

Cisco Webex User Guide

This guide unlocks the potential of Cisco Webex, the handy calling software pre-installed on your DCJ laptop. It will walk you through essential tasks like:

- 1. Installing Webex
- 2. <u>Webex Login</u>
- 3. Set Speaker and Microphone Defaults
- 4. Setting your Status
- 5. Hold a Call
- 6. Transferring Calls
- 7. Answering/Rejecting Calls
- 8. Marking Calls
- 9. Conference/Merge Calls
- 10. Set Do Not Disturb
- 11. Advance Settings Call Forwarding
- 12. Accessing your Voicemail

This user guide will show you how to perform each of these tasks.

1. Installing Webex

1 Click on the Search bar next to your windows button on the bottom left side of your laptop and search for "Software Center". Click on the application "Software Center".





2 In the Applications window select "Cisco Webex" Application.



3 Click the Install button to install the Cisco Webex Application.



2. Webex Login

1 Launch the Cisco Webex Application. Upon starting up Webex you should see the Sign In screen.



0	
Webex ~	
Sign In	
Join a Meeting Create a New Account	

2 Sign in with the username / Email addressed supplied eg: 0283461752@dcs.nsw.gov.au – Not your actual Email address.



3 Enter the supplied Password and Submit.





				- 🗆 ×
	Helio 028346175	52@dcs.nsw.gov.au		
	Enter you	Ir password		
	Su	ubmit		
	WEDLER by CISCO by using weder. Teams you accept the Terms of Servi	e.e., Physicy Islammers and Academic & Disclamers. Learn more about the physical strength of	a webes teams.	

4 This screen should be shown the 1st time you log into Webex. Just press OK.

Emergency of	alling notification
IMPORTANT EN	/IERGENCY DIALLING (e.g. 911, 999, 112,
119) WARNING	
Only use your s	oft phone to dial emergency services from
your registered	physical location. Dialling from other than
calls to an inco	rrect dispatch centre or provide incorrect
location inform	ation, potentially delaying or preventing
emergency services emergency loca	vices. Please review and update your ation according to the tools, instructions,
and methods p	rovided by your service provider. Your
service provide	r may not support access to emergency
services outside	e of your home country

5 Then you should be presented with the screen below. Press "Got it" to continue to login to Cisco Webex.



Interaction C. Structure meet, and call Image: Constructure of call Image: Constructure of call Image: C	Have you reviewed your people insights profile? People insights displays information that is publicly available or provided by your company. You have control over your public profile, which evolves over time. Learn more about People Insights	
	or for a set of the se	
International Contractions		

3. Set Speaker and Microphone Defaults

- ¹ Click **Settings** \bigotimes on the navigation sidebar and select **Audio**.
- 2 Choose the devices to use for the microphone, speaker, and ringer. You can adjust the volume of your speaker and microphone from here.

Settings	- 🗆 X
帶 General	Audio
🗘 Audio >	Ringers and alerts
□ Video >	Use internal settings (internal speakers) 🔨 Test
 Sharing content 	Output level I I I I I I I I I I I I I I I I I I I
♠ Notifications >	
🚔 Appearance	Speaker
岔 Accessibility	
Keyboard shortcuts	VolumeO
Privacy	Microphone
	Use internal settings (internal microphone) 🗸 Test
∅ Messaging	Conput level in the transmission of transmission of the transmission of transmission o
🗇 Meetings >	VolumeO
🖀 Calling	Automatically adjust volume
ති Devices	Unmute temporarily by holding the space bar
	Sound effect
	Save Cancel

4. Setting your Status

1 Select a status from the available list or create your own status by typing in the What's



your status? window.

What's your status?	
©	0/75
Clear after	
1 day 🗸 🗸	
Choose a status	
Working from home 🏠	
Traveling for business 🚀	
Out for lunch	
Be right back <u></u>	

Notes:

- You can add up to five status options to the list, so they are quickly available.
- The maximum length for each status is 75 characters and can also include emojis.
- 2 In the **Clear After** drop-down, choose from the following:
 - Select when you want your status to clear, by choosing a time from the list.
 - Click **Set a time**, to choose a specific date and time.



Notes: You can set a status for a maximum of 7 days or a minimum of 30 minutes.

3 Click Save to save the changes. To remove a selected status, click Clear.



5. Hold a Call

1	While on a phone call, sele	ct 🕞 a	nd then select Hold .					
	2 0433225			00:34	•		\times	
		04	433225					
			00 Hold					
			→ Transfer					
			A Conference					
		I Mute	✓ III Keypad III ×					

2 To go back to your held call, select it form the spaces list and then select **Resume**.





6. Transferring Calls

1

- While on a phone call, select () and then select Transfer.
- 2 Type in the number or the name of the person who you want to transfer the phone call to and then choose whether you want to consult with them first before you transfer the call by selecting **Consult first** or select **Transfer now** to transfer the call directly without consulting with the other party.

0433808			×
1	2 ABC	3 DEF	
4 GHI	5 JKL	6 MNO	
7 PQRS	8 TUV	9 WXYZ	
*	0 +	#	

3 If you select **Consult first**, you will need to press **Complete Transfer** after speaking to the other party to transfer the call to the other party.



₩ 0433808-	00:13	0	7		
				e	
0422000					
0455606					
Complete Transfer					
👤 Mute 🗸 🤃 Keypad					

7. Answering/Rejecting Calls

1 When you get a call, you get a notification that you can use to answer or decline the call. Simply Click **Answer** to Answer the call or **Decline** to Decline the call.

RW Rosi	mery Wun		
Call	on Webex		
Message	Decline	Answer	

8. Making Calls

1 To make a call, simply look for the green phone icon () which will allow you to call anyone you like.



SM	Set	< > +	Q Search, meet, and call Connect to a device	- P	*
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	RW	Rosmery Wun			
8	O	Test BizPhone	Messages Profile Content Schedule +Apps	52	Q .
¢.	w	Webex space for	This is where you and Rosmery can get things done together. Try out other ways to keep the conversation going.		
60	D	desktop test	This conversation is protected by strong encryption using a unique key. Click to learn more.		
	M	mobile test	🖉 Share a file 🔤 Send a GIF 🔤 Make a call		
			Rosmery Wun was unavailable: 11:44 AM		1
			Rosmery Wun was unavailable, 11:44 AM		
8+ 88					2
?			🖉 🗔 Tr 😳 📾 🗒 @ 🖹 Shift+Enter fo	or a new line	8

9. Conference/Merge Calls

When you are on a phone call and you receive an incoming call in Webex, you can merge the two phone calls into one and have everyone in one phone call. Or if you are on a call, you can dial a number and merge the calls.

1 If you are already on a phone call and wish to add a person into the call simply Select and then select **Conference**.



2 Enter the number of the person that you want to add to the call and click on the Audio Sutton.







3 Press **Merge Calls** to merge the calls into one.

1 0433808		00:13 🛛 🚽 🗆
	0433808	
	Merge Calls	
	🖳 Mute 💙 (🍀 Keypad) 💮 🗙	

4 If you are on a phone call and you receive another phone call and you wish to merge the two calls Select **Hold and Answer Call**. (Your active phone call is put on hold and the incoming call is answered.

(#) Incoming	call from
04338084	450
04338084	50
Decline	Hold and Answer

5. Select —, Select **Merge** and then choose the phone call to merge. The original call is resumes and merged with the incoming call.





0433808 4		01:01 🛛 🕘 — 🗆 >
		0
3		
	0433808	
	00 Hold	
	→ Transfer	
	→ Merge	0433225:
	Conference	

10. Set Do Not Disturb

You can set your availability to Do Not Disturb (DND) to let others know that you are busy or do not want to be disturbed. People can still send you messages and you will still see your unread indicators.

- 1 Choose your profile picture and select **Availability**.
- 2 Choose from the following:
 - Select how long you do not want to be disturbed for from the list.



SM			Start
			Nam
Stephen May SMay@bwinteropbizphon	e.com		Q Add
Availability Active	>	Set do not disturb for	
		30 minutes	
Status Edit profile		30 minutes 1 hour 2 hours	
Status Edit profile Settings		30 minutes 1 hour 2 hours 12 hours	
Status Edit profile Settings Help	>	30 minutes 1 hour 2 hours 12 hours 7 days	
Status Edit profile Settings Help Mobile download	>	30 minutes 1 hour 2 hours 12 hours 7 days 14 days	

- Click Set a time to choose a specific time and click Save.

🔯 Webex		×
Do not disturb until:		
Today	12:30 AM	×
	Save	Cancel

3 To change your availability back to active, click **Availability > Clear**.



SM Set		Carearch, meet, and can
SM		C Start a gr
SIVI		Name th
Stephen May SMay@bwinteropbizphone.cc	om.au	Q. Add peo
Availability Do not disturb until 12:30 AM	>	Clear
Status		Set do not disturb for 30 minutes
Edit profile		1 hour
Settings		2 hours
	>	12 hours
Help		
Help Mobile download	>	7 days
Help Mobile download Sign Out	>	7 days 14 days

11. Advanced Settings – Call Forwarding

You can also configure your advanced call settings for Incoming/Outgoing calls and Voicemail through Webex.

1 Click your profile picture, select **Settings** > **Calling** > and then select **Advanced Call Settings**.



ŝ, c		
ශ General	Call Forward	
∜》 Audio	Do Not Forward Calls	\sim
⊐¹ Video		
♪ Sharing content		
⑧ Privacy	+ -	
Phone Service		
O Messaging		
 Montings 	Choose when the incoming call on your computer should automatic come to the front.	ically
e weetings	When using this computer for calls:	
Join options	Don't bring calls to front	~
℅ Calling		
Devices	When using a desk phone or video device for calls:	
	On all calls	\sim
	Additional Call Settings	
	Advanced Call Settings	
	Save	Cance

2 Click on the drop-down arrow on each category (**Incoming Calls, Outgoing Calls** or **Voicemail**) to configure the settings.





- **3** For **Incoming calls**, you can choose to enable or disable:
 - Do Not Disturb
 - Anonymous Call Rejection
 - Call Forwarding (Always, When No Answer, When Busy, When Not Reachable)
 - Simultaneous Ring
 - Sequential Ring
 - Remote Office
 - Call Waiting.



🔯 Call Settings	×
🕊 Incoming Calls	^
Do Not Disturb	-
Anonymous Call Rejection	-
Call Forwarding OFF - Call options not configured	~
Simultaneous Ring OFF - Ring number not configured	~
Sequential Ring OFF - When to Ring option not selected	~
Remote Office	0
Call Waiting	-
🛠 Outgoing Calls	~
သ Voicemail	~

- 4 For Outgoing calls, you can choose to enable or disable:
 - Block My Caller ID
 - Automatic Callback

🔯 Call Settings	>
€ Incoming Calls	~
🛠 Outgoing Calls	^
Block My Caller ID	0=
Automatic Callback	0
o Voicemail	~
Voicemail عن	~

- 5 For Voicemail, you can choose to:
 - Send Calls to Voicemail
 - Send Voicemail to Email.



12. Accessing your Voicemail

- ¹ Click on the Voicemail Click on the Voicemail
- 2 Choose required message, Right-Click the message and Select **Play Voice message** or Click **Play** in the window that opens to the right.

Set a status	< > + Q Search, meet, a	nd call	Connect to a device
Inbox Unread	Trash %		
+61433225	Si48 PM Play voice message Audio call Delete Mark as read	+ +61433225 +61433225	
8		Tuesday 5:48 0 0:00	0:03
:		Audio Video Del	tete More