

Softphone - First login to WebEx (Windows)

08/12/2024 06:01:17

[FAQ Article Print](#)

Category:	Kommunikation & Kollaboration::Telefonie	Votes:	3
State:	public (all)	Result:	100.00 %
Language:	en	Last update:	14:11:19 - 07/19/2024

Keywords

Softphone telephone VoIP WebEx Cisco

Solution (public)

Prerequisites You must have assigned your phone number in the [1]Self-Service Portal before using the softphone via WebEx.

With this entry, WebEx is automatically enabled one day later. To be able to use WebEx as a softphone, you then request the setup of Softphone from the [2]Service Desk.

Information about the software download sources can be found in the [3]FAQ "Softphone - Software downloads Cisco WebEx and Cisco Jabber".

Logging in

-

Start the WebEx application on your computer and click on "Sign in".

Screenshot CISCO WebEx: Start screen

-

Now enter your TU Dresden e-mail address and click on "Next".

Screenshot CISCO WebEx: Login screen

-

A window will then open asking you to enter a 4-digit code. At the same time, the browser starts and prompts you to log in with your ZIH access data and the 2nd factor (token).

Note: If the initial authentication to a service at TU Dresden (DFN-AAI login) has already been carried out in the current browser before starting the WebEx application, this step is omitted and you will only see the one-time code window in the WebEx application and the WebEx Helper page in the browser.

Screenshot CISCO WebEx: One-time code Screenshot browser Vivaldi: TU Dresden Authentication (DFN-AAI login)

-

After the two-factor login, a CISCO WebEx Helper window opens in the browser. You can either manually transfer the 4-digit code to the WebEx app and click "Verify" or have the Helper execute it by ticking the checkbox and click "Open Link".

Screenshot browser Vivaldi: WebEx Helper page

-

You are now logged in to WebEx. The next login window is for logging in to the TU Dresden telephony server. Use your ZIH access data again (this time without the 2nd factor).

Screenshot CISCO WebEx: Telephony server login window

-

You will now receive the disclaimer with instructions on using the softphone client for emergency calls only when you are in your personal office. Read the disclaimer carefully and then confirm with "OK".

Screenshot CISCO WebEx: Disclaimer emergency call

-

You are then logged into the system and can start and receive calls. You make settings using the cogwheel and you can see your profile by clicking on the circle with your initials in the top left-hand corner.

Screenshot CISCO WebEx: Calling view

[1] <https://selfservice.zih.tu-dresden.de//index.php/coltkdata>

[2] <mailto: servicedesk@tu-dresden.de?subject=Requesting%20softphone%20use%20with%20WebEx>

[3] <https://faq.tickets.tu-dresden.de/v/ItemID=1057>