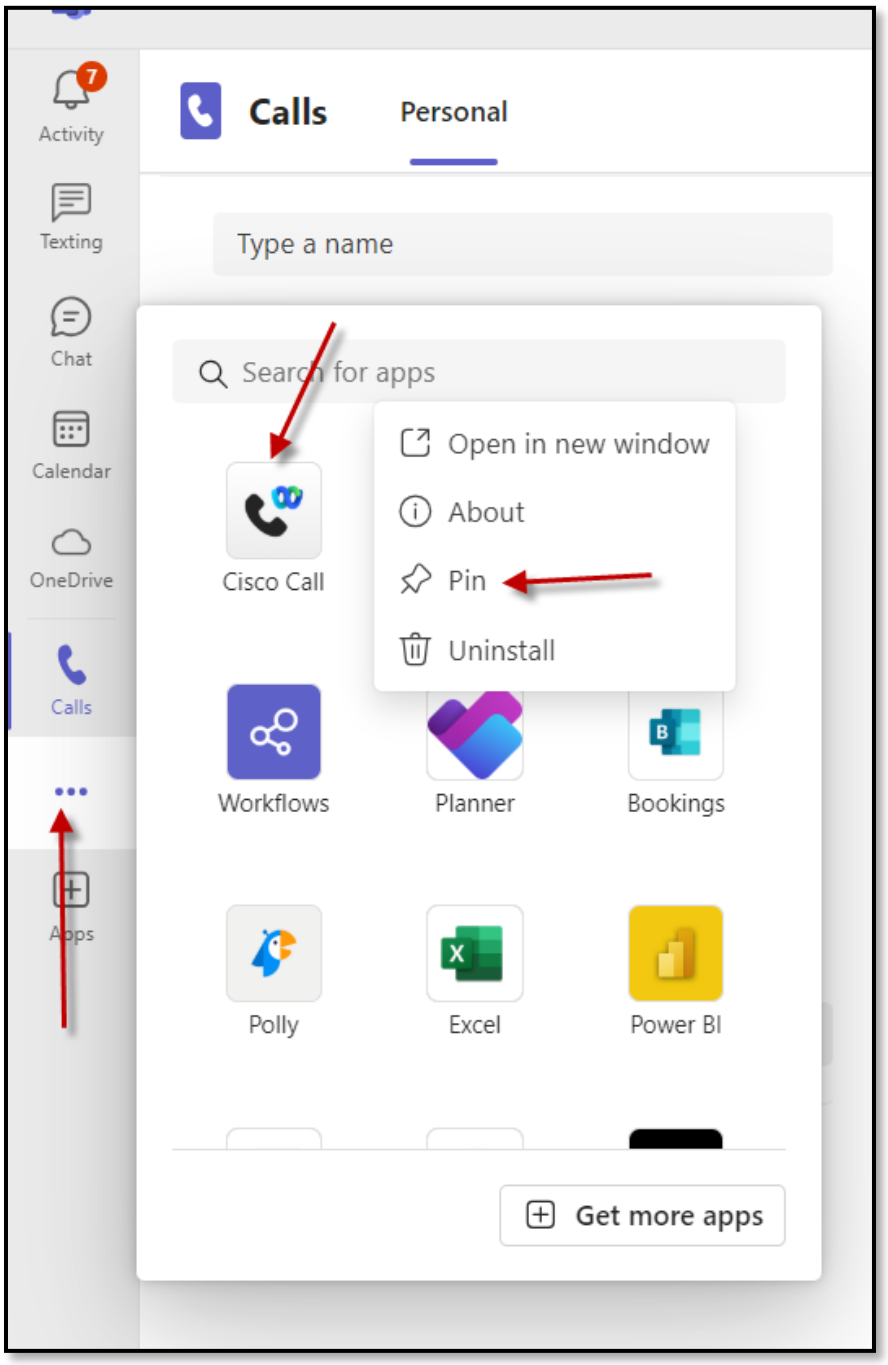
Pinning the Cisco Call to your Teams sidebar

To facilitate access to the Cisco Call plugin and avoid confusion, unpin your native Teams "Call" button and pin the Cisco Call plugin.

First, unpin your Teams native dialer, by right-clicking on the "Calls" icon and selecting "Unpin:



Now, pin the Cisco Call plugin to the top. To pin, right-click on the icon and select "Pin." Then select the icon and move it up or down by holding the left button on the mouse.


Activity
Texting
Chat
Calendar
OneDrive
Calls
Apps
Calls
Personal
Type a name
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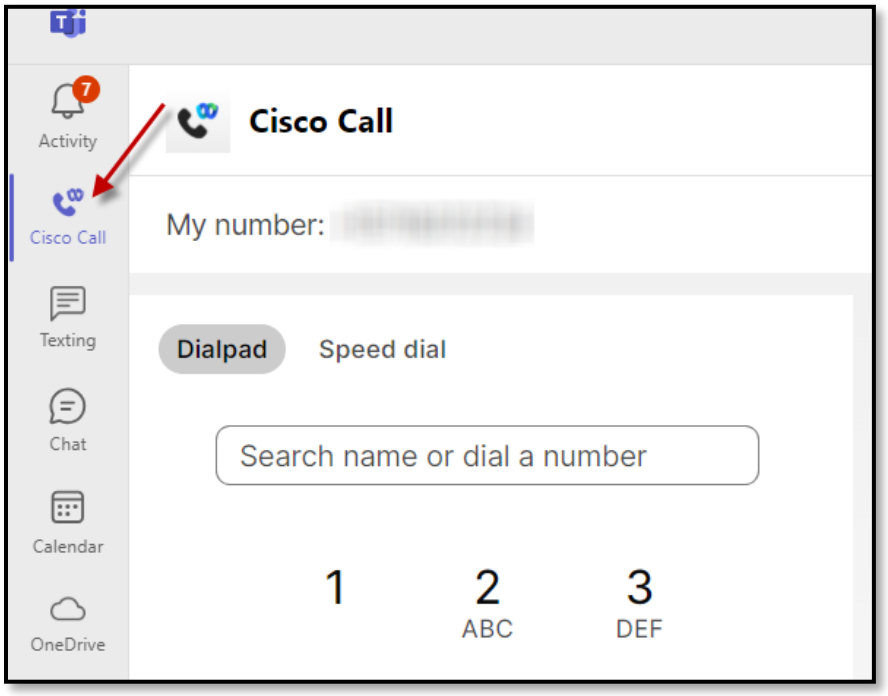
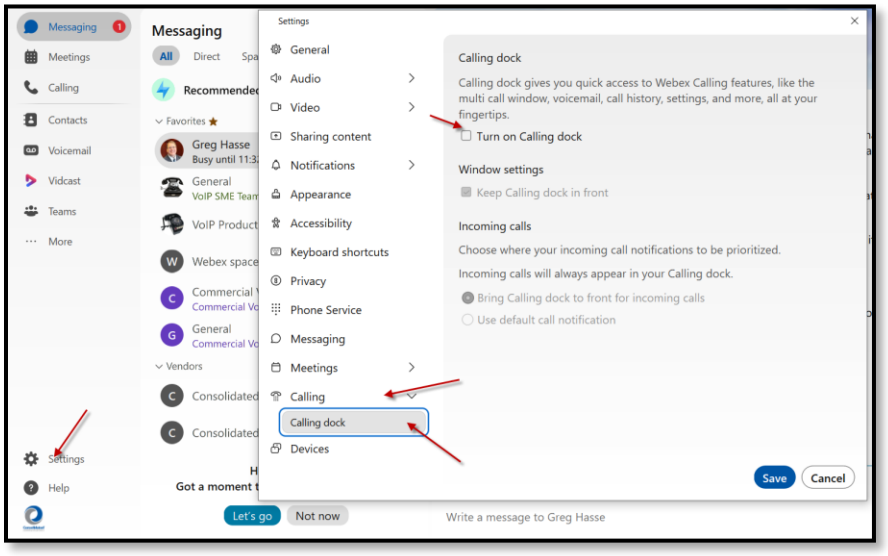
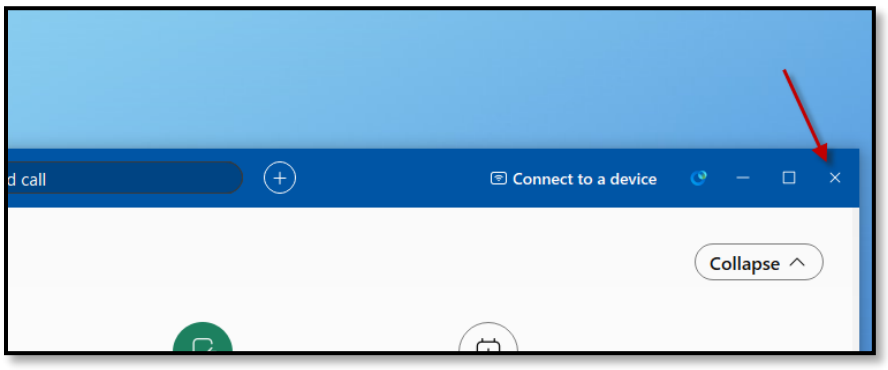
Cisco Call
Open in new window
About
Pin
Uninstall
Workflows
Planner
Bookings
Polly
Excel
Power BI
Get more apps

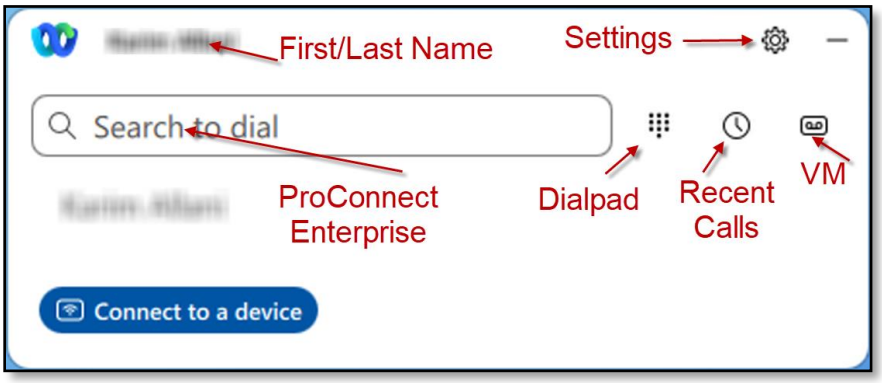

Activity
7
Cisco Call
Texting
Chat
Calendar
OneDrive
Cisco Call
My number:
Dialpad
Speed dial
Search name or dial a number
1
2
ABC
3
DEF

Enabling the Calling Dock in Webex



You can now start using the Calling Dock and safely close the Webex app window. This will not cause Webex to shut down or log you out; the App will continue running in the background.





Calling Dock

Drag the Calling Dock to the edge of the screen to minimize it into a widget; see below.

Calling Dock Widget

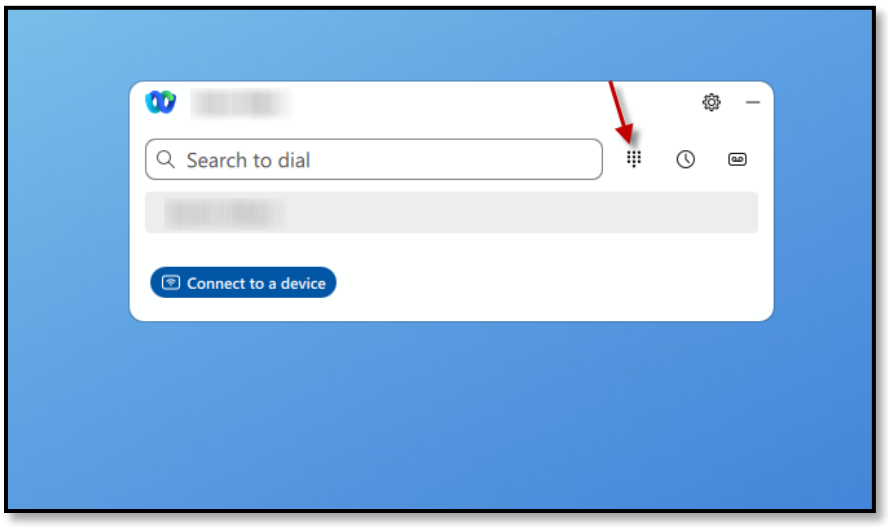
Using the Cisco Call plugin (Desktop)

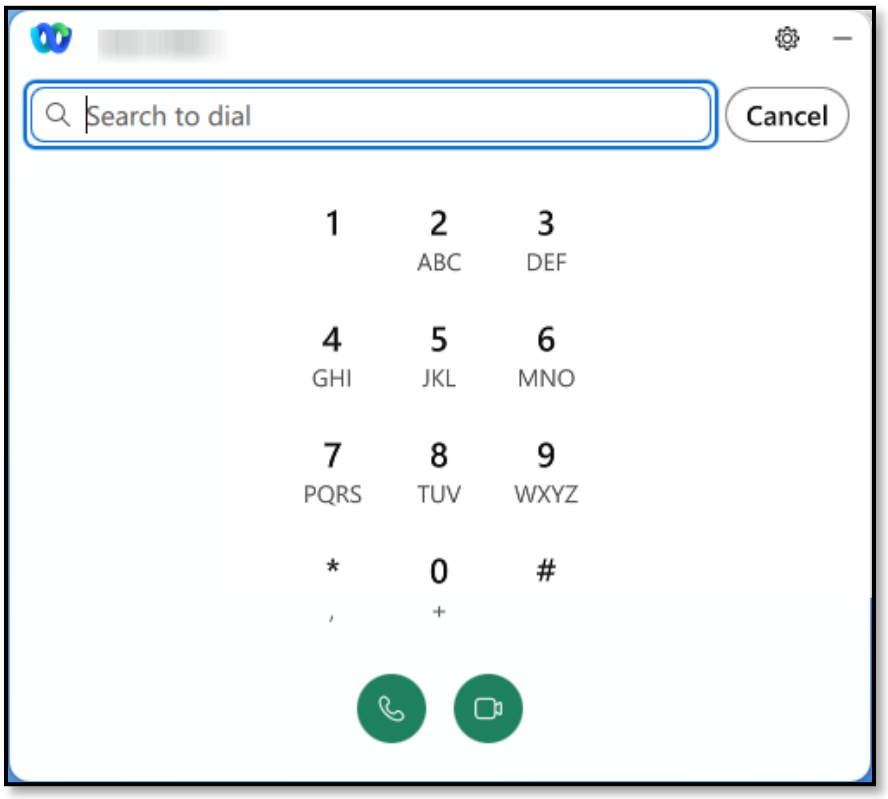
The Cisco Call plugin allows you to start your Webex calls conveniently from within Teams. However, it is not a fully functional softphone, so it's essential that the Webex app is running and you are logged in using your ProConnect credentials.

To start a call from the Cisco Call plugin, type the number in the "number" field and hit the "Audio" or "Video" button.

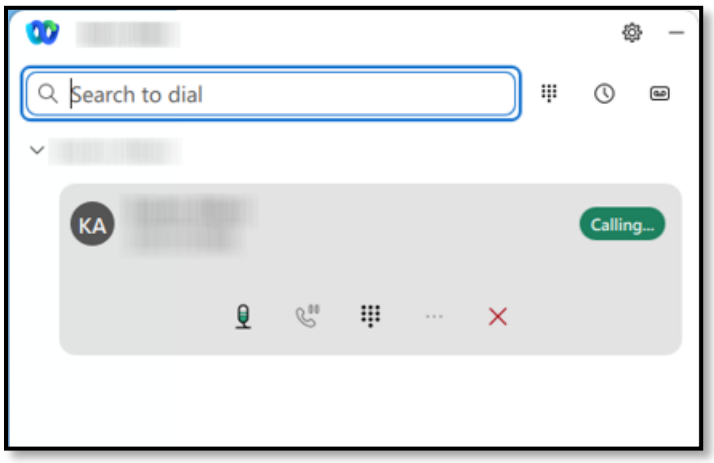
You can also hover over one of your recent calls and click the dial button.

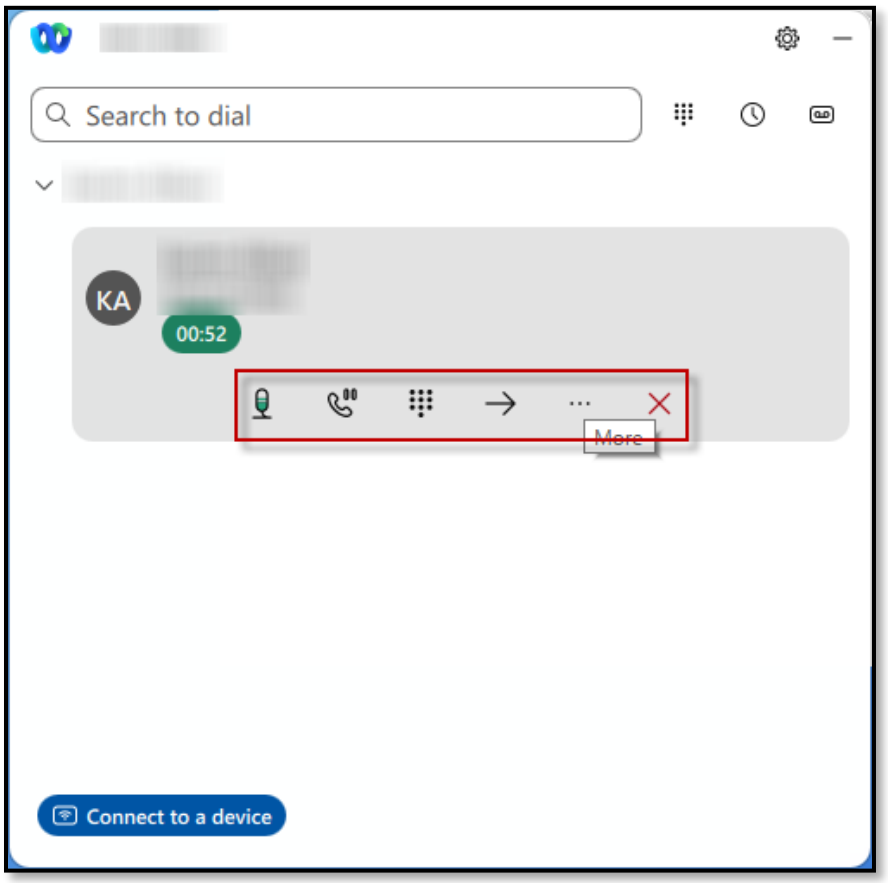
Alternatively, you can use your Calling Dock to make the call.


Search to dial
Connect to a device



Once you make or receive a call, you can use your Calling Dock to mute your mic, put the call on hold, transfer it, or conference with someone else.

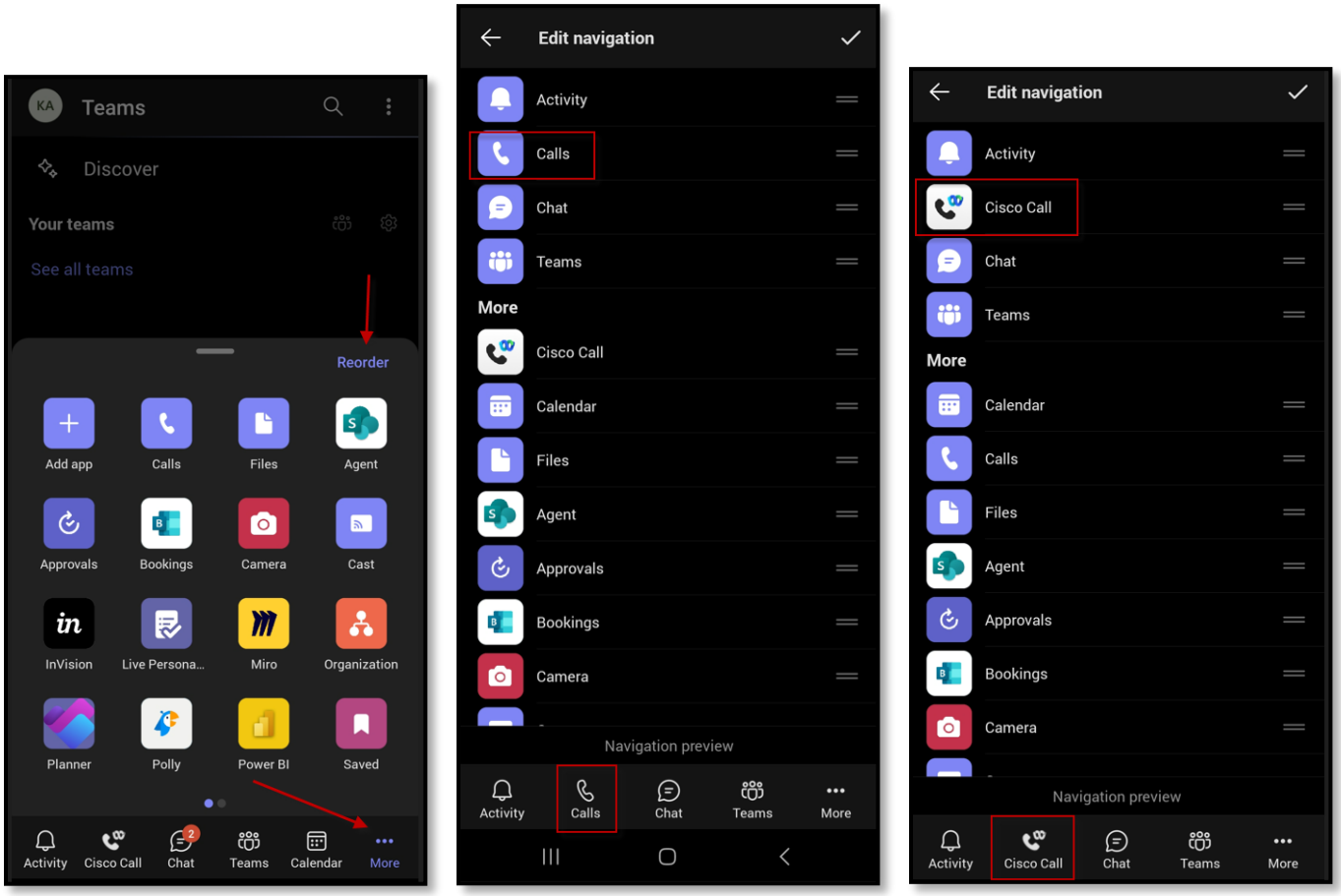

Search to dial
KA
Calling...


Search to dial
KA
00:52
More
Connect to a device

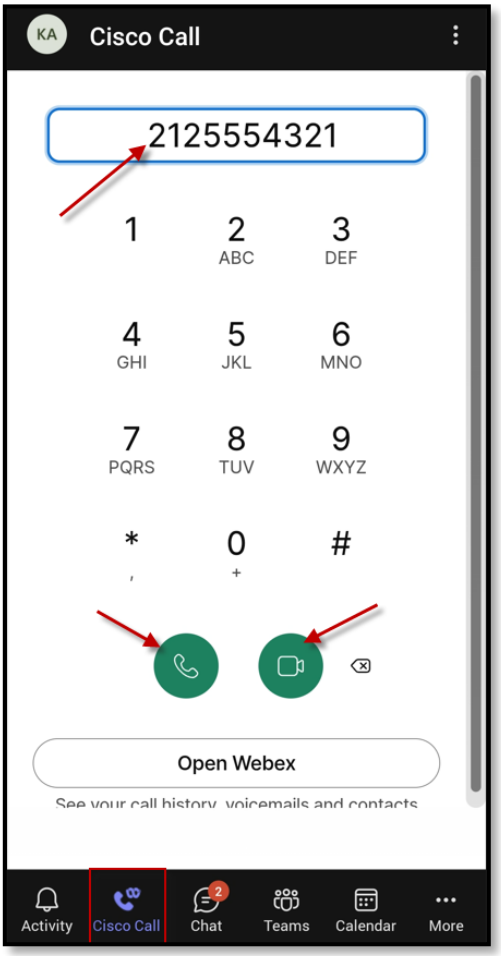
Using the Cisco Call plugin (Mobile)

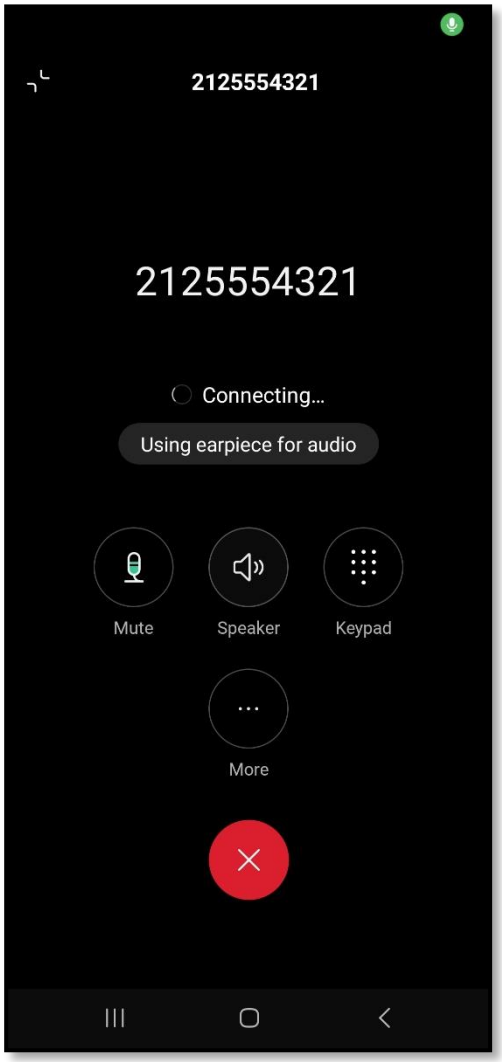
You can use the Cisco Call plugin in your mobile Teams app **after installing and logging into the Webex app on your mobile device.** Once that's done, open Teams to access the plugin. It will be available if you've added it on a desktop; if not, add it from the Teams app store.

First, let's ensure easy access to the Cisco Call plugin. To do so, go to the "More" section and click "Reorder." Now, you can organize your sidebar to have "Cisco Call" at the top and the native "Teams Dialer" hidden under the "More" section. To move the apps around, press and hold the app, then move it up and down the list. When you're done reordering your sidebar, hit the checkmark to save.



Now that you can access your Cisco Call plugin from your Teams app, you can make calls using your business identity.
NOTE: Always ensure Webex runs in the background and you are signed into your account.





Basic Troubleshooting

- I can't install Webex – Contact your admin
- I can't launch Webex – Contact your Admin
- I can launch Webex, but I can't log in – Verify or reset your username and password
- I can launch and log in to Webex, but I cannot make or receive calls – Ask your Admin to contact CCI
- I'm not allowed to add the Cisco Call plugin from the Teams store – Contact your admin to authorize the plugin
- I can't log in to the Cisco Call plugin. Make sure Webex is running and that you are signed in. If that is the case, restart Teams. If you still have issues launching calls from the Teams app, please ask your admin to contact CCI. In the meantime, you can use the Webex Calling Dock to make/receive calls.

Additional Resources

- Additional guides on how to manage your settings in Webex

  ProConnect guide site

- Reset your password and manage your settings

  ProConnect user management portal

- For Admins
  Configure Microsoft Teams for Cisco Call
  Installing Webex using **Microsoft Intune**