

CUCM to Webex Calling cheat sheet

1. Discover

Users, devices, numbers, trunks, hunt groups, voicemail, analog, fax, dial plan, class of service, E911, recording, contact center, and integrations you must retest.

2. Design

Map sites to Webex Calling locations. Choose cloud PSTN or a Local Gateway. Write the feature gaps down. Confirm device firmware (many desks need Multiplatform phones) and what happens if the cloud path fails.

3. Port

Letter of authorization and a firm date, or keep the carrier and hairpin through the Local Gateway. Do not port ranges you do not own.

UC Lab field card · fictional examples only · confirm RFCs and current vendor docs before production changes.

4. Pilot

One team. Inbound, outbound, voicemail, and an emergency test on the provider's test number. Keep a return path to CUCM.

5. Cut over

Waves by site or number block. Freeze unrelated dial-plan edits. Watch completion and emergency calls.

6. Retire

Soak, then remove old trunks, nodes, DNS, and unused certificates. Test 911 again after the old path is gone.

Sources and go deeper

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Opened 2026-10. A row marked confirm has no link, because that page was not verified.

Webex. Get started with Webex Calling. <https://help.webex.com/en-us/article/8jda92/Webex-Calling>. last checked 2026-10

Webex. Webex Help Center. <https://help.webex.com/>. last checked 2026-10

Cisco. Cisco Unified Communications Manager product support.

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/series.html>. last checked 2026-10

Cisco. Cisco Collaboration Preferred Architectures.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/design/guides/PAdocs.html. last checked 2026-10

Community. Cisco Community, Collaboration knowledge base.

<https://community.cisco.com/t5/collaboration-knowledge-base/tkb-p/4691-docs-collaboration-voice-video>. last checked 2026-10

Wikipedia. Voice over IP (Wikipedia). https://en.wikipedia.org/wiki/Voice_over_IP. last checked 2026-10

Cisco. System Configuration Guide for CUCM, Release 15.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/15/systemConfig/cucm_b_system-configuration-guide-15.html. last checked 2026-10

Webex. Get started with Local Gateway. <https://help.webex.com/en-us/article/t9xctu/Get-started-with-Local-Gateway>. last checked 2026-10

Webex. Configure Local Gateway on Cisco IOS XE for Webex Calling.

<https://help.webex.com/en-us/article/jr1i3r/Configure-local-gateway-on-IOX-XE-for-Webex-Calling>. last checked 2026-10

Protocol and ports. Port reference for Webex Calling.

<https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Cisco-Webex-Calling>. last checked 2026-10

Webex. Webex Calling survivability gateway guide. confirm. A survivability-gateway article was not opened, so this row has no link. The local-gateway guide that did open is listed above. last checked 2026-10

Cisco. Cisco Unified SRST product support.

<https://www.cisco.com/c/en/us/support/unified-communications/unified-survivable-remote-site-telephony/series.html>. last checked 2026-10