
Cisco Webex User Guide

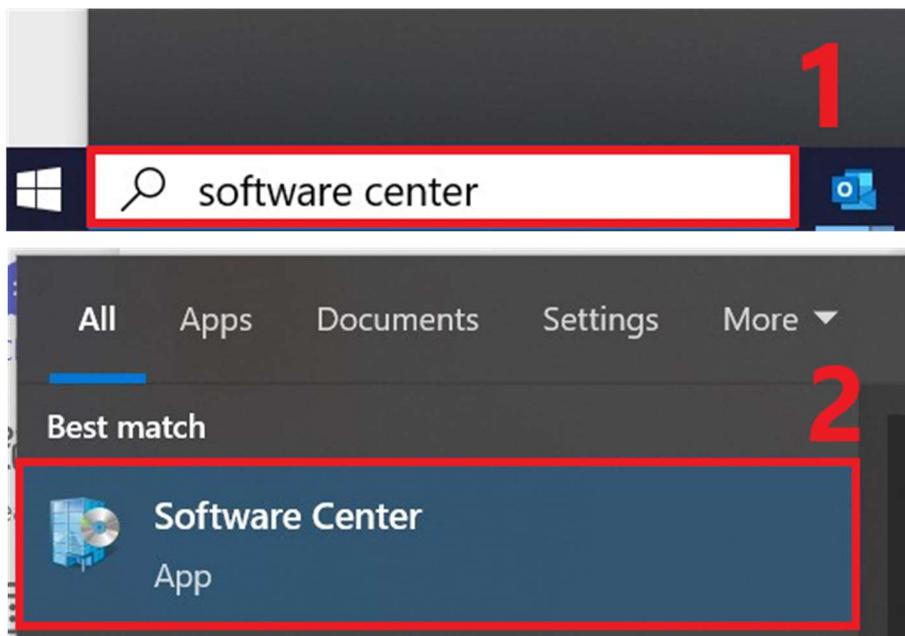
This guide unlocks the potential of Cisco Webex, the handy calling software pre-installed on your DCJ laptop. It will walk you through essential tasks like:

1. [Installing Webex](#)
2. [Webex Login](#)
3. [Set Speaker and Microphone Defaults](#)
4. [Setting your Status](#)
5. [Hold a Call](#)
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10. [Set Do Not Disturb](#)
11. [Advance Settings – Call Forwarding](#)
12. [Accessing your Voicemail](#)

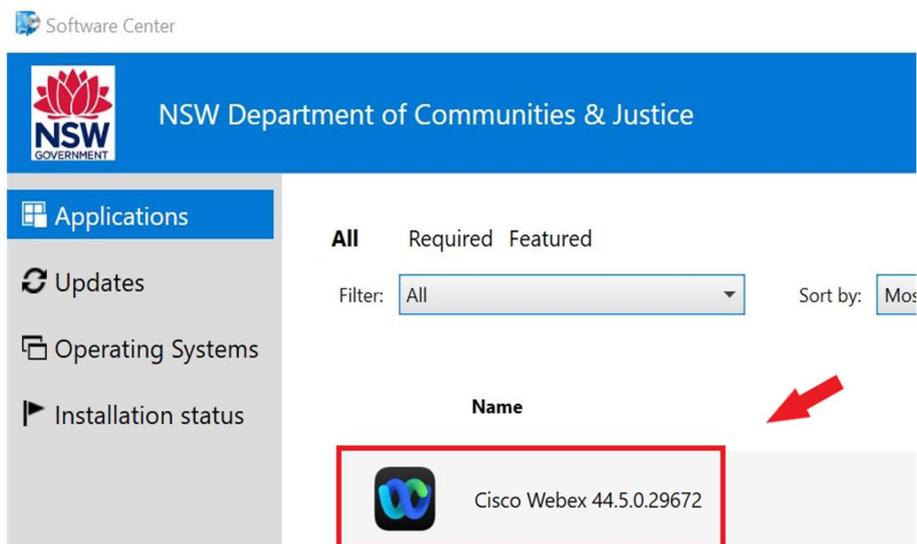
This user guide will show you how to perform each of these tasks.

1. Installing Webex

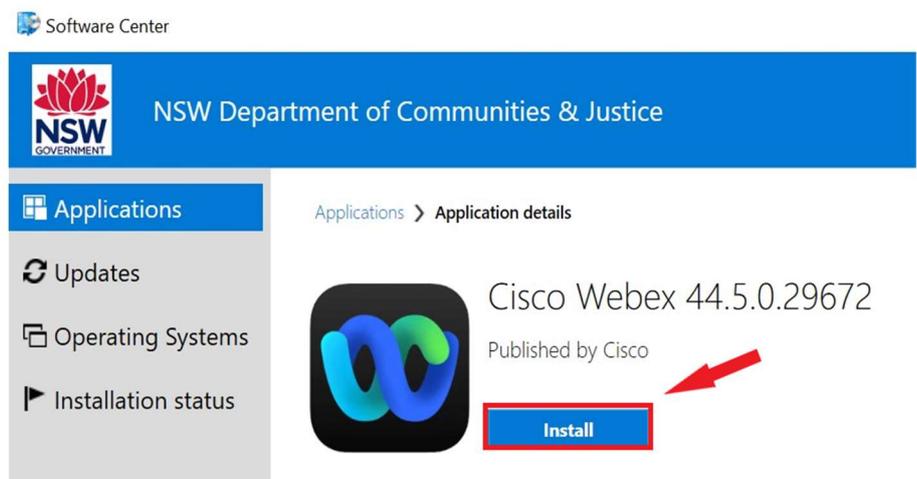
- 1 Click on the Search bar next to your windows button on the bottom left side of your laptop and search for “Software Center”. Click on the application “Software Center”.



2 In the Applications window select “Cisco Webex” Application.



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

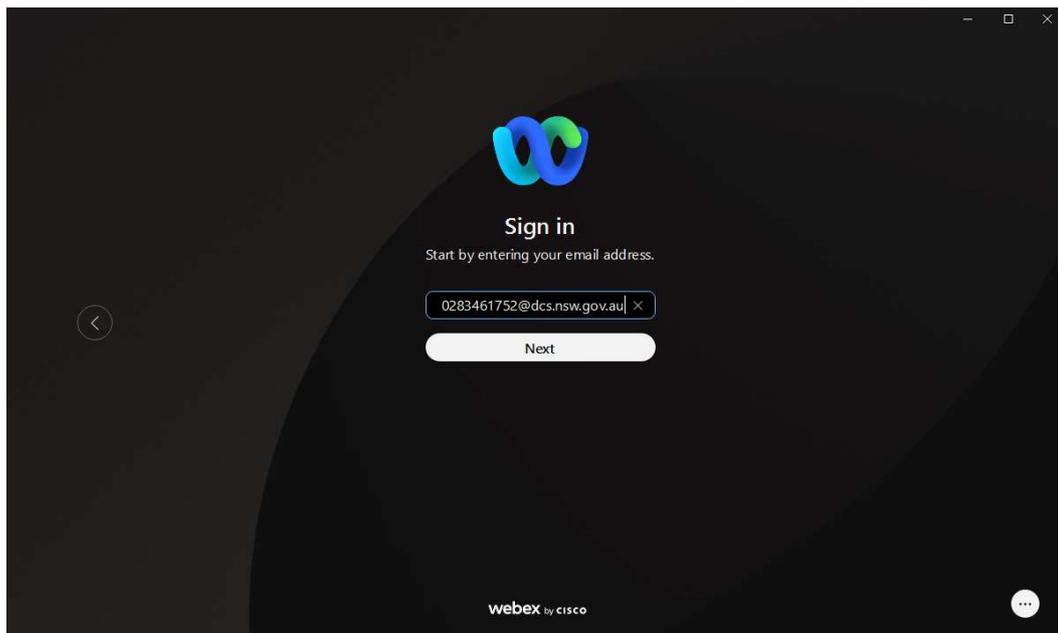


2. Webex Login

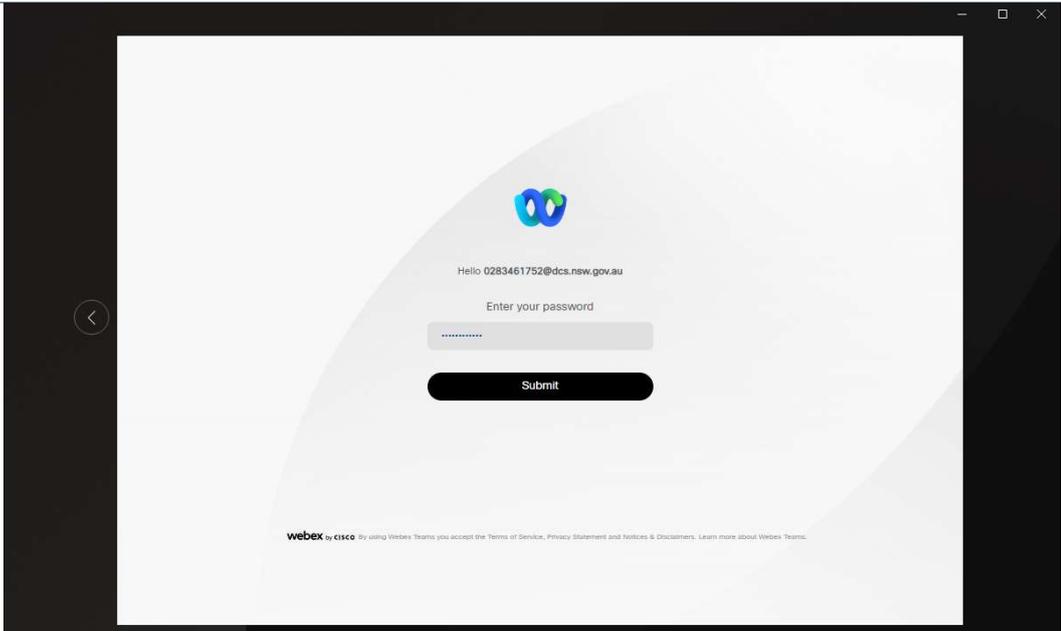
1 Launch the Cisco Webex Application. Upon starting up Webex you should see the Sign In screen.



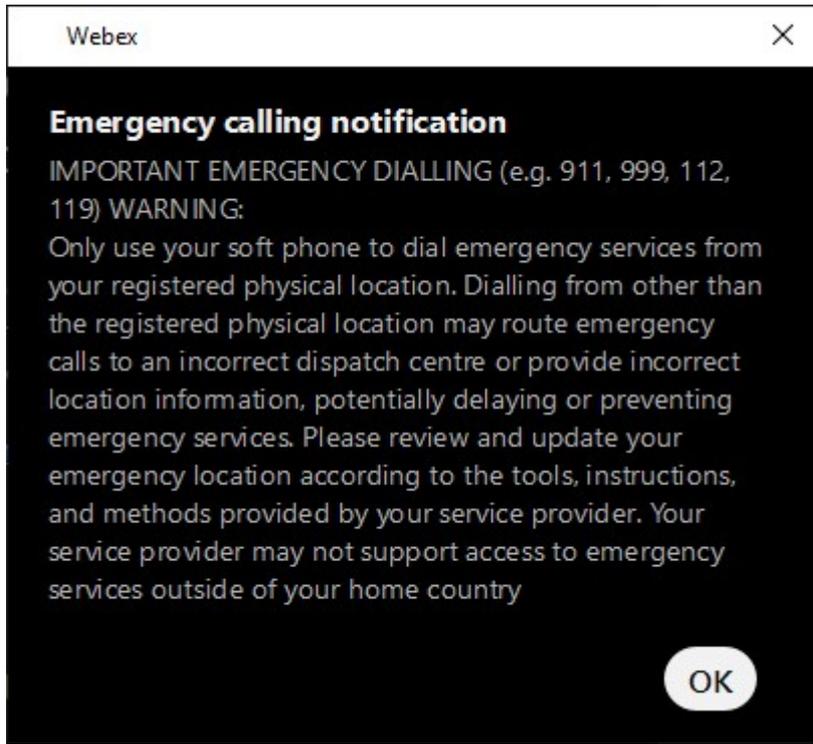
- 2 Sign in with the username / Email address supplied eg: 0283461752@dcs.nsw.gov.au – Not your actual Email address.



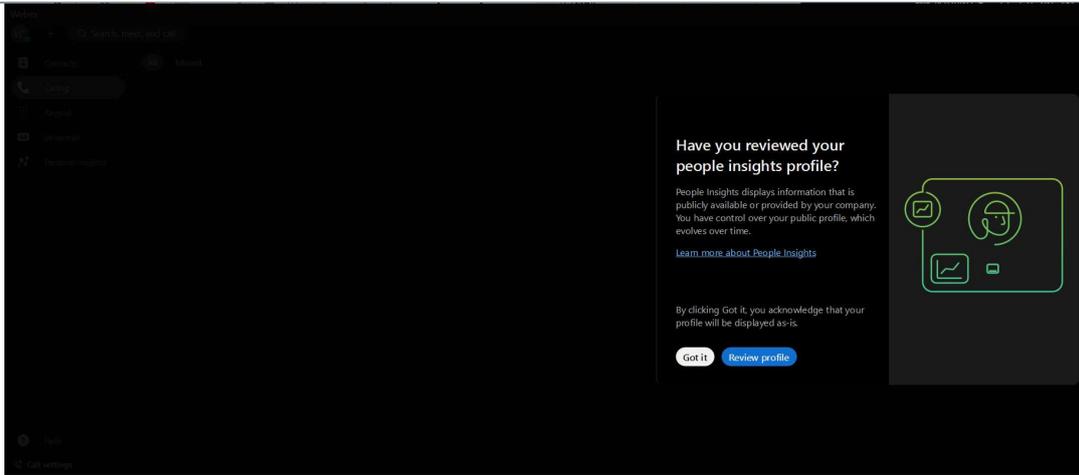
- 3 Enter the supplied Password and Submit.



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

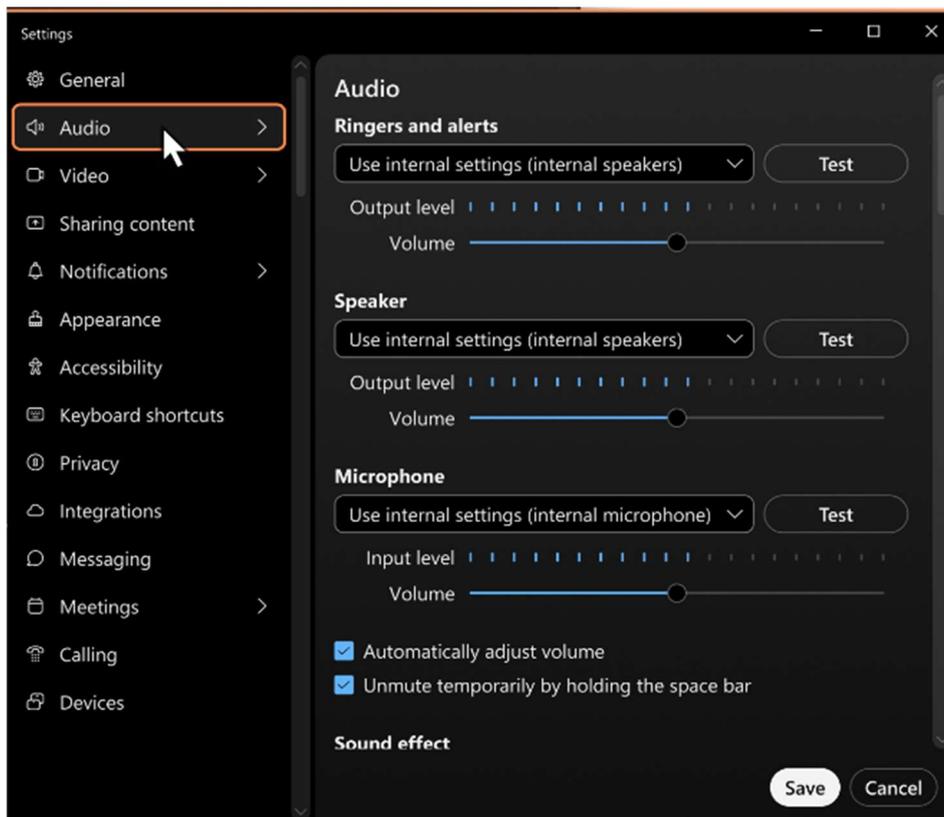


5 Then you should be presented with the screen below. Press “Got it” to continue to login to Cisco Webex.



3. Set Speaker and Microphone Defaults

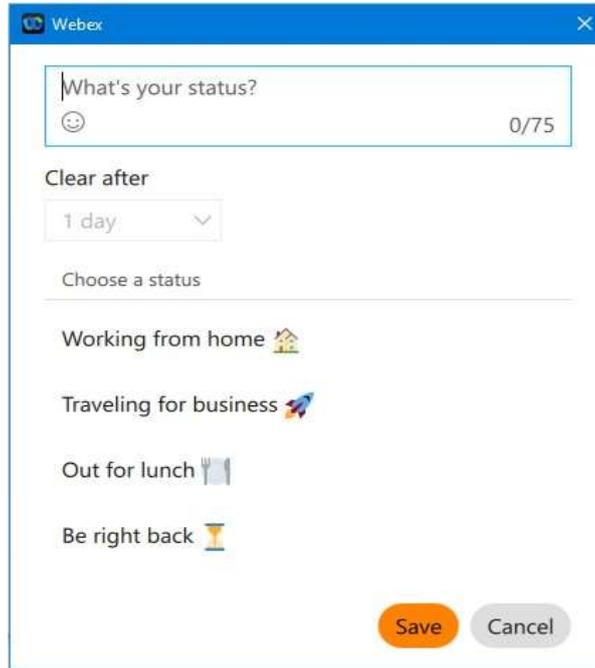
- 1 Click **Settings**  on the navigation sidebar and select **Audio**.
- 2 Choose the devices to use for the microphone, speaker, and ringer. You can adjust the volume of your speaker and microphone from here.



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.

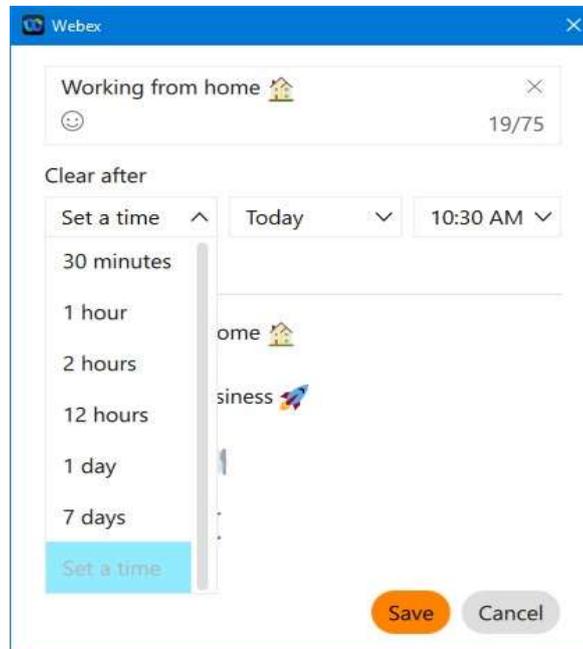


Notes:

- 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.

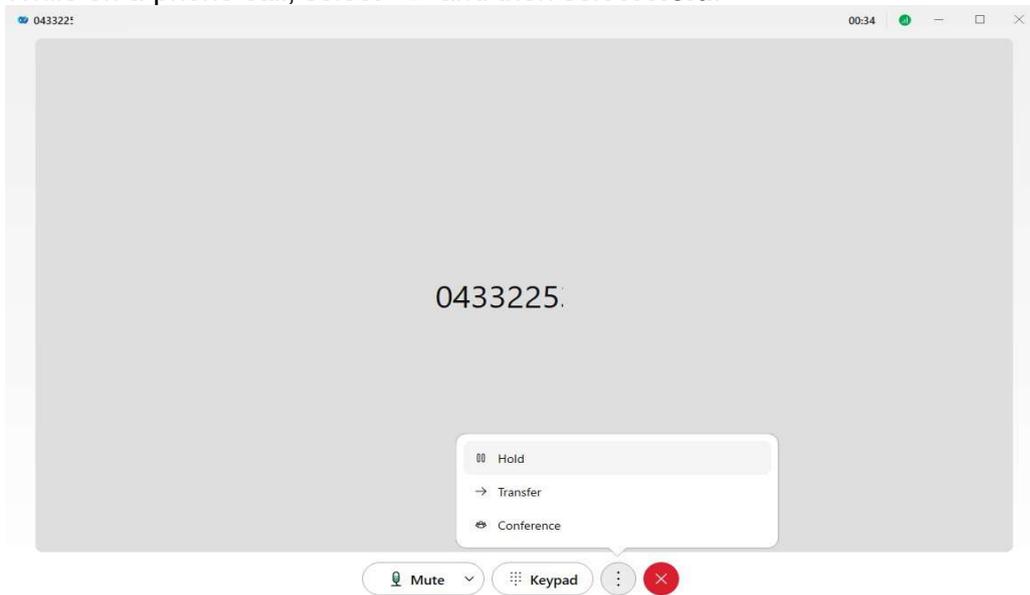


Notes: You can set a status for a maximum of 7 days or a minimum of 30 minutes.

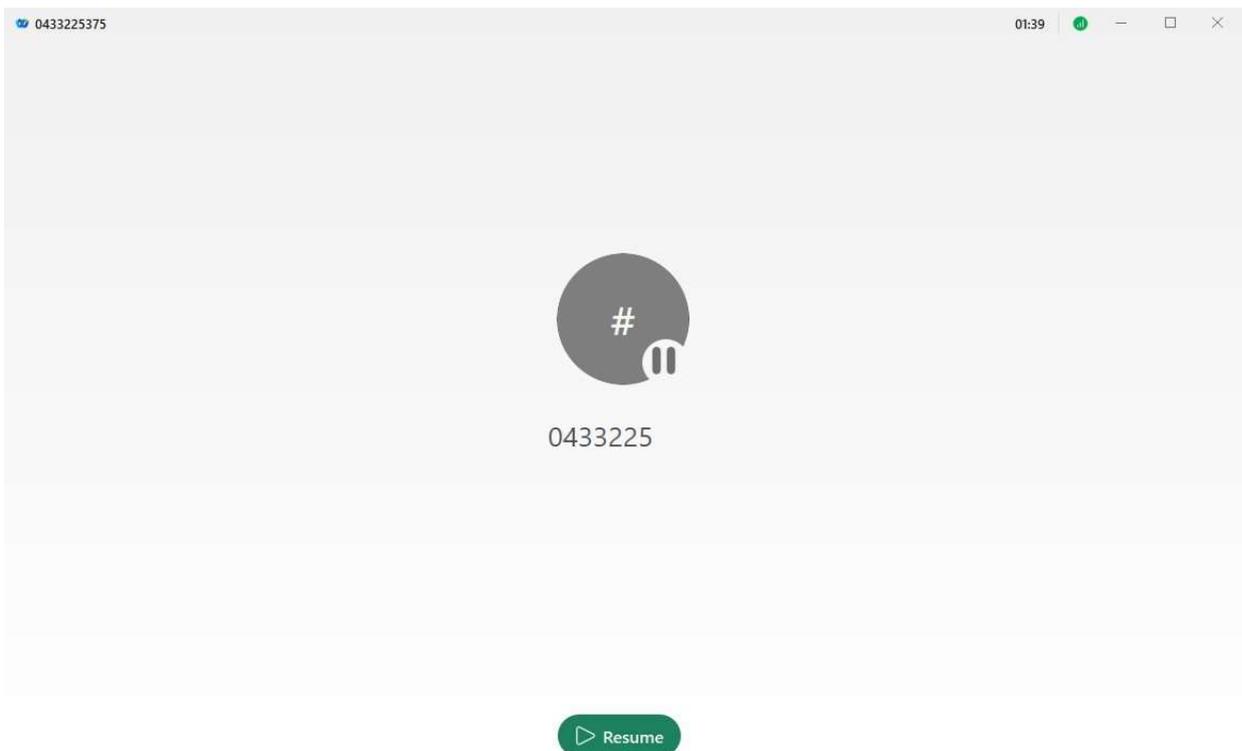
3 Click **Save** to save the changes. To remove a selected status, click **Clear**.

5. Hold a Call

1 While on a phone call, select  and then select **Hold**.

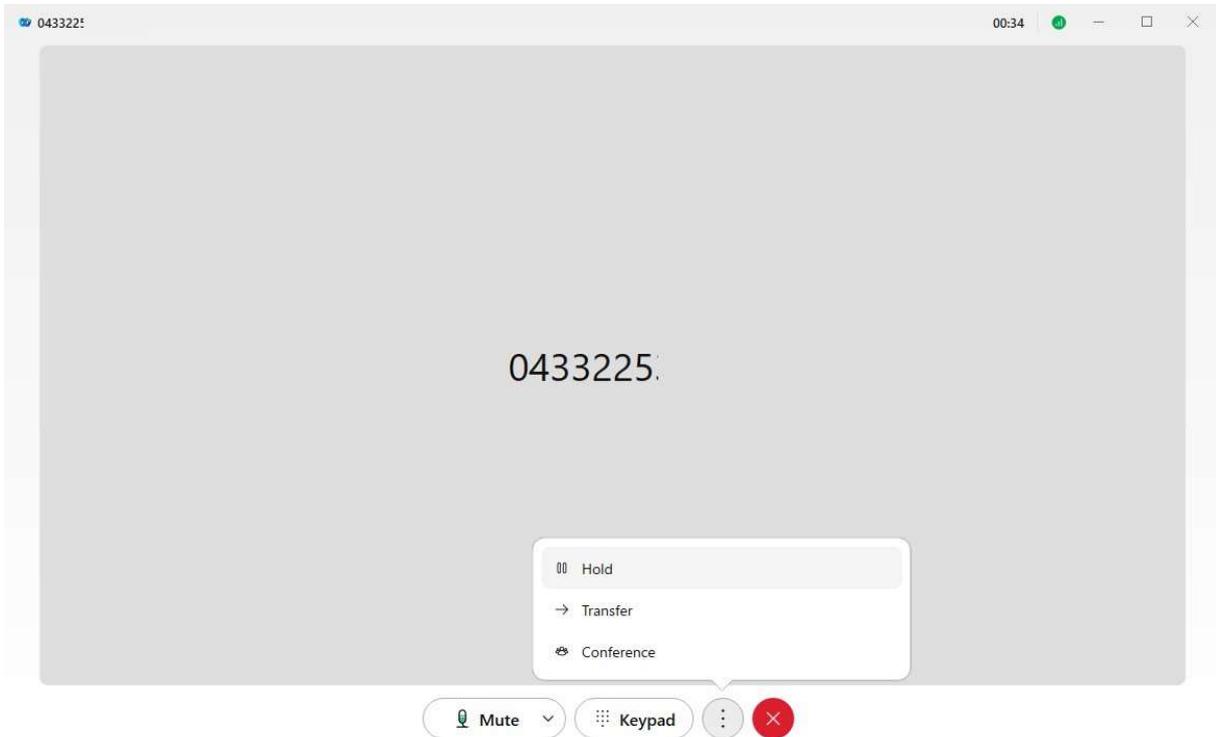


2 To go back to your held call, select it from the spaces list and then select **Resume**.

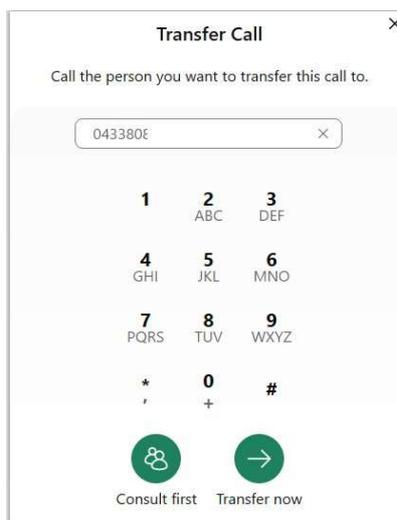


6. Transferring Calls

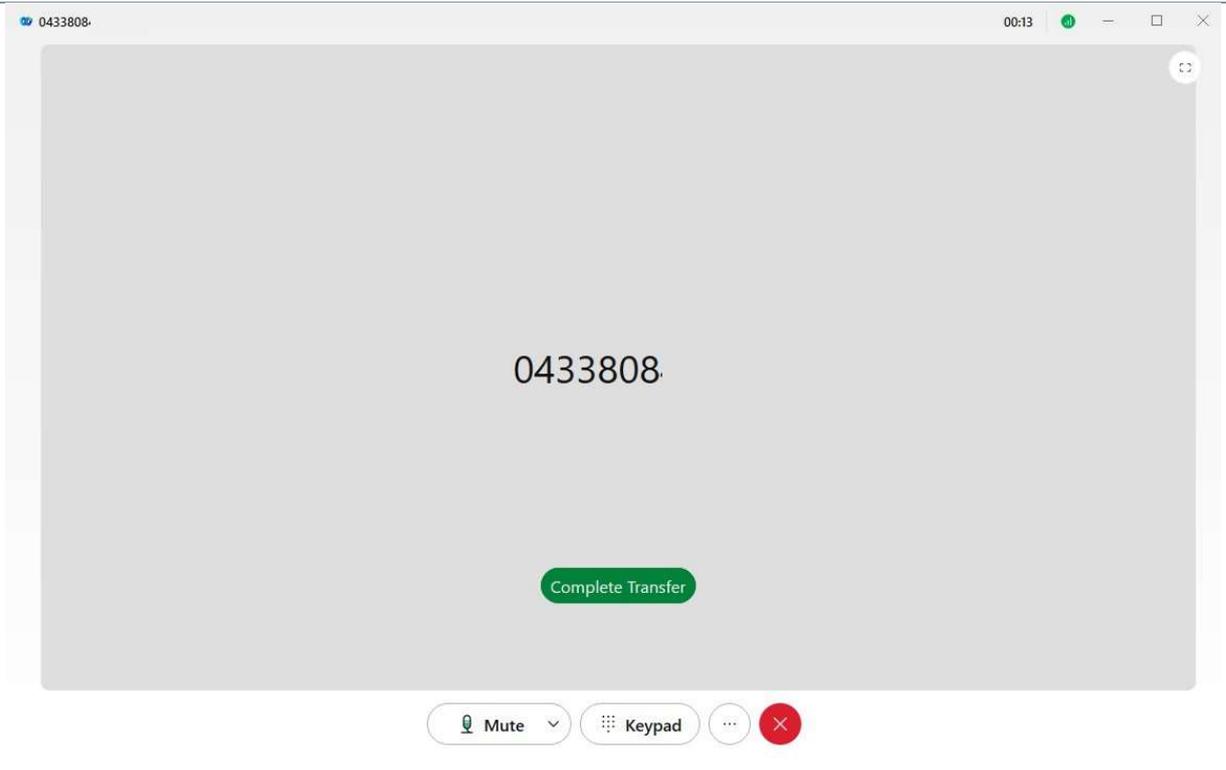
- 1 While on a phone call, select  and then select **Transfer**.



- 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.



- 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.



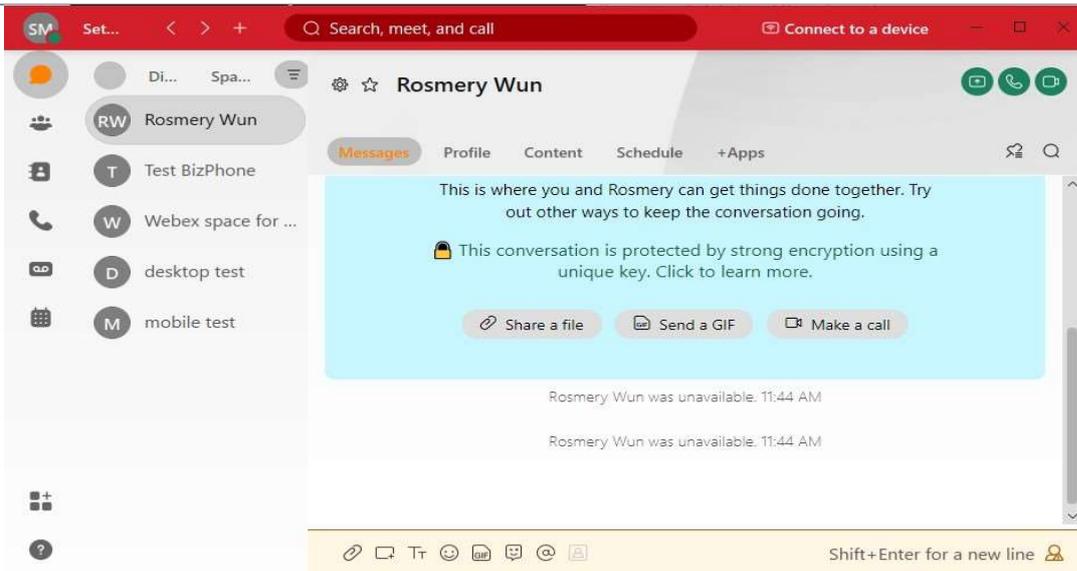
7. Answering/Rejecting Calls

- 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.



8. Making Calls

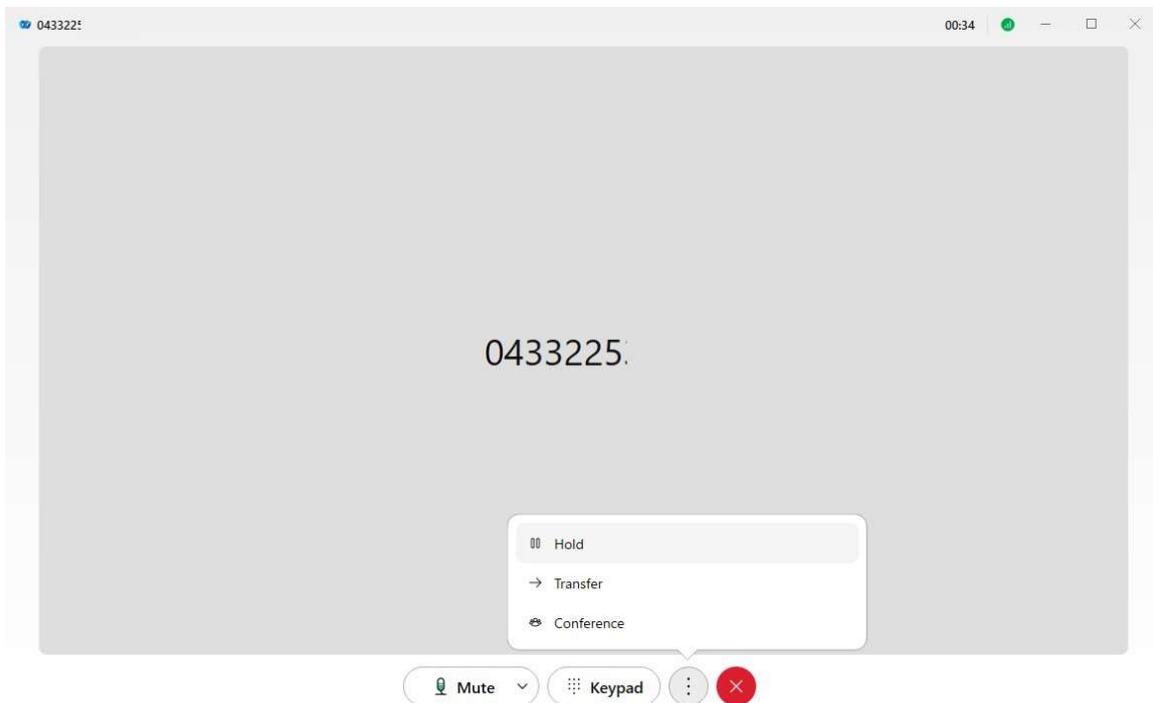
- 1 To make a call, simply look for the green phone icon which will allow you to call anyone you like.



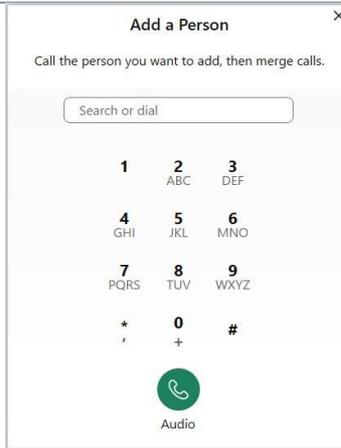
9. Conference/Merge Calls

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.

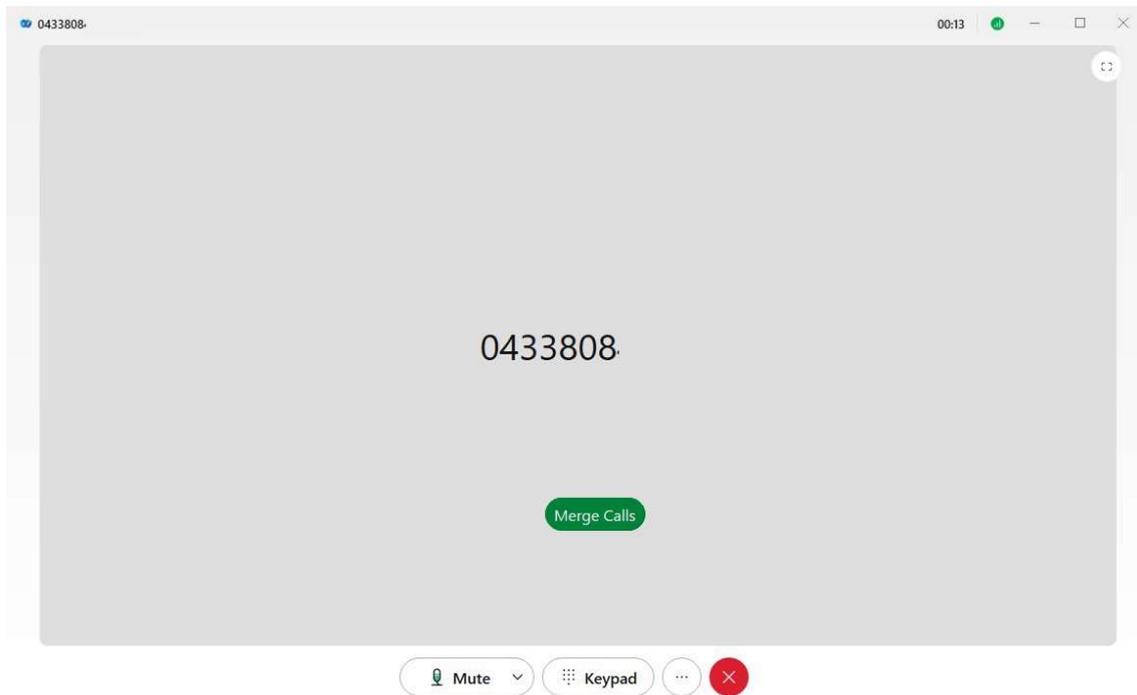
- 1 If you are already on a phone call and wish to add a person into the call simply Select  and then select **Conference**.



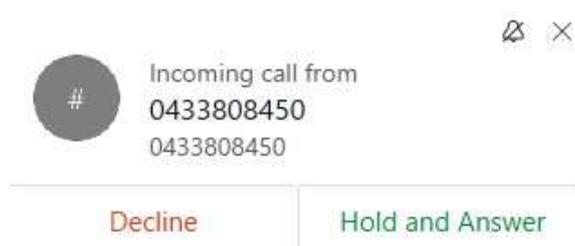
- 2 Enter the number of the person that you want to add to the call and click on the **Audio**  button.



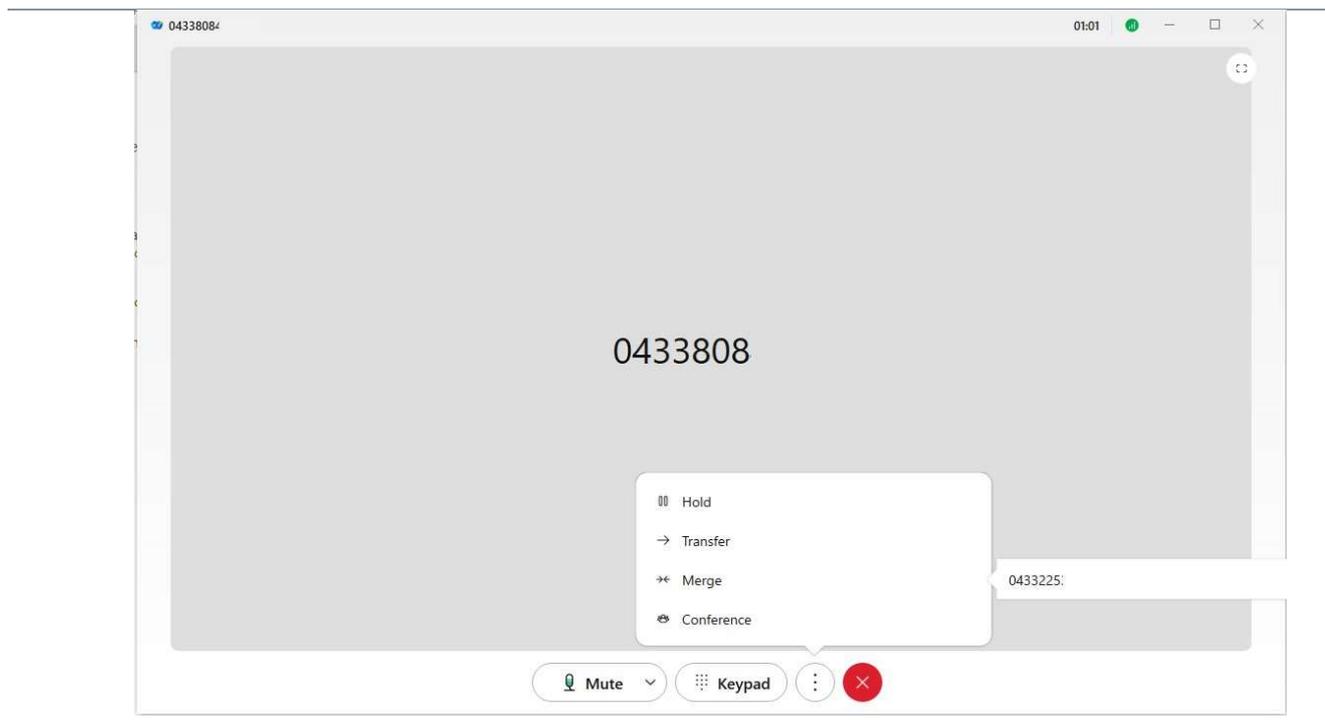
3 Press **Merge Calls** to merge the calls into one.



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).



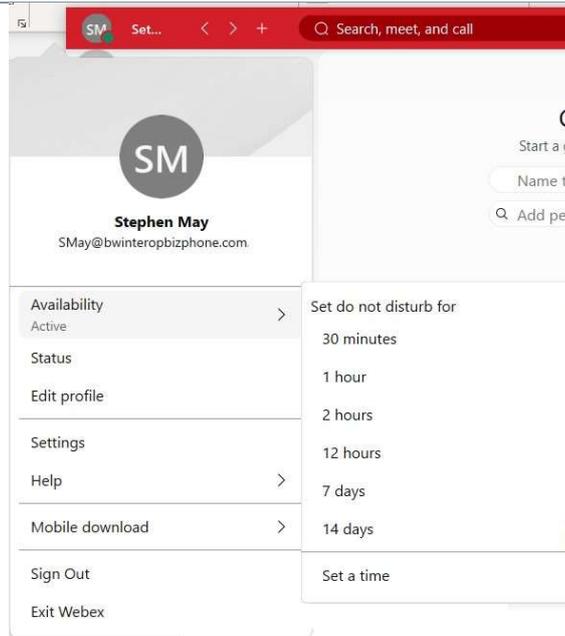
5. Select , Select **Merge** and then choose the phone call to merge. The original call is resumes and merged with the incoming call.



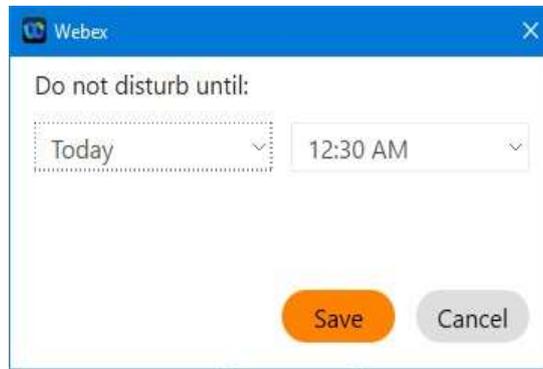
10. Set Do Not Disturb

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.

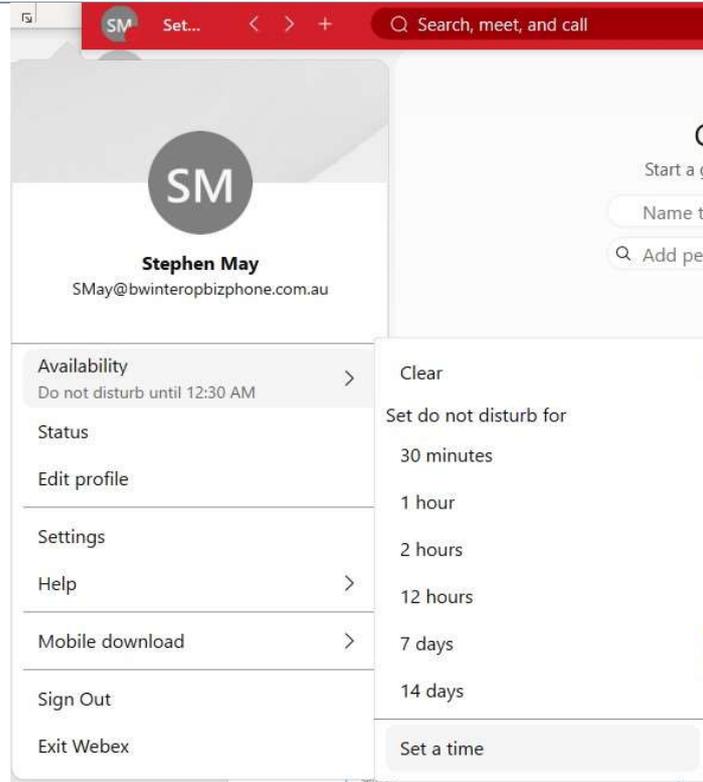
- 1 Choose your profile picture and select **Availability**.
- 2 Choose from the following:
 - Select how long you do not want to be disturbed for from the list.



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



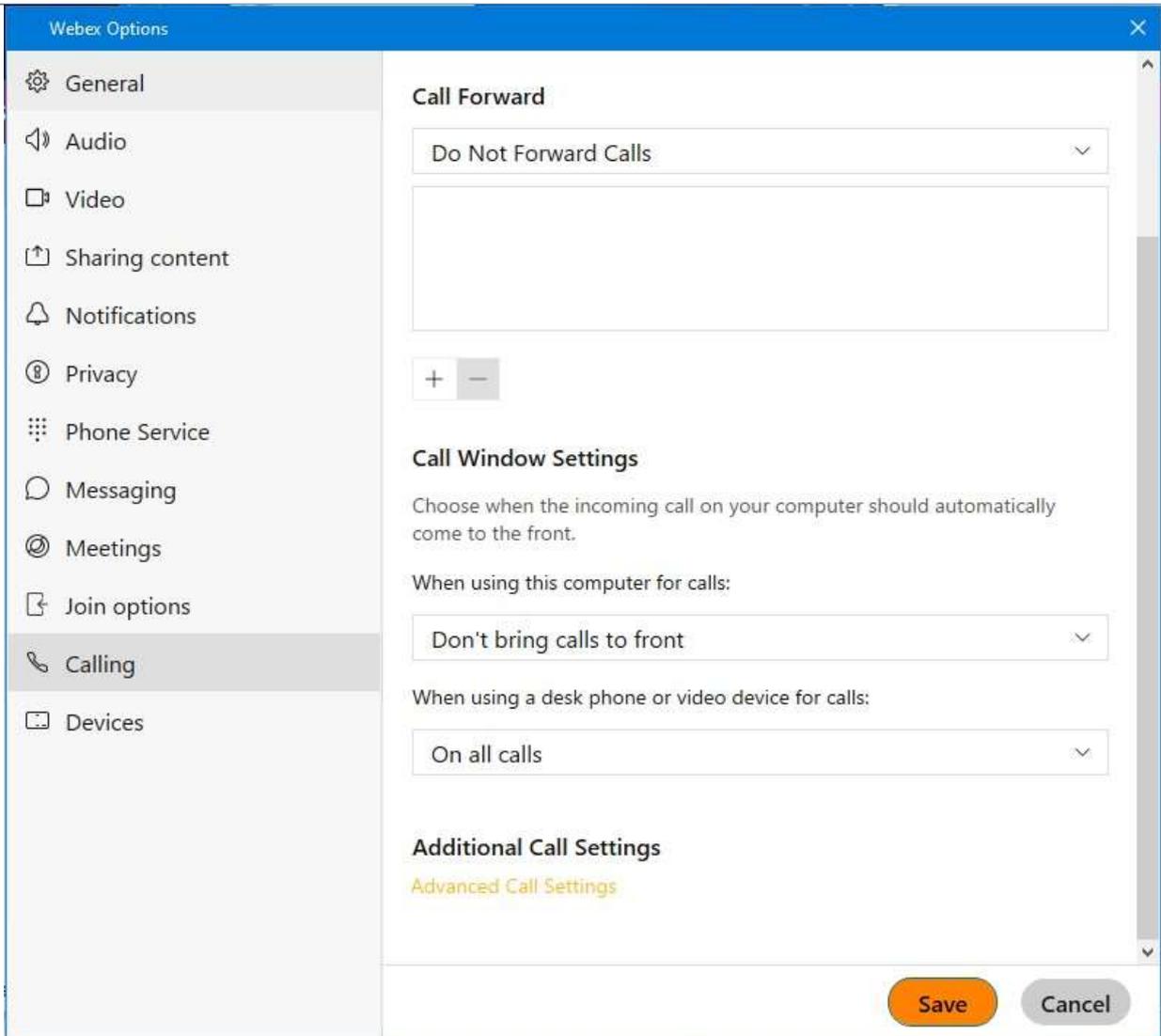
- 3 To change your availability back to active, click **Availability > Clear**.



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**.

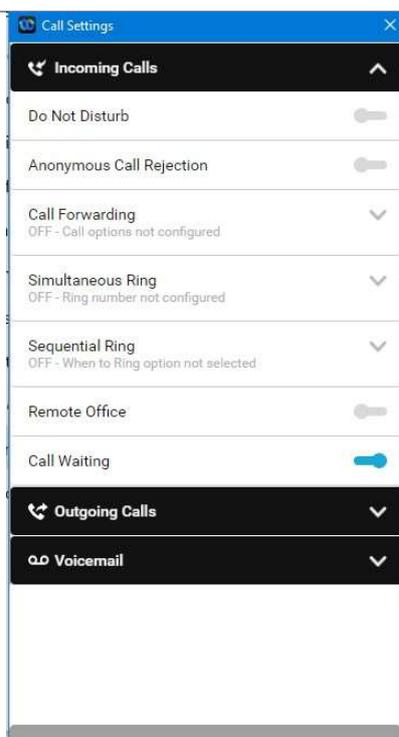


- 2 Click on the drop-down arrow on each category (**Incoming Calls**, **Outgoing Calls** or **Voicemail**) to configure the settings.



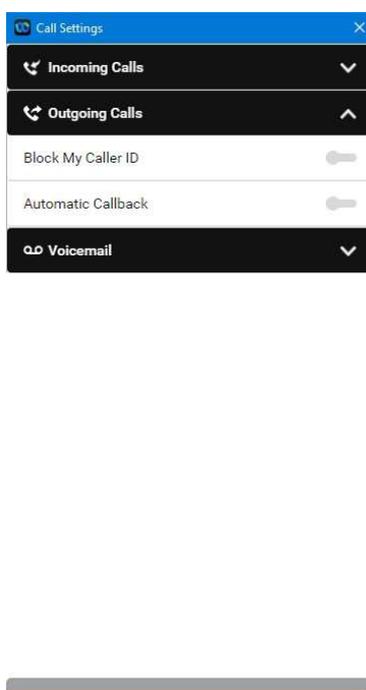
3 For **Incoming calls**, you can choose to enable or disable:

- 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.



4 For Outgoing calls, you can choose to enable or disable:

- Block My Caller ID
- Automatic Callback



5 For Voicemail, you can choose to:

- Send Calls to Voicemail
- Send Voicemail to Email.

12. Accessing your Voicemail

1 Click on the Voicemail  Icon.

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

