

Webex – Accessing Webex for Faculty/Staff

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Introduction

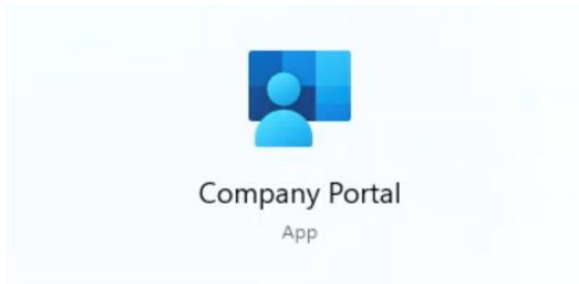
This documentation is to serve as training for installation and access to Webex. This document will also provide an overview and best practices when making/receiving calls and/or voicemails.

Webex is a platform for collaboration and communication, including video conferencing, messaging, and calling. It's a service offered by Cisco, and it allows users to connect, communicate, and share content in real-time. Webex is available through a desktop app, mobile app, and web browser.

At SCSU we'll be utilizing the Cisco Webex services for phone infrastructure, interoffice calling, and virtual meetings. The Webex app serves as your connection to your phone from your university provided computer. This includes when you want to make / receive phone calls from home.

Installing Webex – Windows

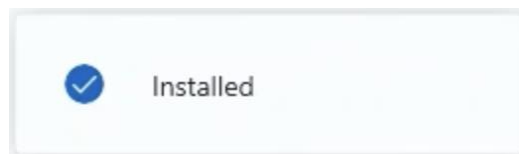
1. Navigate your cursor to your search icon located on the bottom left side of your tool bar on your Windows home screen and search for [Company Portal](#).



2. Once selected, search for [Cisco Webex](#).
3. Click the “Install” button to begin the download and installation process. Note that this may take a few minutes to complete.

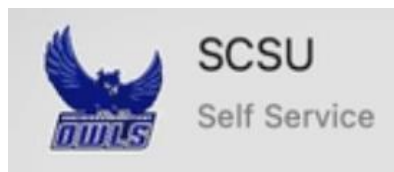


4. Once the status for the application shows as “Installed”, you can access Webex via desktop application.



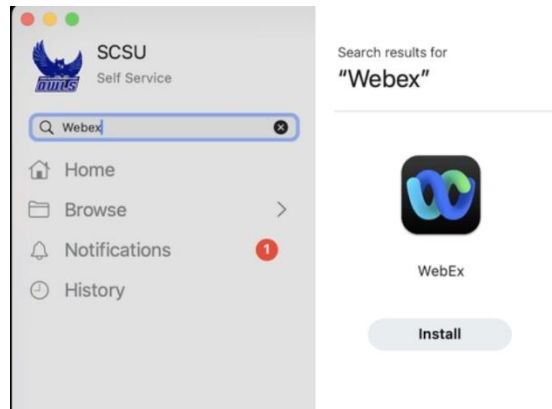
Installing Webex – Mac

1. Navigate to [Self Service](#) on your Mac.

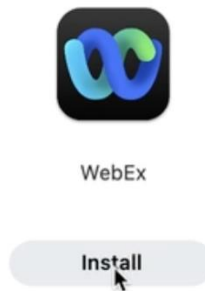


2. Sign in with your SCSU email and password. Authenticate with your MFA utility if prompted.

3. Search for [Webex](#).



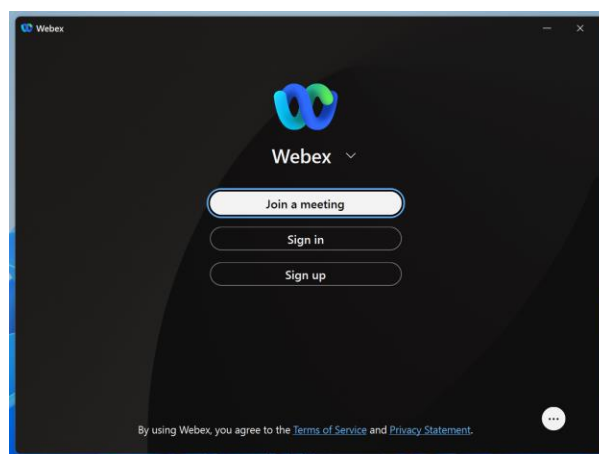
4. Click the "Install" button to begin the download and installation process. Note that this may take a few minutes to complete.



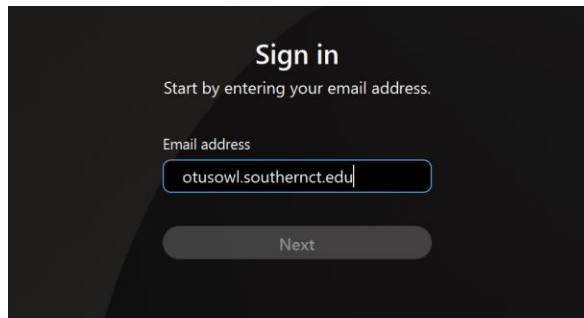
5. Once installed you can search and access [Webex](#) via desktop application.

Logging in to Webex

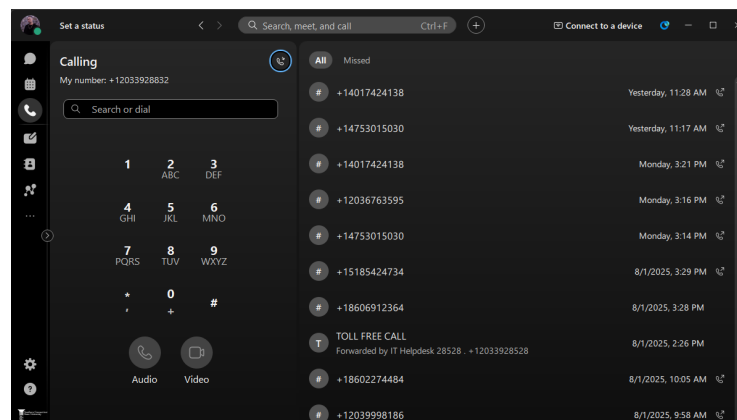
1. Open Webex via desktop application or if accessing via web go to user.webex.com.
2. Click the "Sign In" button.



3. Enter your SCSU email address, click the "Next" button.



4. Authenticate with your SCSU email and password if prompted.
5. Once verified you will be directed to the [Webex Calling Page](#).

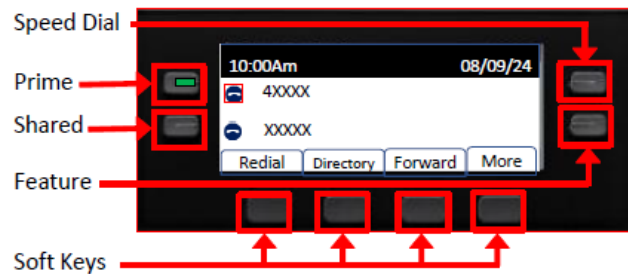


Phone Over and Features

Phone Button Mapping



Display: Date, Time, & Main Extension



Soft Keys are Multi-Function buttons. They control **Day-to-Day Features**, such as **Redial**, **Forward all & Hold**. These keys change depending on the status of your phone. The display will show what features are available at that time.

Making Calls

Internal Calls:

- Dial the 5 digits (University Extension): 2XXXX

External Calls:

- ****Dialing 9 prior to entering the phone number is no longer required****
- Local: dial 10 digits (XXX)-XXX-XXXX
- National calling: dial 11 digits +1 (XXX)-XXX-XXXX
- International calling: +011-XX-XXX-XXXX

Making Calls

Internal Calls the 5 digits

- Local Calls: 203+XXX+XXXX
- National Calls: 1+XXX+XXX+XXXX
- International: +44-XXX-XXX-XXXX
- Emergency Dialing: 911

Placing a call on hold

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While connected to a call:

- Press Hold button or soft key
- Returning to Call on Hold options
- Press Resume soft key or Red flashing line button or the Hold button.

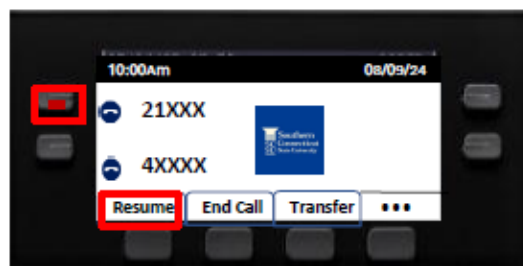


While connected to a call:

- Press the soft key


Returning to Call on Hold options

- Press Resume soft key, or Red flashing line button or the Hold button.



Transfer a call

During an active call, you may transfer that call to anyone in or outside your office.

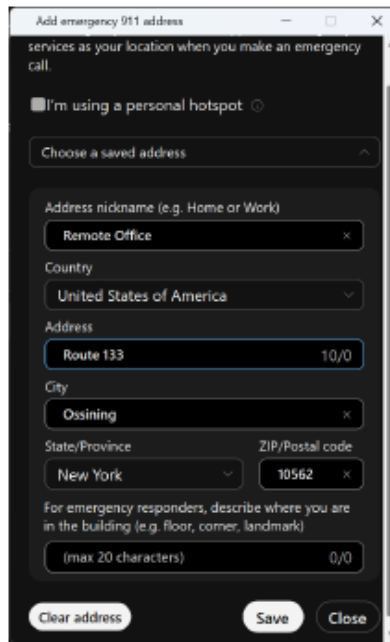
1. Press the Transfer button. 
2. Enter the telephone number you wish to transfer to
3. Press the Transfer button again to immediately complete the transfer, or you may wait for the other person to answer the call, speak to them, then press Transfer
4. If the person is unable to take the call press End Call softkey.



Emergency Calling 911(E911)

This will help emergency services determine your location based on the device you call from. This setting needs to be set on every device you log into, and when you move your laptop to a new location. You should be prompted every time a change is required.

1. Enter the appropriate address and details on the location into the text boxes and click, “Save”.



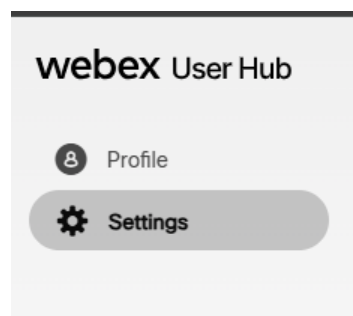
The screenshot shows a mobile application window titled "Add emergency 911 address". The window contains the following fields and options:

- A checkbox labeled "I'm using a personal hotspot" with an information icon.
- A dropdown menu labeled "Choose a saved address".
- A text field for "Address nickname (e.g. Home or Work)" with the value "Remote Office".
- A dropdown menu for "Country" with the value "United States of America".
- A text field for "Address" with the value "Route 133" and a character count "10/0".
- A text field for "City" with the value "Ossining" and a character count "10/0".
- A dropdown menu for "State/Province" with the value "New York".
- A text field for "ZIP/Postal code" with the value "10562" and a character count "10/0".
- A text field for "For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)" with a character count "(max 20 characters) 0/0".
- At the bottom, there are three buttons: "Clear address", "Save", and "Close".

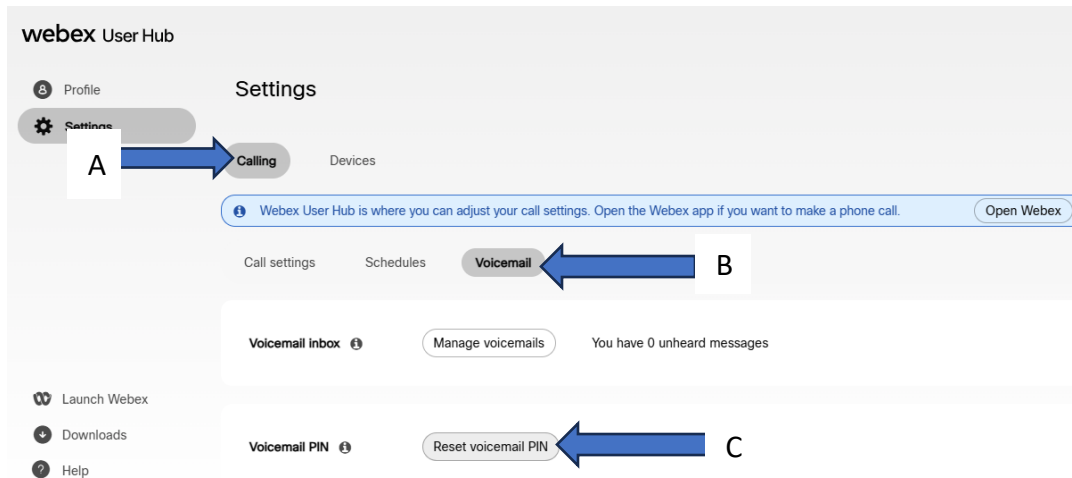
Voicemail

Your voicemail needs to be set up as if it was new. You will need to set a new Greeting, and a new PIN.

1. Go to user.webex.com.
2. Log in with your SCSU email and password. Authenticate with your MFA utility if prompted.
3. Click on “Settings” on the left side of the screen.

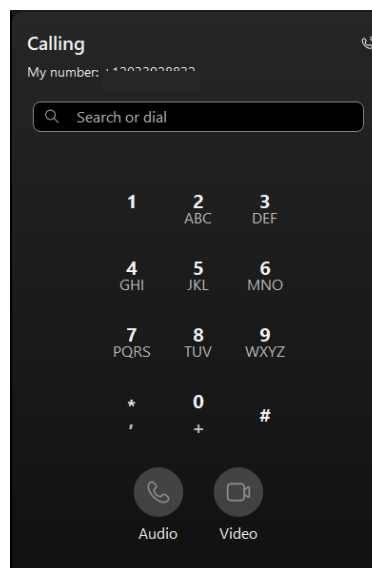


4. Select the “Calling” tab (A), and then the “Voicemail” tab (B).

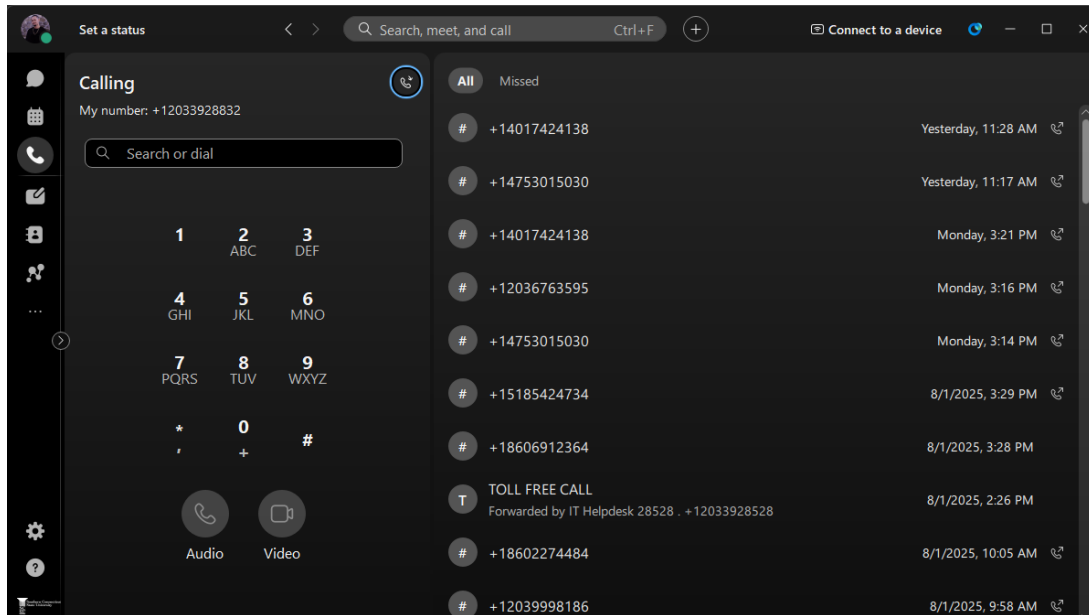


5. Click “Reset Voicemail PIN” (C) and enter a 6-20 digit pin. Click “Save” when you are done.
6. Either leave the voicemail with the default message or set a Custom message.
 - In the “Send calls to voicemail” box turn on Send calls to voicemail when line is busy.
 - Click the radio button for “Custom message”.
 - Select “Record message”.
 - Click the red recording button and record your message. Play the message back to make sure it sounds good.
 - Click “Save”.
 - Do the same for the “Send calls to voicemail when no one answers” option.
 - Click “Save” at the bottom of the “Send calls to Voicemail” box.

Webex App - Placing a call



On the [Calling/Call History](#) tab enter a Name or Telephone number in the search field. If the person is saved in your Outlook directory then their name/number will popup below the search box.



Webex App – Incoming Calls

When receiving a call a notification box will pop up, you can choose to **Answer** or **Decline**. **Decline** will send the caller to voicemail. The Caller ID and Phone number are available if the person is a known caller.

