

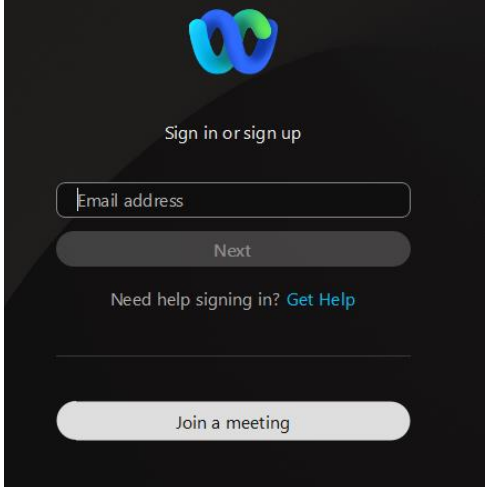
Cisco Webex App Training



Download the APP and sign in

- Go to <https://webex.com/downloads>
- Choose the correct version for you OS
 - For Windows 10 choose “For Windows (64 bit)”
 - For iOS or Android click the app store button

Enter your Centre email address, you will be taken to the Centre Quicklaunch page to login.

A screenshot of the Webex sign-in interface. At the top is the Webex logo, a stylized 'W' in blue and green. Below it is the text 'Sign in or sign up'. There is a text input field labeled 'Email address'. Below the input field is a 'Next' button. Underneath is a link that says 'Need help signing in? Get Help'. At the bottom is a 'Join a meeting' button.

Sign in or sign up


Email address

Next

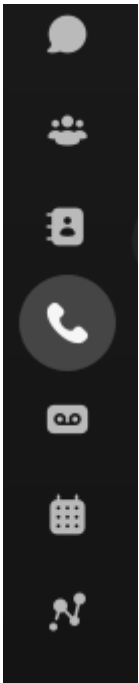
Need help signing in? [Get Help](#)

Join a meeting

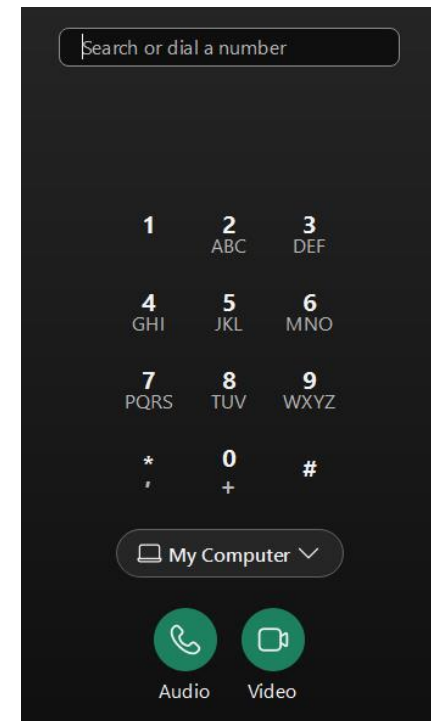
Basic Dialing Information

- **You no longer need to dial 9 for an outside number**
- **Call for Emergency: 911**
- **Dial an Internal Extension:** dial the 4 digit extension.
 - All internal extensions may be found in the *Company Directory* located under the **Contacts** button  on your phone
- **Dial a Local or Long distance number:**
dial 1+XXX-XXX-XXXX or XXX+XXX-XXXX
for all toll, local and long distance numbers

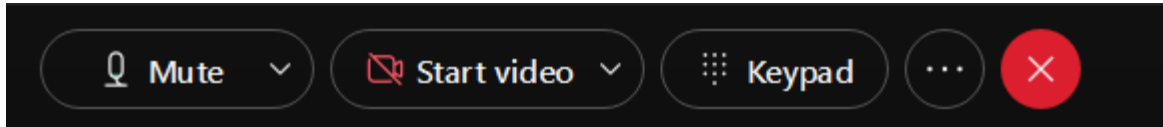
Placing a Call



You can place a call by clicking the handset icon in the left hand panel. You can dial the number using the dial pad and clicking the handset icon or if they are a member of the campus community with a phone you can enter a name in the search field. Then click the handset or video icon next to their name to place the call.



Place a Call on Hold or Mute

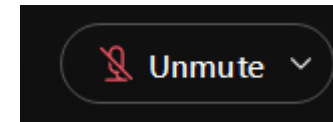
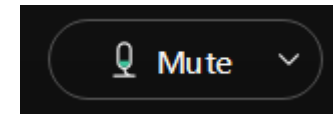


To Place on Hold

1. Click the 3 dots and choose “Hold”,
2. To return to the call, press the **Resume** button.

To Place on Mute

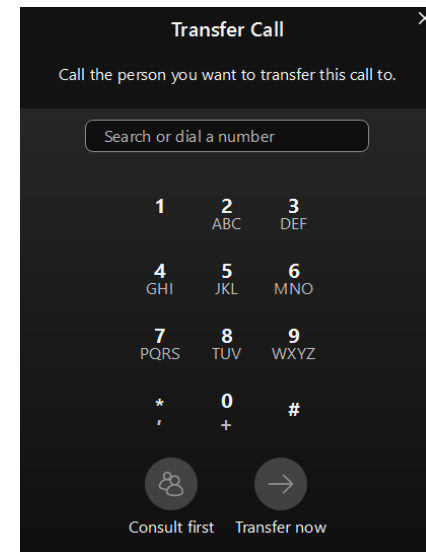
1. Press the **Mute** button.
2. To disengage mute, click the Unmute button.



Transferring Calls: 2 Options

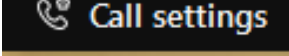
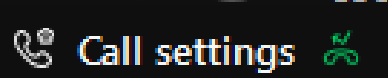
Blind Transfer (doesn't wait for person to pick up)

1. During a call choose the 3 dots and choose transfer.
2. Choose “Consult first” to talk to the person you’re transferring the call to or “Transfer now” to immediately send it to the person. This is called a “Blind transfer”
3. Dial the number in the transfer window..



Call Fwd.

Forward All Calls

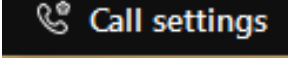
1. Choose Call setting on the bottom left.  A black rectangular button with a white telephone handset icon and the text "Call settings" in white.
2. Select Open Call Preferences and choose "Calling" from the left panel.
3. You'll need to add a number to your forwarding list. This can be a 4 digit internal number or a 10 digit external number. Click "Save"
4. Now when you choose call setting, the call forwarding drop down will show the number or numbers you entered as an option. Choose the number you would like to forward your phone to. You can see the icon has change to show that your number is forwarded.  A black rectangular button with a white telephone handset icon, the text "Call settings" in white, and a green checkmark icon on the right.
5. To remove the forward, choose Call setting and select the Do Not Forward Calls from the drop down.

Transfer and Call Fwd to Voicemail

Transfer to Voicemail

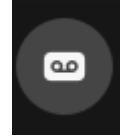
1. While on a call, press the transfer button
2. Press *55+four digit extension of users number to transfer to
3. Press Transfer again

Forward All Calls to Voicemail

1. Choose Call Settings  A black rectangular button with a white telephone handset icon and the text "Call settings" in white.
2. Select "Voicemail" from the forwarding drop down.
3. Choose Do Not Forward Calls to undo this forward.

Voicemail (VM): How Do I Set Up My Mailbox?

1. Press the Messages button.
2. Enter your personal passcode.



Initial passcode: 181921

You will be prompted to change the passcode the first time you login.

- Must be between 6 and 30 digits.
 - Cannot contain 4 or more repeated digits.
 - Cannot be repeated patterns.
 - Cannot be consecutive 4 digits in a row.
3. Follow the system prompts:
 - *Enter a new passcode*
 - *Record your name for the prompt*
 - *Follow instructions to save your prompt*

Where are my Voice Mail Messages?

- By default all voice mail message are sent to your Centre College email account.
- Voice mail message will come from msgs@broadcloudpbx.net
- The subject will contain “Voice Message from” and the and the number and caller ID if available.
- Callers will be able to leave voicemail before you’ve completed the voicemail setup. When someone calls your under you voicemail will have a generic user unavailable message.

Voicemail (VM): Utilizing the Message Options

You can follow the prompts and use the keypad on your phone to manage messages.

- Press 1 to access voice mailbox
 - All voice mail is sent to your email address, this box will be empty
- Press 3 to go to the Greetings Menu.
- Press 8 to change your password
- Press 9 for exit
- Press # to repeat menu

Voicemail (VM): How Do I update my voicemail setting from another phone?

From another internal or external phone

1. Dial the Direct Dial Number 1.859.238.6000
 2. During your greeting, press *
 3. Enter your VM passcode, followed by #
- Press 3 to go to the Greetings Menu.
 - Press 8 to change your password
 - Press 9 for exit
 - Press # to repeat menu

Self Service Websites – Phone

- End User phone editing
 - Go to: <https://settings.webex.com/>
 - Type your email address, you will then be taken to our Quicklaunch login page.

Cisco Webex

Enter your email address

Email Address

Sign In

Self Service Website

Cisco Webex
Settings

[My Profile](#)

[My Devices](#)

[Message & Meetings](#)

[About](#)

[Sign out](#)



Stephen Lusk

WEBEX SIP ADDRESS

Stephen.Lusk@trace3.calls.webex.com

MY NAME LABEL

[Get started](#)

- Self Service Page

- My Profile—Reset Voicemail PIN and download the Webex app
- WebEx Calling—Configure voicemail and extension settings
- My Devices—Allows you to activate Cisco Room devices
- Message & Meetings – opens your Webex Teams in a browser to call and chat

Support, Q & A, Reminders

- **Help Desk**
 - 5575
 - helpdesk@centre.edu
- **Questions on functionality?**
- **REMINDERS :**
 1. *Set up voicemail on new CISCO phone.*
 2. ***Check and delete old voicemails on old phone system by dialing 5555. When the greeting begins hit * and then enter your extension. You will be asked for the PIN number you used on the old voice mail system.***