


The Valcom V-9972 is compatible with Cisco Webex Calling as a *Customer Managed Device, Generic IP Phone*. Refer to the Webex documentation for details on provisioning in Webex Control Hub. Webex Calling is supported on the V-9972 with firmware version 3.1.17 or higher.

After provisioning the device in Control Hub, the confirmation screen will provide details necessary for programming the V-9972. Copy the details and/or download the CSV details file for reference. An example of the provisioning details is shown below.

### Add workspace



Device Successfully Added

<b>Details</b>	
Workspace Name	SIP Username
Valcom-9972	81-398 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>
Device Vendor	SIP Password
Generic IPPhone Customer Managed	/s- )Vg <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">4</span>
Line ID ⓘ	<span style="color: orange;">⚠</span> Enter this password into the device to link it. As needed, record this password, since it will never be visible again. The administrator is responsible for maintaining and securing these credentials.
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1</span> pe-sbp@83-438.cisco-bcld.com <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>	
Outbound Proxy	<a href="#">Download credentials as .csv</a>
dfw06.hosted-us.bcld.webex.com <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">5</span>	<a href="#">Configuration documentation</a>
MAC address	
00D05F-82	

Close

Programming the V-9972 can be done using the VIP-102B Programming Tool, or through the web interface of the V-9972. Both options are illustrated in the following graphics. The number circles indicate where the information from the Webex provisioning page should be entered in the Valcom programming. The "Line ID" value is split at the "@" sign, with everything before the @ as Phone Number and everything after the @ as Realm. Note also the options for the Transport (TLS), Register, DNS SRV and SRTP that need to be enabled.

The SIP tab from the VIP-102B Programming Tool with the relevant fields for Webex:

Summary Properties Network Time System Channels Group Membership SIP

Transport: Accept: TLS, Originate: TLS

1 2 3 4

Phone Number: pe sbp ①

Description: Webex SIP connection

Authentication Name: 81 398 ③

Secret: /s )Vg ④

Realm: 83 438.cisco-bcld.com ② Validate Remote Certificate:

	Server	Port
▶ Primary	dfw06.hosted-us.bcld.webex.com ⑤	5061

Register:

DNS SRV:

Max Calls: 1 SRTP:  Media Encryption Optional

Busy Message:

Call Fwd Busy ( 302 ): Ring Timeout (secs): None

Outbound Proxy: Outbound Port: 5061

Keep Alive Timer (secs): 3600 Options Timer (secs): 10

SIP Port: 5061 Idle Timeout (secs): 0

RTP Port: 20000 Max Call Timer (secs): 0

Night Ring:  Night Ring Group:

CID Number:

CID Name:

Auto Destination:

Channel Priority: Medium

Defaults Status Copy Apply Cancel

The SIP page from the web interface of the V-9972 with the relevant fields for Webex:

1 2 3 4

SIP Transport  
Accept: TLS, Originate: TLS

Max Simultaneous Calls  
1

SIP Channel Priority  
Normal

Phone Number  
pe- bp (1)

Description  
Webex SIP connection

Authentication Name  
81- 98 (3)

Secret  
/s- Vg (4)

Realm  
8- 3.cisco-bcld.com (2)

•  
•  
•

Primary SIP Proxy Address dfw06.hosted-us.bcld.webex.com (5)	Primary SIP Proxy Port 5061
Backup 1 SIP Proxy Address	Backup 1 SIP Proxy Port 5061
Backup 2 SIP Proxy Address	Backup 2 SIP Proxy Port 5061
Backup 3 SIP Proxy Address	Backup 3 SIP Proxy Port 5061

Register  
 DNS SRV

Outbound Proxy  
Outbound Port  
5061

Validate Remote Certificate

SIP Port  
5061

SRTP  
Encrypt Media  
Optional