

# TelNet UC with Webex

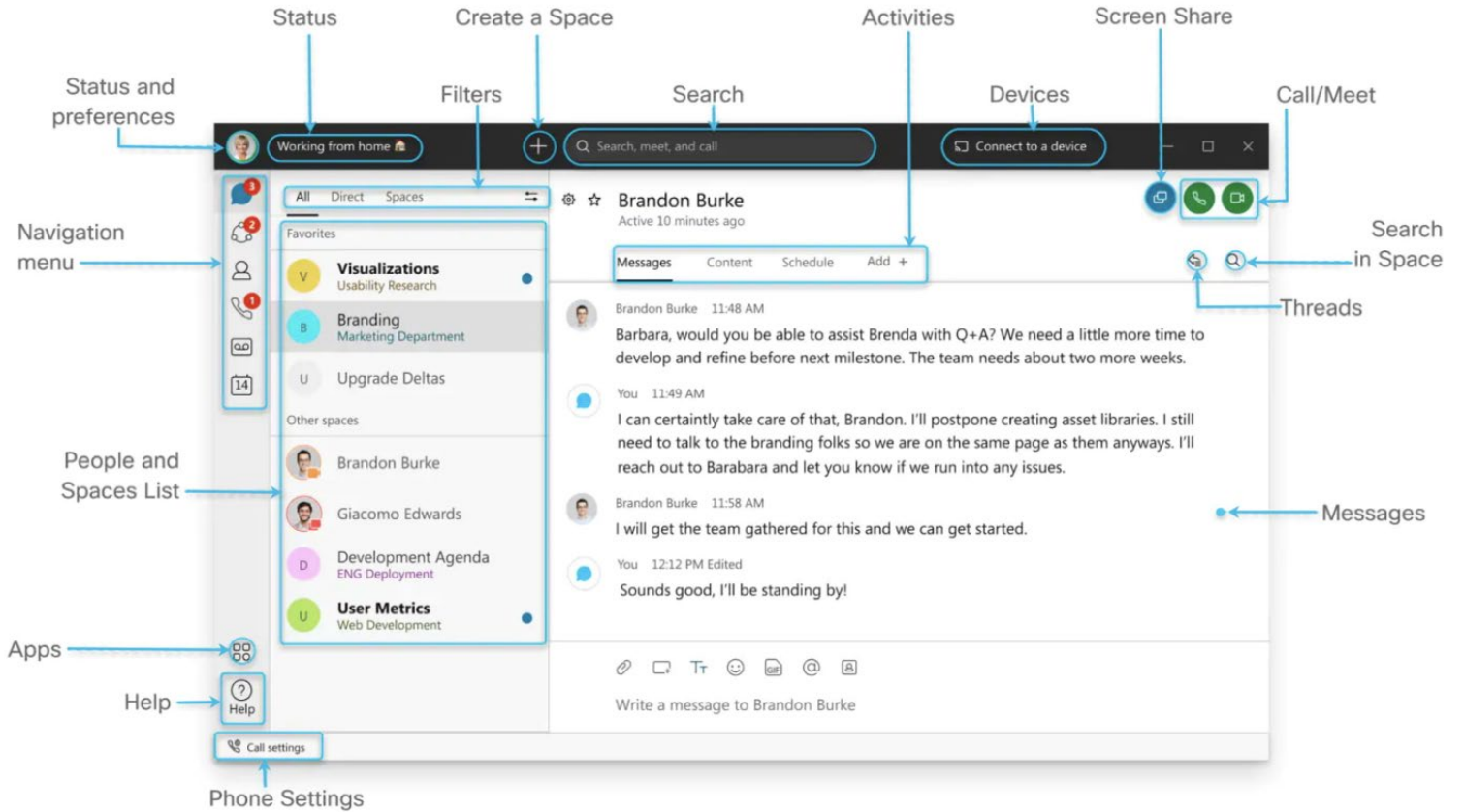
## User Guide

### Table of Contents

Get to Know Webex.....	2	Voicemail Setup .....	10
Customize the App .....	3	Optional Setup .....	10
Add a Profile Picture .....	3	Mobile App Voicemail Setup .....	11
Notifications .....	3	Start, Join and Schedule Meetings.....	12
Check Your Camera.....	3	Start a Meeting.....	12
Test Your Audio .....	3	Join a Meeting.....	12
Create a Team.....	4	Schedule a Meeting with Microsoft Outlook.....	12
Create a Space .....	5	Schedule a Meeting in Google Calendar.....	12
Create a Space for a Team.....	5	Starting Meetings in a Space.....	13
Powerful Messaging .....	6	Invite Someone From Within a Call.....	14
@mention .....	6	Co-Create with Whiteboarding .....	15
Edit Messages .....	6	Within a Meeting.....	15
Send Someone a Message.....	6	Outside a Meeting.....	15
React to Messages .....	6	Screen Sharing.....	15
Give Your Message Some Personality .....	6	Spaces Tips and Tricks .....	16
Answer a Specific Message in a Thread.....	6	Add an External Participant to a Space .....	16
Sort Messages.....	7	Add a Space to Your Favorites List .....	16
Search Messages, Files and People.....	8	Add Integrations to Your Space .....	16
Search for People or Spaces .....	8	Forward Messages .....	16
Search for Content in a Chat or Space .....	8	Check Status .....	17
Starting and Answering Calls .....	9	Turn on Announcement Mode .....	17
Start a Call.....	9		
Answer a Call .....	9		

**NOTE:** Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.

## Get to Know Webex



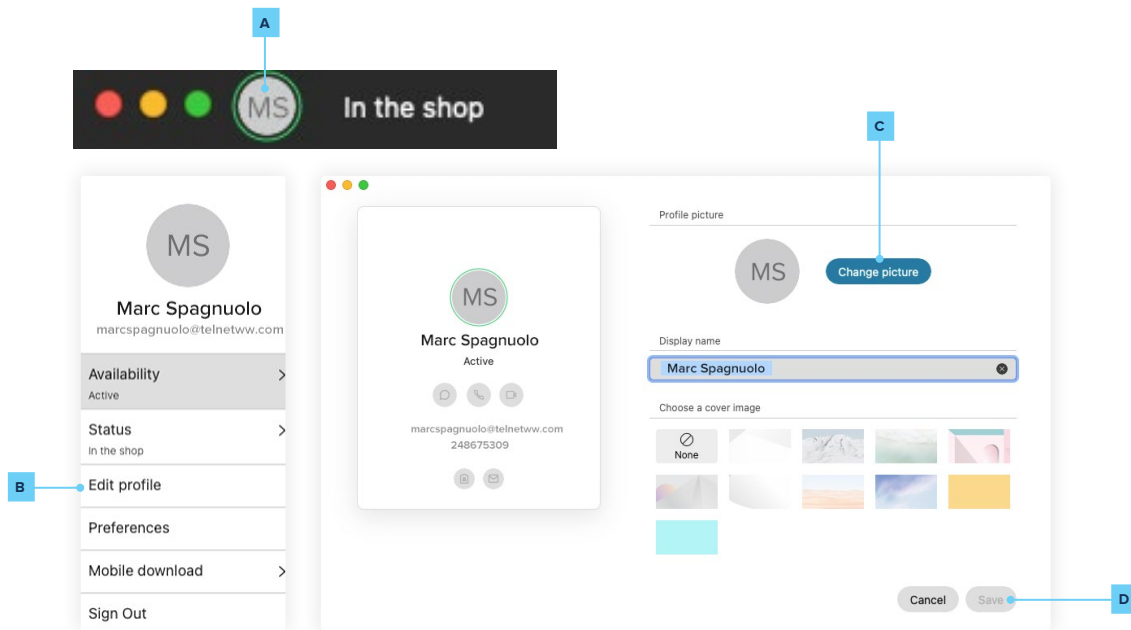
## Customize the App

### Add a Profile Picture

1. Click on your initials **A** on the top left corner.
2. Select **Edit profile** **B** in the popup window.
3. Click on the **Change picture** **C** button in the screen that appears.
4. Select and upload an image from your computer.
5. Click **Save** **D**.



- You can also change your display name under **Edit profile**.



To manage notifications, your camera, and audio settings, click on your profile picture and select **Preferences**.

### Notifications

Set your notifications to stay up-to-date.

1. Click on **Notifications**.
2. Select the notifications for your spaces, scheduled meetings, and calls.
3. Select your notification sounds.

### Check Your Camera

Select which camera you want to use in calls and meetings if you have more than one connected to your computer (in-built, external).

1. Click **Video**.
2. Select your webcam from the drop-down list.

### Test Your Audio


Make sure your microphone is working properly and that you hear the audio notifications at all times.

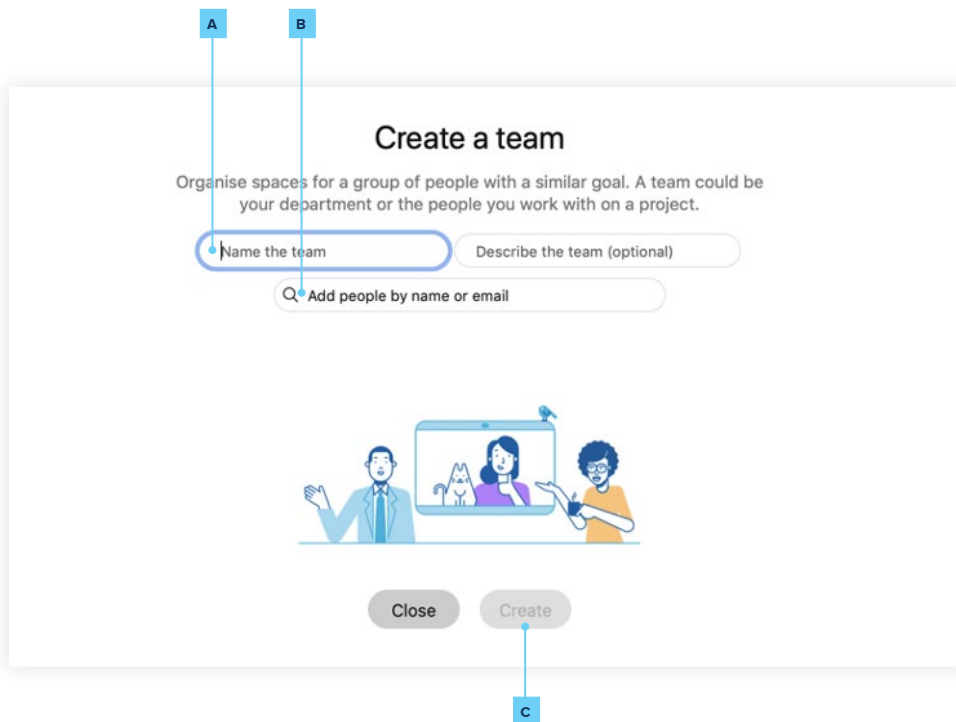
1. Click **Audio**.
2. Select which device will be used for the microphone, speaker and ringer.

## Create a Team

Create a team for an organizational community, large project or business objective. Each team has a space called **General** that everyone belongs to.

Teams help you keep everything organized by categorizing multiple **Spaces** under a common theme. You can add any number of additional spaces to the team to divide up projects or priorities within the team.

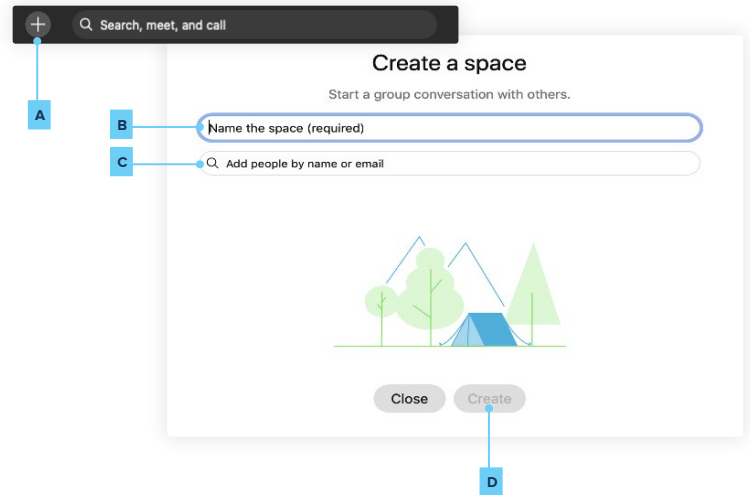
1. Go to the **Teams icon**  in the left-hand navigation.
2. Name the team **A**.
3. Use the search bar **B** to add team members. Enter a name or email address and pick from the results list. People get added to the **General** space automatically, but then can join any team spaces on their own.
4. Click **Create** **C**.



## Create a Space

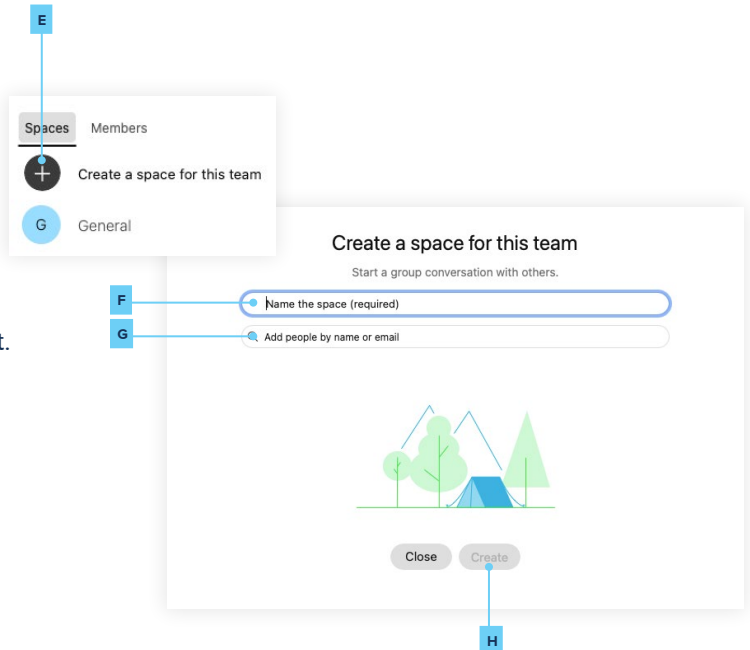
A space is a place for a group of people to work together on a specific topic or project. You can send messages, make calls, have video meetings, share files, and use whiteboards. Spaces typically have names that describe what they're for or are named after the people in them if they're one-on-one. A space can either be standalone or associated with a team. They can grow or shrink as needed.

1. Click the **+** icon **A** next to the **Search** field.
2. Click **Create a space**.
3. Type a name for your space **B**.
4. Enter the names of people you want to invite **C**.
5. Click **Create** **D**.



## Create a Space for a Team

1. To create a spaces for a team, go to the **Teams icon** **👤** in the left-hand navigation.
2. Click on a team.
3. Click **Create a space for this team** **E**.
4. Name the space **F**.
5. Use the search bar **G** to add team members. Enter a name or email address and pick from the results list.
6. Click **Create** **H**.



### TIP

- Create a 1-to-1 space with a co-worker or client to have conversations, meetings and share files anytime.
- Create 1-to-many spaces to share files, chat and meet with your teams to keep project velocity at top speed.

## Powerful Messaging

### @mention

To grab someone's attention, @mention their name. They will be notified that their name has been tagged.

### Edit Messages

Made a typo? Not a problem. Simply hover over your message and click [Edit message](#). Then, make your changes and click [Update](#). After you update the message, you'll see (Edited) next to it in the space.



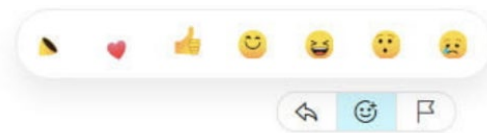
### Send Someone a Message

You can easily contact internal or external people using the chat panel for 1-to-1 interactions or group communications in spaces.

Type the name of the person or space in the **Search** field. Click the person or space name. Type your message and press the enter key.

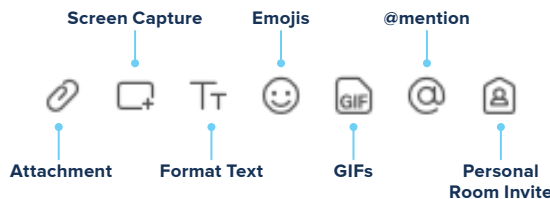
### React to Messages

Want to add a quick reaction to a message? Hover over the message you'd like to react to and click the **Add reaction** icon.



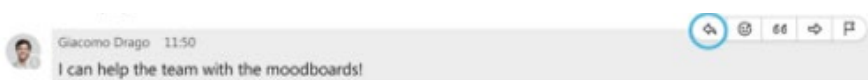
### Give Your Message Some Personality

You can customize your message by formatting the text, inserting emojis and gifs, or adding attachments and screen captures.




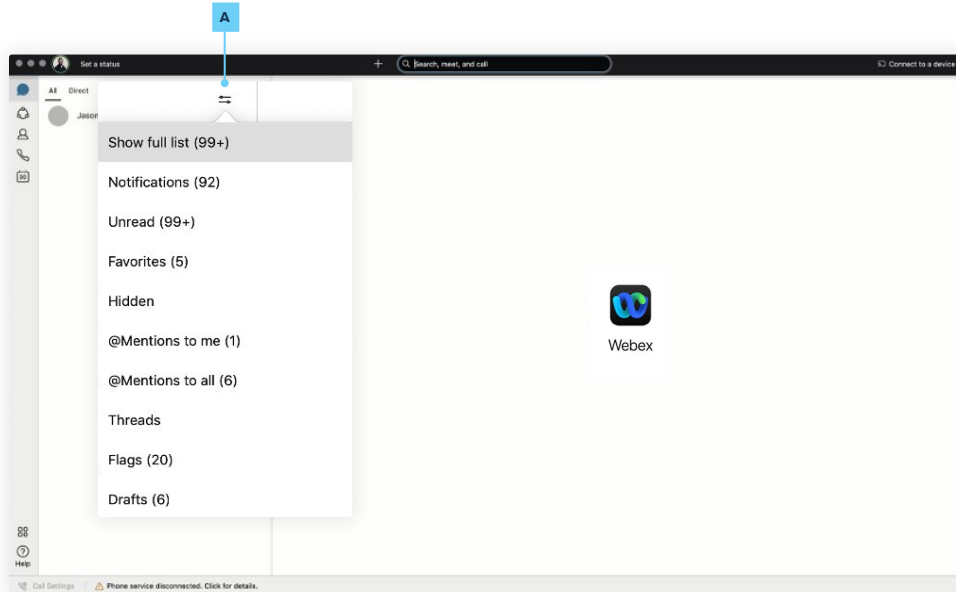
### Answer a Specific Message in a Thread

Hover over the message and use the arrow option.



## Sort Messages

To help zoom in on priority items and avoid information overload, simply click the **Filter icon**  **A** and select **Notifications**. **Notifications** shows a list of all spaces where you have notifications selected and something new happened.



### **Unread**

Shows all unread messages.

### **Favorites**

Shows a list of all spaces you marked as favorites.

### **Hidden**

Shows all of your hidden spaces. Hidden spaces no longer show in your spaces list.

### **@mentions to Me**

Shows a list of all messages you have personally been @mentioned in.

### **@mentions to All**

Shows a list of all messages where everyone was @mentioned in spaces you are a member of.

### **Threads**

Shows a list of threads within chats and spaces.

### **Flags**

Shows a list of all messages you've flagged.

### **Drafts**

Shows a list of your drafted messages.

## Search Messages, Files and People

Thanks to the advanced search feature, you can easily rediscover people, spaces, messages and files.

### Search for People or Spaces

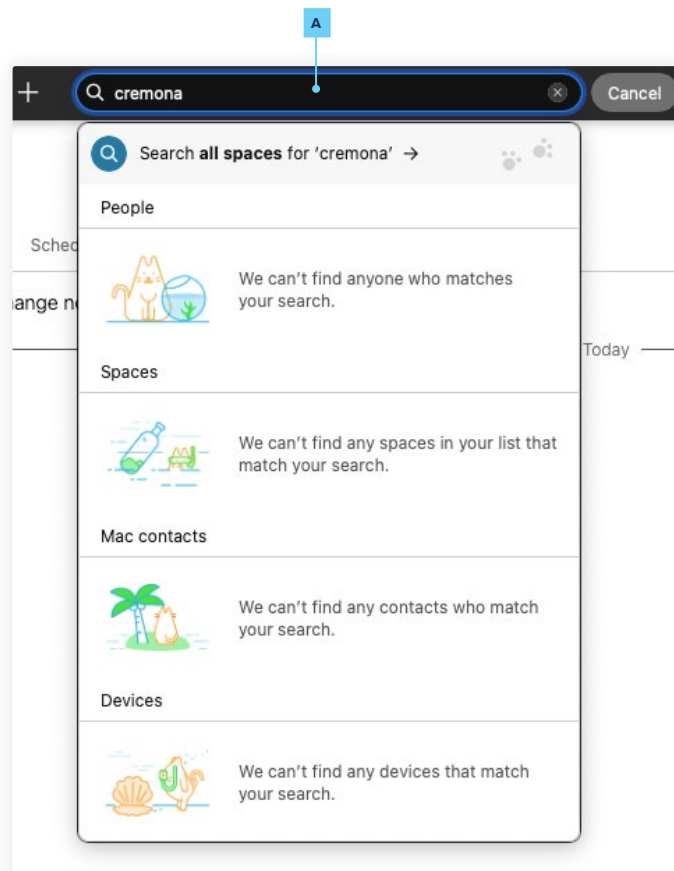
Start typing the person or space name into the **Search** field **A**.

### Search for Content in a Chat or Space

If you are looking for a chat message or file, click the **Search** icon within the chat or space. Then enter the keywords or document name in the search field.

#### TIP

- If needed, refine your search by first typing one of the following:
  - **In:** Enter the name of the space and choose a space from the list.
  - **From:** Enter the person's name and select the person from the list.
  - **With:** Enter the person's name and select the person from the list. The results include spaces you are in with this person.





## Starting and Answering Calls

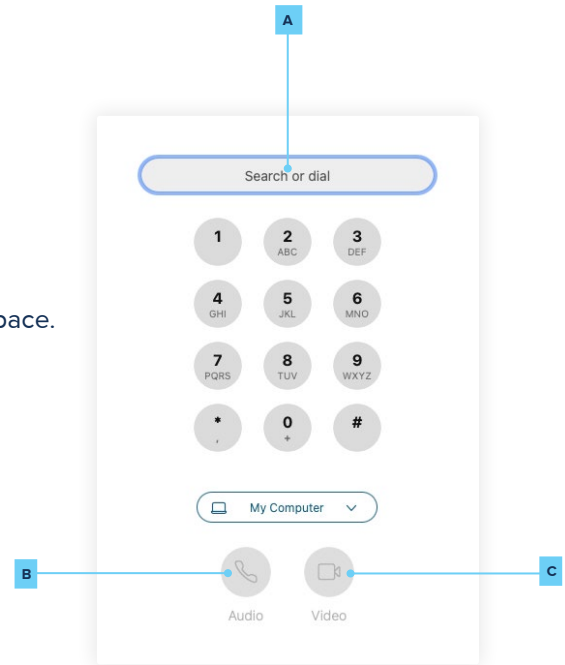
### Start a Call

There are different ways to call in Webex. One easy way is to:

1. Click the **Search** field **A**.
2. Start typing the name of the person or space you want to call.
3. Click the name of the person or space in the results list.
4. Click the **Audio Call** **B** or **Video Call** **C** icon at the top right of the space.

Another way is to:

1. Select **Calling** icon from the left-hand navigation.
2. Search for contacts or type in a new number.
3. Select your audio or video preference.

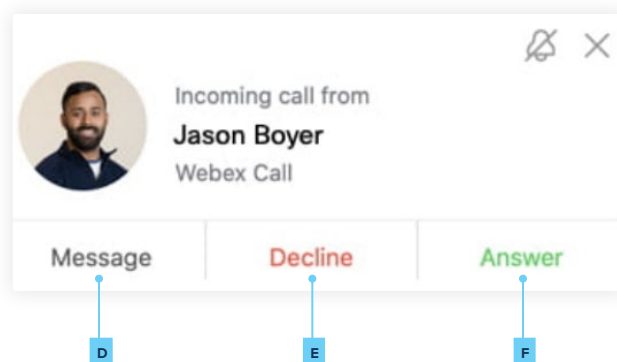


### Answer a Call

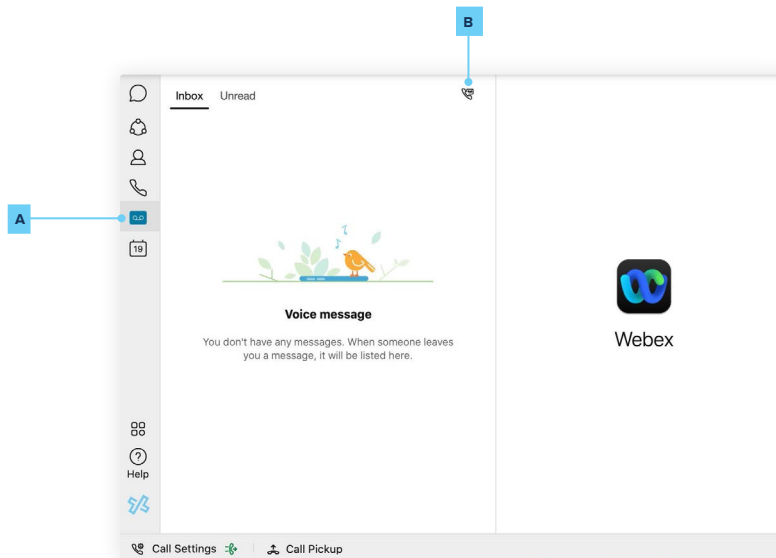
1. When you receive a call, you'll see a notification allowing you to:
2. **Answer** **D**: To take the call.
3. **Decline** **E**: If you can't answer now.
4. **Message** **F**: If you want to answer with a chat message instead.

#### TIP

- The Webex application must be open to receive an inbound call from that device.



## Voicemail Setup



1. Click the **Voicemail A** tab to access messages and then click the **Call Voicemail B** icon.
2. Follow voice prompts to create a new voicemail passcode. Voicemail passcode must be 6 digits in length (numeric only). Do not use sequential or repeating digits such as 123456 or 555666.
3. Follow voice prompts to record and save your personalized name. This is the name that caller hears when they leave a voice message for you. This name is also used in conjunction with dial-by name capabilities with auto attendants.
4. Press the red X to exit the voicemail system.
5. Basic voicemail setup is now complete.

## Optional Setup

At any time after initial setup, users can record personalized greetings for call forward busy and call forward no answer.

1. Press the **Call Voicemail B** icon (or dial \*86 and press the audio call button on the keypad).
2. Press 1 to listen your messages.
3. Press 2 to change busy greeting.
4. Press 3 to change no answer greeting.
5. Follow the respective prompts.
6. Press the red X to end call and exit the voicemail system.

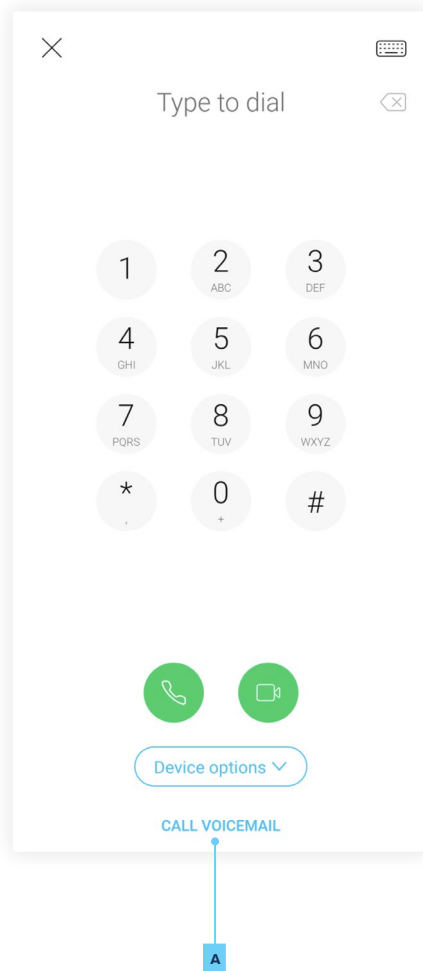
### TIP

- If a deskphone is also being used, simply press the voicemail button on the desk phone for voicemail setup.

An example of deskphone detailed voicemail menu options and instructions can be found at the link below on pages 7 & 8:  
[www.telnetww.com/infosource/yealink-t54w-reference-guide.pdf](http://www.telnetww.com/infosource/yealink-t54w-reference-guide.pdf)

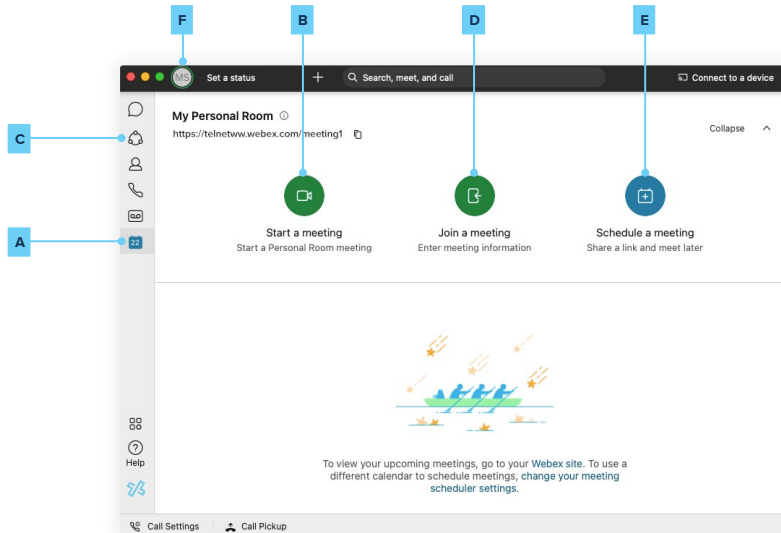
## Mobile App Voicemail Setup

On mobile app, initial voicemail setup can be completed by pressing the **CALL VOICEMAIL** **A** button at the bottom of the keypad.



## Start, Join and Schedule Meetings

Need to join an impromptu meeting or schedule something for next week? The Webex meetings functionality allows you to join, create, or start a meeting all from one screen. Click on the **Calendar Icon** **A** in the sidebar menu and you'll be brought to the Meetings hub.



### Start a Meeting

1. To start an impromptu meeting, click on **Start a Meeting** **B**. Once you have started the meeting, you can invite participants using the search bar in the popup window.

#### TIP

- By clicking the link below **My Personal Room** **C**, you'll copy your link so you can easily send to a coworker or customer.

### Join a Meeting

1. To join a meeting that one of your coworkers is hosting, click on **Join a meeting** **D**.
2. Search for a name to join someone's Personal Room, enter a meeting number, video address, or meeting link.

### Schedule a Meeting with Microsoft Outlook

1. To schedule a meeting for a later date, click on **Schedule a meeting** **E**. When scheduling a meeting, you can utilize the integration with *Microsoft Outlook*. The default in the system is *Microsoft Outlook*.

### Schedule a Meeting in Google Calendar

1. If your company uses *Google*, you can utilize the integration with *Google Calendar* to schedule a meeting.
2. Click on your avatar in the upper left corner **F**.
3. Click on **Settings/Preferences**.
4. Click on **Meetings**. Under the **Scheduled Meetings** section, check the box next to *Google Calendar* and click save if the option is presented.

## Starting Meetings in a Space

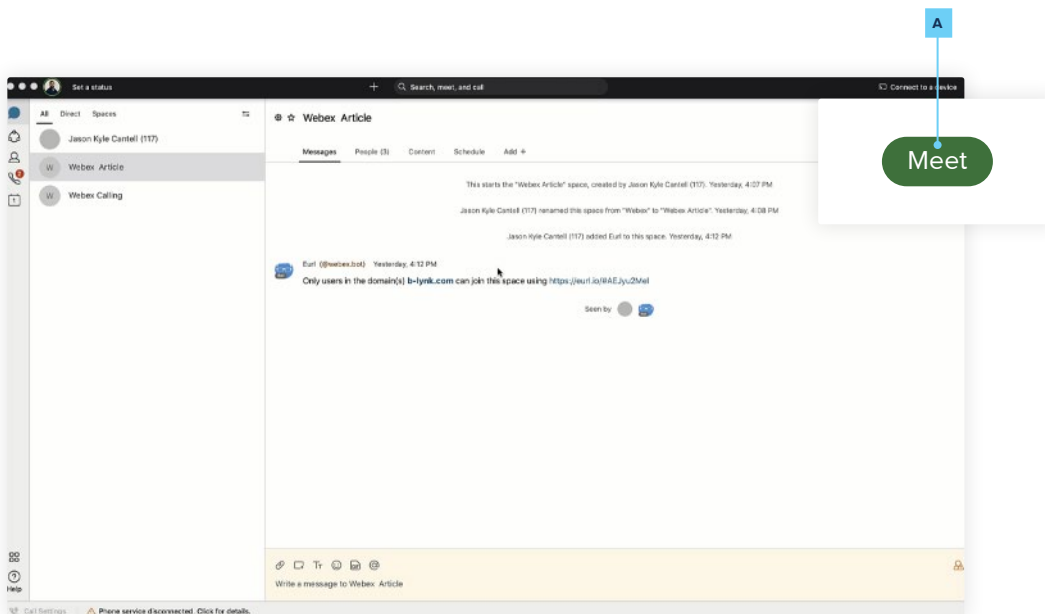
Need to escalate from messaging to a meeting? You can start a meeting directly from a space. To initiate an ad-hoc meeting just by clicking **Meet** **A** in your space.

All team members that have “Smart Notifications” set up will get a ping that their team is meeting!

The green meet button will appear next to the space. They only have to click to join in!




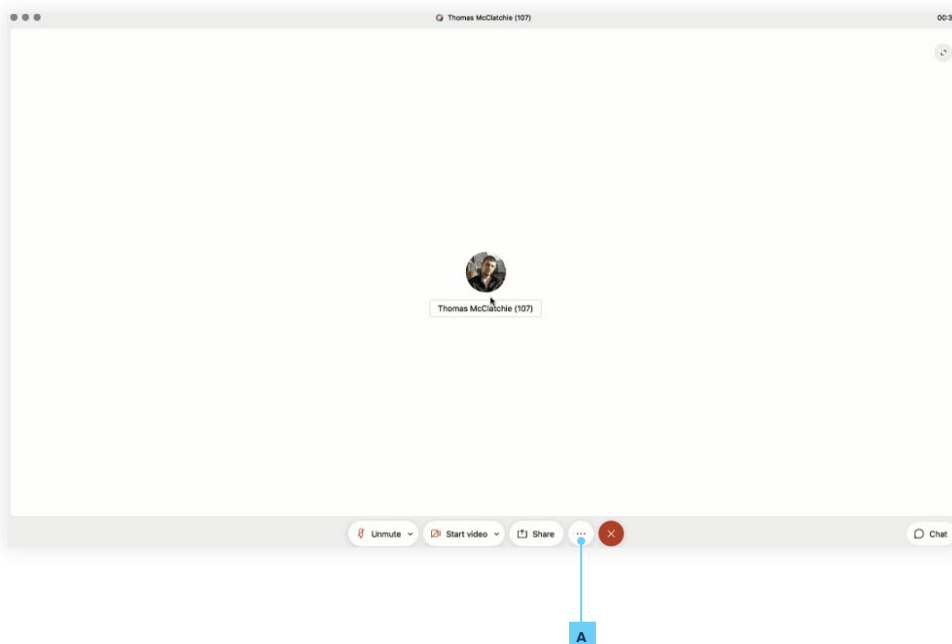
Any member of the space can start the meeting.



## Invite Someone From Within a Call

When a call is running in a space, you may wish to invite someone as a guest but not add them to the space. To do this when on the call:


1. Click the  icon **A** in the meeting window.
2. Click *Invite guests to meeting*.
3. Type the name or email address of the person you want to invite.



## Co-Create with Whiteboarding


Whiteboards are powerful and simple tools to convey visual ideas and brainstorm on projects. Within Webex you can share whiteboards both during and outside a meeting.

### Within a Meeting

1. Click the  icon in the meeting window.
2. Click [New whiteboard](#).
3. Use the annotation tool to draw on the whiteboard. You can also continue an existing whiteboard previously shared in the space.




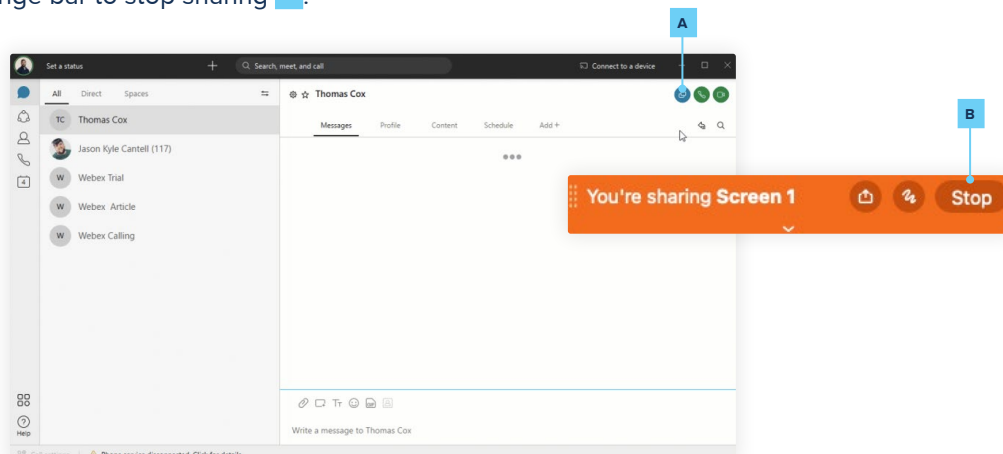
### Outside a Meeting

1. Click the space where you want to share the whiteboard.
2. Click the [Content](#) tab.
3. Click [Whiteboards](#).
4. Click [New whiteboard](#). Alternatively, you could reopen a whiteboard already shared in that space.
5. Use the annotation tools to draw on the whiteboard.
6. Click the  **Share** icon.
7. Click [Post snapshot](#) for your whiteboard to appear in the chat thread.

## Screen Sharing

In Webex you can share your screen with others, including streaming videos. Share your screen during a meeting or even in 1-to-1 spaces outside of a call.

1. Click the **Share screen**  icon **A**.
2. If you are planning to share a video, check [Share computer audio](#) and [Optimize for video](#) on top of the screen.
3. Select the screen you want to show.
4. Click **Stop** in the orange bar to stop sharing **B**.



## Spaces Tips and Tricks

### Add an External Participant to a Space

You are not limited to communicating with only your organization. Invite external contacts like vendors or customers to collaborate with you in spaces using their email. You can keep track of what spaces have external contacts by the icon in the lower right corner.



### Add a Space to Your Favorites List

You can be more engaged in some spaces than in others. To keep a closer eye on those spaces that truly matter, you can add them to your favorites list by clicking the star in front of the space name.



### Add Integrations to Your Space

You can see directly in the Webex space if someone added something new in your CRM, or updated specific documents in Dropbox. To get all the information you need in one place, jump to the [Cisco Webex App Hub](#) to check the available integrations. Can't find what you need? Jump to [developer.webex.com](https://developer.webex.com) to build your own.

### Forward Messages

Sometimes you see a message in one space and want to share it with people in another. You might be chatting directly with someone, but something comes up in that conversation that you'd like to discuss with others. Simply hover over the message and click on the forward message icon.





### Check Status

Knowing if people are available is important when you need to communicate with them. With Webex, just use the **Search** field to find someone and hover over their picture to get more information.



**Green border:** Active in the last 10 minutes.



**Moon:** Do not disturb.



**No border:** Active in the last 24 hours.



**Video:** In a meeting or on a call.  
*Can't be seen when using the mobile app.*



**Translucent profile picture:** Not active for more than 24 hours.



**Sharing:** Sharing a screen or application.  
*Can't be seen when using the mobile app.*



**Airplane:** The out of office policy is set in Microsoft Outlook.

### Turn on Announcement Mode

What if you need to dispatch information to an audience without a long thread of reactions? Switch on **Announcement** mode so only the moderators can post in the space.

1. Click the **Space Information** icon in front of the space name.
2. Click **Moderate space**.
3. Click **Moderate**.
4. Click the **Space Information** icon in front of the space name.
5. Click **Turn on announcement mode**.
6. Click **OK**.