

University of Louisville Information Technology Services

Webex Telephone User Guide

February 16, 2024

Webex Application Guide

Cisco Webex is the University of Louisville's telephone service. The Webex application can be used on a desktop, laptop, tablet or cellular device to make and receive phone calls using your UofL phone number. Webex calling allows encrypted calls from any location, whether on or off campus. Webex also allows self-service control over your phone settings including call forwarding, voicemail, do not disturb, blocking numbers and more.

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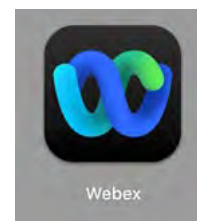
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Getting Started

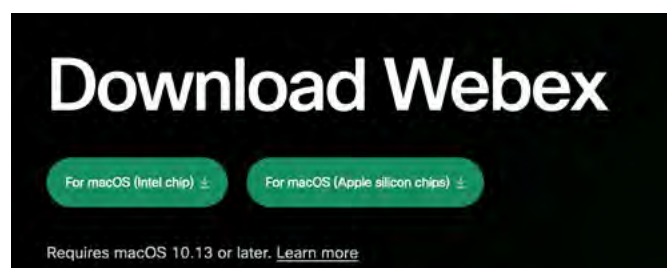
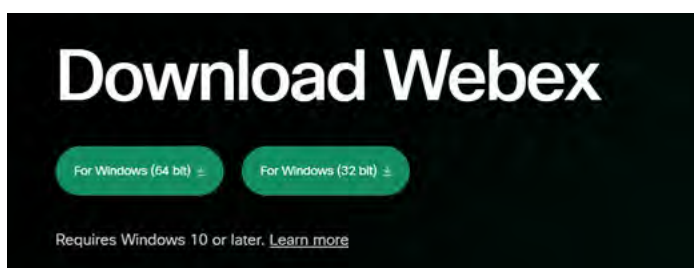
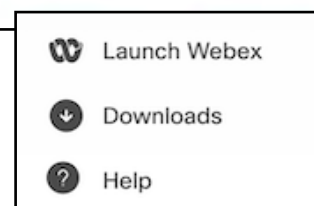
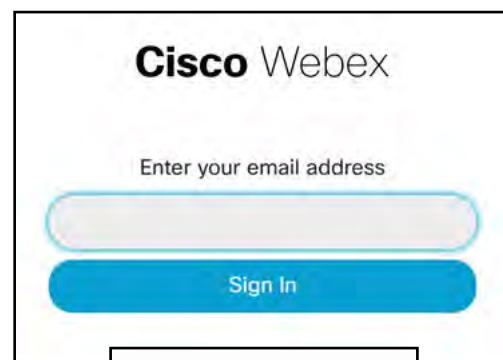
How to install Webex on a desktop or laptop and log in for the first time.



Before beginning, please check whether the Webex client is already installed on your computer. Search for the Webex icon on the Start menu in Windows or the Launchpad for Macs.

If Webex is not installed, follow these steps:

1. Go to user.webex.com
2. Login using your UofL userID email address (abcdef01@louisville.edu).
3. Select downloads icon at the bottom left of open window to open the Downloads page. Click Download under Webex app. **Note:** Do not select any other options on the Downloads page.
4. Download and save the proper Webex version for your device.
5. Locate the downloaded file in your computer and run to begin the install.
6. Follow the on-screen prompts and finish the install.



Note:

- If you use a Windows system, use these Microsoft directions to determine whether your system is running 64 or 32 bit Windows. Click the button most appropriate for your device.
- If you use a Mac, use Apple's System Information to determine which processor your Mac is using. If you see Apple M1 (or higher) in the "Chip" section, you are using a Mac with an Apple M1 or higher chip. If you see an Intel processor in the "Processor" section, you are using a Mac with an Intel chip. Click the button most appropriate for your device.

Steps for sign-in on a desktop or laptop once installed

1. Once the Webex application has been installed, open it using the Webex icon.
2. After the login screen opens, enter your UofL userID email address (abcdef01@louisville.edu).



3. Enter the requested information as prompted.
4. Read the **Emergency Calling Notification** and click **OK**.



5. **Critical:** Enter your emergency (e911) location information

If you use the Webex Calling app on a desktop or laptop, you are required to set the Enhanced 911 (E911) location within the Webex application each time your working location changes per UofL voice policy.

E911 location data is essential for 911 calls to be accurately routed in the event of an emergency and is mandated by federal law.

Complete the form and click **Save**.

Add emergency 911 address

The emergency 911 address will appear to emergency services as your location when you make an emergency call.

I'm using a personal hotspot

Choose a saved address

Address nickname (e.g. Home or Work)
(required)

Country
United States of America

Address
(required)

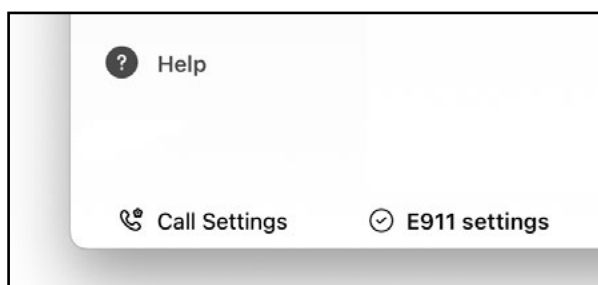
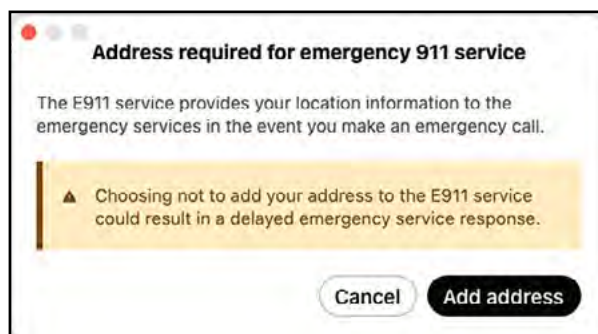
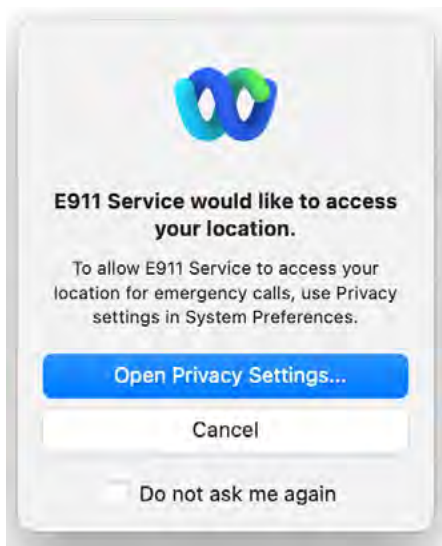
City
(required)

State/Province
(required)

ZIP/Postal code
(required)

For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)
(max 20 characters)

Close Save



Note:

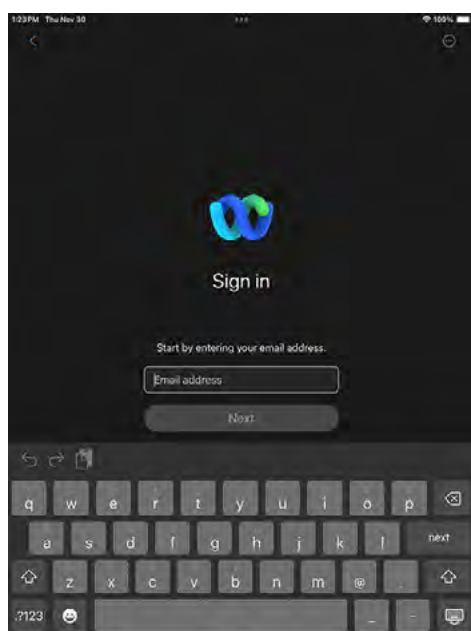
- If your system requires confirmation of your location through device geolocation services, please follow the steps to approve access in your system settings. This action does not replace the user's requirement of setting or confirming a new location within the Webex application each time the device is moved or your working location changes per UofL voice policy.
- You can confirm the E911 location data is set by the check icon at the bottom of the Webex window. You can update or change your location by clicking on this button.

Installing and logging in to the Webex application on an iOS device

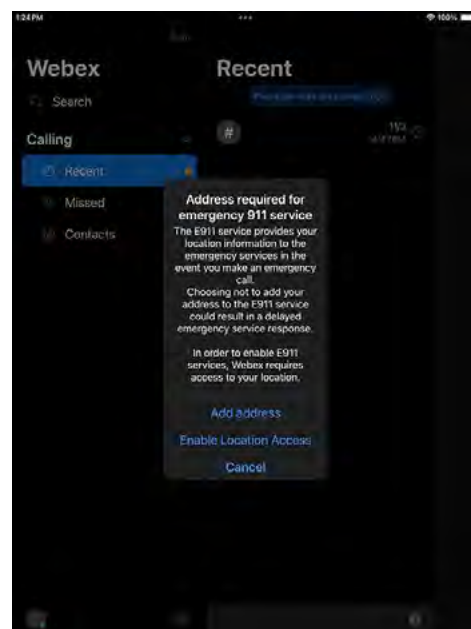
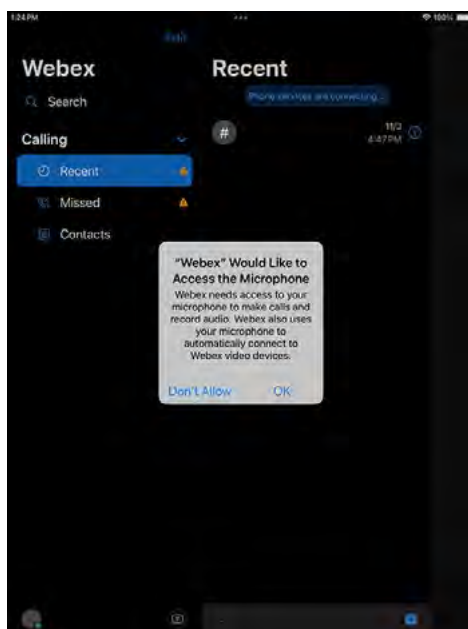
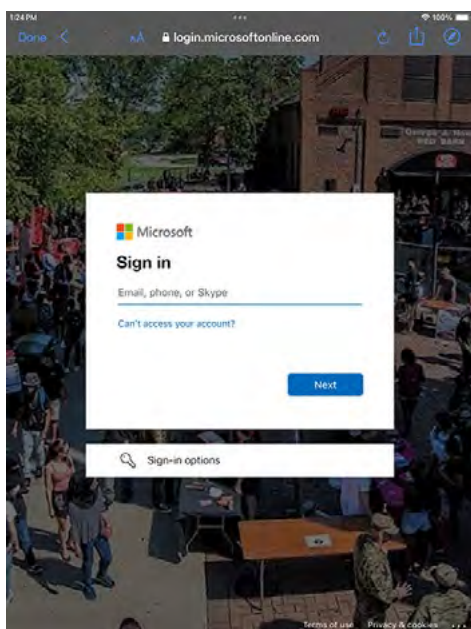
1. Download the Webex application from the Apple App Store. Verify that it is the **Webex** application and not Webex Meetings, Webex Events, or Webex for Intune.



2. Click "Get" to install the application.
3. Once installed, open the Webex app.
4. Enter your UofL userID email address (abcdef01@louisville.edu) and click Next.
5. You will be redirected to the UofL sign on page. Enter your UofL sign on credentials. You may be prompted to enter your UL2FCTR information.
6. Once logged in, you will be asked to accept a variety of permissions before you are able to start using the app. For "contacts, notifications, microphone, camera/video", you only need to **allow microphone** for the app to work.
7. You are required to set the Enhanced 911 (E911) address and/or enable location access for the Webex application per UofL voice policy.

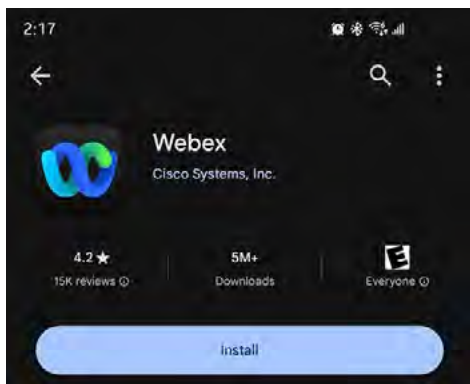


E911 location data is essential for 911 calls to be accurately routed in the event of an emergency and is mandated by federal law.



Installing and logging in to the Webex application on an Android device

1. Download the Webex application from the Google Play Store. Verify that it is the **Webex** application and not Webex Meetings, Webex Events, or Webex for Intune.

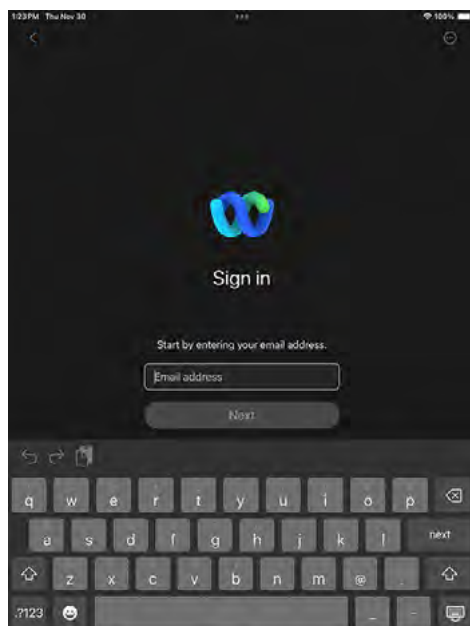


2. Click to install the application.

3. Once installed, open the Webex app.

4. Enter your UofL userID email address (abcdef01@louisville.edu) and click Next.

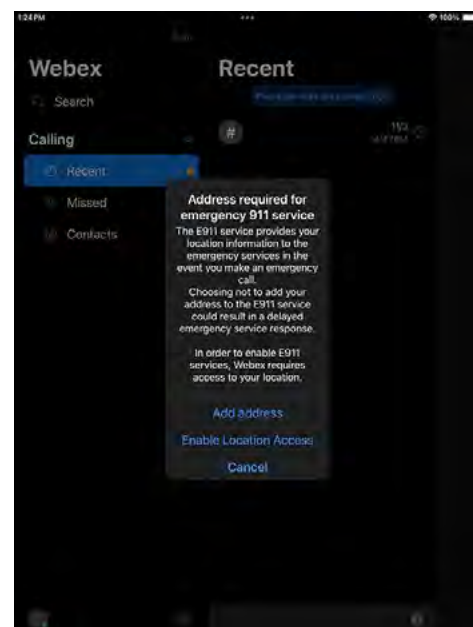
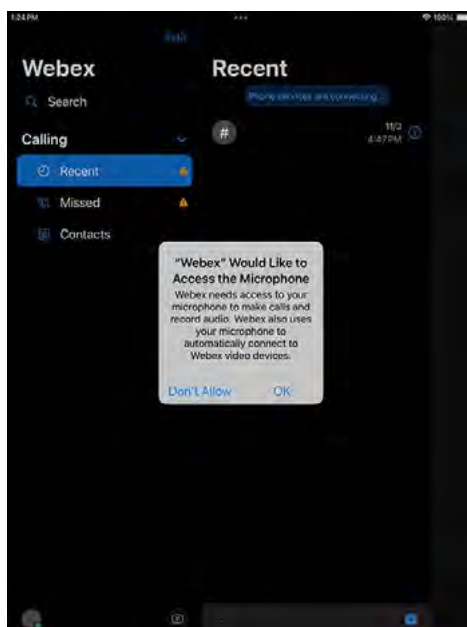
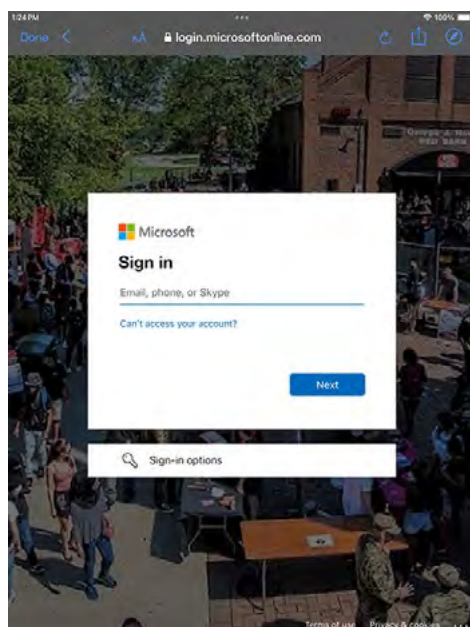
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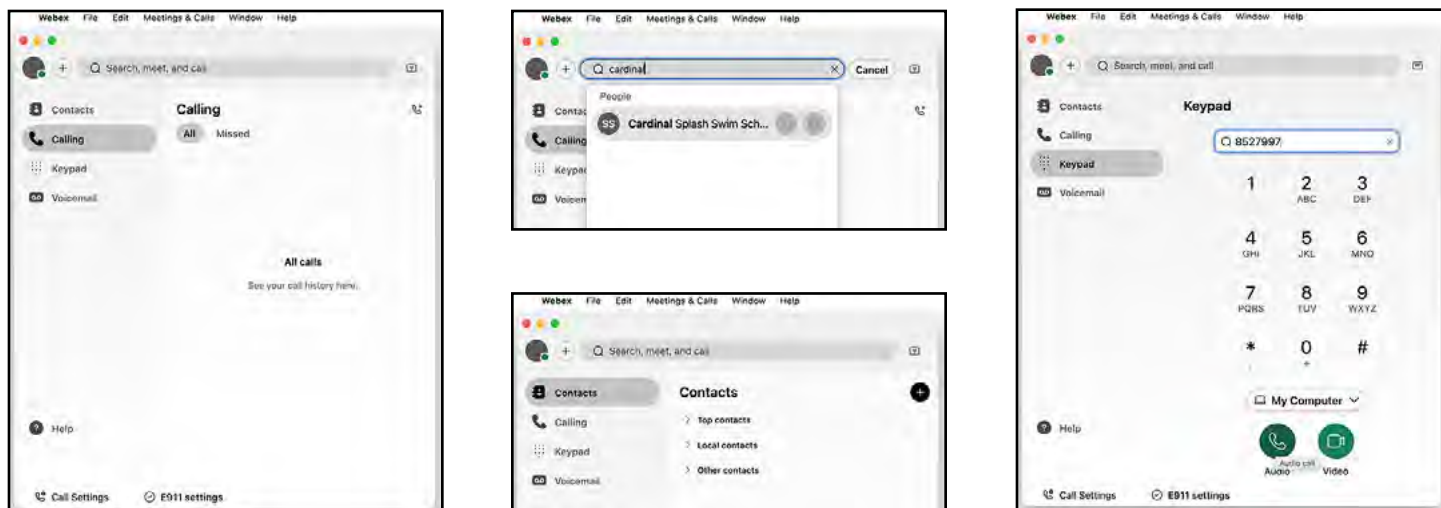
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E911 location data is essential for 911 calls to be accurately routed in the event of an emergency and is mandated by federal law.



Using Webex

Making a Call

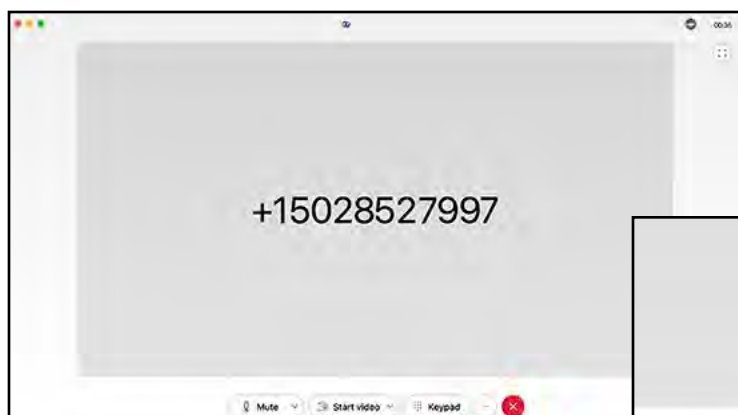


There are many options for making a call:

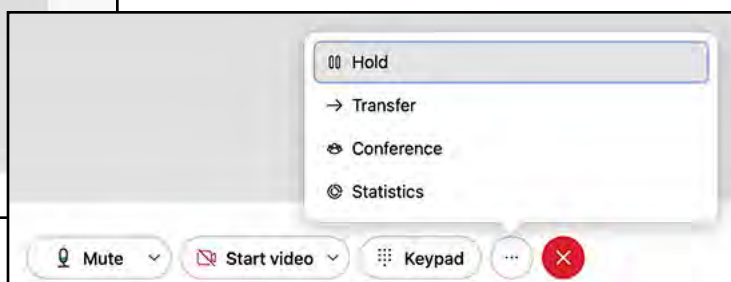
1. Select **Calling** on the left navigation pane to review your call history. You can select from this listing and click on appropriate button to begin the call.
2. You can **Dial by Name** by looking up individuals or number in the UofL Webex system or in your contacts. Search by name and auto-populate will provide a list. Or use the drop downs under **Contacts** in the left navigation.
3. You can use the **Keypad** to dial direct. For standard dialing, you can dial a seven digit number (852-7997) for local calls or area code + phone number for long distance (1+502+852-7997). After entering number, press either **Enter** on your keyboard or press the **Audio** button on-screen.

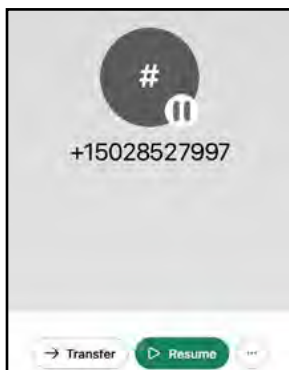
In-Call features

Once a call is connected, a new window will appear with additional options:



1. Select the **More** button (3 dots) to **Hold** a call, **Transfer** a call or change to a **Conference** call.

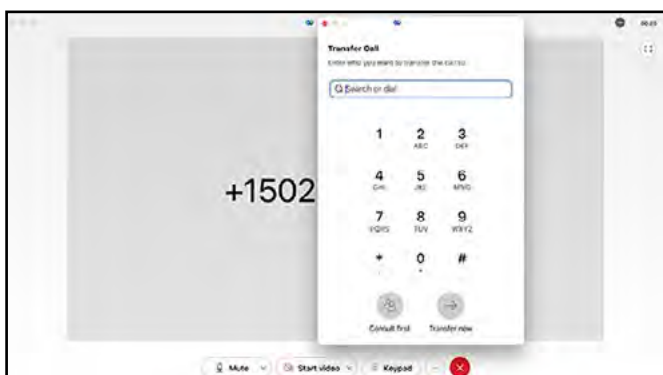




Selecting **Hold** will place the call on hold with music playing. To continue the call, select the **Resume** button.

2. Clicking **Transfer** within the Hold panel or within the main panel More ... options will open the **Transfer Call** window.

Enter the number or search for name or contact. When done, press either **Consult First** or **Transfer Now**.



Consult first



Transfer now

Consult First will allow you to let the new person answer to inform them that a transferred call is incoming. You will then select the **Complete Transfer** button to finish.

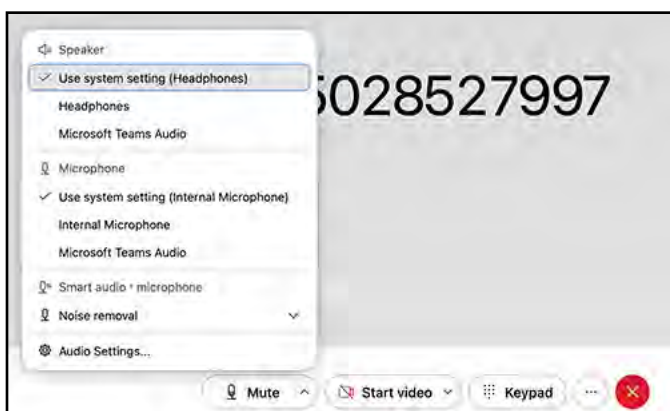
Transfer Now sends the call on hold directly to the forwarding number.



3. Clicking **Conference** within the main panel will open the **Add a Person** window.

Enter the number or search for name or contact. When done, press **Audio** button to connect. You will then select the **Merge Calls** button to join the calls.

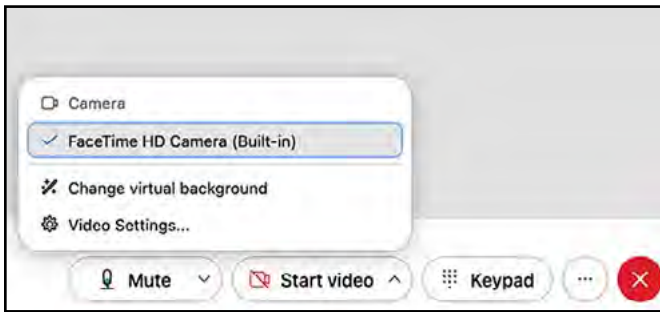
You may conference with up to 6 users by repeating these steps to add callers.



4. **Audio Settings** can be controlled on the first button on the main panel.

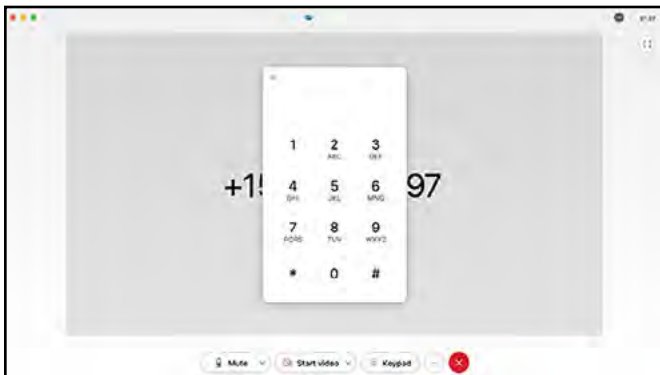
You can use the default system settings (indicated by the ✓) or determine the necessary selections for using headphones or mics. This will vary depending on computer or external device.

The **Noise Removal** settings can be customized to isolate your own voice or to minimize background noise.



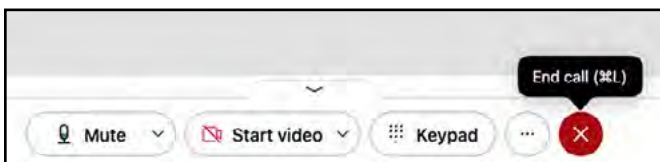
5. **Video Settings** can be controlled with the **Start Video** button on the main panel. * Webex defaults to audio only.

UofL's Webex allows for video on one-to-one calls but not a conference or group meeting. MS Teams is the preferred video communication and collaboration tool.



6. The **Keypad** button on the main window allows for input while a call is in progress.

You can select numbers or use your computer's keyboard to input numbers.



7. The red **X** on the right of the main call panel will **End** the call.

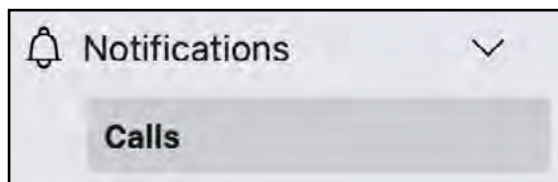
Using Webex continued

Settings Panel

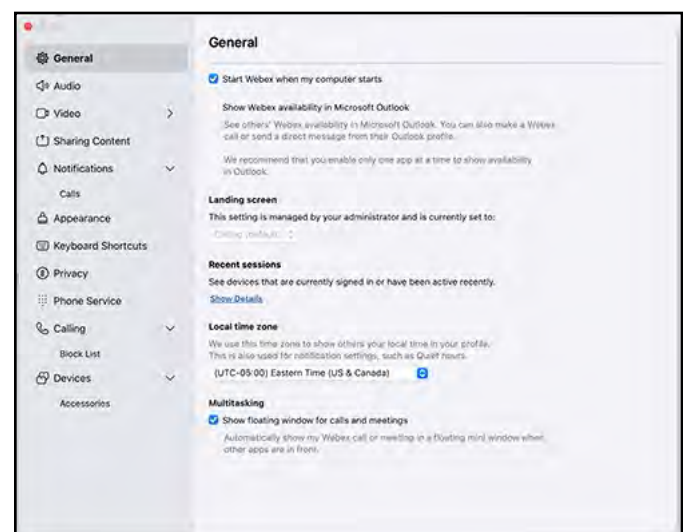
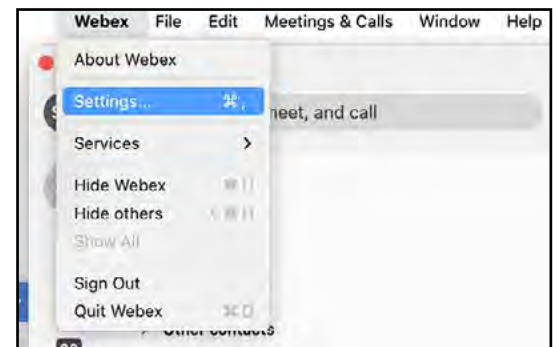
Located under the Webex menu dropdown, most of your individual preferences can be adjusted in the **Settings** panel.

Key items to consider are:

1. **Notifications** for **Direct Calls** and setting **Quiet Hours** to mute calls and alerts.

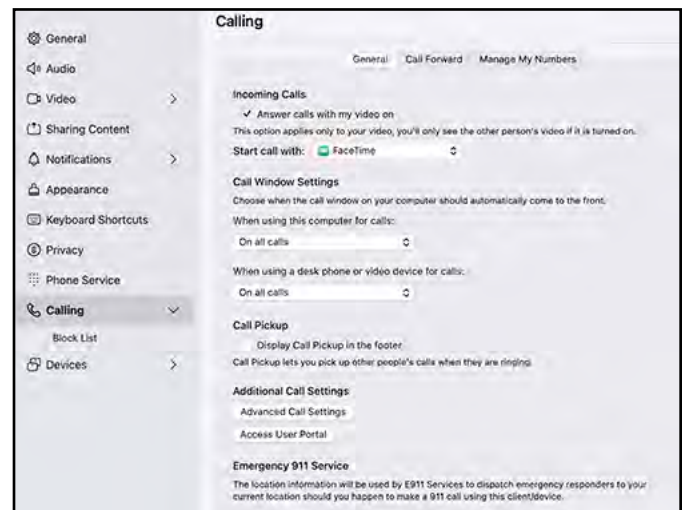
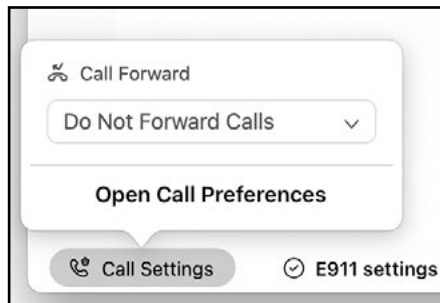


2. **Privacy** controls allow you to set your availability and status. However, this also determines your ability to see the same for other users.



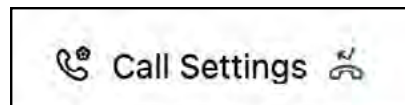
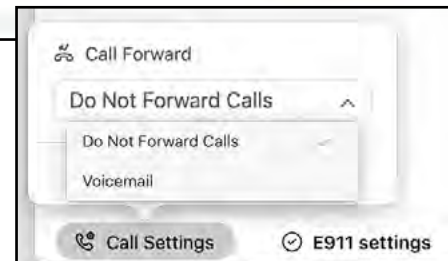
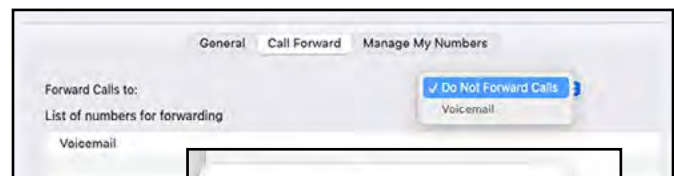
Call Settings

You can access the **Call Settings** from the **Settings** Panel or at the bottom left on the main Webex application center.



1. **Call Forward** defaults to a **Do Not Forward Calls** (receiving calls) unless changed in either location.

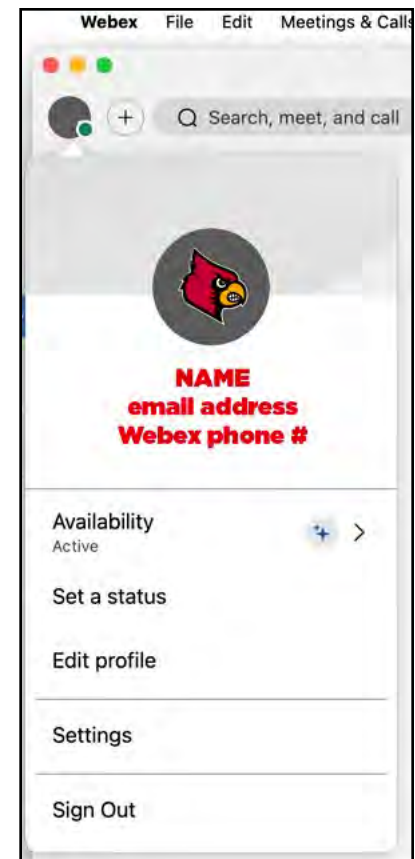
You can indicate that calls should be sent to specific phone number (like a cell phone) or sent to your Webex Voicemail. If activated, an icon next to Call Settings will appear.



Personal Profile, Availability and Setting a Status

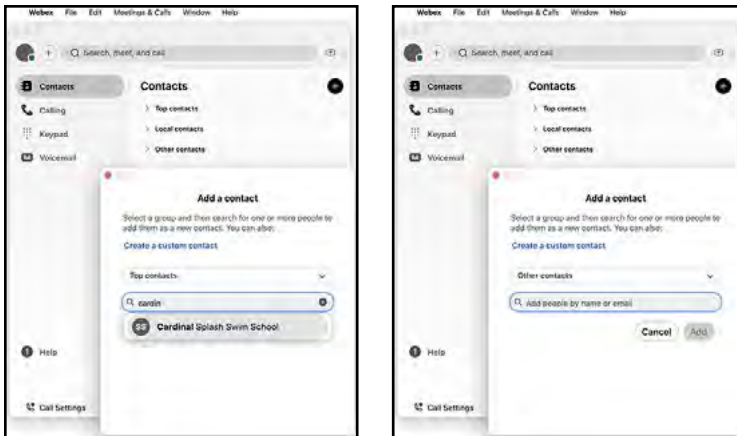
Under the Profile icon in the upper left of the main Webex application center, you can click to open the Profile panel.

1. **Availability** allows for **Active** (receiving calls), **Busy** (time determined) or **Do Not Disturb** (time determined).
2. **Setting a Status** can be personalized, set as options listed and time determined.
3. Your **Personal Profile** defaults to a limited aesthetic. You can use this **Edit Profile** option to add a profile picture, set a preferred display name and personal pronouns, configure your cover image visuals.
4. Another link for opening the **Settings** panel.
5. Click to **Sign Out** of Webex application.



Using Webex continued

Adding Contacts



You can add **Contacts** or create a **Group** within Webex for your frequently used numbers or important university #s.

The **+** button allows you to **Add a Contact** and select the placement of that individual within your contacts.

You can look up individuals or numbers in the UofL Webex system by name and auto-populate will provide a listing to select from. Or you can click the **Create a Custom Contact** to open a new window and enter the person's information directly.

Setting up and configuring Voicemail

Voicemail can be accessed through either the **Webex User Portal** or the **Webex application**. Personal voicemail boxes are for individual users and require setting up.

Physical phone users: You must first create a PIN in the Webex User Portal to access a personal voicemail box from a physical phone. A PIN only needs to be set up the first time you access your voicemail box, or when you have forgotten your PIN and need to reset it.

A PIN is not needed to access voicemail from the Webex app or Webex user portal.

You can listen to and/or manage your Voicemail via the **Webex User Portal** or the **Webex application**. Your options include the following:

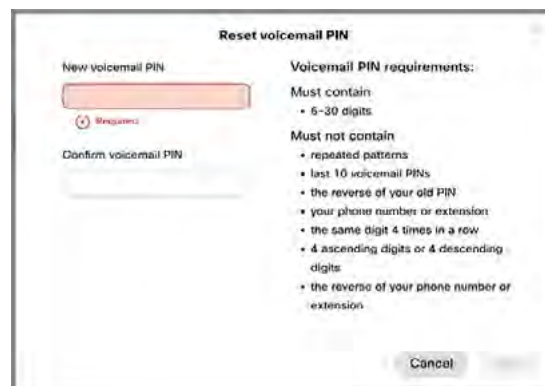
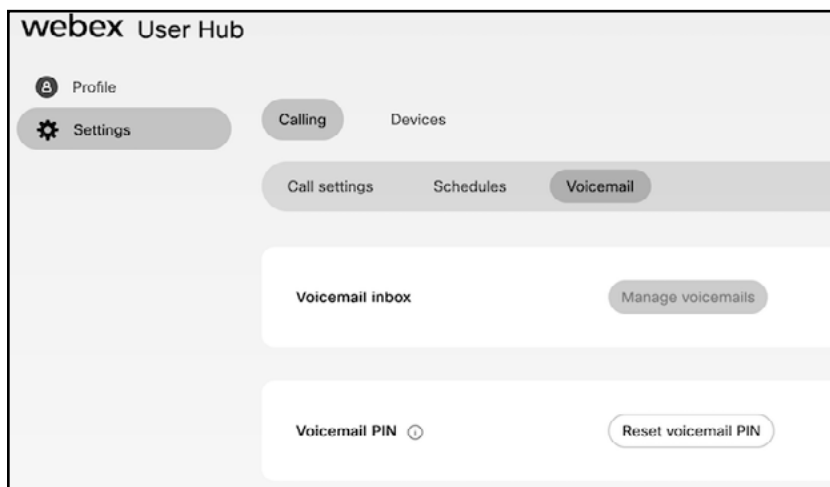
- Voicemail notifications can be e-mailed to you via an audio .wav file.
- Messages will be transcribed.
- Deleting emailed audio files will not delete the voicemail from the system.

Set up or access Voicemail in Portal

1. Go to user.webex.com
2. Login using your UofL userID email address (abcdef01@louisville.edu).



- To get to Voicemail Settings, click **Settings** on left, **Calling** on top menu and **Voicemail** on the submenu.



- Physical phone users:** If you have not established a Voicemail PIN, click on **Reset** Voicemail PIN.
- In Voicemail Settings, the default configuration is set so that all voicemail messages are sent to the user's email as an audio .wav file. If **Voicemail to Email** is desired, make sure the correct email address is set under Additional Settings.
- You are able to view, play, manage and delete voicemails from the User Portal. Note: Deleting emailed voicemails does not delete the voicemails from the user portal.



Access Voicemail in Webex App

All voicemails will appear and can be played, marked as “unread” or deleted in the Webex application.

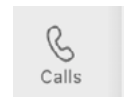
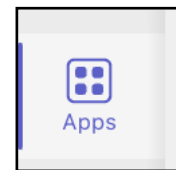
- Click to play the message.
- Either right-click the selected message or use the to see more details or other options such as delete.

Using Webex Phone with the MS Teams client

Since Microsoft Teams is the preferred collaboration and conferencing software at UofL, users can add Webex for outside phone calls within the Teams client.

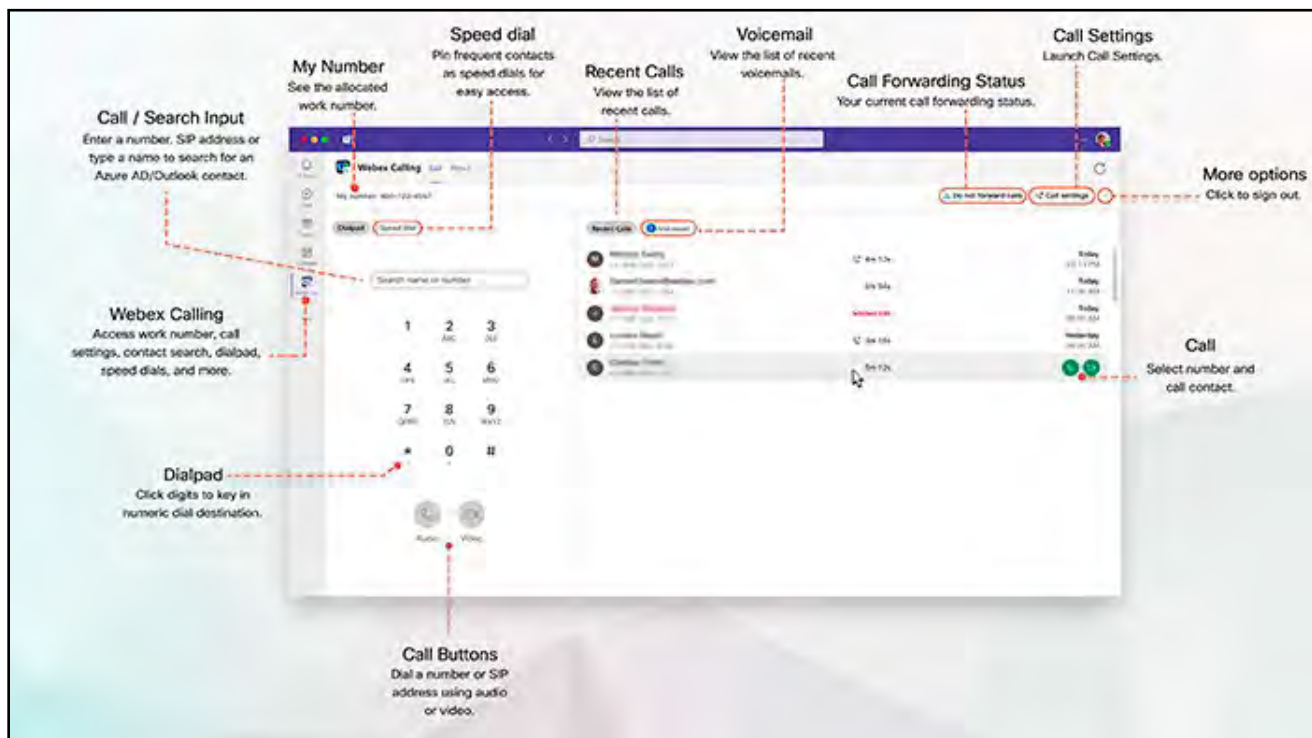
Add the Webex App to your Teams application

1. Open your Teams application and click on **Apps**.
2. In the window's search box, enter **Webex Calling** and select **Add**.
3. Log into your Teams account as prompted.
4. Log into your Webex account as prompted.
5. Accept required permissions and the Webex Calling icon should appear in the Teams navigation bar at left. You may need to use the ... More to view.



Using Webex Calling under the MS Teams client will allow you to make outside calls without going to the separate WebEx application. The dialpad, speed dials, recent calls list and voicemail messages will appear in your Teams client. You will still use the Teams calling icon (in left navigation bar) to make Teams calls (audio or video) to other Teams users.

[Article on Webex Calling for Microsoft Teams](#)

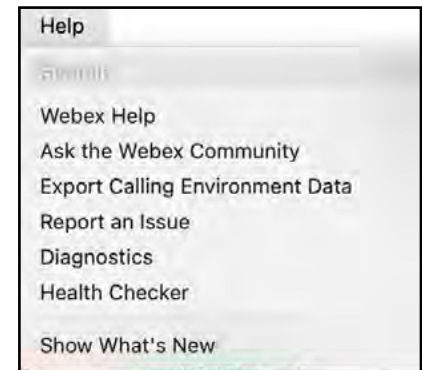


Support and Troubleshooting

Assistance is available through the UofL [ITS HelpDesk](#), our [Knowledge Base](#) and, for logging tickets, our [Service Catalog](#).

Cisco, our service provider, allows access to the [Webex Help Center](#) with additional information on the [Webex App](#) and [Calling](#).

The **Report an Issue** in the **Help** menu is for Cisco, not UofL ITS or, our preferred option, the [ITS HelpDesk](#).



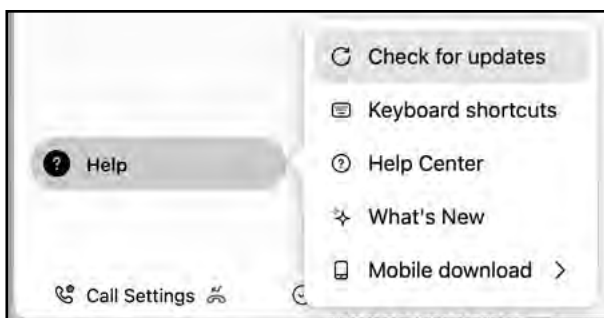
Troubleshooting issues with incoming calls

If you are not receiving incoming calls or calls are going directly to voicemail, please check the following:

1. Make sure that you are signed into the Webex Application (see page 4).
2. Check to see if your calls are set to go directly to voicemail by clicking on **Call Settings** at the bottom left of your Webex app. You will see **Call Forward** with a drop-down box. The options are Do Not Forward Calls or Voicemail. If Voicemail is selected, change to **Do Not Forward Calls** to receive incoming calls.

Webex App Updates

The Webex application will automatically apply any available update when restarted. Keeping your Webex updated can prevent problems and fix existing issues.



To manually check for and run any available Webex desktop app updates to ensure the application is current.

Check for updates from the **Help** button on home screen of the Webex application. Click the **?** at the bottom left, and then click **Check for updates**. When an update is available, you may see “Update Ready” beneath the Voicemail icon in the Webex app navigation menu and can click that message to install the updates.

Check online for Webex Status

[ITS System Status](#) information

[Webex / Cisco Status](#) information