

# **Cisco Webex**

## **User Guide**



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# 1 Overview

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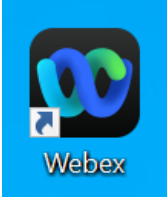
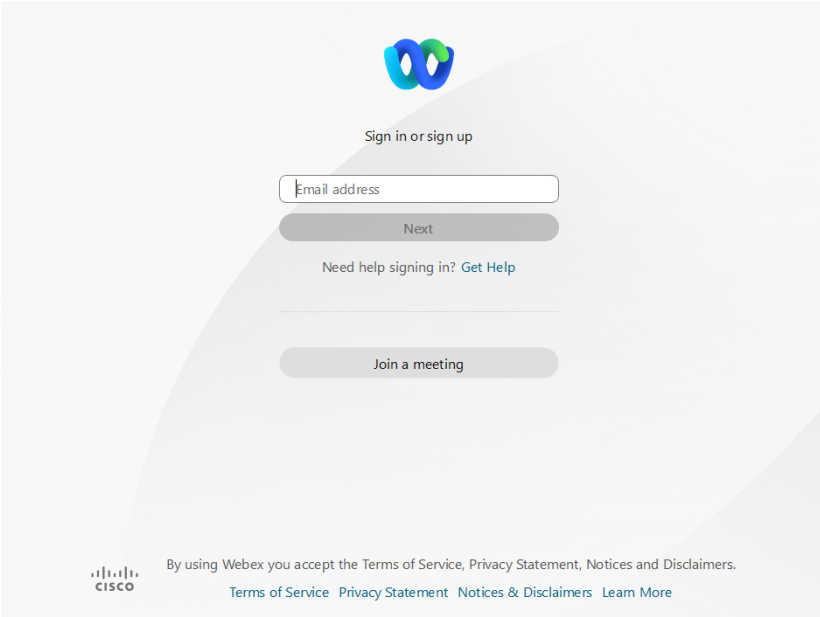
As part of our strategy to provide an integrated workplace environment for all employees, Information Technology is excited to announce the launch of Cisco Webex.

Cisco Webex (formerly Webex Teams) is built on the long heritage of Cisco Jabber and incorporates a modern interface and enables easy collaboration amongst colleagues, groups and anyone on Webex. As a cloud based service, it is available from multiple devices including our Corporate desktop, smartphones and iPads as well as from any computer using a browser such as Google Chrome.

Webex provides the ability to login to your City phone enabling you to make and receive calls using your standard City phone number regardless of where you are physically located. Webex maintains history of your chats and permits you to use powerful search features in recalling conversations or decisions. Finally, Webex fully integrates into the Cisco Webex Meetings platform enabling you to easily see upcoming meetings in your calendar view and permits you to easily join video and audio meetings from the Webex client.

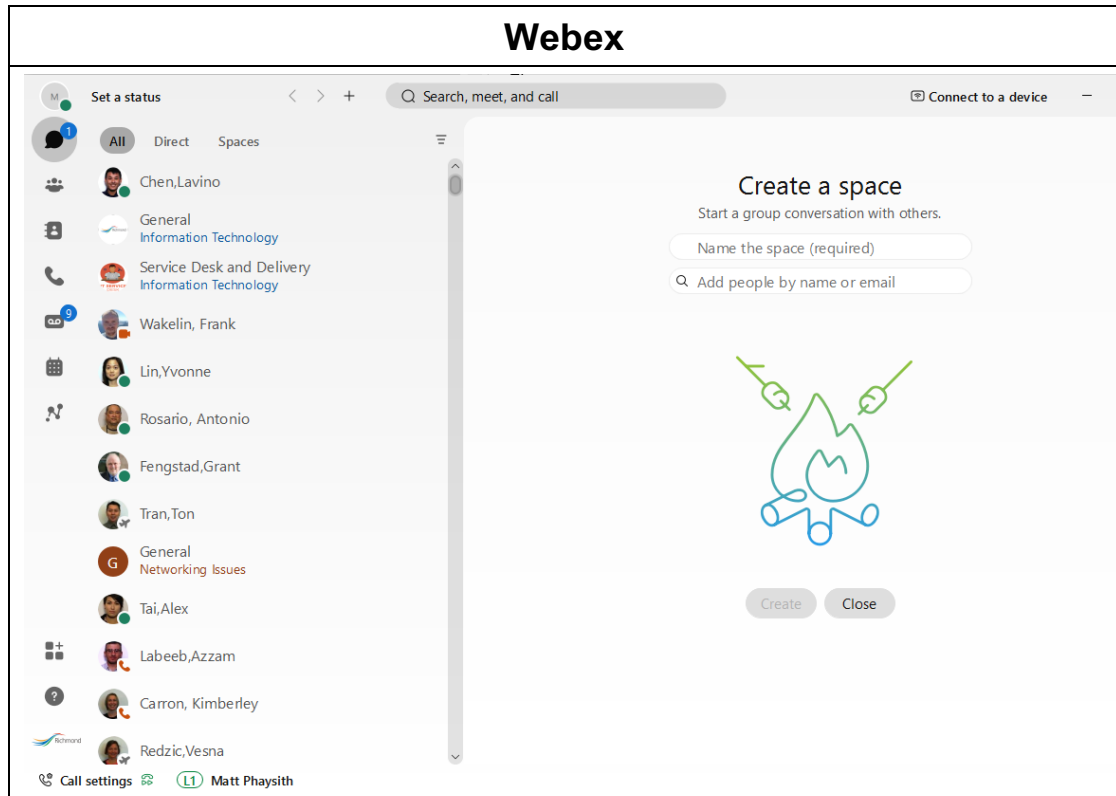
## 2 Migration Process

The instructions below illustrate how to launch and sign into Cisco Webex.

<p>To start Webex, double click the desktop icon named Webex.</p>	 The image shows a desktop icon for Cisco Webex. It features a blue square background with a white border. Inside the square is a stylized 'W' logo in blue and green, with a small white square icon in the bottom-left corner. Below the logo, the word 'Webex' is written in white.
<p>When presented with the first screen, enter your City issued email address.</p> <p>If you are using a City issued desktop or laptop and are connected to the City network, either within a City facility or through the GlobalProtect VPN service, you should be automatically authenticated using the Single Sign On service.</p> <p>If you are using a device not connected to the City network, then you will be prompted through the “two-factor” validation / authentication process to confirm your sign in.</p>	 The image shows the Webex sign-in screen. At the top center is the Webex logo. 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 the 'Next' button is the text 'Need help signing in? <a href="#">Get Help</a> '. At the bottom of the screen is a 'Join a meeting' button. In the bottom left corner is the Cisco logo. In the bottom right corner, there is a line of text: 'By using Webex you accept the Terms of Service, Privacy Statement, Notices and Disclaimers.' followed by links for 'Terms of Service', 'Privacy Statement', 'Notices & Disclaimers', and 'Learn More'.

# 3 The Cisco Webex Experience

## 3.1 New Features




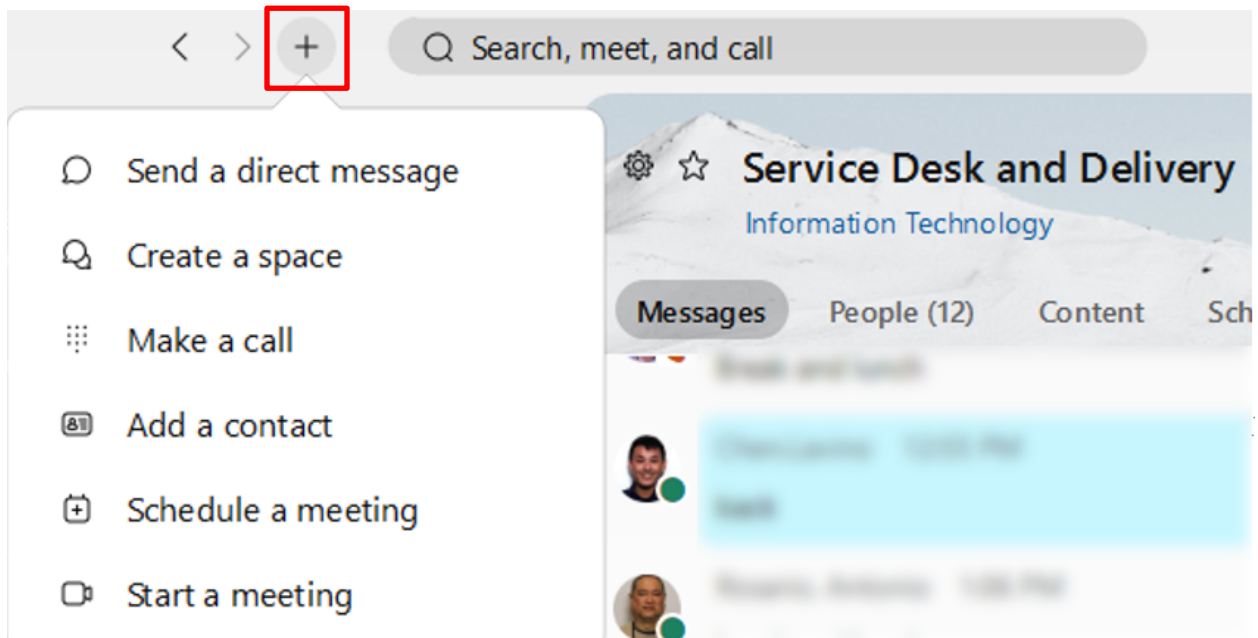
Cisco Webex offers many benefits to you which can be outline below:

- Webex is available on multiple devices; corporate desktop, smartphone, iPad and any computer using Google Chrome.
- Maintains history of your chats and permits you to use powerful search features in recalling conversations or decisions.
- Allows you to share images and files not only with direct messaging but also in group chats called spaces and teams
- Fully integrates into the Cisco Webex Meetings platform enabling you to easily see upcoming meetings in your calendar view and permits you to easily join video and audio meetings from the Webex client.
- Presence awareness allows you to see the availability of your contacts
- The contact list allows to you to organize and view the people you contact most
- Webex allows you to create and use virtual backgrounds when attending Webex Meetings.

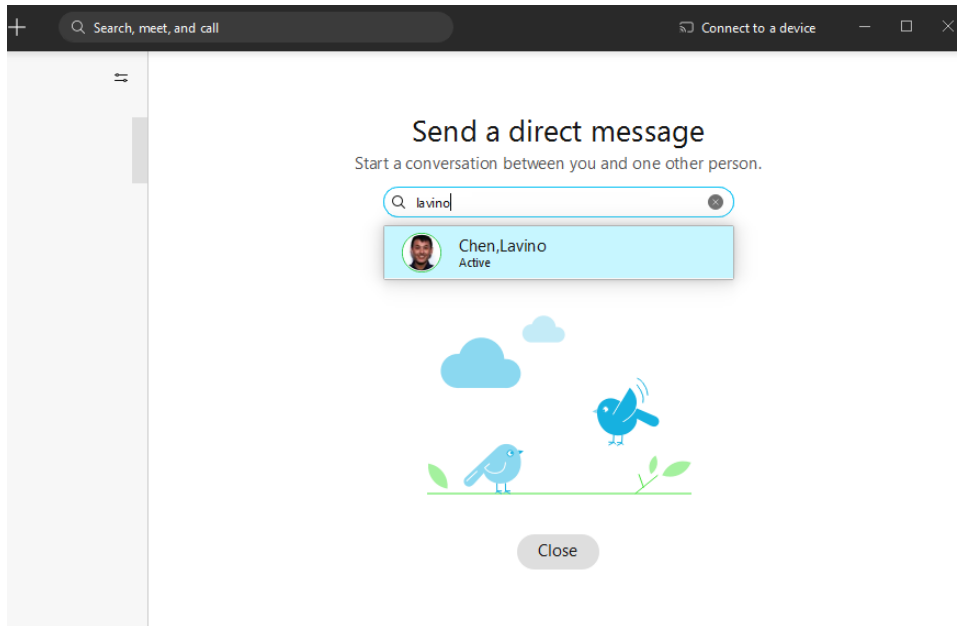
## 3.2 Using Cisco Webex

### 3.2.1 Instant Messaging

Click the chat icon  on the left pane. Alternatively click on the + icon to *send a direct message*. A direct message is where you will initiate a chat with someone else directly.



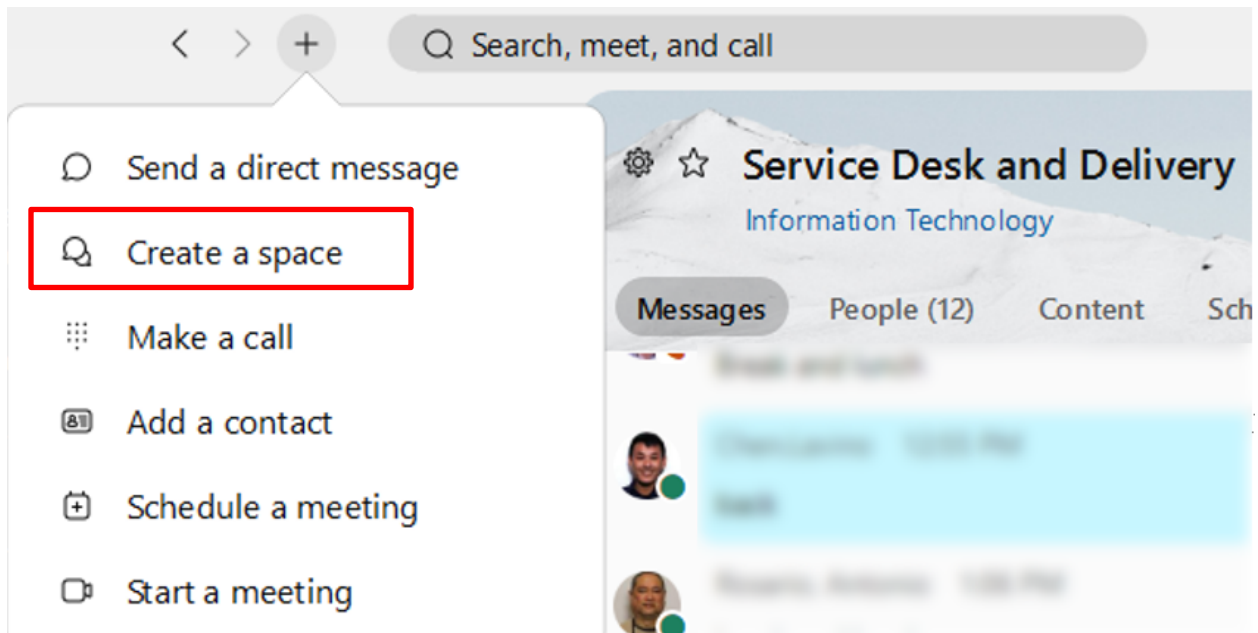
Type in the name of the person you would like to contact



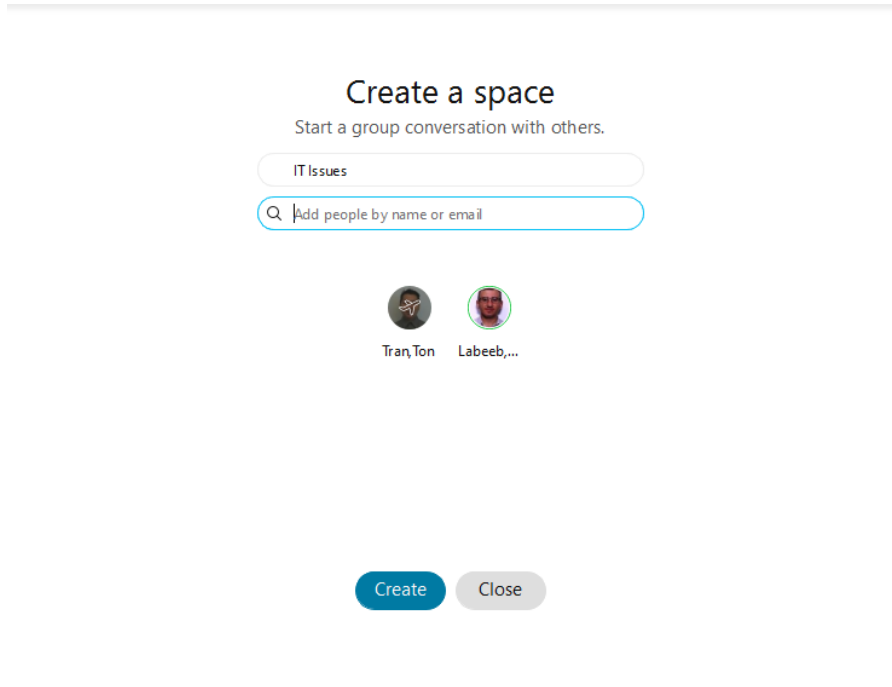
### 3.2.2 Spaces

A space can be easily defined where you invite multiple people to participate in that discussion group (space).

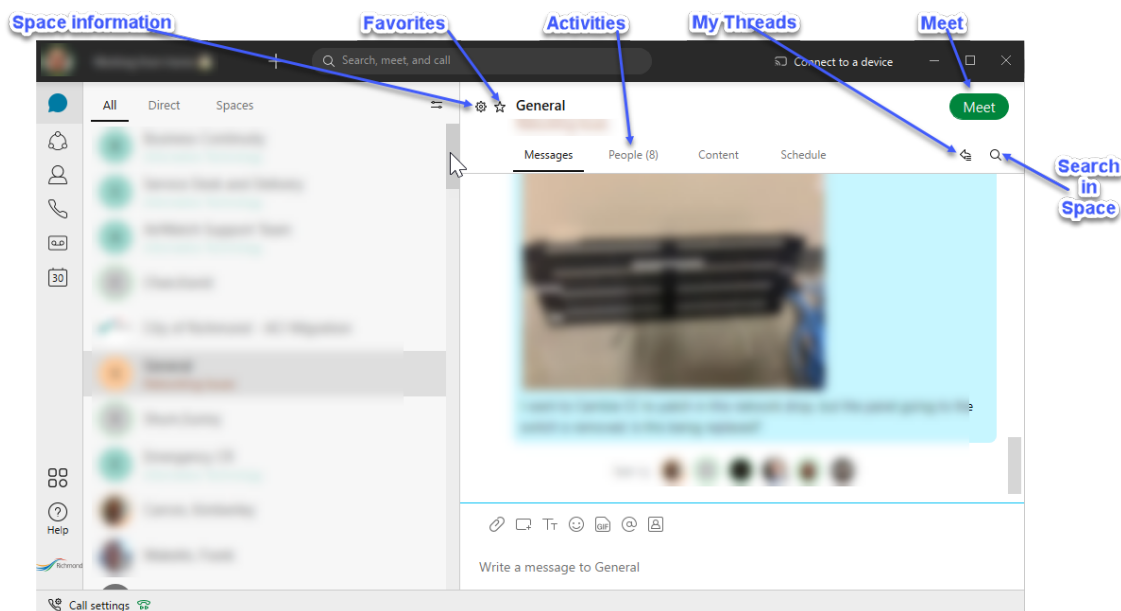
To create a space, press the “+” icon and select Create a space.



You will then need to give a name for the space, and then add your contacts you would like to join it



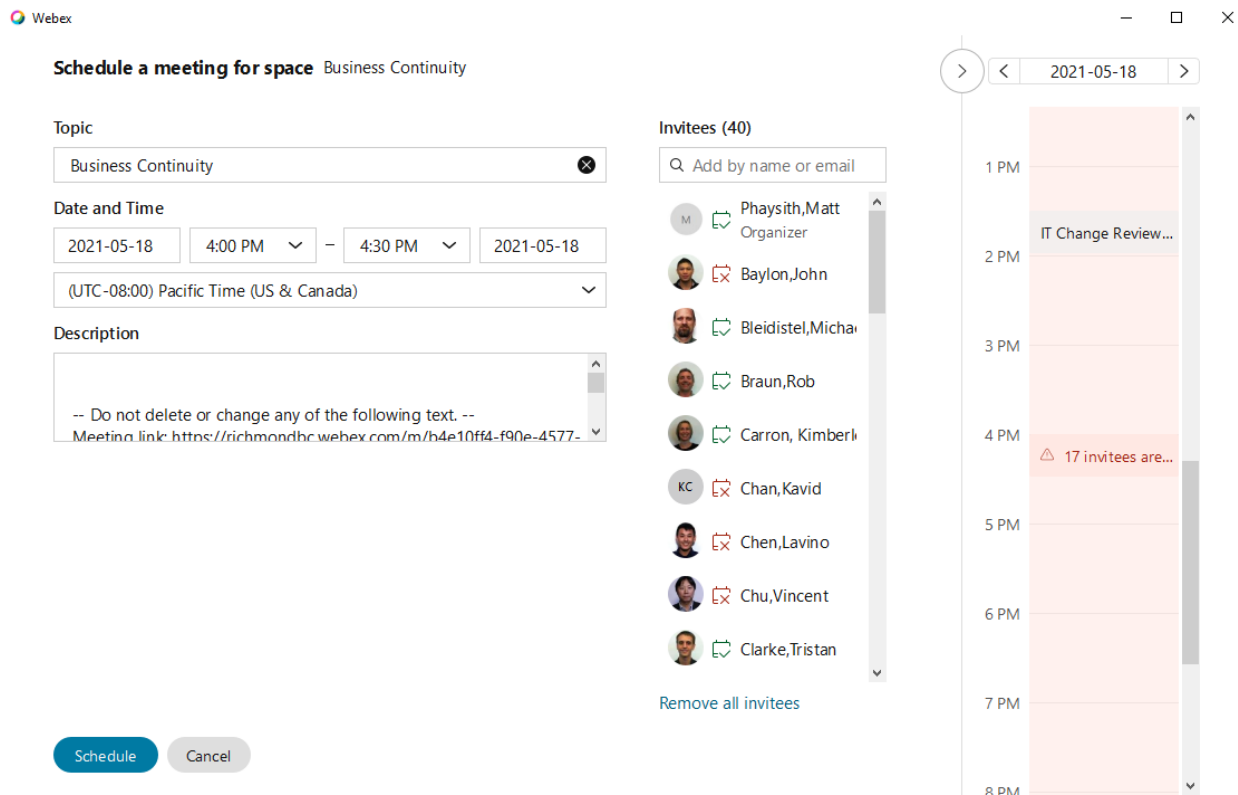
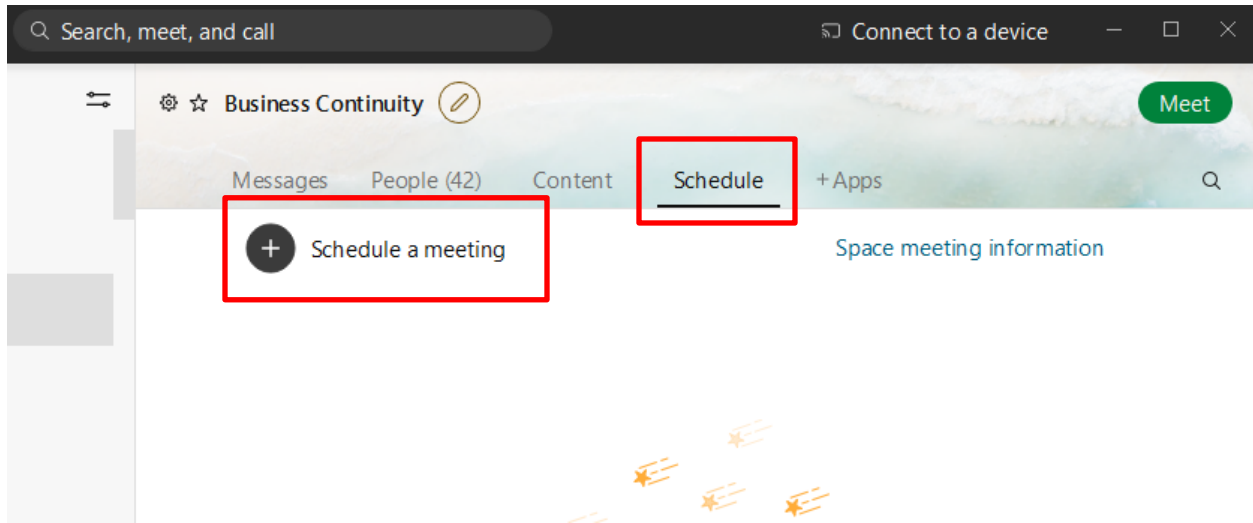
You can easily find all the information from within the Space. You can make the Space a favourite which will promote it higher in your list of contacts and spaces. The “People” option permits you to add and remove individuals from the Space. “Content” shows all content that has been shared with the Space, which includes documents, uploads and anything else relevant to the space. The “Schedule” option permits you to schedule a meeting with the members of the space. The “Meet” button will initiate an adhoc, in Space meeting with all members and the filter and search functions permit you to easily find content within the space.





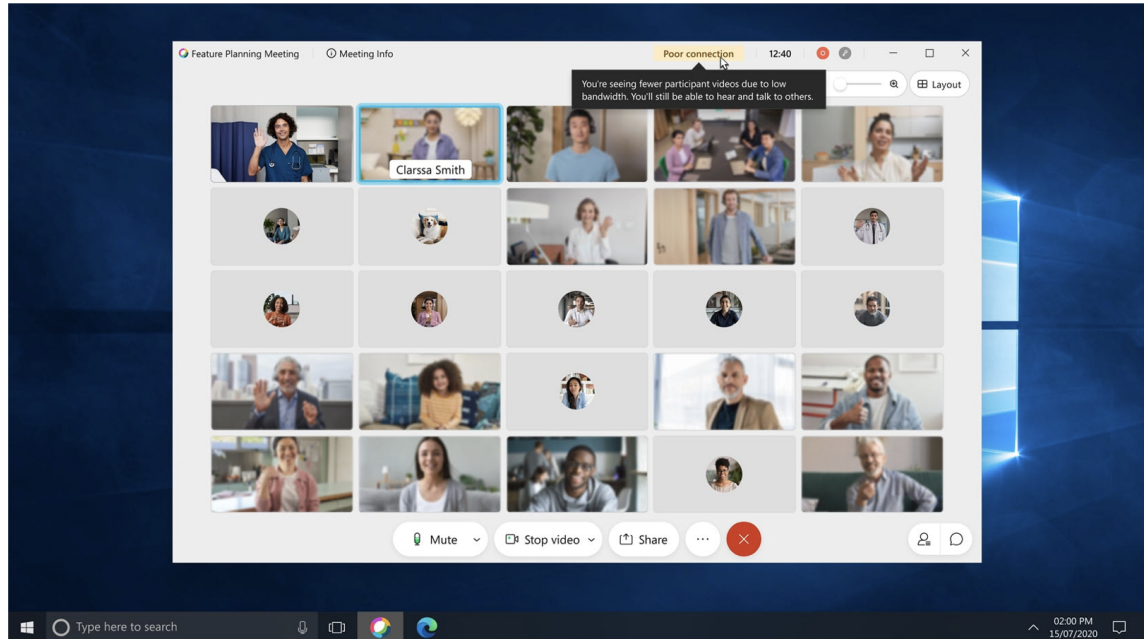
## Creating a Meeting within a Space

With the new Webex update, you now have the ability to schedule a meeting for a specific space. The scheduler now shows you your daily calendar and allows you to easily pick a time space for the meeting



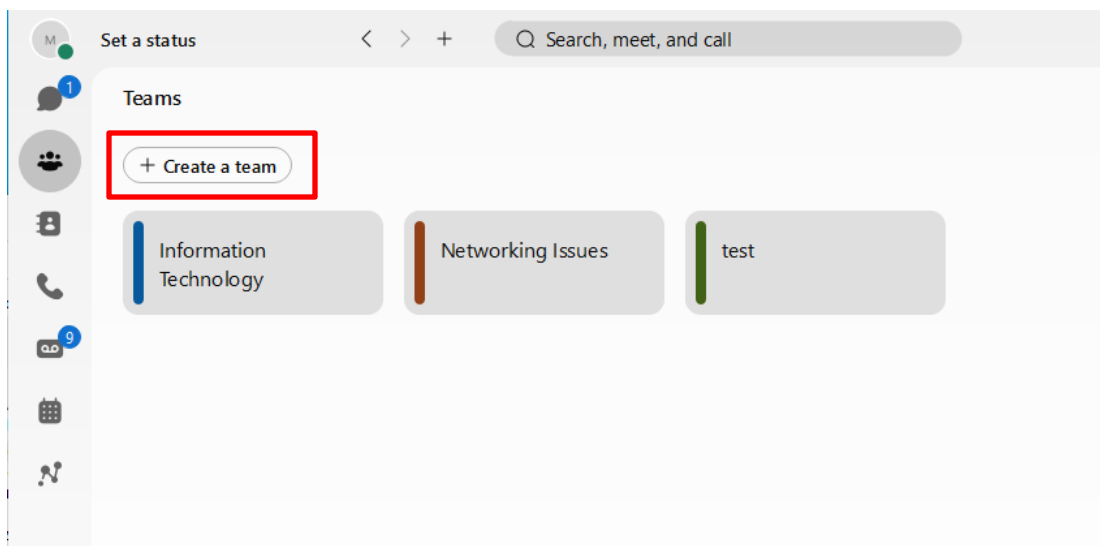
## Maintain Meeting Quality—Windows and Mac

With our new connection and CPU usage indicators, it's easier to tell how your meeting is performing based on network and system conditions. We'll make sure you maintain good meeting quality, or prompt you to make changes that'll help improve your meetings experience.

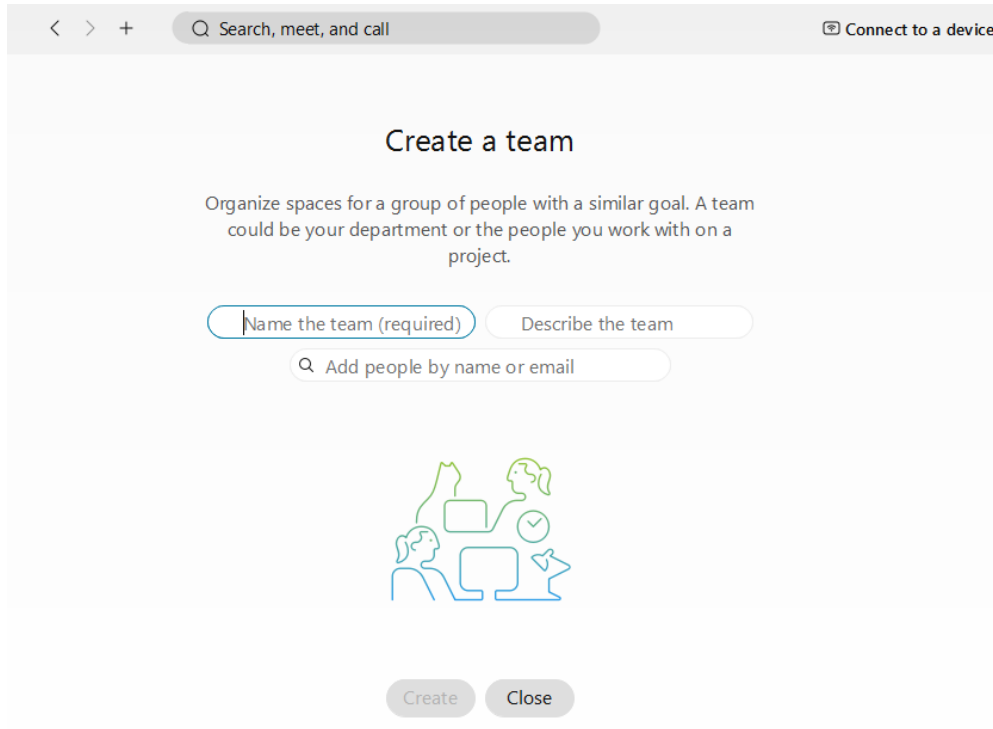


### 3.2.4 Teams

Teams are group chats that can be created for certain groups or projects. They are predefined by a divisions, departments or areas. To create a team, click on the teams tab and click the **Create a team** button










Provide a name for your team, then add your contacts. Press *Create*



### 3.2.5 Presence Awareness

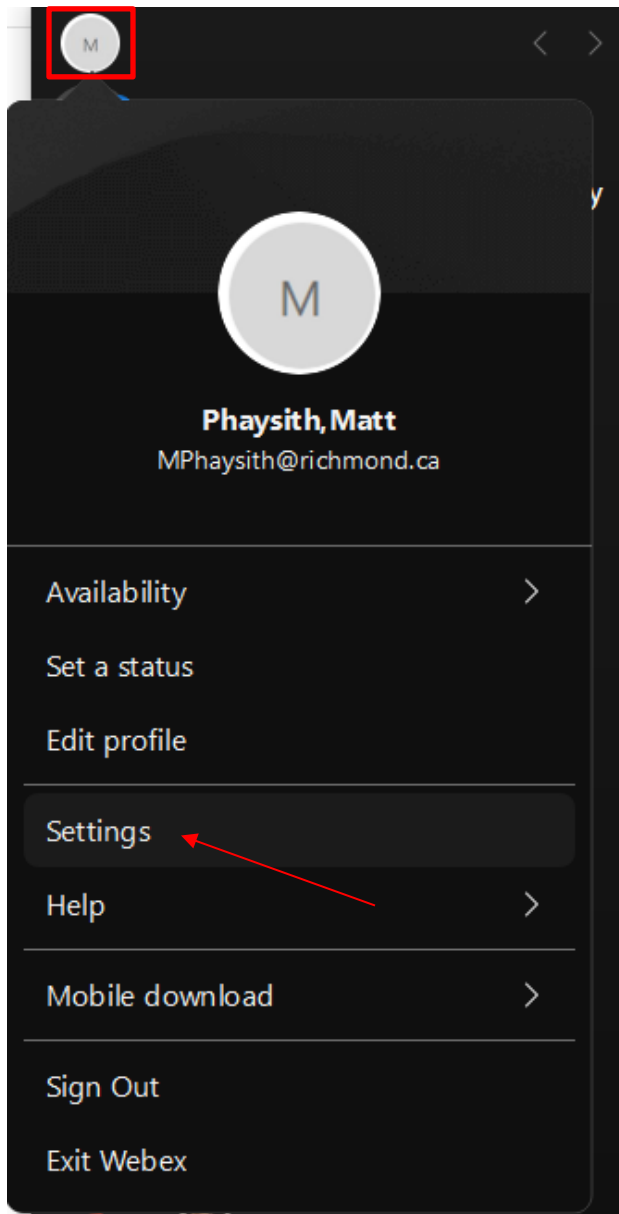
You can see people's statuses and availability within the Webex app. When your contacts are using their computer, their availability displays as active in the app. If they are away from the computer, Webex will show when they were last active. This only applies to contacts within the organization

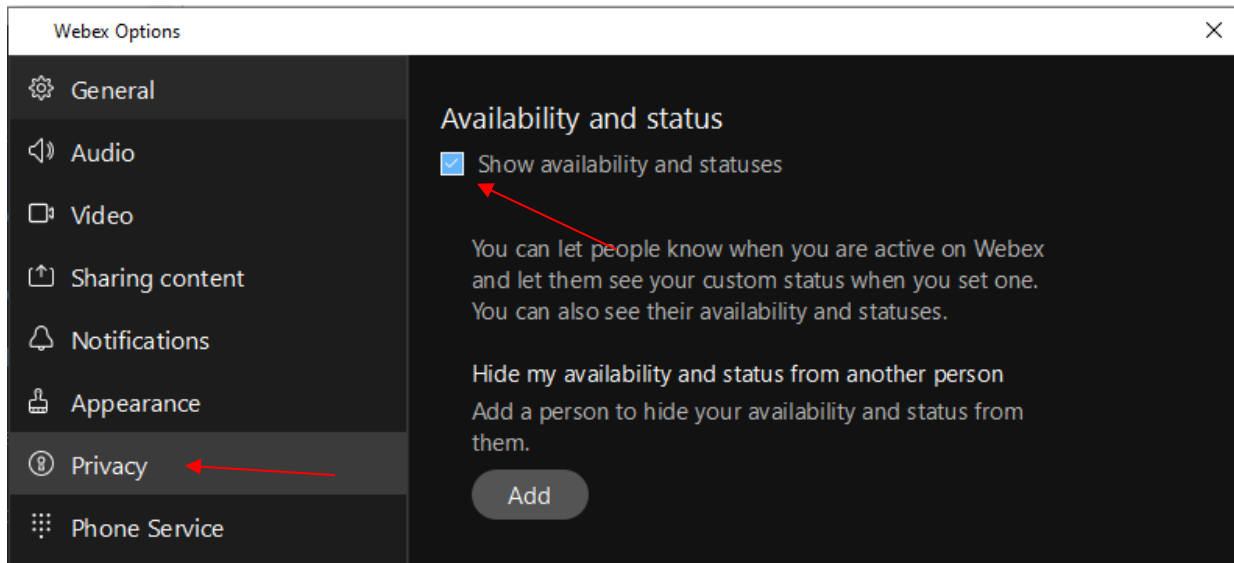
-  Airplane—The out of office reply is set in Microsoft Outlook.
-  Red icon—Do not disturb.
-  Arrow—Sharing a screen or application.
-  Meeting—In a meeting.
-  Call—On a call.
-  Green icon—Active in the last 10 minutes.
-  Clock—Not active.

## Turning off Presence Awareness

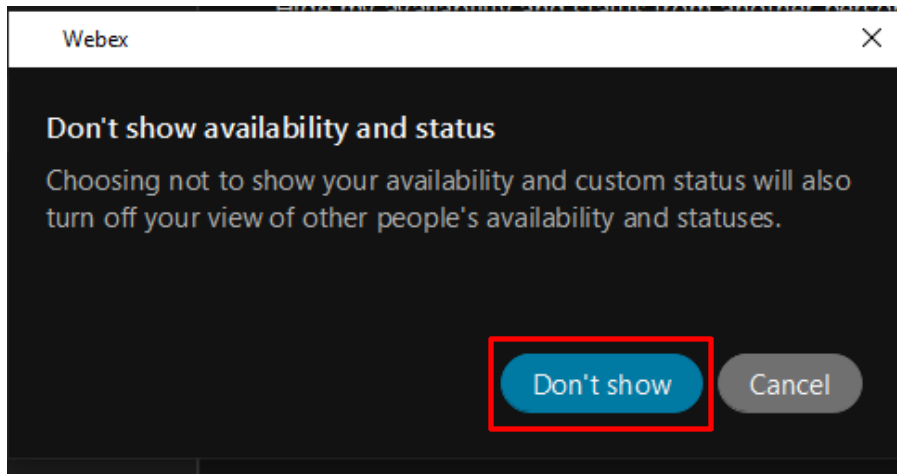
You may choose to turn off your availability and online statuses. Note that if you choose to turn this option off you will be unable to see other people's availability and statuses.

To do this go to **Settings > Privacy > Uncheck Show availability and statuses**



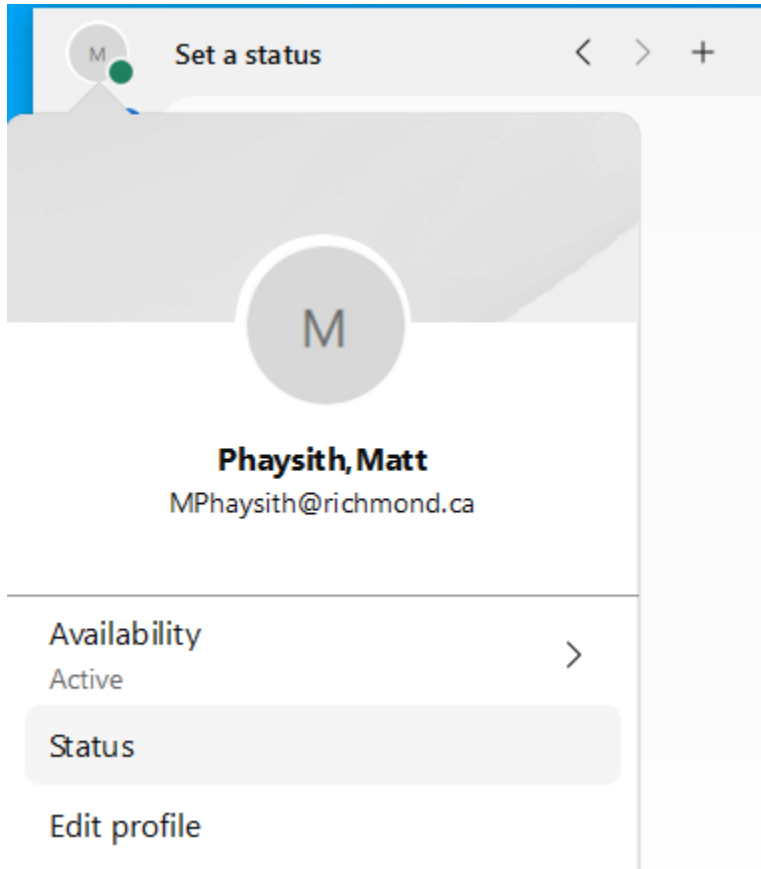


At the prompt, confirm by pressing **Don't show**



## Setting a custom status

On top of the default statuses provided, you can also set a new custom status. Click your name or picture, then click *Set a new status*



Webex ×

Out of the office ×  
😊 17/75

Clear after  
1 day ▾

Choose a status

Working from home 🏠

Traveling for business 🚀

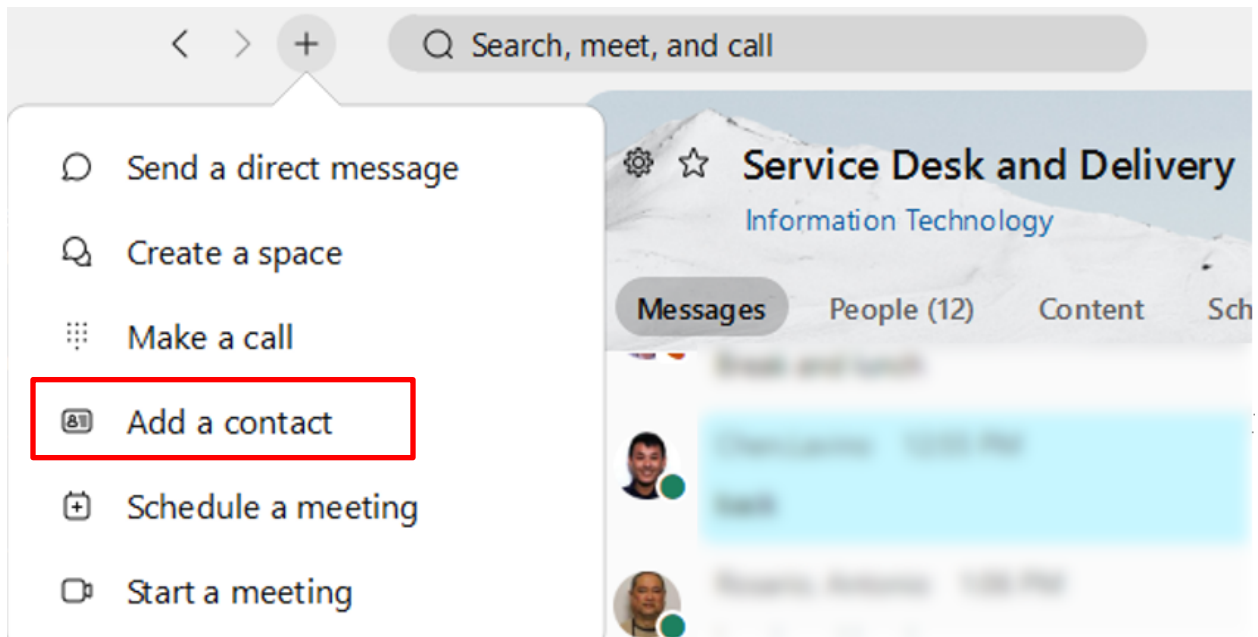
Out for lunch 🍴

Be right back ⌚

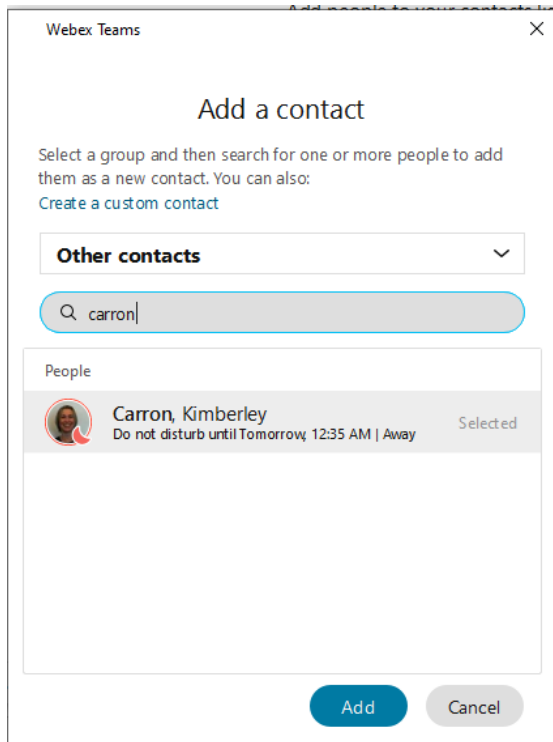
Save Cancel

### 3.2.6 Contacts

To add contacts, press the + sign and then *Add a contact*

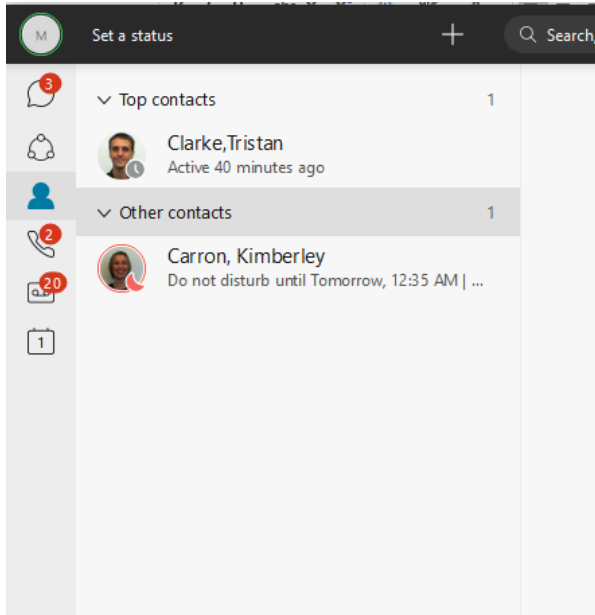


Type in the contact name and press *Add*



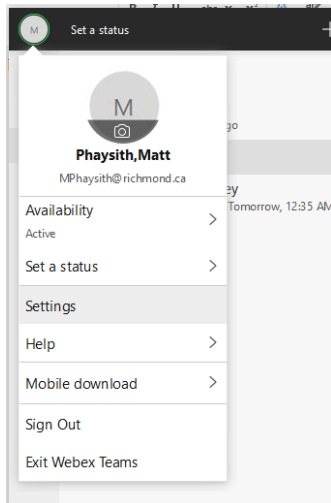
Your contacts can now easily be viewed in the contacts tab





### 3.3.7 Virtual Backgrounds

Webex allows you to set a virtual background during video calls. To set a virtual background, go to Settings



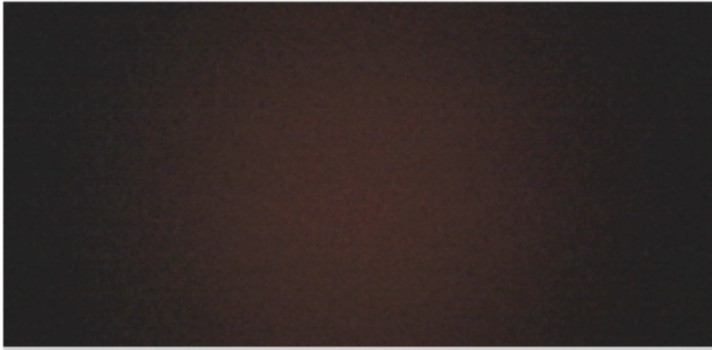
Select the Video Tab and click on the virtual background dropdown to make your selection, then press Save.

Webex Teams Options

- General
- Audio
- Video**
- Notifications
- Appearance
- Phone Service
- Messaging
- Webex Meetings
- Calling
- Devices

### Camera

Integrated Camera



Preview

- Mirror my video
- Enable HD
- 

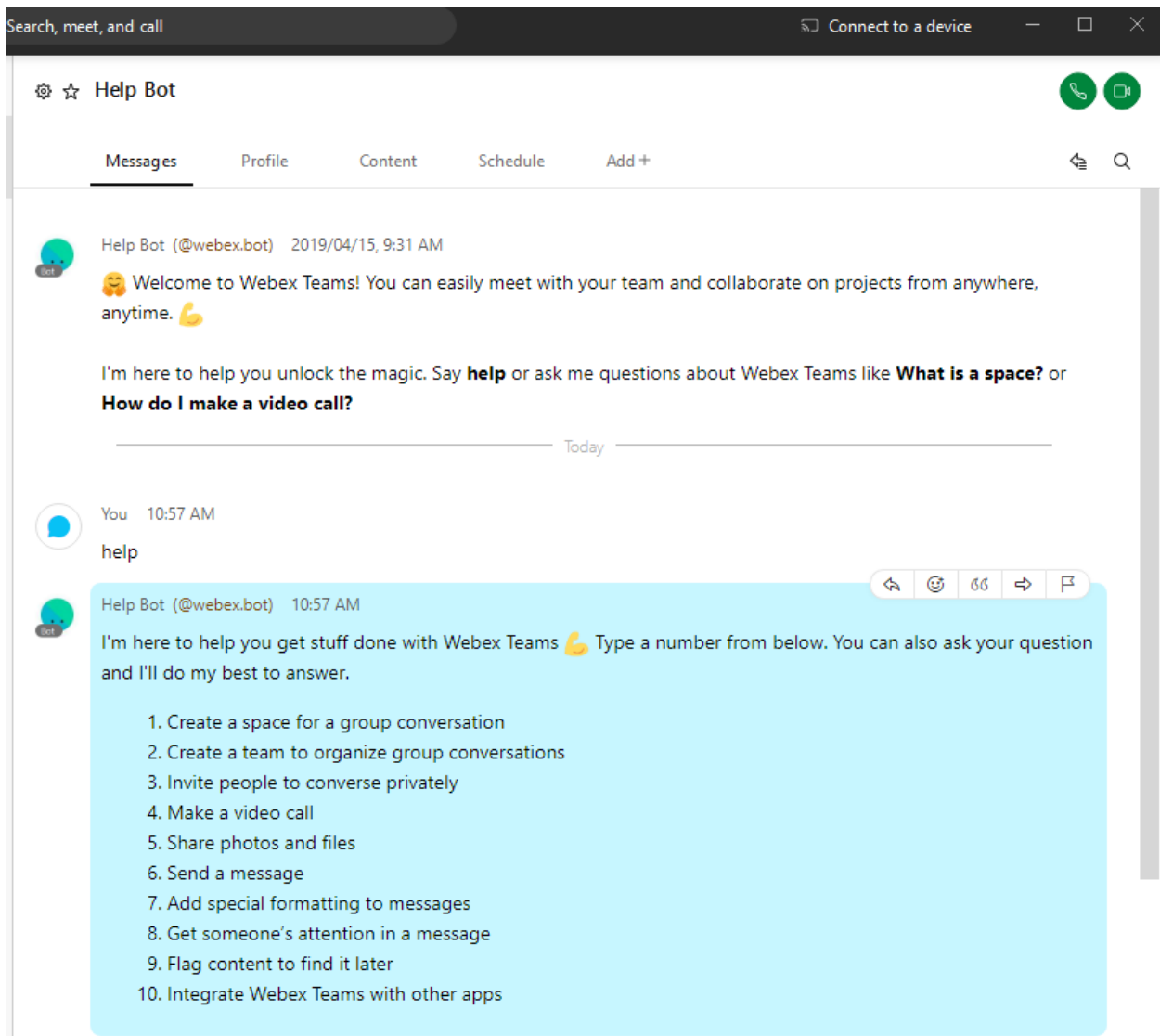
Save Cancel

### 3.3.8 Bots

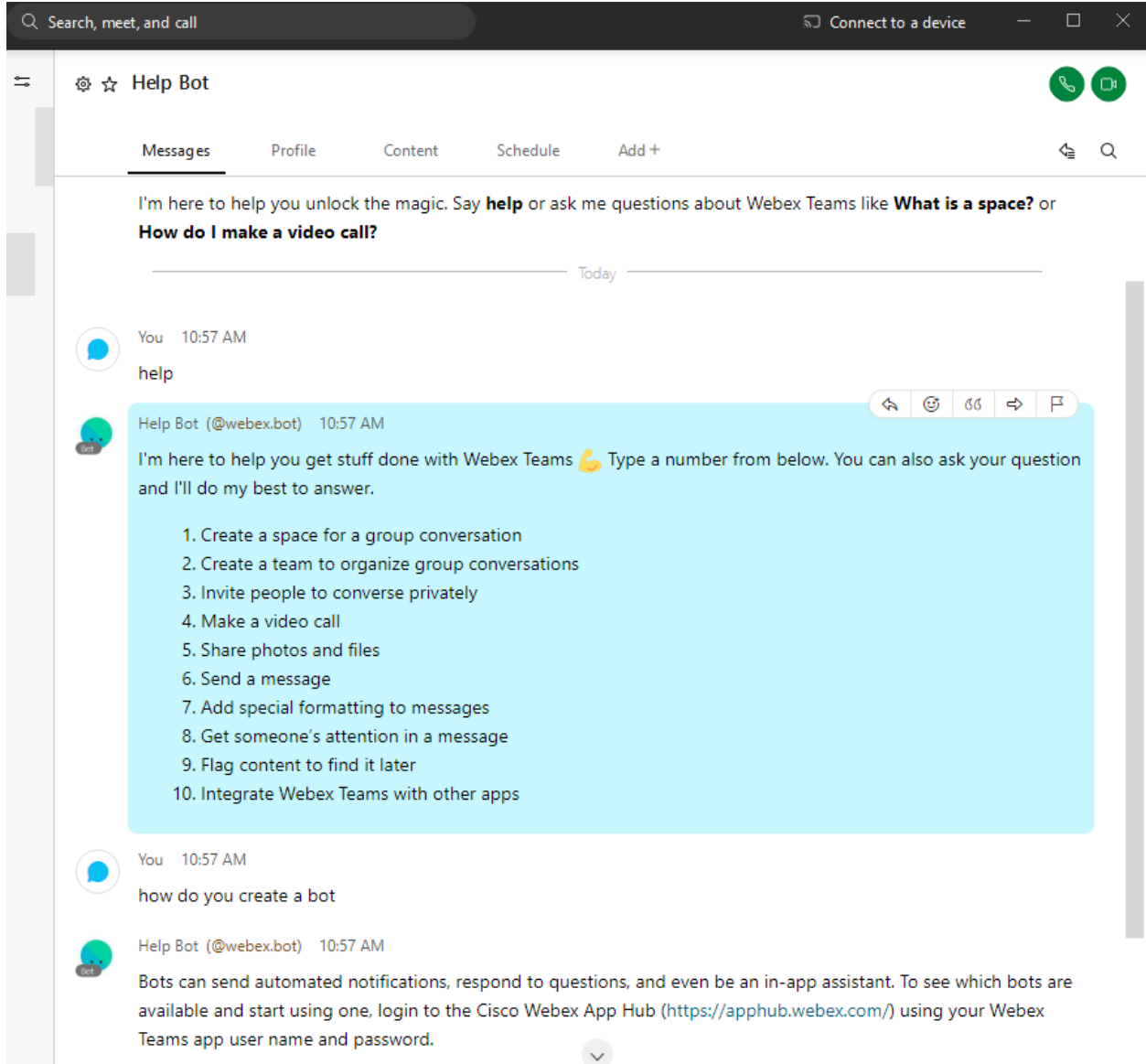
Bots help users automate tasks and bring external content into the discussion. There are a few different types of bots: notifiers, controllers and assistants. A bot can only access messages sent to it directly. You can access the Help Bot assistant in Webex which may be located at the bottom of your Webex chat list:



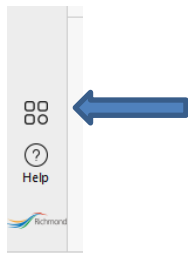
Here are some things you can ask the bot



Here we asked how you can create a bot



To add a bot, select the App Hub through Webex



or visit <https://apphub.webex.com/>, log in using your city email at the top right and you will be presented with a page of available bots by Cisco Systems.

## Apps for any team

Speed up workloads, track projects, and work faster together right in Webex.





Search for an app here

- Meetings
- Messaging
- Calling
- FEATURED
- Brand New
- Partner Solutions
- Must Try

### Brand New

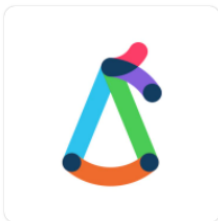
Explore our newest apps and recent updates.

[See All >](#)

 <p>Microsoft Power Automate for Webex</p> <p>by Cisco Systems</p> <p>Easily connect Webex to any tool or service using Microsoft Po...</p> <p>Messaging</p>	 <p>Zapier</p> <p>by Zapier</p> <p>Zapier is the easiest way to connect Cisco Webex Meetings to 1...</p> <p>Meetings</p>	 <p>Nectar Collaboration Product Suite</p> <p>by Nectar Corporation</p> <p>Nectar 10 - Next Generation Collaboration Monitoring Platform</p> <p>Meetings</p>	 <p>ExtendedCare Cloud Virtual Care Room™</p> <p>by ExtendedCare</p> <p>Personalized, clinically-relevant telehealth that goes beyond ...</p> <p>Meetings</p>
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To add a specific bot, click the bot you wish to add and then press *Add to space*. Here we will add a Birthday Bot to assist with keeping track of birthdays.

Search for an app here



Messaging

Last Updated Nov 19 2020

- [Developer Support](#)
- [Developer Privacy Policy](#)
- [Developer Website](#)

### BirthdayBot (birthday.bot@webex.bot)

Bot by Cisco Systems

[Social & Fun](#) [Other](#)

[Add to space](#)

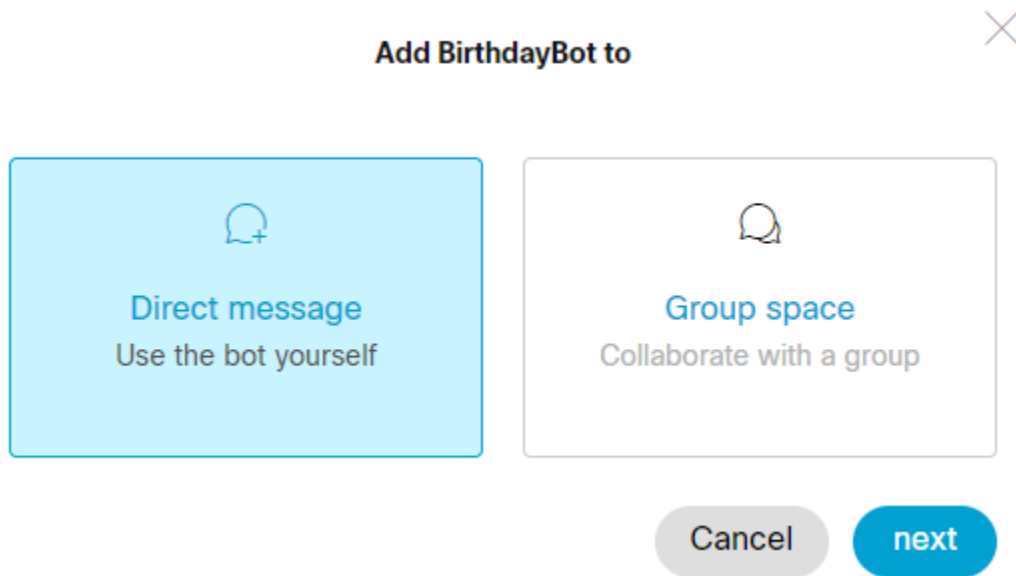
Keep track of and celebrate birthdays amongst your team using the Birthday Bot!

Now there's a super easy way to keep track of and celebrate birthdays with your teams! Either direct message the Birthday bot or add it to any group space to get started. You can easily add, edit, or delete your birth day or month and request the bot to collect birthdays from users in the same space which it is added.

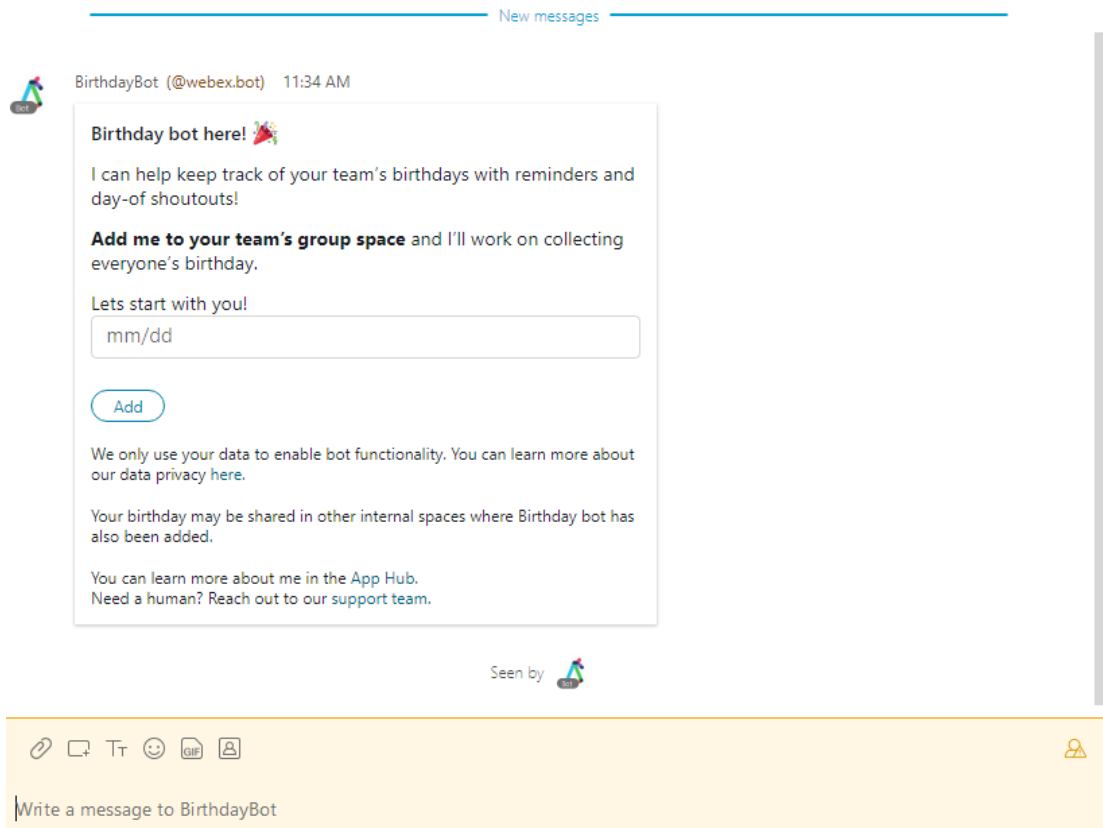
New users added to the space? No problem. Tell the Birthday bot "Add" in the group space and it will request only the new members in the space for their birthdays. Once birthdays are saved, the bot will share special birthday messages in any space that both the user and the bot are in on their special day.

Note: Your birthday may be shared in other internal spaces where Birthday bot has also been added, but it will never share your birthday in spaces where there are users from different organizations.


Now select if you would like to use the bot yourself or add it to a space



Once you make a selection, you will now receive a direct message from the bot where you can respond to it



Some bots we think may be useful for you:




**Pollbot**

by Cisco Systems

Add polling to Webex Teams with quick and easy bot commands!

Messaging



**BirthdayBot**

by Cisco Systems

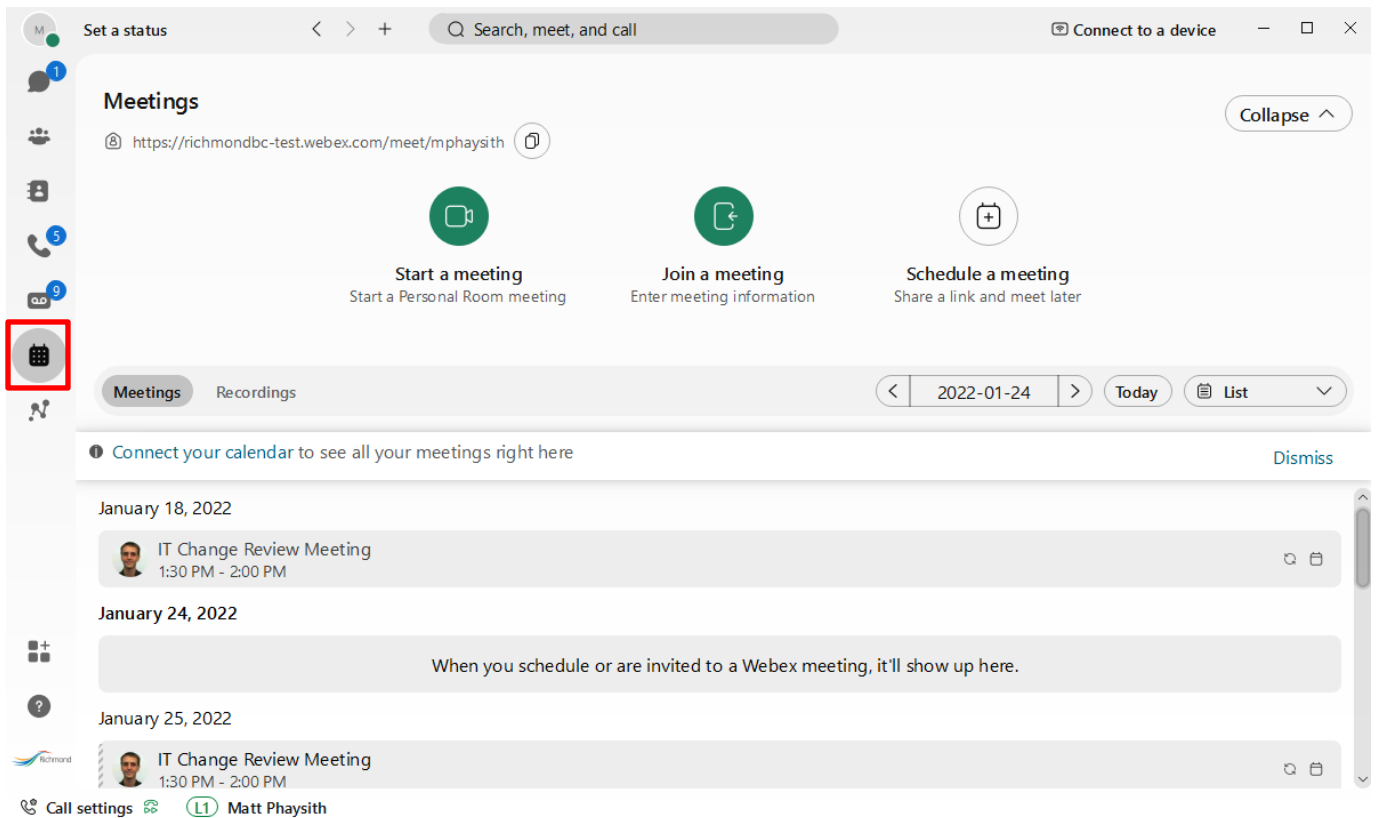
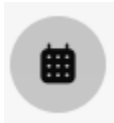
Keep track of and celebrate birthdays amongst your team using ...

Messaging

### 3.3 Webex Meetings

With the new Webex meetings update, Cisco has combined the Webex Meetings and the Webex Teams apps into the Webex app so you can have the ability the message, call, meet and share all in one convenience place. You will also notice that your Outlook calendar meetings will be synced within the Calendar section of the meetings page. Any Webex meetings invitations will also show up here

To access the newly integrated Webex meetings section, find the icon below in your Cisco Webex:



Set a status < > +  Connect to a device - □ ×

## Meetings

Collapse ^  
<https://richmond-bc-test.webex.com/meet/mphaysith> 📄

🗨️ **Start a meeting**  
Start a Personal Room meeting


🗨️ **Join a meeting**  
Enter meeting information

📅 **Schedule a meeting**  
Share a link and meet later

**Meetings** Recordings < 2022-01-24 > Today List ▾

**Connect your calendar** to see all your meetings right here Dismiss


January 18, 2022

 **IT Change Review Meeting**  
1:30 PM - 2:00 PM 🗨️ 📄

January 24, 2022

When you schedule or are invited to a Webex meeting, it'll show up here.

January 25, 2022

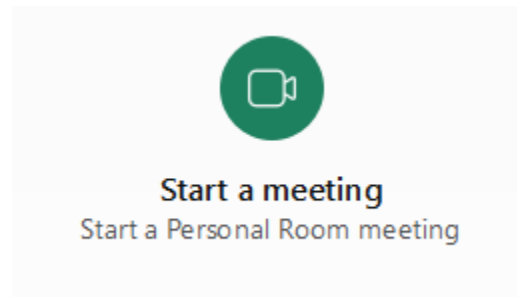
 **IT Change Review Meeting**  
1:30 PM - 2:00 PM 🗨️ 📄

🔊 Call settings 🔗 L1 **Matt Phaysith**

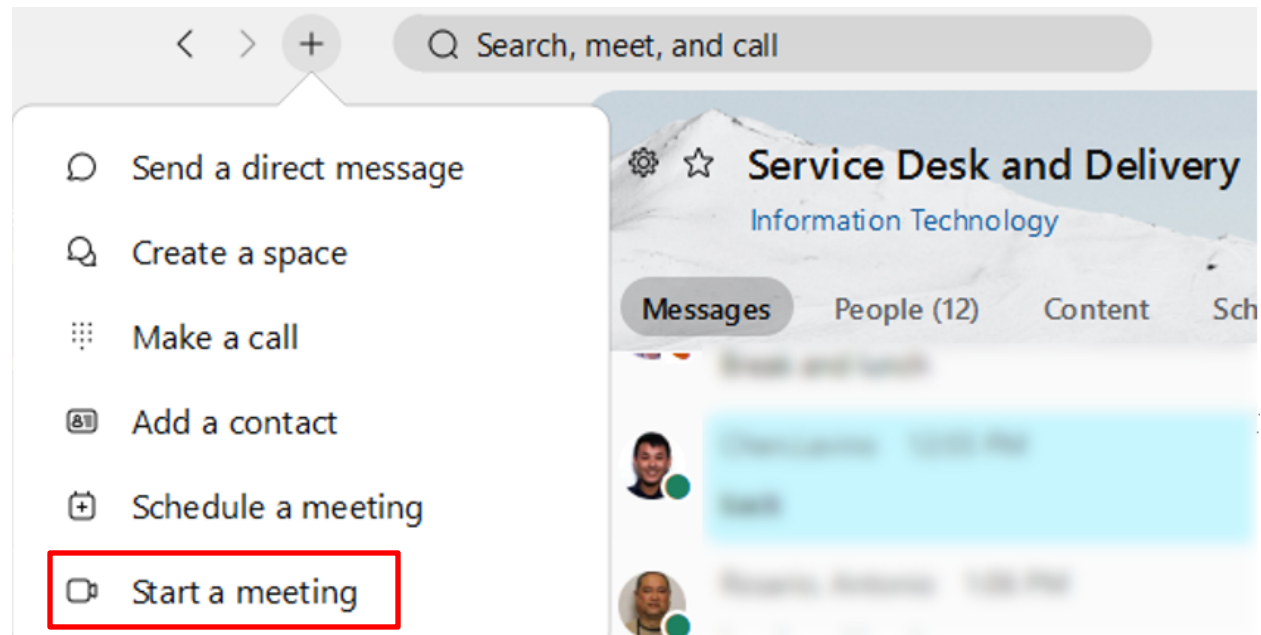


### 3.3.1 Starting a Meeting

To Start a Personal Room meeting, simply click the Start a meeting button



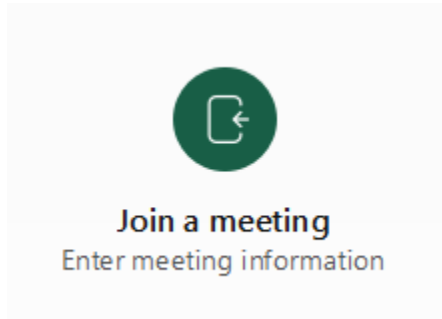
*\*Note this is also accessible within the “+” menu at the top of your Webex*



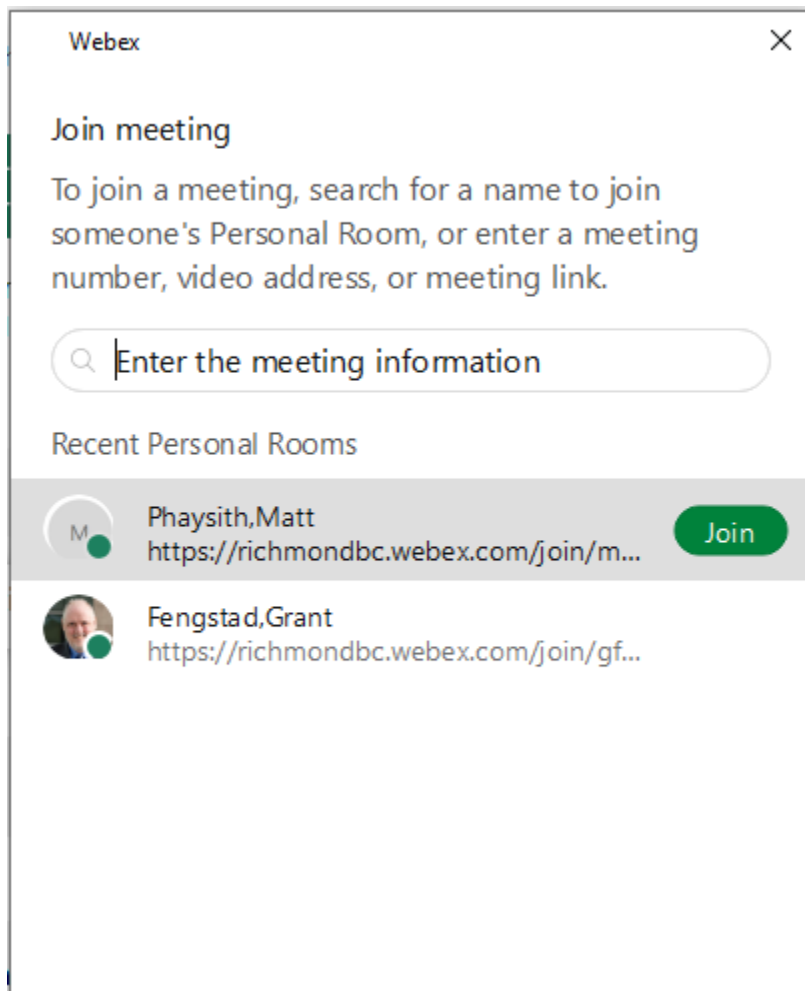
The Meeting will now begin

### 3.3.2 Joining a Meeting

To join a meeting, click the Join a meeting button



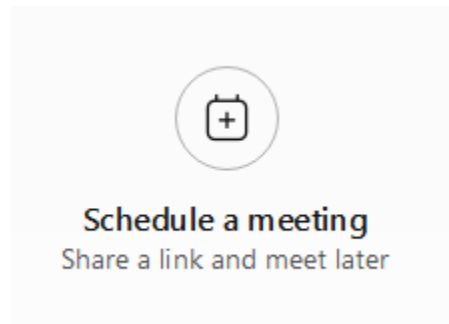
You will then be prompted to enter the Meeting number, video address, meeting link or someone's name to join their personal room. Once entered, press *Join*. The meeting window will now display.



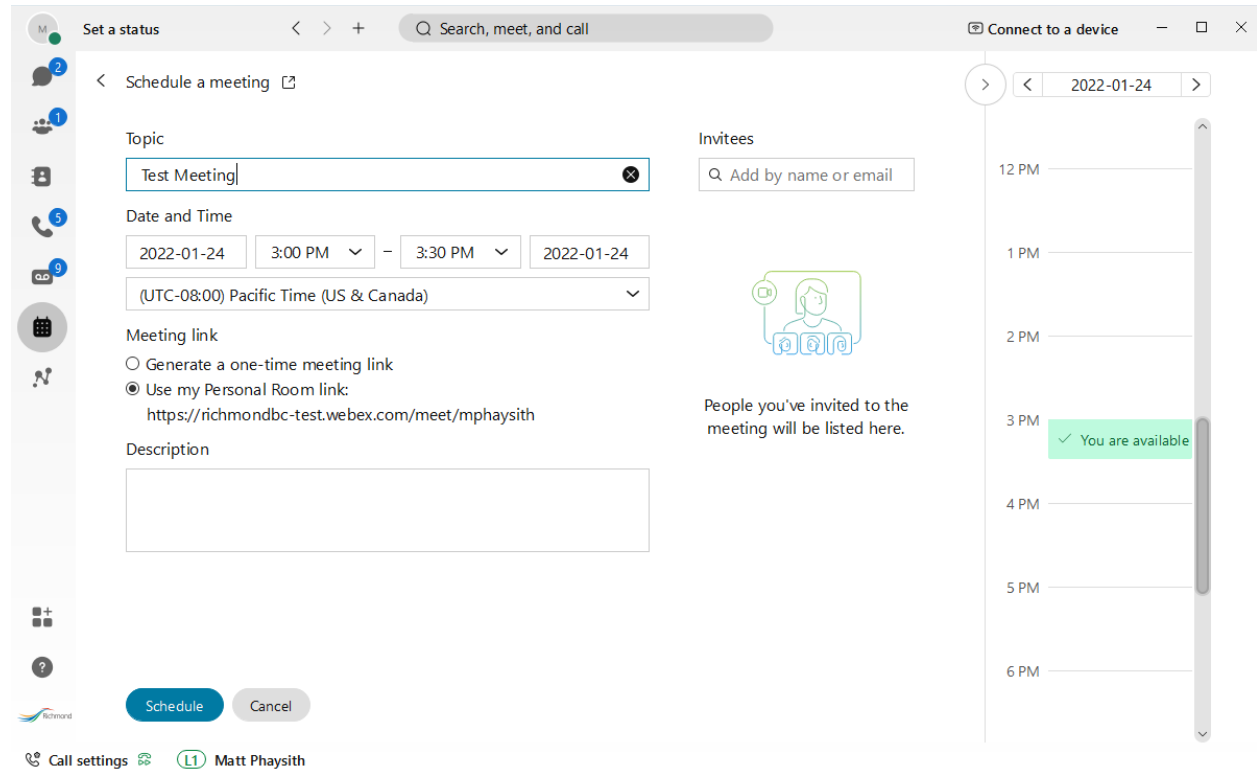
### 3.3.3 Scheduling a Meeting

You also have the ability to schedule a meeting within the Webex app itself. This will create a Webex meeting and put it into your Outlook calendar.

To schedule a meeting, press *Schedule a meeting*



You will then be presented with a window where you can enter the meeting title, adjust the date/time, and invite your attendees

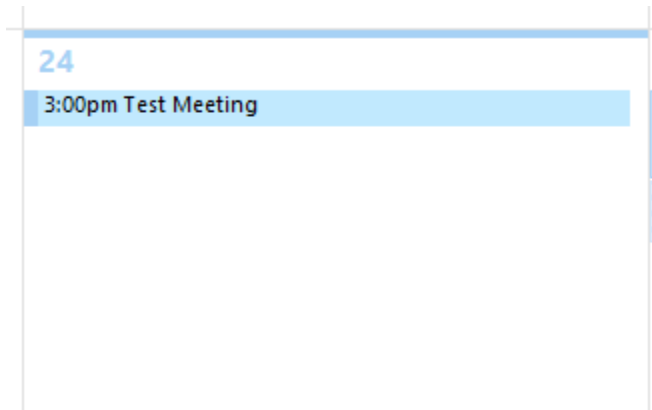


Once you press *Schedule*, Webex will input your meeting in the calendar view, as well as your Outlook Calendar.

Webex calendar view:

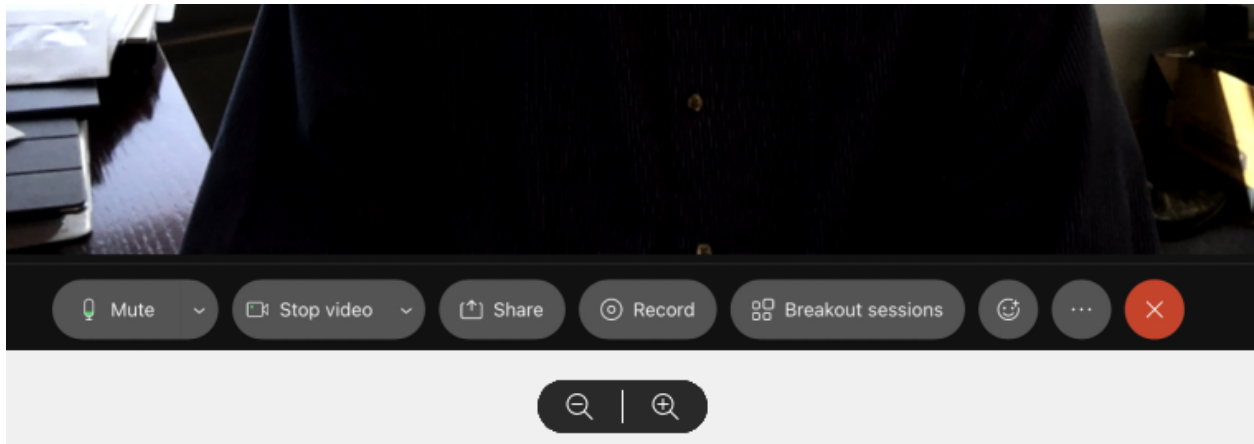


Outlook calendar:



### 3.3.4 Meeting Controls

Webex has the full Webex Meetings experience when you schedule or attend a meeting from within Webex. For instance, icons for “Breakout sessions” and Reactions, Sharing and other options.

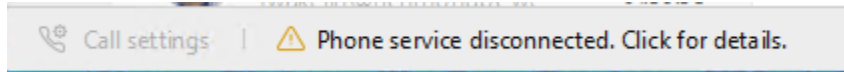


The meeting window now has network/CPU performance indicators, letting you know what may be slowing your meeting room experience down

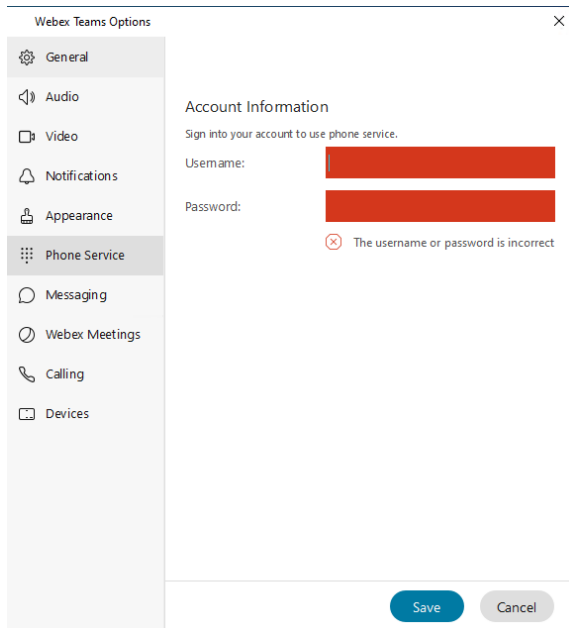
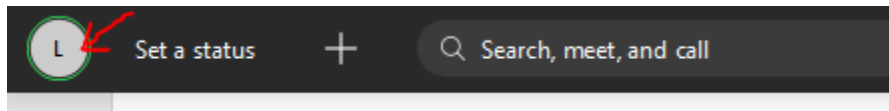
## 3.4 Phone Services

### 3.4.1 Phone Service Setup

Once you have signed in to Webex, if you see a warning message on the left bottom corner. It indicates your Webex phone service is not ready and is disconnected.



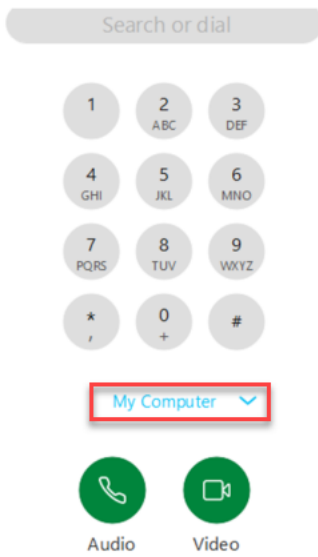
Click on the Webex Options > Settings > Phone Service > Account Information > enter your City credentials > click Save.



### 3.4.2 Phone Service Selection

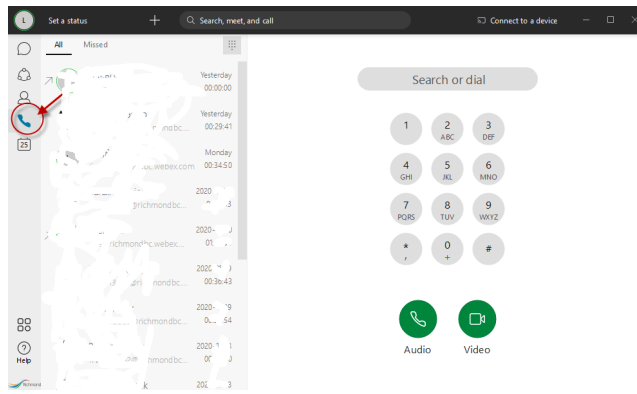
Your Webex phone service is now registered. Now you can select the phone device to associate with your Webex session.

- ‘Use my computer’: If your account has been setup for ‘softphone’ functionality, you will be able to place/receives calls directly on your PC. This is the typical selection for users working from home (**NOTE: A headset and microphone are recommended for this**)
- Cisco 88xx: Webex will control the desk phone associated with your account. This is the typical selection for users, who works at the office with access to their Cisco desk phone.

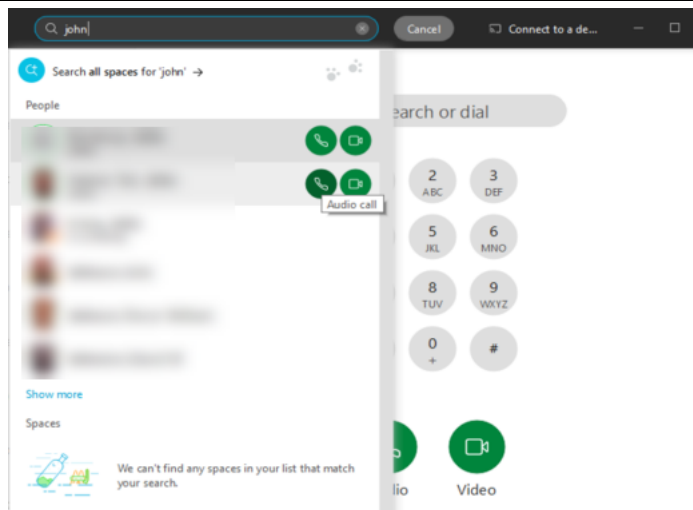


### 3.4.3 Phone Calls

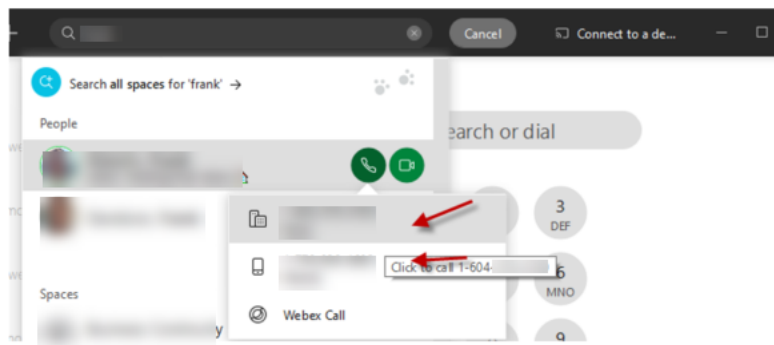
The phone icon allows ‘4 digits extension’ dialing internally or calls to any external number (eg. 96041234567)



You can also conduct a quick search by “name” to retrieve a list of users.



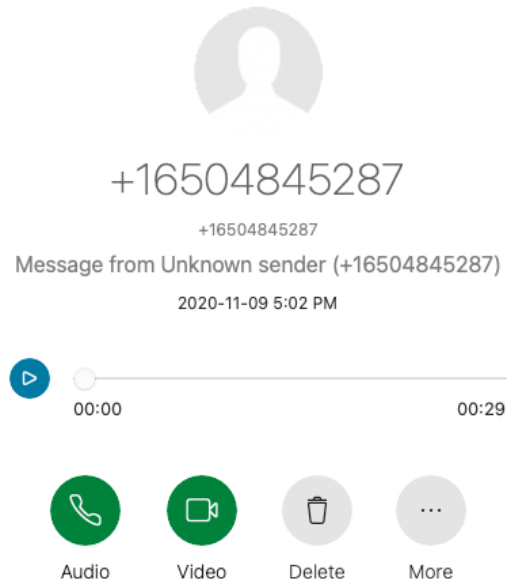
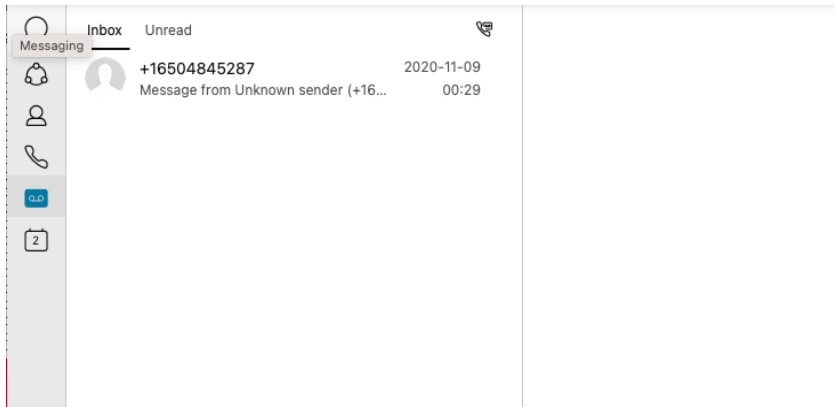
Click the ‘audio call’ and select the number to call from the drop down menu > select a number > click to call





### 3.4.4 Voice Mail

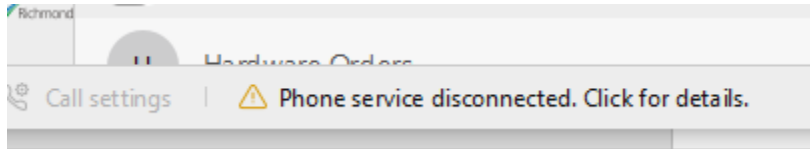
You can easily access your City voice mailbox and listen to voice messages.



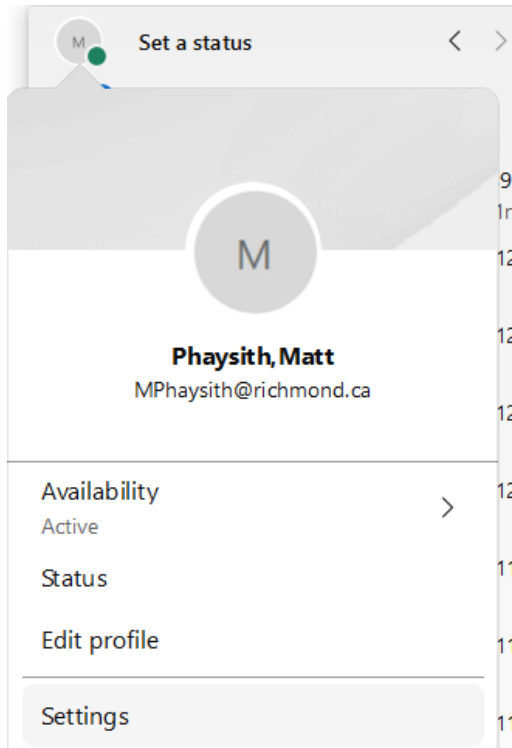
## 4 Common Issues and Resolutions

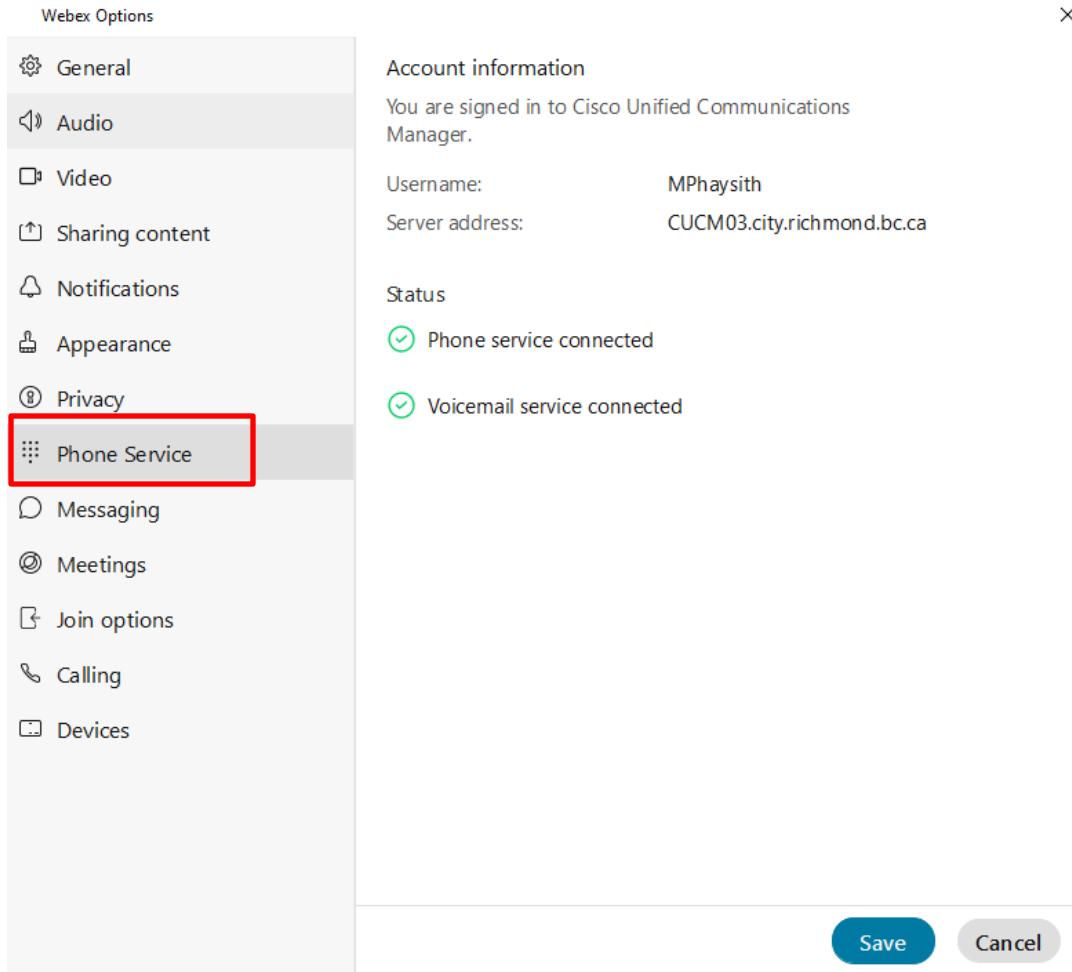
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**Issue:** Phone service is disconnected



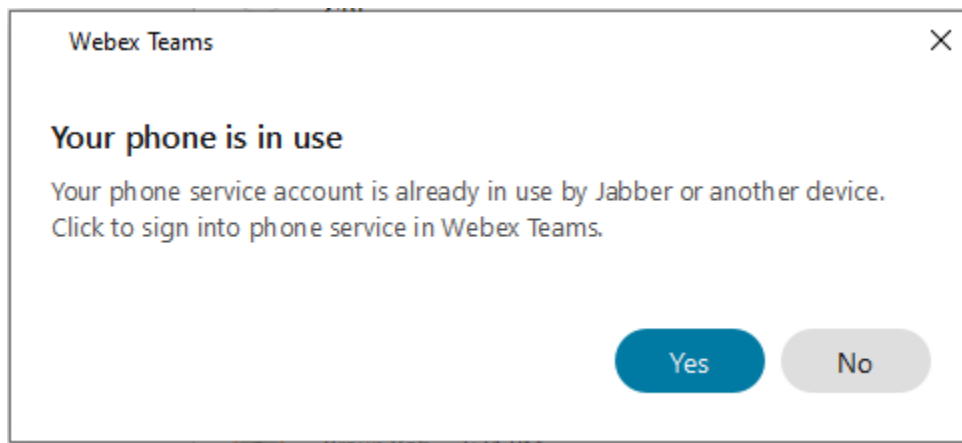
**Resolution:** Webex Options > Settings > Phone Service > Account Information > enter your domain (Windows) credentials > click Save. You should then see the voicemail and phone services are connected.





**Issue:** Your phone service account is already in use by Jabber or another device. Click to sign in to your phone services

**Resolution:** Press *Yes* to use the phone on Webex

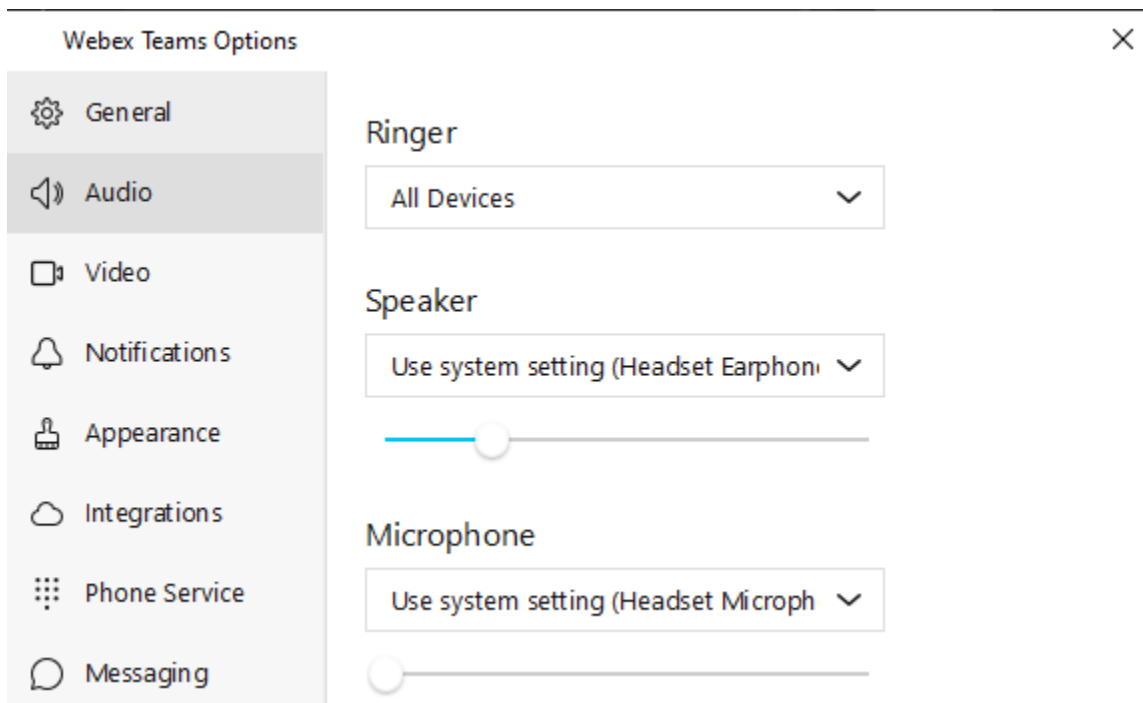


**Issue:** Controls on the headset do not allow you to answer or release a call.

**Resolution:** This is a known issue with some makes/models of headsets. The Call Controls are available within the Webex application. When it is time to replace your existing headset ask an IT Service Desk or Delivery Specialist which models are recommended.

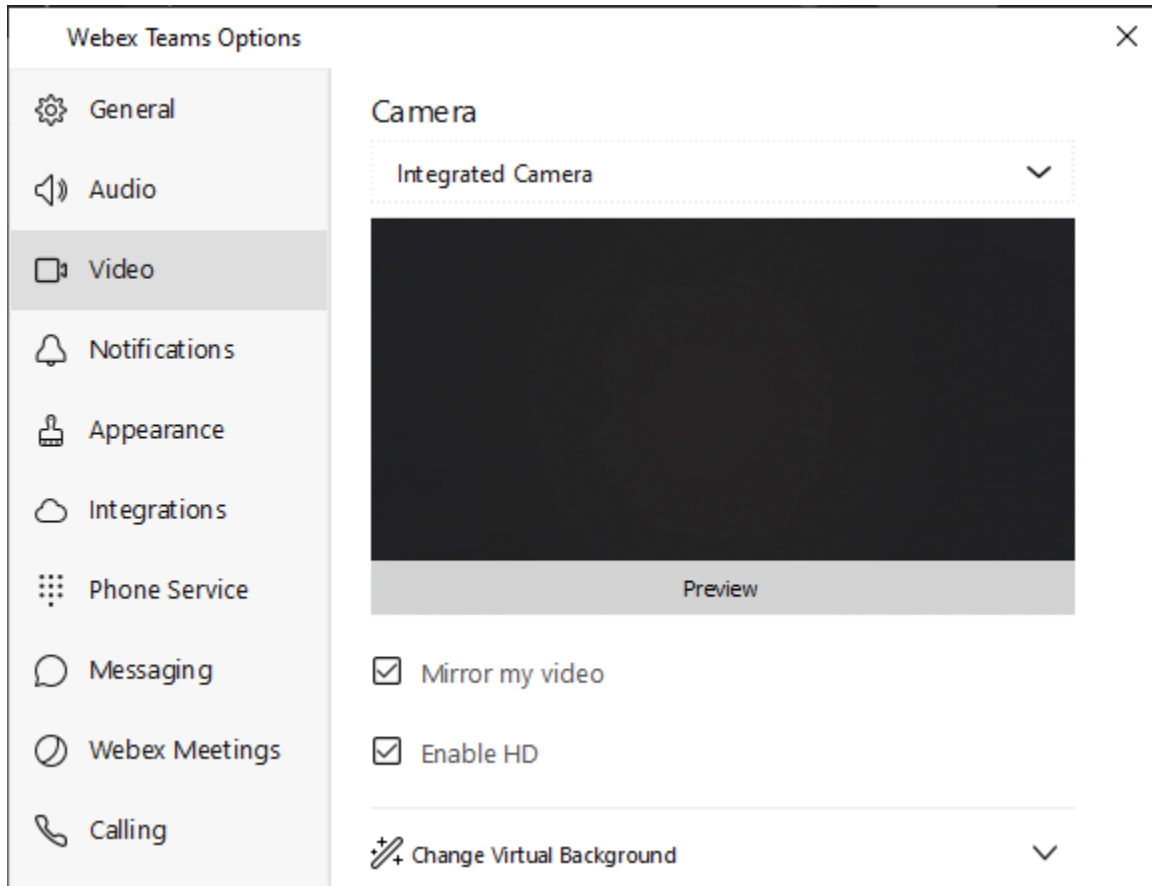
**Issue:** Microphone– unable to answer calls/person cannot hear you

**Resolution:** Webex Options > Settings > Audio – ensure the correct device is set under the speaker and microphone settings



**Issue:** Webcam not being detected

**Resolution:** Webex Options > Settings > Video – ensure the Webcam is detected and enabled. Ensure your webcam cover is not physically covering the camera.



## 5 End User Business Continuity

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Being a product from Cisco, here are some links that can provide assistance with their collaboration products.

If you are experiencing issues with certain features within Webex, it is possible there could be an issue on Cisco's systems. You can check on the status in link below for the most up to date information

[https://status.webex.com/service/status?lang=en\\_US](https://status.webex.com/service/status?lang=en_US)

The below link is a great resource that outlines alternatives if you are trying to connect to a meeting with difference devices, a poor connection nor even no connection while trying to attend Webex meetings

<https://www.webex.com/business-continuity/business-continuity-low-bandwidth.html>