

VOICEMAIL ACCOUNT



- 1. Go to Settings.webex.com
- 2. Select Webex Calling
- 3. Click on the Voicemail Button
- 4. Select when voicemail pick ups and how many rings

Webex Settings- Call Settings

To call forward your desk phone, enable/disable DND, Speed dials, or Single Number Reach

Cisco Webex					Gall Ferreira 6317505145 Extension: 5145
QD Voicemail	Incoming Calls	Schedules	Additional Features		
Call History	Do Not Disturb		Do Not Disturb will direct all calls to	a busy signal. 🧿	
🔅 Call Settings	Single Number Reach (Office Anywhere)	••	Personal phone numbers can be use number.	d for incoming calls to and outgoing calls f	rom your Webex Calling primary
Directory	Name *	ig from the 🌰	ectory tab for your Single Number Reach Personal phone number * +19175795123	numbers.	
My Apps	✓ Incoming Call Opt				
	-				Carricel Save

SPEED DIALS

To add a Speed Dial:

- 1. Click Call Settings
- 2. Select "Directory" from the menu
- 3. Click on "Contact"
- 4. Click on "Add Contact" button
- 5. Enter name, & number
- 6. Save

QLO Voicemail	Directory	My Contacts			
Call History	Q. Search My Contacts				
() Call Settings	Name *	Phone Number *	Speed Dial (optional)	Add Contact	
Directory					Ģ
Му Арра		No Cor There aren't any contact			

DO NOT DISTURB

					Extension: 5145
O Voicemail	Incoming Calls	Schedules	Additional Features		
Call History	Do Not Disturb		Do Not Disturb will direct all calls to a b	usy signal. 🧿	
Call Settings	Single Number Reach (Office Anywhere)	•	Personal phone numbers can be used to number.	for incoming calls to and outgoing calls fro	im your Webex Calling primary
Directory	Enable contact callin	ng from the 🌰	ectory tab for your Single Number Reach n Personal phone number * +19175795123	umbers.	
My Apps	Gas Perreira Visconing Call Op		191/0/90123	Delete	

- 1. Click on "Call Settings"
- 2. Select "incoming call settings"
- 3. Select "DND" to turn on/off

WEBEX SETTINGS- MY APP



WEBEX SETTING ADDING MOBILE APP

To add the mobile or desktop "Webex App"

Click on the copy link or use the url: https://www.webex.com/downloads.html

Be aware if going directly to the app store or google play store there are multiple apps called Webex.

Please download the app with the Webex icon



WEBEX SETTING SIGNING IN MOBILE APP



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119) WARNING: Only use your soft phone to dial emergency services from your registered physical location. Dialing from other than the registered physical location may route emergency calls to an incorrect dispatch center or provide incorrect location information, potentially delaying or preventing emergency services. Please review and update your emergency location according to the tools, instructions, and methods provided by your service provider. Your service provider may not support access to emergency services outside of your home country



you will be asked to provide your address to allow emergency services to respond to any 911 calls made using Webex Call.

"Click OK" or you may not have phone services to move to the next screen For Emergency Services fill out the requested information Address Nickname Country Street Address City State Then any specific room, suite, or landmark Click the **"Save"** button

Choose a saved address	
Add	
Address nickname (e.g. H (required)	ome or Work) 0/255
Country	
United States of Am	erica 🗸 🗸
Address	
(required)	
Gty	
(required)	
State/Province	ZIP/Postal code
(required)	 (required)

SIGNING ON YOUR DESKTOP

Click on desktop Icon

STATE UNIVERSITY		
Sign in		
ven_ttgny2@ccsu.e	du	
Can't access your acco	ount?	
	Back	Next
STUDENTS: sign in i and BlueNet passwo your @ccsu.edu add For further assistand (860) 832-1720.	ord. EMPLOYEES: dress and BlueNe	sign in using t password.

- Enter Your CCSU Email
- Click "Next"

WEBEX CALLING APP- OVERVIEW

- 1. Profile menu button
- 2. Contacts Tab
- 3. Call History & Missed Calls
- 4. Dial Keypad
- 5. Voicemail
- 6. Dial search box
- 7. Call Settings & Forwarding



WEBEX CALLING APP- PLACING A CALL

To Place a call,

Click Call 💽 button next to the person's name.

Select Webex Call and then choose to make either an audio or video call.

WEBEX CALLING APP- RECEIVING A CALL



- 1. When receiving a call a notification box will pop up, you can choose to "Answer or Decline"
- Decline will send the caller to voicemail 2.
- 3. The Caller ID and Phone number are available if the person is a known caller



WEBEX CALLING APP- PLACING A CALL ON HOLD

To place a call on Hold during an active call

- 8. Click the More button "..."
- 9. Select Hold from the action menu
- 10. Select Resume to retrieve the call



WEBEX CALLING APP- BLIND TRANSFER

To directly transfer a call without speaking to the receiving party

- 1. Click the More button "..."
- Select "Transfer" from the action menu 2
- 3. Enter the name or number for the desired party
- 4. Select "Transfer Now" to send call



WEBEX CALLING APP-TRANSFER

To transfer a call & speaking to the receiving party

- 1. Click the "..." from the action menu
- 2. Select "Transfer"
- 3. Enter the name or number for the desired party
- 4. Select "Consult First"
- 5. Select if it's an Audio or Video Call
- 6. After speaking with the desired party
- 7. Select "Complete Transfer"



2.

3

4.

5.

WEBEX CALLING APP- CONFERENCE

To initiate a multi-party call, during an active call Click the "..." More button Select "Conference" from the action menu Enter the name or number for the desired party Select "Merge"



WEBEX CALLING APP- REMOVE CONFERENCE

To Remove a participant During a conference call

- 1. Click the More button "..."
- 2. Select "Remove from Conference"



WEBEX CALLING APP- CALL FORWARDING

To setup a number that you want incoming calls forwarded to:

Click on the Call Settings on bottom left of the app Select Open "Call Preferences" Click the "+" button under Call Forward Enter the number Click "Save"



WEBEX CALLING APP- RESET VOICEMAIL PINS

To reset you Voicemail Pin

- 1. Click on "Call Settings"
- 2. Scroll to bottom of the Calling tab and click on Access User Portal
- 3. Sign in
- 4. Select "Reset Voicemail Pin"
- 5. Enter new pin number

Set a status		earch, meet, and call Connect to a device	
Messaging	Index Unread		
te Teama	• 16146741145		
Contacts	+16146741145 Fit's another message th	9/23/21	
Galling	+16146741145		
S Voicemail	P Hey, it's John Just leave		
Meetings	Webex Options		
Personal insights 🔹	@ General @ Audio	want to ring when you get a call at work or when you make calls using a Call Back number to your mobile phone. You don't need to include any country codes because we take care of those for you.	
	Q Video	+ Add a number	
	S Background	Call Window Settings	
	Sharing content	Choose when the incoming call on your computer should automatically come to the front.	
	A Notifications	When using this computer for calls:	
	△ Appearance	On all calls	
	Privacy	When using a desk phone or video device for calls:	
	III Phone Service	On all calls	
	@ Devices	Call Pickup Call Pickup lets you pick up other people's calls when they're ringing.	
		Call Pickup lets you pick up other people's calls when they're ringing. Display Call Pickup in the footer	
Call settings		Additional Call Settings	
		Advanced Call Settings	
		Access User Portal	
		Save Ca	ncel



WEBEX CALLING APP-LISTENING TO VOICEMAILS

Listening to Voicemail 👩 🗤



Click on "Voicemail" button 😡 Click the "Play" button



