Upgrade FAQ

Vexus Fiber is very excited to provide this upgrade from Mobility products to Connect with Webex, but we know you have questions. Here is a list of the questions we have received most frequently. If you have additional questions that were not addressed here, please connect with your Vexus Fiber Support team for assistance, call Customer Care at 800-658-2150.

Q - What are the features of Connect with Webex?

Connect with Webex has a ton of features for calling, collaborating, messaging, and meeting with colleagues, customers, and contacts – essentially all of the functionality Mobility had – PLUS advanced Meeting features, audio and video calling features, collaboration tools, app integrations, easily accessible 24/7 Online Help Documents and Videos, and so much more. Here is a quick summary list of important features for each Connect with Webex license level – but ask your primary Momentum Support contact for more information and review the documentation in the Connect with Webex page to learn more.

CONNECT with WEBEX

FEATURE SUMMARY	Softphone	BASIC	STANDARD
Calling, Voicemail, Contacts	✓	✓	✓
Messaging with Teams & Spaces		✓	✓
Join as meeting participant	✓	✓	✓
Voice and Video Conferencing		✓	✓
File Sharing		✓	✓
Desktop & Application Screen Sharing		✓	✓
Full Screen and Gallery View		✓	✓
Multi-party Chat		✓	✓
Web guest experience		✓	✓
Whiteboarding/Annotation		✓	✓
Space Meetings		✓ (25)	✓ (100)
Device Pair with Cisco Endpoints		✓	✓
Join from video system (CMR)		✓	✓
Personal Meeting Room (PMR)			✓ (100)
Call In Audio #			✓
Meeting Scheduling		✓	✓
Lock Meeting			✓
Recordings (Cloud)			
Transcriptions			
Floor Control			
Presenter/Password Protection Controls			
Media Quality Indicator			
Remote Desktop Control			
Presence (Manual/DND)		✓	✓
Personal Conference Number (PCN)			✓
Meetings Recordings			Local Save
Recording Transcriptions			
Microsoft Teams Integration for Webex Meetings			✓
Integration with Microsoft Office 365 Calendaring			✓
Integration with Google Calendaring for G Suite			✓
Message Storage		2GB	5GB
Cloud Meeting Recording		0	0
Meeting Duration		24hrs	24hrs
PMR Meeting Capacity			100
Years Stored		3yrs	3yrs
Space meeting Participants			100

Frequently Asked Questions

Q - When are customer accounts able to upgrade Mobility product users to Connect with Webex?

There is a defined two-stage process that will be followed by Vexus Fiber for each enterprise customer. Notifications will be sent to the customer's authorized Administrator contact(s) with helpful information and instructions for their Mobility Users to Self-Upgrade.

Stage One is the pre-build portion of the process performed by Vexus for the customer. To minimize billing interruptions, the upgrade process for all customers will be timed to match the customer account's bill date. On the evening before said bill date, new Connect with Webex licenses will replace the Mobility licenses for each user account, as they are pre-built in the Webex engine (aka Control Hub). Once built by Vexus, customers may begin to allow their users to use the Activation Portal to upgrade. Note: All communication(s) recommend that each customer complete this process within a two-week period while Customer Support is highly focused on this project and standing ready to assist.

Q - Once a customer has been *Pre-Built* and is able to proceed, what is the upgrade process?

Stage Two is the period when the users sign out of Mobility for calling and chatting and move to Connect with Webex. Mobility end users may begin their upgrade journey by visiting the User Activation Portal link which will be provided to their Administrators by Vexus. The Activation portal makes it very easy for every user to self-upgrade from Mobility to Connect with Webex by following a few steps to sign completely out of all Mobility applications, click the activation portal link their Administrator gives them via email, enter their work email and then their Mobility Username/Password credentials when prompted, download and install the application, and then sign in and start using Connect with Webex. It is important to note that Vexus will provide Administrators with helpful information and documentation that they can distribute to their organization's end users, including step by step instructions to activate and get started in Connect with Webex. These resources are also available 24/7 on the TeleCloudU page of the VexusFiber.com website.

Q - Is this upgrade optional?

No. All users will be required to switch from Mobility to Connect with Webex. Cisco has announced that Mobility has an end-of-life date of June 30th, 2022. After that date, Mobility products will not be supported, licenses cannot be purchased,Áæ} åÁ{ } * [ã * Á˜ } &ã } æ}æ̃ Áor availability ã Á[o̊ ˘ æaæ} c^^åÈThis process must be completed quickly.

Q - How will Vexus be communicating upgrade readiness to customers?

Vexus Fiber only communicates via email messaging directly to the Administrators / Super Admins on file for our customer accounts. Those contacts will be given all the details required for them to communicate and distribute helpful information to their employees. Users will see this once their organization can begin upgrading Mobility Users to Connect with Webex. The link will take users to the Connect with Webex page online where they will find helpful instructions, documentation, links to video training, and upgrade instructions.

Q - Is there a Support Guide for Connect with Webex that goes a bit deeper into the technical side of the application?

Yes, and other helpful documentation, too. Administrators may connect with Vexus Fiber support to request additional documentation or assistance. Users wishing to learn more about their new application can access documentation and training resources by visiting the Connect with Webex section found in the TeleCloudU page at VexusFiber.com.

Frequently Asked Questions

Q – How can Administrators keep track of their upgrading employees?

The *My Cloud Services Portal* has a new *Webex* section in Admin Tools that will display when the enterprise has been pre-built (Stage One). Authorized Administrators can go to this section in the portal to review a searchable list of the the licensed users on the account and check their current Webex activation process status. Tools in this section include the ability to filter and sort the view, and then *Export* the current list display to a .csv spreadsheet file for reporting. Review page 113 in the *My Cloud Services Portal Admin Guide* (found on the Momentum University site) to learn more.
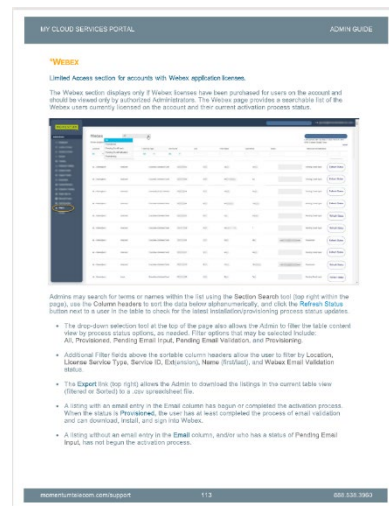
Q - Can our Administrator have a demo of Connect with Webex before rolling it out to all of our users?

Absolutely! Once notified that *Stage One* is complete and the customer's enterprise is pre-built in the Control Hub, an Administrator (and any other Mobility licensed team members they choose to allow within their enterprise) may follow the upgrade and activation steps and take the product on a test run. When ready, the administrator can instruct their users to perform the self-upgrade. It is strongly recommended to plan to have all users self-upgrade as quickly as possible.

Q - When customers are upgraded, are there any license changes or new USOCs?

Yes. Vexus will automatically switch the USOCs within our billing system. This is part of the **Stage One** phase. Customers will have the new Webex USOCs (and/or relevant Add-on USOCs) added to their accounts and will begin to see the new licenses reflected on their invoice starting in June as billing is updated in the upgrade process. The cost will mirror what the customer is currently being charged for Mobility.

Q - Will the Mobility products and Connect with Webex function at the same time?

Yes, for a short while during the upgrade process, users within an organization can be a mix of Connect with Webex users and Mobility users - although they will not be able to chat or collaborate between the two applications. Before June 30, 2022 - Mobility (calling & chatting) will continue to be fully supported by Cisco and will function as usual. After July 1, 2022 users must be on the same platform to search for each other and call or chat.

It is important to note that once an individual user begins the self-activation process for Connect with Webex, their old Mobility application will no longer function properly. The user's Telephone Number will be reassigned to use Connect with Webex and when that happens, the user's old Mobility apps will no longer work for calling (or chatting). It is important to complete the activation and installation process and log into the Webex application quickly once the process to activate is started.

Q - Will my Mobility Product break (stop working) when I upgrade to Connect with Webex?

The short answer is yes for the user that activates and installs Connect with Webex, but *Not* immediately for the remaining users who have not yet upgraded. Once a user upgrades, all calling and chatting functionality will be performed within the Connect with Webex client; and once activation is started, Mobility will cease to function for chatting, calling, meetings, bridge numbers, etc. for that specific user. If the user signs into their old Mobility application after activating and installing their Connect with Webex, the login to Mobility can impair calling/chatting in both applications until the user signs out of Mobility.

However, it is not known how long Mobility will continue to work unsupported after the June 30th, 2022 end of life date passes. Organizations and their staff/users are strongly urged to make the move to Connect with Webex quickly once they are informed they can proceed with Step 2 to ensure no loss of major functionality (calling, chats, etc.) occurs.

Frequently Asked Questions

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Q - When will the Mobility application stop working altogether?

All Mobility users are strongly advised to self-upgrade to Connect with Webex by June 30th, 2022.
Cisco has provided June 30th as the **end-of-life** date for all Mobility products. While the Mobility desktop and smartphone applications will likely continue to allow login and use after this date, Cisco will provide no troubleshooting or support for issues, and cannot guarantee that features and functionality will continue unimpaired or will not suddenly disappear after that date. It is important to note that after that end-of-life date on June 30th, there is the real possibility that Mobility features may cease to function without notice and can not be replaced or fixed. Vexus will no longer offer licenses or provision new Mobility licenses to users after June 30th, 2022. Quickly moving all Mobility users to Connect with Webex is the best solution.

Q - What application do I download onto my computer?

Users should contact their Administrator for instructions and the correct Activation Portal Link.

The Windows 64bit desktop download option is recommended for Windows users.
Download options are also provided for Mac OS and Linux versions during the activation process.
It is also recommended that users download the desktop application prior to attempting to install any smart device options as there are some settings for features and tools that are only available in the desktop version.

Q - Will Mobility's SMS feature work during the conversion process?

Once the customer has been pre-built for upgrade (Stage One), SMS in Mobility will *No Longer* function. The migration path for SMS is quite different and it takes time to pull the customer TN out of the 'Mobility' environment and add it to the Webex environment. Should a customer's users require the ability to use SMS functionality in their day-to-day, they should plan to migrate to Connect with Webex as quickly as possible.
Once their Webex provisioning is complete, users will be able to activate, install, and then setup and begin using the SMS BOT in the Messaging section of Connect with Webex.

Q - How do you incorporate SMS into Webex?

At the time of Webex provisioning, customers that had Mobility View with SMS will be able to begin the process of setting themselves up to use it after they activate and install Connect with Webex. Connect with Webex incorporates a BOT, and it must be enabled in the application. This requires a few simple steps. The BOT is called UCBot. Reference the Connect with Webex SMS QRG for instructions to implement your UCBot to begin using SMS text functionality after Connect with Webex is activated and installed. This document is available 24/7 in the Connect with Webex section of TeleCloud U on VexusFiber.com.

Q - Will Go Integrator function after the upgrade?

Yes! Changes will not be required by the customer either before or after the upgrade. The integration will function as normal (Screen Pops etc.).

### Q - Will Smart Seat with Messenger (SK125 / SD125) be required to upgrade?

Yes, the Smart Seat portion of the seat will remain. A Webex Basic Add-On (WE101) will be assigned as a User Level Add-On at $0.00. This means those users assigned the Smart Seat with Messenger license should review the **Connect with Webex Basic** resources, documentation, and training that is available 24/7 in the Connect with Webex section of TeleCloudU at VexusFiber.com.

Frequently Asked Questions

Q - How do Call Center agents login and logout in Connect with Webex?

In exactly the same manner used when working in the Mobility products – in Settings. Users of any Connect with Webex version (Softphone thru Premium) who are assigned to CC queue(s) can access the Call Controls features in one of two ways in Connect with Webex:

- Click on their *Avatar/Initials* (top right) > *Settings* > *Calling* > scroll down to click the *Advanced Call Settings* link.
- Click on the *Call Settings* button (application dialog footer) > *Open Call Preferences* to get to *Calling Settings* directly and scroll down to click on the *Advanced Call Settings* link.
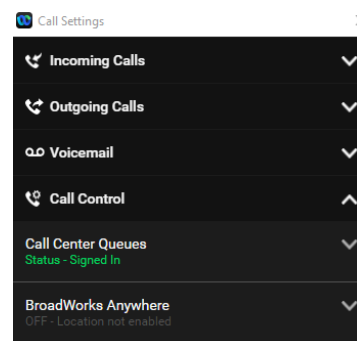
Under the **Call Control** section in the *Advanced Call Settings* dialog, users assigned to any CC queues will have the ability to login / logout of queues, set their queue availability while logged in, and select from their unavailable codes (where in use) just as they did before.

Q - What application can I download to my cell phone or tablet?

The Webex app is available for smart devices. To download and install Connect with Webex to those devices **after** setting up the desktop application, users can make use of the easy QR Code provided within their Connect with Webex application by clicking on *Avatar/Initials* (top left) > *Mobile Download*. OR - Apple users can go to the Apple App Store and Android users can go to the Google Play Store. Please Note: The desktop application should be downloaded, installed, and logged into before the secondary smart phone/tablet apps are accessed to ensure the user can manage the settings that are only available in the Desktop application.

Q - Will My Mobility settings, contacts, and chats be converted/moved to Connect with Webex?

No. Mobility's preference settings, contacts, and chats will not be moved over to Connect with Webex during the activation process. Prior to their conversion, users should take note of their setting preferences, copy, and save any chat information they wish to keep, and gather the information for contacts they will want to add to Connect with Webex to ensure they can easily set themselves back up once they have activated and installed their new Connect with Webex application.

Q - Will Mobility Favorites be moved to Connect with Webex and continue to appear on my desk phone?

No, Connect with Webex currently does not offer the means to enable 'favorites' that also appear on the user's desk phone at this time. It has been discussed as a roadmap feature that may be added in the future but has not officially been given a launch date by Cisco. In the meantime, Contacts <u>can</u> be set as "*favorites*" to display prominently in Connect with Webex in the Contacts section and searches.

Q – Will our Broadsoft Enterprise and Contact Directories display in Connect with Webex?

Yes. Within a few business days after the **first** user in the enterprise activates and upgrades to Connect with Webex, the contact/enterprise directories in BroadSoft will be sync'd to the Webex instance - and the directory data will automatically synchronize with Webex routinely thereafter. An organization's authorized Admin can contact Vexus Fiber customer care to request assistance if they wish to have the directory data sync action performed manually.

Q - Will any of the features in Mobility be unavailable once Connect with Webex is activated and installed?

As mentioned in previous answers, the *Favorites* feature that also displayed contacts on the desktop device is not currently available. Also, the functionality that allowed Mobility chats and the Unity product IMs to be visible in both applications within an Enterprise is not currently available, so once upgraded to Connect with Webex, IM chats in Unity and Messaging in Webex will be separate. All other features users had in Mobility are available and with the addition of so many more NEW tools and advanced features, users are going to love their new collaboration and communication application.

Connect with Webex Softphone (for previous Mobility Soft Phone users)

Connect with Webex Basic (for previous Mobility Messenger users)

Connect with Webex Standard (for previous Mobility View users)

Frequently Asked Questions

Q - Are there any other good Help resources from Cisco (Webex) for customers to use?

Yes there are, and while the Connect with Webex application offers several ways to directly access the Webex Help Center site online so it is at every user's fingertips in the application, here are the most common direct links for help based on topic:

- Getting Started with the Webex App
- Messaging
- Teams and Spaces
- Contacts
- Calling
- Voicemail
- Meetings
- Personal Insights
- Want more? Visit the Webex site for Post Activation user courses at: Webex GoLearn User Training

Frequently Asked Questions

Q - Will my sign in credentials remain the same?

Yes. To perform the activation for the upgrade and then log into Connect with Webex, users will enter their work email address and then their current Vexus (Mobility) user name and password credentials when prompted.

Q - What if a user does not know their Momentum or Mobility username and password credentials?

An authorized administrator for the organization can log into the Momentum My Cloud Services Portal and reset passwords for their staff. Customer Support can also be contacted at 800-658-2150 to request assistance with password reset.

Q - Will my Mobility chat history or contacts be available in Webex?

No. We recommend that users should save any needed chats or information in chat history and their contact information before self-upgrading. Those Contacts can be added to Connect with Webex very easily by the user once they upgrade.

Q - Will the Webex migration affect users who only use a physical desk phone?

No. If a user does not have Mobility, there is not action to take. Also, the upgrade from the Mobility product to Connect with Webex will not negatively impact the physical device a customer might have, nor will it have to be re-provisioned. Only users who currently utilize the Mobility applications will need to take any actions.

Q - Will my call routing be affected? Hunt Groups, Call Center Agents, etc.?

No. The call routing and provisioning associated with a user's seat will not be affected.

Q - Will my conference bridge number be the same?

No. Those versions of Connect with Webex that include this meeting functionality will provide users a with a new conference bridge and all information about that new bridge/link will be displayed in Settings > Meetings.

Q - Can I link my email and calendar to my Connect with Webex account?

Yes, provided the your IT Administrator has allowed such integrations for the users. If so, the user may integrate Google (Calendar and Mail) or Microsoft O365 (but not both). See below for links to the Webex Help Center for each solution:

- **Google Calendar & Mail Webex Integration:** https://help.webex.com/en-us/article/now4kjcb/Explore-Webex-for-Google-Workspace:-Google-Calendar-and-Gmail
- **Microsoft O365 Calendar & Mail Webex Integration:** https://help.webex.com/en-us/article/yf1gc7/Webex-App-%7C-Connect-Your-Microsoft-Outlook-Account