Lumen® Hosted VoIP with Webex Frequently asked questions

April 5, 2022

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Webex product information and timing

Why is Business Communicator being replaced with Webex?

The vendor, Cisco, discontinued support for Business Communicator as of Dec. 31, 2021. We are replacing that feature with Webex, which is also a Cisco product.

For Business Communicator, patches, bug fixes and security upgrades are no longer offered. Little if any support can be provided for issues that may arise with the app at this time.

Further, Lumen will be retiring the BC app as early as **May 1, 2022**. When that occurs, the app will no longer work. We strongly recommend you migrate to Webex as soon as reasonably possible to avoid a service outage with your Business Communicator users.

Do I have to switch my users from Business Communicator to Webex?

Yes – once Webex launches on Nov. 19, 2021, you will not be able to add new Business Communicator users.

Lumen will be retiring the Business Communicator app as early as **May 1, 2022**. When that occurs, the app will no longer work. We strongly recommend you migrate to Webex as soon as reasonably possible to avoid a service outage with your Business Communicator users.

What will happen if we don't move to Webex? Will Business Communicator still work?

Since Business Communicator is no longer supported by Cisco, there is no guarantee how long your app will continue to work. Lumen plans to retire the app as early as **May 1, 2022**, at which time the app will **no longer work**.

You will continue billing for Business Communicator inventory until you submit an order to have it removed from your account. You can find instructions to submit an order in the Hosted Voip with Webex: Administrator Guide for Existing Customer.

We need to add softphone capabilities to a few users and aren't ready to move to Webex. Can we add Business Communicator?

No – once Webex launched on Nov. 19, 2021, the ability to add Business Communicator clients was no longer available. Any un-used features appearing in inventory are not usable either.

Webex vs. Business Communicator

Are the Webex capabilities the same as Business Communicator?
Which Webex package do I choose? Will it cost more than Business Communicator?

There are four (4) Webex packages available with Hosted VoIP which increase the collaboration capabilities versus what was offered with the two (2) Business Communicator packages. If you order the compatible packages, you will either save money or pay the same rate.

Webex package	Features	Price	Compatible Business Communicator package
Softphone Only	Voice and video calling using Lumen Hosted VoIP	Free**	Business Communicator Voice & Video ($2.95)
Basic Collaboration	Includes Softphone Only features plus: • 25-person Webex VoIP meetings • Direct chat • Team spaces	$5.95	Business Communicator Collaboration ($5.95)
Standard Collaboration*	Includes Basic Collaboration features plus: • 100-person Webex meetings • PSTN call in or call back numbers	$9.95	No equivalent package offered
Premium Collaboration*	Includes Standard Collaboration features plus: • 300-person Webex meetings • Recorded meetings • Moderator Controls	$19.95	No equivalent package offered

*Webex offers two (2) upgraded packages giving you greater collaboration capabilities. For more details on these packages, contact your account team or refer to the Hosted VoIP support page at VoIP support | Lumen.

**Free with all applicable Hosted VoIP seats.

How do I stop billing for my Business Communicator packages?

Once you have migrated all users to Webex you can disconnect the Business Communicator packages in the Order section of the portal and this will stop billing. Please reference the migration guide for step-by-step instructions: Hosted VoIP with Webex: Administrator Guide for Existing Customers.

Does every Hosted VoIP user have to have the same Webex package type?

A mixture of package types is supported so you can assign the features needed for each user.

How do I order the Webex Softphone license that's included free with my Hosted Voip seat(s)?

Sales will need to include the Webex Softphone on the initial order, or the customer can place an order for Webex features via the administrator portal.

If I order the Webex packages and don't use them, do I still get billed?

Webex Softphone is available for each seat and is not a billable item. However, each of the additional package types (Basic, Standard, Premium) will be billable once they are available in inventory whether they are used or not.

Migrating users to Webex

Can Lumen migrate all my users from Business Communicator to Webex at once?

There are currently no bulk migration tools available from Cisco, so Lumen has added the migration capabilities into the Hosted VoIP Administration portal. Customers have the flexibility to migrate like for like capabilities or enhance their collaboration experience by selecting a Basic, Standard or Premium Webex package.

Lumen has bulk upload capabilities for onboarding users and feature modification and is working to enable bulk Webex activation.

Can I create a shared email distribution address for my Webex users like how Business Communicator and the portal are set up today?

No – Webex requires that each user have a unique email address to set up the softphone and collaboration capabilities.

If I change a Hosted VoIP users email in the portal, will that impact their access to the portal or Business Communicator today?

This change does not impact the existing username and password credentials for the Hosted VoIP portal or Business Communicator.

Webex login will use the unique email address and the existing password used to access the Hosted VoIP Portal or Business Communicator.

Will Hosted VoIP require unique email address for every seat going forward?

A unique email address will only be required when using any of the Webex packages.

Impact to existing Business Communicator users

I had an Enterprise Directory with Business Communicator showing all my company contacts. I am not seeing my contacts since migrating to Webex?

When you migrate to Webex, only other Webex users are immediately available in contacts. Once a week, an update occurs to add non-Webex users. The day of week is based on when the first Webex was assigned to a user in the tenant.

Will all my active call features like Call Forwarding be maintained with the migration to Webex and work the same as with Business Communicator?

All active features will be maintained and work the same with Webex

How do I know what Webex package type I have?

Your administrator can look in the Hosted VoIP portal in the Manage Webex section of the user to confirm which package type has been assigned.

Do the same Feature Access Codes (FAC) work with Webex?

The same FAC codes work with Webex as they did with Business Communicator.

Will my Contact Center features be maintained and work the same with Webex?

Contact Center features will work the same as with Business Communicator.

Does my voicemail change when I migrate from BC to Webex?

Voicemail doesn't change when you migrate to Webex. In fact, your messages are retained, and your PIN stays the same.

Can I log into my voicemail without entering a PIN?

The ability to skip a PIN entry on voicemail access is not available.

Are the PIN requirements the same as they were for Business Communicator?

The voicemail platform has not changed so the PIN requirements are the same.

Does Hosted VoIP with Webex support visual voicemail?

Visual Voicemail is not available with the Webex application. It is not compatible with the Hosted VoIP messaging platform.

Call history

Why isn't my call log history showing all calls?

Webex was originally deployed with a known issue that call history would only show Webex to Webex calls. A fix was deployed on December 10 to enable call history for all call types

If you were provisioned a Webex license on or before that date, the administrator will need to remove and re-add the Webex feature to allow you to see all call history.

1. Navigate to **user administration** >**manage users**.
2. Find the telephone number and click the **edit** icon to its right.
3. Click on the **feature assignment** tab.
4. Click on **manage webex**.
5. Click the **none** radio button.
6. Click the **save** button.
7. On the **feature assignment** tab, scroll down and click the **save** button.
8. Follow steps 2 to 6 to add the Webex feature. (In step 5, select the appropriate Webex package.)

My Webex call logs don't show all my missed calls?

You will not see missed calls in the Webex call log if:
- You are signed out of the Webex application
- DND (do not disturb) is turned on
- Call Forwarding is turned on

We anticipate improvements in Q3 2022 that will allow missed calls to show in the above scenarios. Until then, you can see all your missed calls in the end user portal.

Contacts

Why don't I see all my company contacts in Webex?

Only other Webex users are immediately available in contacts. Once a week, an update occurs to add non-Webex users. The day of week is based on when the first Webex was assigned to a user in your company's tenant.

To find someone in your organization, enter the name is the search field. Right click on a name for the option to add that person to one of your contact lists.

Can I import a list of personal contacts?

In the Webex app, personal contacts can only be added one at a time. You can upload multiple contacts in the end user portal using a .CVS file. Once uploaded, those will become searchable in your Webex app.

To upload personal contacts in the end user portal, refer to the **Contacts** section of the End User Portal Guide. Once contacts are uploaded in the portal, enter the name is the search field in your Webex app. Right click on the name for the option to add that person to one of your contact lists.

To add a contact one at a time in the Webex app, click on the **plus** icon at the top of your app. Click on **add a contact**. Click on **create a customer contact** and proceed to enter your new contact.

Troubleshooting Webex logins

My username and password aren't working on my Webex desktop app.

The username for Webex is now your unique email address versus your login ID for the Hosted VoIP portal.

The password for Webex is the same as your portal password.

If you don't see the "Lumen" logo when you attempt to login to Webex, you are not a registered Hosted VoIP with Webex user. Please contact your administrator or check your Webex assignment in the Hosted VoIP portal.

I forgot my Webex password, and I'm now required to use 12 digits versus my previous password of 8 digits. Why did this change?

Lumen has enhanced the authentication requirements for all portal and application access as of November 30, 2021, and this update includes a minimum password length of 12 digits.

How do I reset my Webex password?

Your Webex password is the same credential used to log into the Hosted VoIP Portal or your Business Communicator client. You can reset your password in the portal itself or once you've logged in successfully to Webex you can select "reset password" which will bring you to the Hosted VoIP portal.

Existing Webex account migration options

There is a conflict with one of my user's email addresses. how do I resolve it?

Cisco requires a unique email address for each user receiving a Hosted VoIP for Webex feature. An email is not unique if:

- It is associated to a free Webex account.
- It is associated to a corporate Webex account.
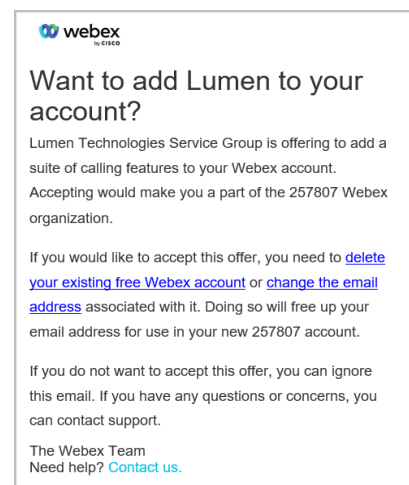- It is associated to more than one user who also has a Business Communicator feature.

The existing Webex account will need to be removed or the associated email address changed, or a new email will be needed for Hosted VoIP with Webex. (See more in Q & A below.)

I use the free version of the Webex application, do I still need to remove my account?

The Hosted VoIP with Webex feature can successfully be assigned to a user who has a free Webex account. The Hosted VoIP feature will not work, though, until the free account is either deleted or the associated email is changed.

If the feature is assigned to a user with a free Webex account, Cisco will email instructions to either delete the account or change the associated email address. (See sample email to the right.)

If the user does not receive this email, have them check their junk/spam folder. Instructions can also be found on Cisco's help pages: Delete your free Webex plan

> **webex** by CISCO
>
> ## Want to add Lumen to your account?
>
> Lumen Technologies Service Group is offering to add a suite of calling features to your Webex account. Accepting would make you a part of the 257807 Webex organization.
>
> If you would like to accept this offer, you need to delete your existing free Webex account or change the email address associated with it. Doing so will free up your email address for use in your new 257807 account.
>
> If you do not want to accept this offer, you can ignore this email. If you have any questions or concerns, you can contact support.
>
> The Webex Team
> Need help? Contact us.

My company has an existing corporate Webex account preventing me from adding the feature.

Cisco requires a unique email address for each user receiving a Hosted VoIP with Webex feature. If the email is associated to a paid Webex product, the Webex feature cannot be successfully assigned to the user. An email is not unique if:

- The email is associated to a previously purchased Webex account.
- The company domain is claimed by a corporate Webex account. Claimed domains can't be used even if the user doesn't have a corporate Webex account.

Workaround options are:

- Change the email associated to or remove the previously purchased Webex account. (Domain must be unclaimed for email change option.) Cisco's database can take up to 24 hours to refresh after an account is removed and the email is available to use.
- Use a different email/alias for the Hosted VoIP with Webex feature. If domain is claimed, the email/alias must use a different domain.
- Add Hosted VoIP with Webex to your existing corporate Webex account. The entire customer account must be moved, and Lumen will need external administration privileges to complete the migration. Please work with sales to facilitate the account migration process. More details can be found on Cisco's help pages: Add Webex for BroadWorks to Existing Organization.

How do I maintain all my Webex Team spaces and conversation history if I change from my current Webex account to a new Webex account with Hosted VoIP?

Cisco is unable to transfer the Teams spaces or conversation history between accounts. It is recommended that you download any documents, conversation history and contact details you would like to save from your old Webex account prior to making the change.

Issues making and receiving calls

My Webex chat and Team spaces are working but I can't make or receive phone calls?

Verify that **call settings** appear on the bottom left of the app. (Screenshot to the right.)

If it does not, verify that Webex is assigned to the Hosted VoIP user in the Administration portal.

If Webex is assigned and there is a calling error message at the bottom of the client, please call VoIP repair at 877-453-8353 Option 1, Option 1.
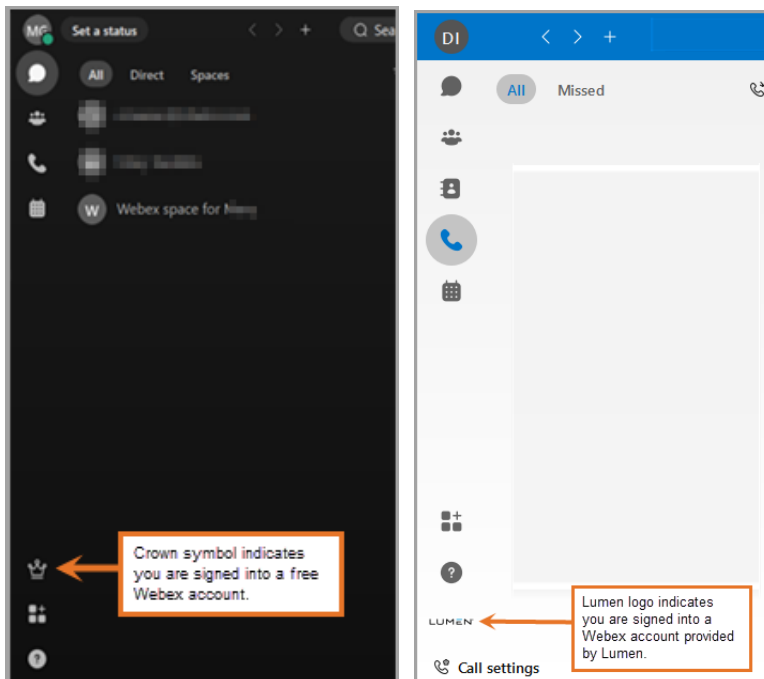
I am logged into the Webex app. I cannot make or receive calls?

You may have an existing free Webex account, or inadvertently set up a free account when you tried to log in. Since Cisco requires a unique email address for the Webex provided by Lumen, you will need to delete the free account.

To assess if you have a free account, look for the Lumen logo on the bottom left of the app. If you see a crown icon and no Lumen logo, you are signed into a free Webex account.

Follow this link to delete the free account: Webex free plans | Delete your free account

If you see the Lumen logo and still and still cannot make calls, contact repair at 800-524-5249, Options 2, 2, 3.

I am logged into the Webex app. I can make calls but I cannot receive calls?

Confirm the call forwarding feature is not enabled.

1. Click on the **profile and preferences** icon (icon in upper left corner with your initials).
2. Click on **settings** in the submenu.
3. Click on **calling** in the lefthand menu.
4. Check the **call forward** settings to confirm it says **do not forward calls**.
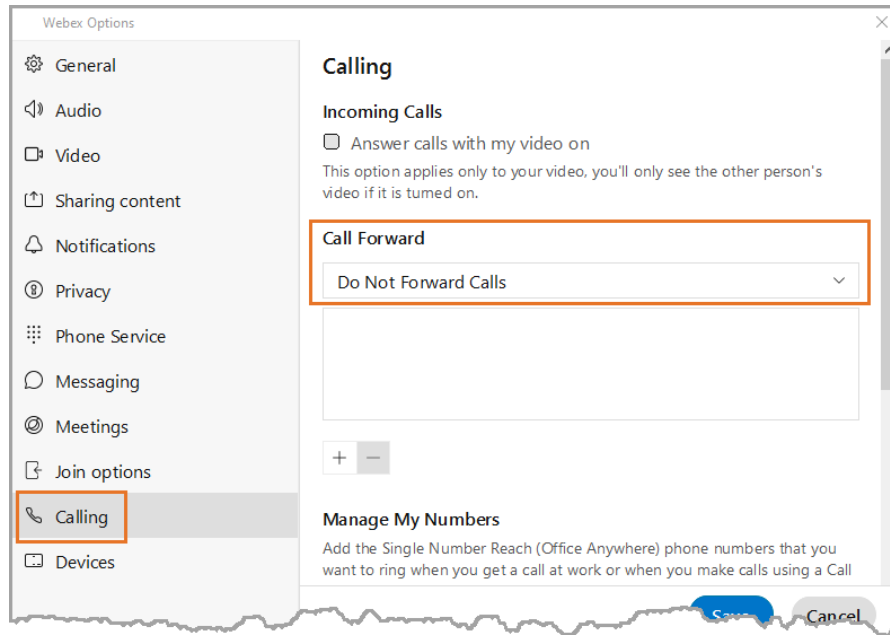
Updates to the Webex app

I've received a notification on the Webex app that there is an update available (green arrow on the desktop client or pop up in mobile app)**. Do I have to update?**

Webex updates happen frequently as Cisco adds new features and capabilities. It's beneficial to keep current with application updates.