Intelligent Voice
Webex – Customer Introduction

November 2022
C6/GS/541

m:business

IV Webex
Contents

webex by CISCO

IV Webex
Introduction

Webex

A unified collaboration experience offered as part of our Intelligent Voice service, <u>Webex</u> enhances three of the most common workplace communication scenarios - calling, messaging and meetings – all in a single app.

Webex provides the same experience on phones, PC, tablets and smartphones to let you call, message, and meet while mobile or working from home. Move calls seamlessly while you're in transition, easily find colleagues & documents anywhere

Calling

Fully integrated with Intelligent Voice, Webex offers PBX features on your mobile, PC or tablet

Collaboration

Exchange real-time messages with teams, partners and customers. Share and collaborate on documents for all workflows

Meetings

Invite colleagues & guests to ad-hoc or scheduled meetings with HD video, voice, messaging, screen sharing and calendar integration

IV Webex
Cloud Calling – All the calling features you need on desktop or mobile

Single Number Reach
Shared Call Appearance means you can publish one IV phone number and all IV calls go to the device of your choice – desktop phone, PC, tablet or smartphone

Wi-Fi Calling
From the Webex app, make and receive IV calls using Wi-Fi or mobile networks
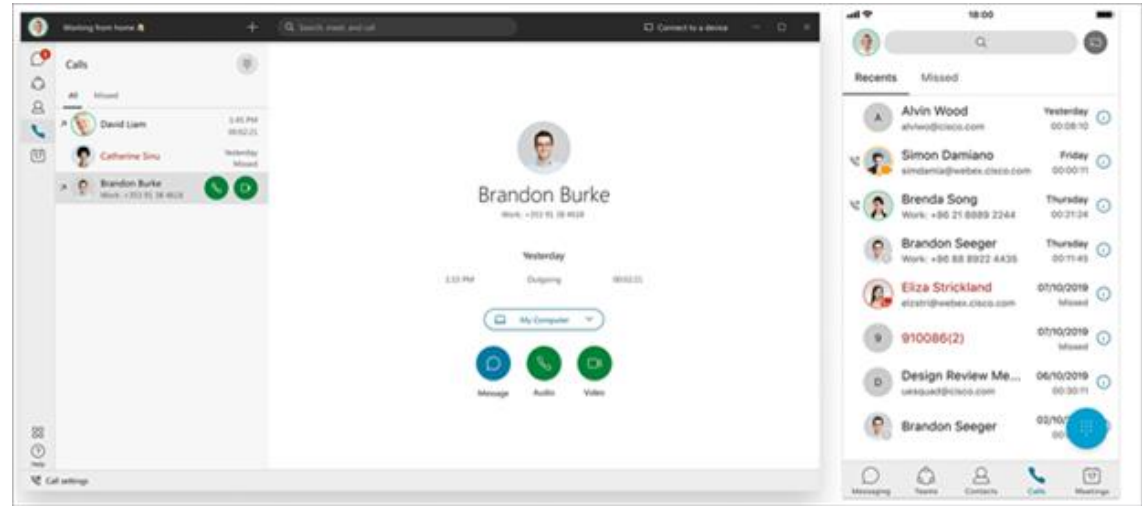
VoIP Calling
Make and receive IV calls when roaming to stay connected and avoid business calling roaming charges (roaming data charges may apply)

Seamless Handover
Automatically keep your calls as you move between data networks, such as Wi-Fi to mobile data

Multiple Calls
Handle two Webex calls simultaneously and even merge them in to a three-way conversation

HD Video
Use high-definition video and wideband audio codecs and turn the audio call to a video call

Call Pull
Seamlessly move active calls between desktop to mobile or the reverse with a single click, without interrupting your call

IV Webex

Messaging – Easily connect 1:1 or with a group

Direct and Group Chats
Enjoy extra flexibility with your chat messages: edit, delete, forward, flag for follow-up, quote, animated reactions and threading

Messaging Capabilities
Messaging and file sharing integrated with your content and Team workflow

History
Everything is saved within your spaces, so you never lose track of your chats and content; all are safely archived

Notifications
Minimise distractions without missing critical updates by customising your notifications so you only get alerts about messages that matter to you

Presence Status
Smart presence lets you know when your colleagues are available, removing the guesswork from communicating
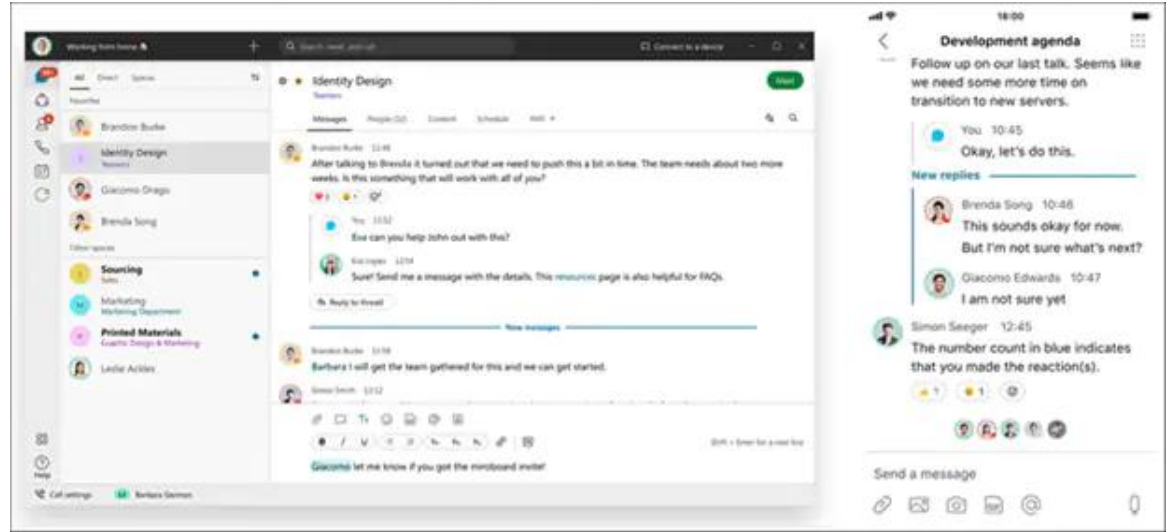
Offline Mode
View your messages and listen to your voicemail when you don't have a data network connection so you can always stay productive

External Collaboration
Collaborate with people outside your company by adding external parties directly to spaces

IV Webex
Meetings

Space Meetings
Schedule a meeting or start an ad-hoc meeting with everyone in your Space with a single click

Personal Meeting Room
You can enjoy your own private and secure online meeting room with a dedicated phone number where teams can participate in HD, audio, video, messaging and screen sharing collaboration (Standard and Premium packages only)

Screen Sharing
Share your entire screen or just a specific app/document. Sharing can be done from the desktop and everyone in the meeting can view and zoom in or out

In-Meeting Chat
During meetings, participants can chat with one another to increase meeting effectiveness

Guest Collaboration
Invite external people to join you in a multimedia collaboration session

Recordings
Record your meetings for later review (package dependent)

Presenter Controls
Control various aspects of the meeting to manage administrative tasks

Intelligent Webex Support
Further expand Webex functionality when connected with a Cisco Webex board or Room device

IV Webex
Intelligent Collaboration

Spaces
Create dedicated spaces to bring together your teams, your customers and your workflows.

Moderator Control
Control who is joining specific spaces and moderate other user's messages or files

File Sharing
Drag and drop files with colleagues or in a space for your whole team and the files you receive are organised, searchable and saved. Integration options with apps such as SharePoint to work directly on documents within your space

Whiteboarding
Sometimes a quick sketch explains an idea better than words. In Webex you can create a whiteboard to draw and share your ideas.

Intuitive Search
Easily search across spaces, people, message and files to see what you need

Reduced disruptions
Webex reduces noise disruptions with noise removal and speech enhancement
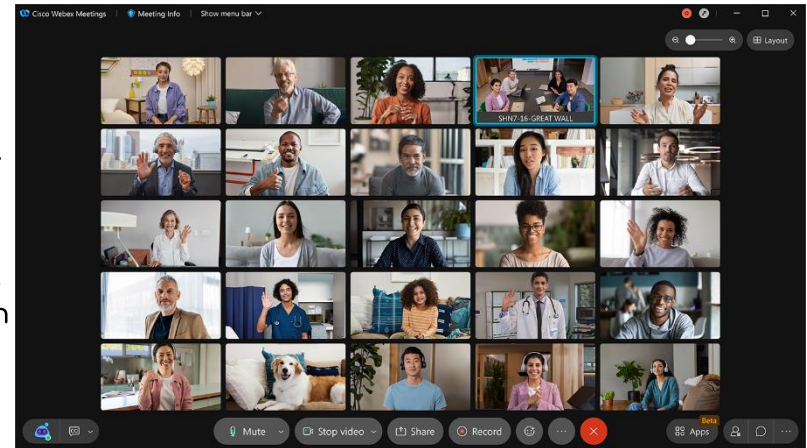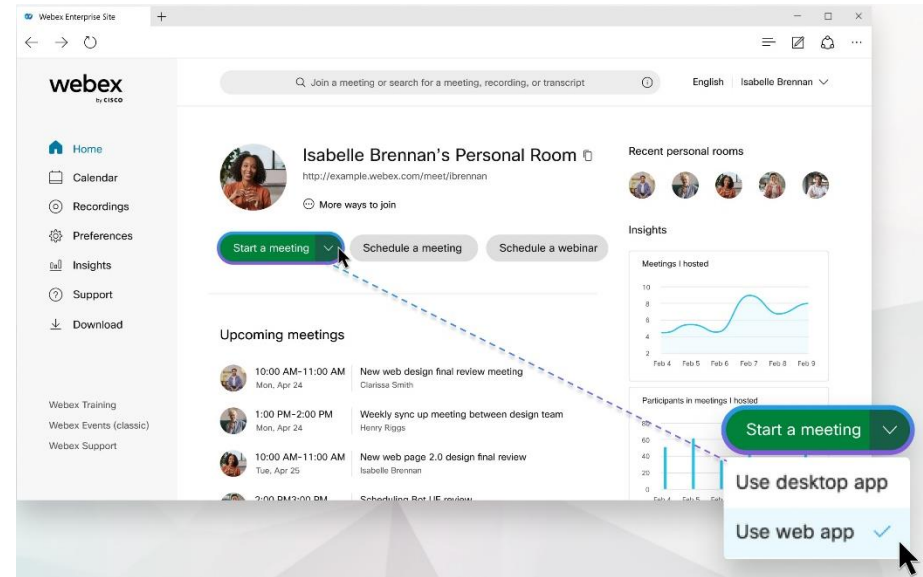
IV Webex
Spaces and Teams

In Webex, all your work takes place within Spaces and Teams. Here you can send messages, make calls, have video meetings and share files and whiteboards.
Depending on the Webex product subscribed to, you may have the ability to host Space Meetings and Personal Meetings.

Spaces

When you start a conversation with someone it creates a Space between you and the people you invite to the conversation. You can invite anyone so join in you're a conversation. All you need is their email address.

Spaces work best for groups of people collaborating on a specific topic or project; you can send messages, make calls, have video meetings, share files and user whiteboard. The next time you message the group, your conversation picks right up where you've left it.

If your space expands or changes, you can create a Team and then move your Spaces in to the Team. Teams are great for a consistent group of people or Spaces who are working on something for a long time, which could have many activities or sub-projects

IV Webex
Meetings

m·business

cloud · connectivity · voice · mobile · data centre · cloud · connectivity · voice · mobile · data centre · cloud · connectivity

With Webex, you can meet whenever you need to – right away or later.

There are two ways to start or schedule your meetings in the app, either from the calendar or from your Spaces. No matter which you choose, you can connect with video or just audio, record your meetings share your screen and more.
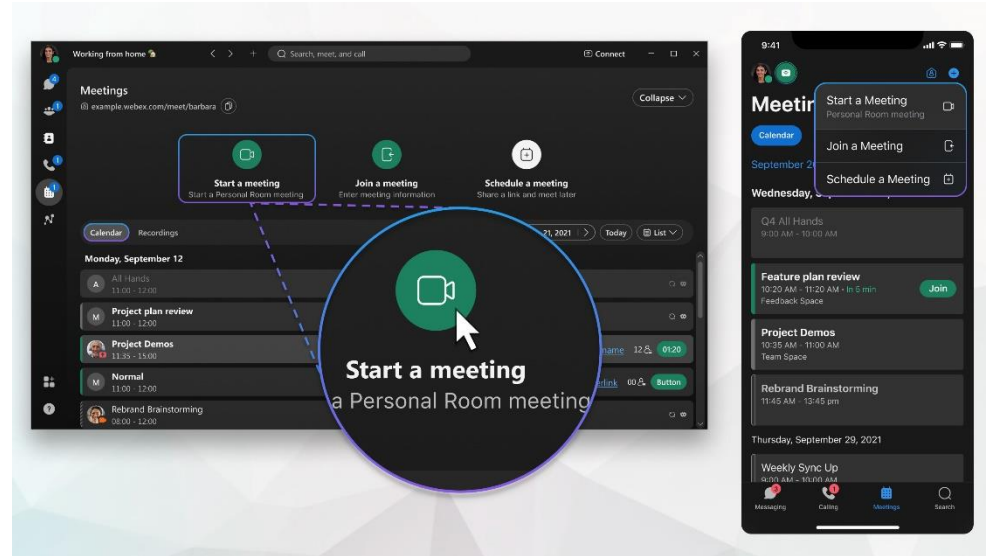
Space Meetings
If you're already working together in a Space, anyone can start an instant meeting to meet right away or schedule one for later. With these types of meetings, everyone in the space gets invited automatically and gets treated like a host.

Personal Meeting Rooms (Standard and Premium packages only)
In addition to Spaces, Standard and Premium Webex users are able to use Personal Meeting rooms and should be used if you need to invite external participants to your meeting.

From your Meetings calendar, you can start a meeting right away in your Personal Room. This option gives you a virtual conference room assigned just to you. Because it's your own room, your link's always the same.

m:business

Personal Meeting Rooms

In addition to Spaces, Standard and Premium Webex users are able to use Personal Meeting rooms and should be used if you need to invite external participants to your meeting.

The Personal Meeting Room is your own virtual conference space that you can use for meetings at anytime. The Personal Meeting Room is always in the same place so the URL, video address and call-in numbers never change.

You can customise your Personal Meeting Room in a numbwe of ways including locking it to keep uninvited people from joining meetings, set specific passwords and personalise your own Personal Meeting Room link.
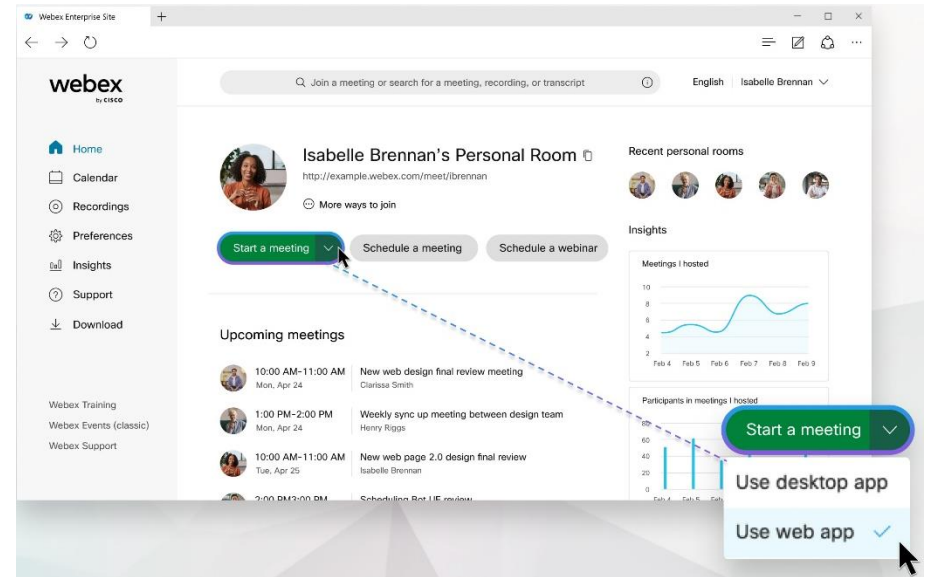
Meetings App
In addition to the Webex app, to use your Personal Meeting Room on your mobile device you will need to download the Webex Meetings app. You can download this from your app store at any time or Webex will prompt you to download this when required

m:business

cloud · connectivity · voice · mobile · data centre · cloud · connectivity · voice · mobile · data centre · cloud · connectivity

You can use Webex on up to three devices – e.g. PC, mobile and tablet – all whilst still using your existing Intelligent Voice desk phone. An incoming call will ring on all configured devices, you just chose which one you want to answer with.

Product	Calling	Messaging	Space Meeting Users	Personal Meeting Room Users
Intelligent Voice Webex - Basic	Yes	Yes	25	0
Intelligent Voice Webex – Standard	Yes	Yes	25	25
Intelligent Voice Webex – Premium	Yes	Yes	200	1000

Some of the features in this guide will be dependent on the product you subscribe to.
There may also be limitations imposed by your IT network which may affect functionality.

IV Webex
Getting Started – Important Information

Emergency Calls

Intelligent Voice provides access to the public Emergency Services in the Isle of Man for phones with Manx geographic and Manx non-geographic numbers.

However, if you use your Webex account for calls outside the Isle of Man it is not intended to replace any locally connected telephony system and is <u>unable to make a call to the Emergency Services in the country of the device's location</u>

IV Webex

m:business

☁ cloud ⊚ connectivity ⊚ voice ⊡ mobile ⊜ data centre ☁ cloud ⊚ connectivity ⊚ voice ⊡ mobile ⊜ data centre ☁ cloud ⊚ connectivity

Minimum System Requirements	
Windows PC	Windows 10 and later; make sure your drivers are up to date.
Mac	MacOS 10.13 and later on a supported Mac Intel or Apple M1 CPU (2GB of RAM minimum recommended)
iPhone & iPad	iOS 12.0 and later, and iPadOS 13.1 and later
Android Smartphones & Tablets	Nougat 7.0 and later (2 GB of RAM required)
Web	The last two major releases of one of these browsers: Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge on computers running Windows, Mac, or Linux You can only use the calling and meetings features from the Webex for Web app using Firefox, Chrome, and Safari

Notes:
- Information correct as of November 2022 – Check http://webex.com for latest info
- Webex is not supported with pre-release or early release programs, such as the Apple Beta Software, Windows Insider Program, Google Android Beta, or any other similar programs.
- The performance of the Webex app may also be influenced by other factors. For example, network connectivity or other applications on devices may affect performance.

IV Webex
App Downloads

cloud ● connectivity ● voice ● mobile ● data centre ● cloud ● connectivity ● voice ● mobile ● data centre ● cloud ● connectivity

Webex and Webex Meetings?
There are two Webex apps used to take advantage of the full functionality of Webex, but which one do you need to download?

Webex [4+]
Cisco
#95 in Business
★★★★★ 4.4 • 2.9K Ratings
Free

Webex
Used for the majority of Webex functionality, calling, chat and Space Meetings

Webex Meetings
Video Conferencing
Cisco
#18 in Business
★★★★★ 4.6 • 555.6K Ratings
Free

Webex Meetings
Only required to attend a Personal Meeting Room. If not installed, the you will be prompted to when attempting to enter a Personal Meeting Room session.

Use Webex from any Internet Browser
https://web.webex.com/

Windows and Mac Downloads
http://www.webex.com/downloads

IV Webex
Getting Started

When configured on the platform, you will be sent an automated email.

If your email address has not been registered with Webex before you will receive an activation link with which you can set their password to log in to Webex.

If you have used Webex with your email address before, the email will be a little different and ask you to delete or change your existing account so you can use your registered email address with IV Webex.

Once the email address has been freed up, you will receive the activation email.

Collaboration just got easier

Welcome to Webex!

█████████ using Webex to collaborate in one place, from anywhere - with a seamless experience. Click on the link below to activate your account.

Activate

Sign up with: ████████@manxtelecom.com
Use confirmation code █████
Code expires in 15 days.

We've got everything you need to make using Webex fast and easy. Check it out here

https://www.webex.com/essentials/teams.html/.

The Webex team

Need help? Contact us.

Want to add Manx Telecom Webex to your account?

Manx Telecom Limited is offering to add a suite of calling features to your Webex account. Accepting would make you a part of the ████████ Webex organization.

If you would like to accept this offer, you need to delete your existing free Webex account or change the email address associated with it. Doing so will free up your email address for use in your new ████████ account.

If you do not want to accept this offer, you can ignore this email. If you have any questions or concerns, you can contact support.

The Webex Team

Need help? Contact us.
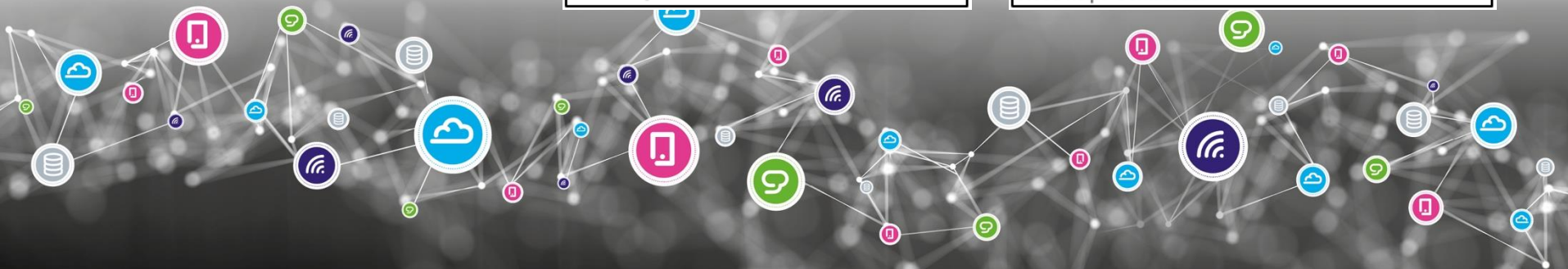
IV Webex
Getting Started – Signing In

Signing In
Once you have received your activation email and set up your password you can sign in

- Open the Webex App
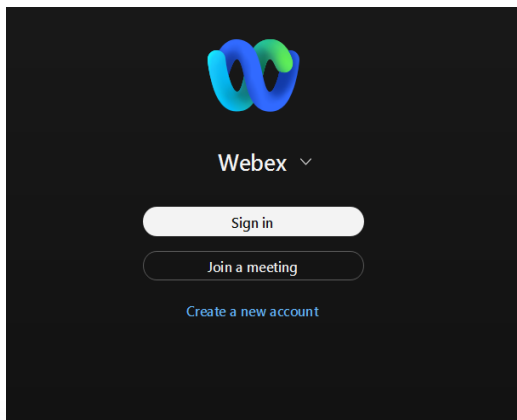
- Click **Sign In**
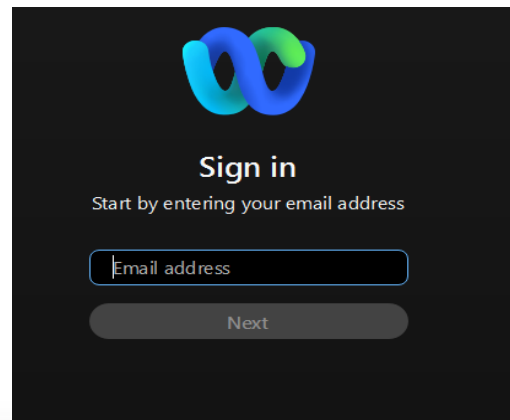
- Enter your email address
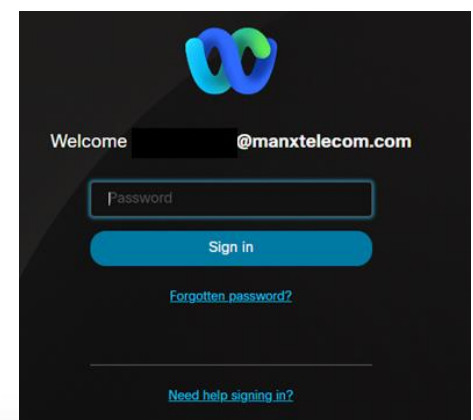
- Enter your password and click **Sign In**

m·business

☁ cloud ⦿ connectivity ⦿ voice 📱 mobile ⊜ data centre ☁ cloud ⦿ connectivity ⦿ voice 📱 mobile ⊜ data centre ☁ cloud ⦿ connectivity

Menu Items

- Once you are logged in you will see a number of menu options. Some along the top of the window...

- ...and some along the left-hand side
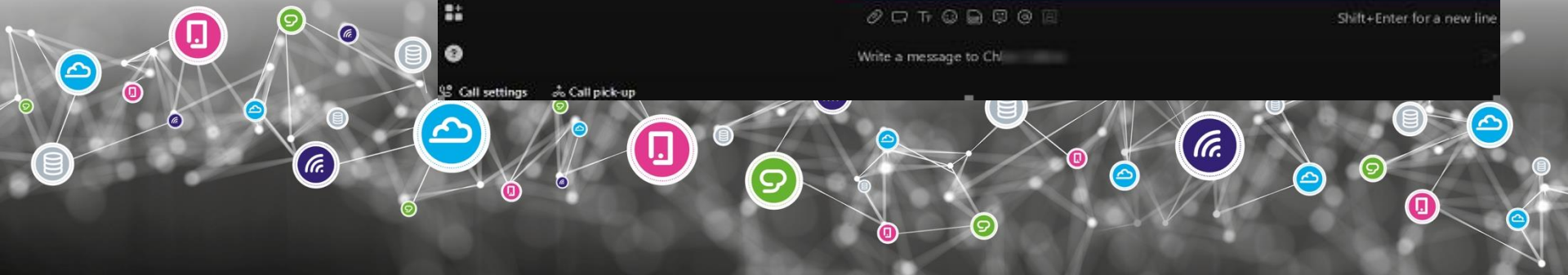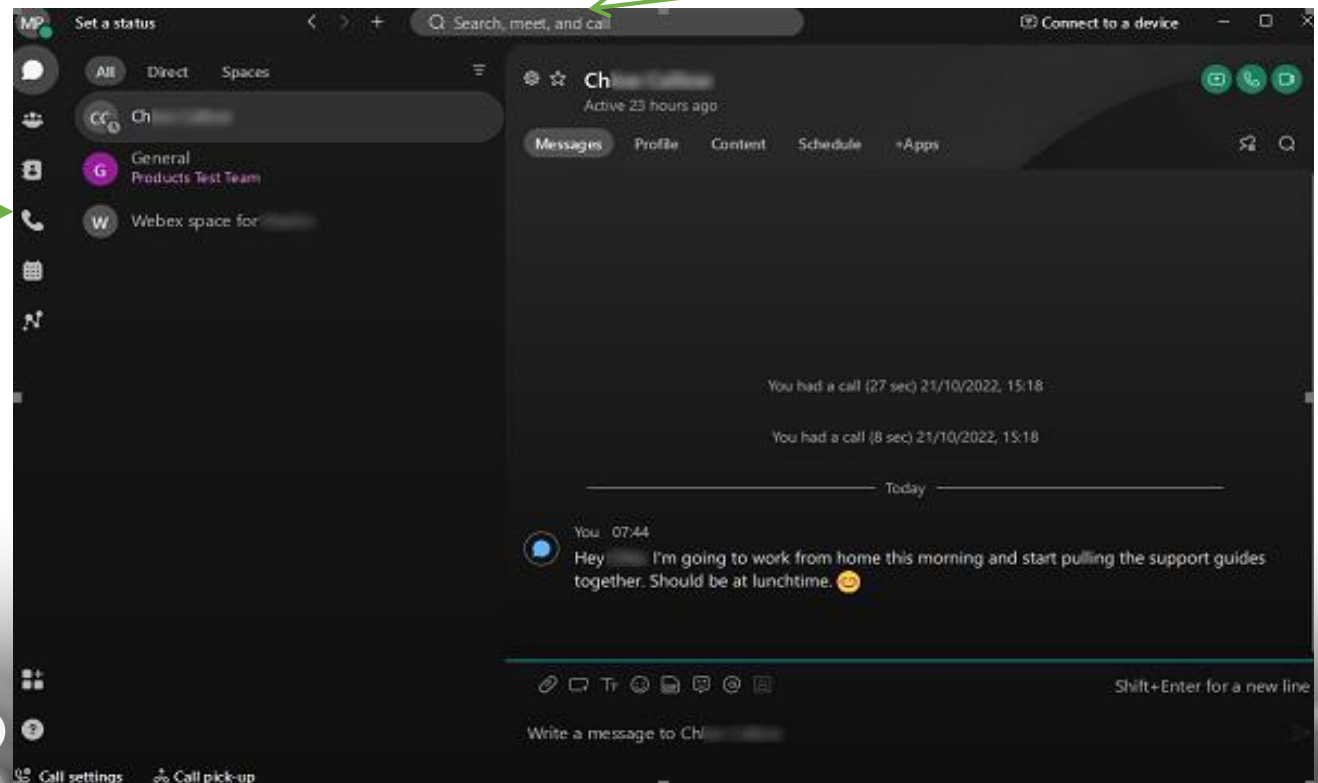
IV Webex

Getting Started – <u>Menu Overview</u>

Top Menu

- Along the top of the window there are option from left to right:
  - Profile
  - Set a Status
  - Navigation Controls
  - Search, Meet and Call
  - Connect to a device

IV Webex

Top Menu – Profile

Profile Screen

- In the Profile screen you will see a number of options
  - Availability
  - Status
  - Edit Profile
  - Settings
  - Help
  - Mobile Download
  - Sign out
  - Exit Webex
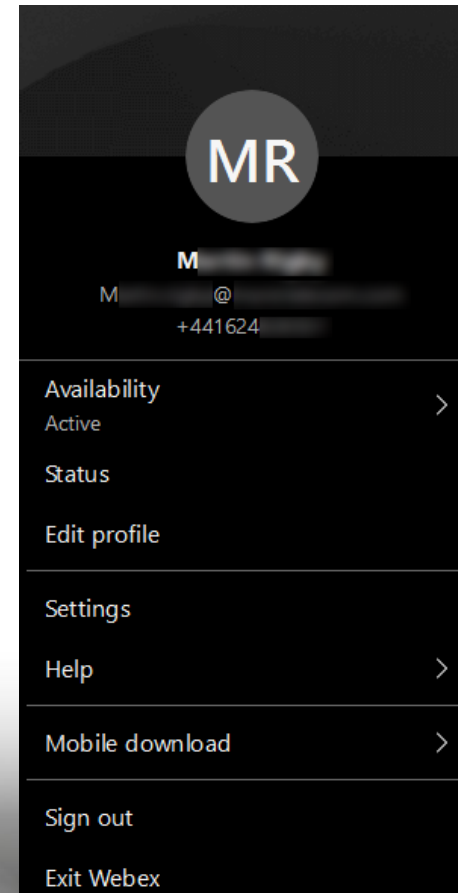
IV Webex

Top Menu – Availability and Status

Availability

- Set your Do Not Disturb status

Availability		Do not disturb for
Active	>	30 minutes
Status		1 hour
Edit profile		2 hours
Settings		12 hours
Help	>	7 days
Mobile download	>	14 days
Sign out		Set a time

Webex ✕

What's your status?

☺   0/75

Clear after

1 day ⌄

Choose a status

Working from home 🏠

Travelling for business 🚀

Out for lunch 🍽

Be right back ⌛

Save   Cancel

Status

- Set your current status and when this should automatically clear

IV Webex

Top Menu – Edit Profile

Edit Profile

- Here you can change your avatar, Display Name and choose a cover image
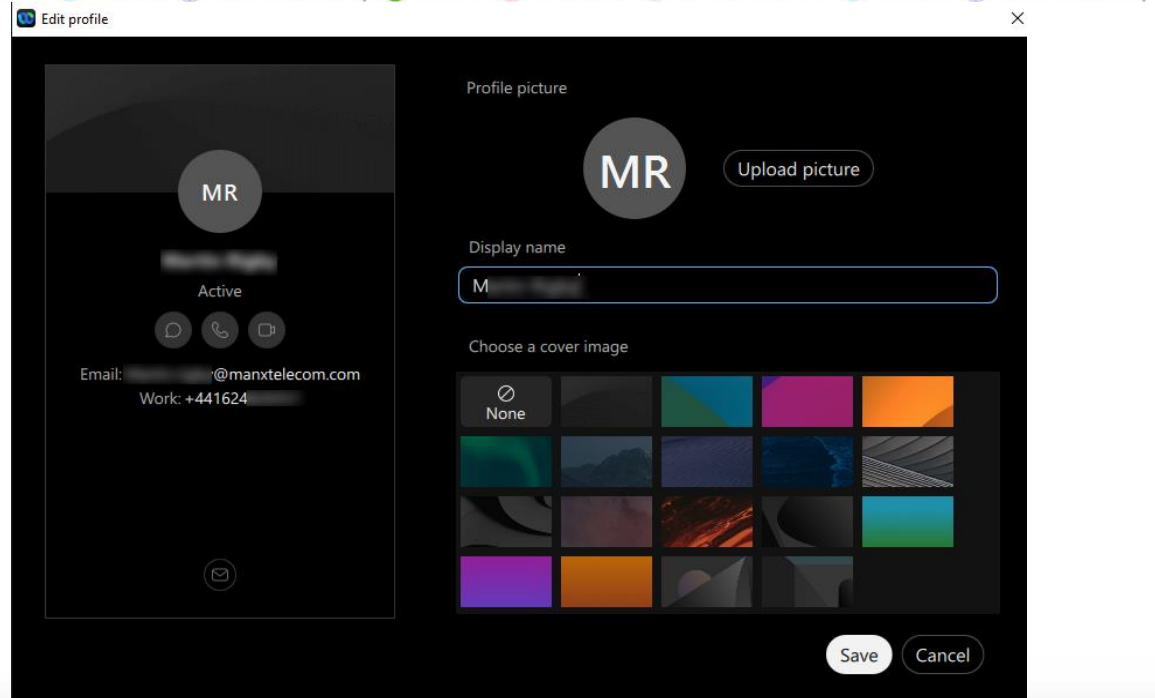
IV Webex
Top Menu – Edit Profile
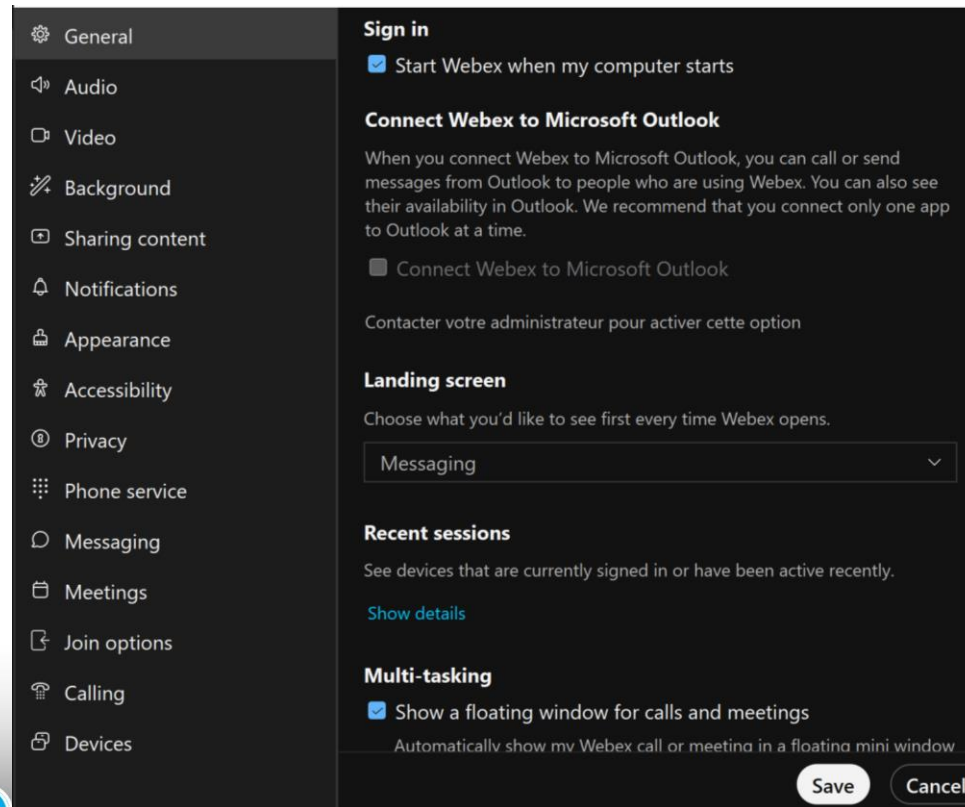
Settings

- The Settings menu is where to find an extensive list of options for every aspect of your Webex app from Audio and video configuration to personalisation and more.

IV Webex

Top Menu – Webex Help

m:business

Webex Help

- There are multiple options and features in Webex Help
- We would recommend if you have any queries on features issues to visit the Webex Help Centre, link below

Help	>	Ask the Webex Community
Mobile download	>	Send logs
		Export calling environment data
Sign out		Send feedback
Exit Webex		Health Checker
?		Webex Help
Call settings Call pick-up		About

Webex Help Centre: https://help.webex.com
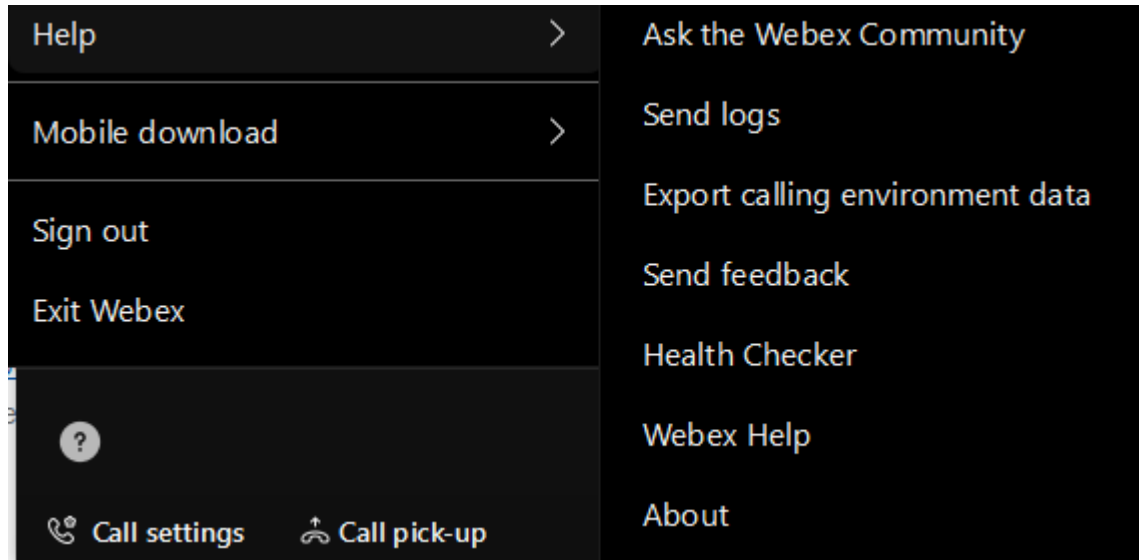
IV Webex

Top Menu – More Options

Mobile Download
- Here you can use the on-screen QR code to download the Webex App to your device

Sign Out
- Log off from your Webex Account

Exit Webex
- Close the Webex App

Mobile download >

Sign out

Exit Webex

❓

📞 Call settings   ⚓ Call pick-up

To use Webex on your mobile, scan the code with your phone camera or code scanner and download the app.
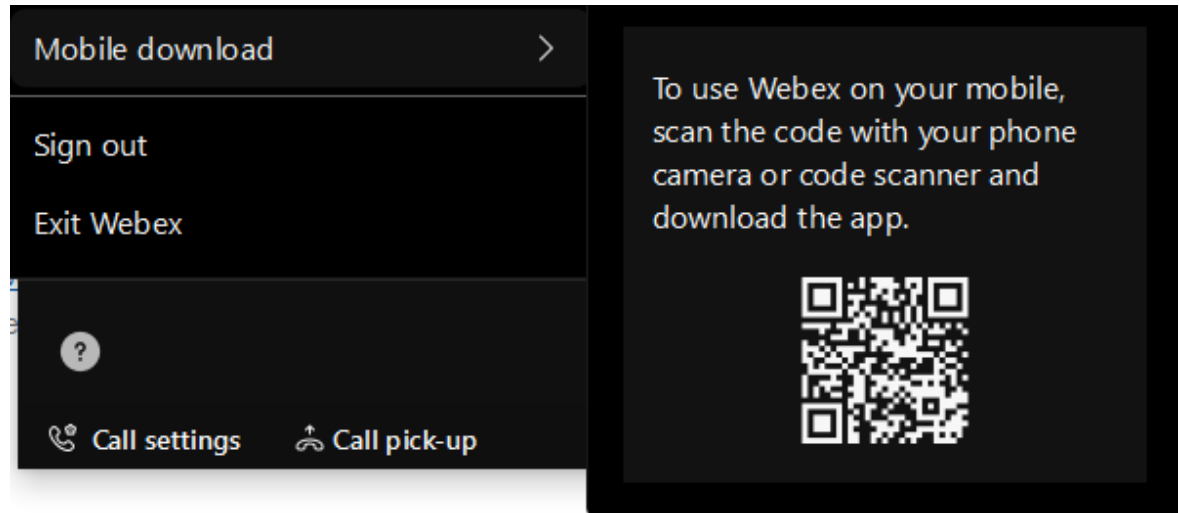
IV Webex

Top Menu – Navigation Controls

Navigation Controls

Like an Internet Browser, these allow you to move backward and forwards between the screens you have viewed. You can also use the **+** button to quickly initiate new actions instead of going through the left-hand menu options:

- Send a direct message to one of your contacts
- Create a new Space with a group of contacts
- Explore any public spaces which may be available
- Make a call from one of your connected devices
- Add a new contact
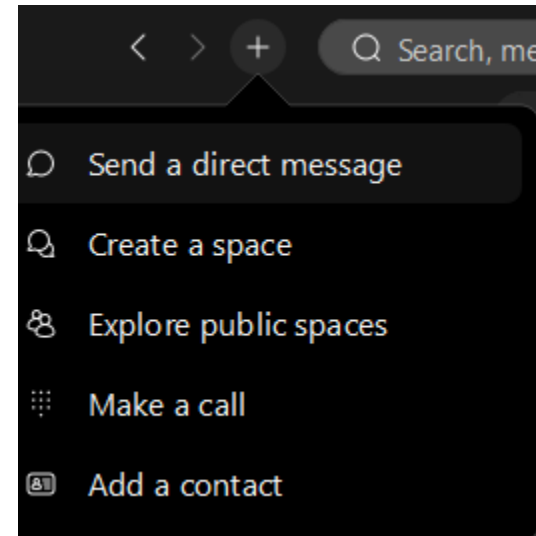
m:business

Dynamic Search

- The search bar will dynamically find people, Teams and Chats as you type

IV Webex

cloud connectivity voice mobile data centre cloud connectivity voice mobile data centre cloud connectivity
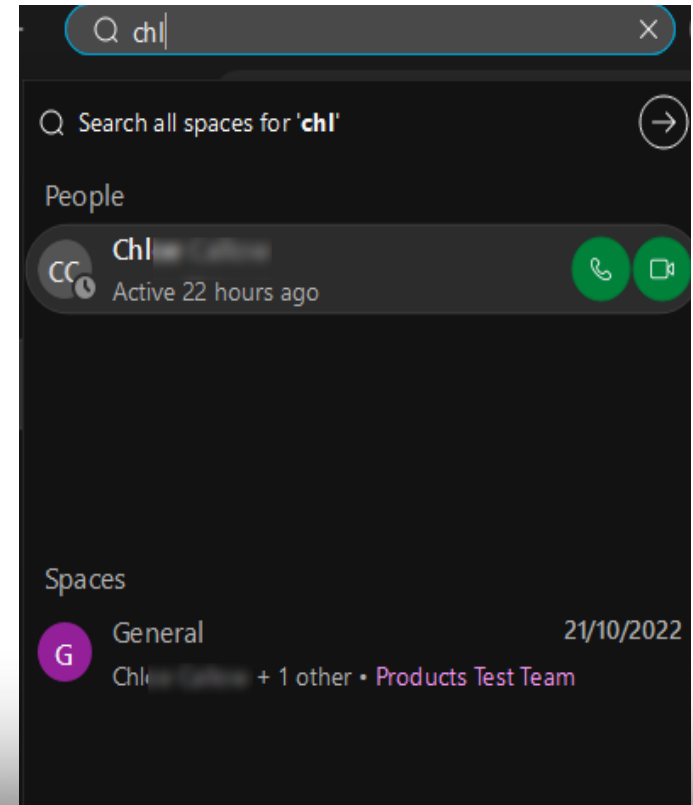
Connect External Devices

- You can use Webex to connect to one of your devices and share content locally, make calls, start meetings, join meetings or answer calls
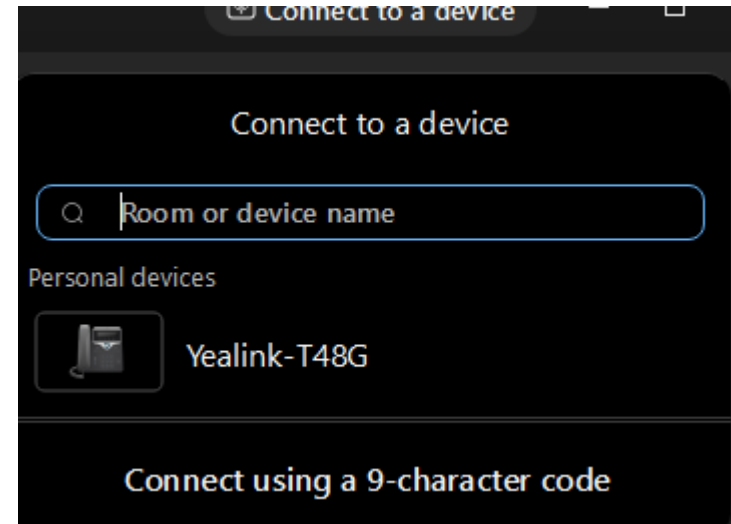
Main Features
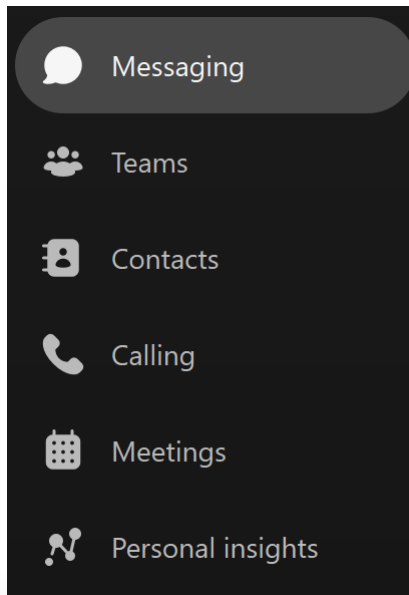
- On the left-hand side you will see a number of icons from top-down:
  - Messaging
  - Teams (aka Spaces)
  - Contacts
  - Calling
  - Calendar
  - Meetings
  - Personal Insights

💬 Messaging

👥 Teams

📇 Contacts

📞 Calling

📅 Meetings

🔀 Personal insights

m:business

cloud ☁ connectivity ⦿ voice ⦿ mobile ⦿ data centre ⦿ cloud ☁ connectivity ⦿ voice ⦿ mobile ⦿ data centre ⦿ cloud ☁ connectivity ⦿
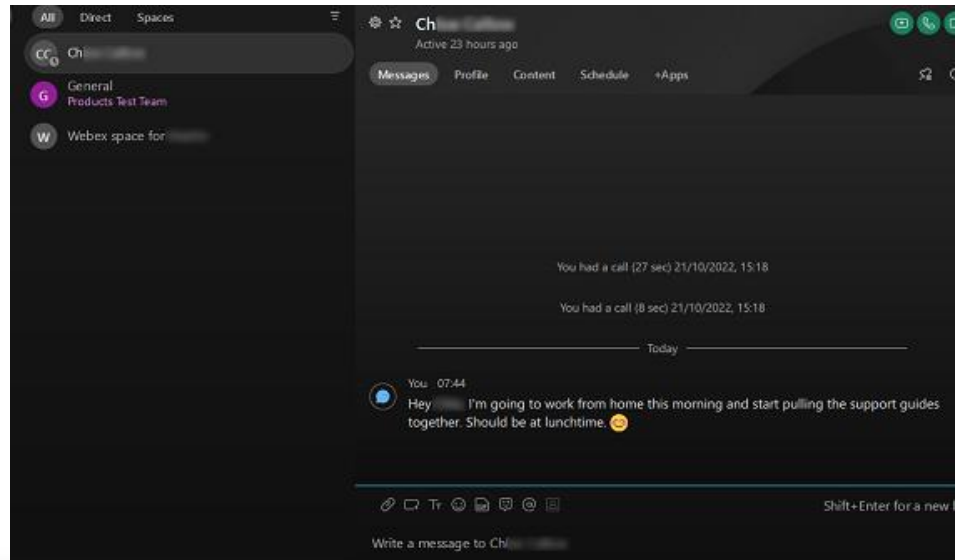
Messaging

- On the Messaging screen your list of conversations are on the left hand side. When you select a conversation, the chat history will be shown in the main window
- With the top menu you can filter the conversation list from All to Direct chats only or Team chats only

IV Webex

Main Features – Messaging

Messaging

- Further messaging controls and filters are available with the ▤ icon

Show full list

Notifications

Unread

Favourites

Hidden

@Mentions to me

@Mentions to all

Threads

Flags

Appearance

- The main Messaging window with a direct contact allows you to see the message history, contacts Profile information, document history and schedule a meeting

IV Webex

Main Features – <u>Messaging</u>

Messaging settings

- Message settings are available via the ⚙ icon
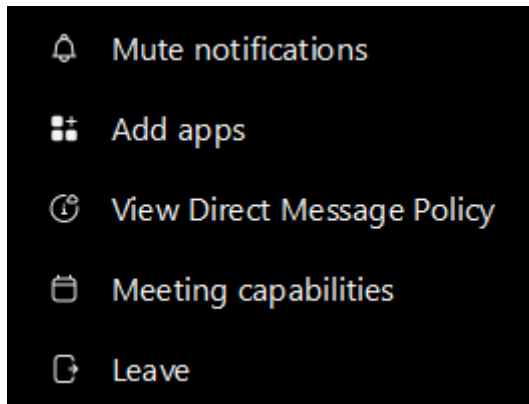
- The main Messaging window with a direct contact allows you to see the message history, contacts Profile information, document history and schedule a meeting

IV Webex

Main Features – <u>Messaging</u>

Messaging Teams

- Messaging Team spaces work in the same way as individual chats where you can message, share content and host meetings with members of that Team.
- Click **Meet** to start an immediate meeting which will invite all members of that Team

IV Webex
Main Features – <u>Messaging</u>

Messaging Teams - Settings

- Message settings are available via the [⚙] icon

✏	Edit space settings...
▭	Copy space link
🔔	Notifications...
▦	Add apps
◔	View space policy

Moderator settings

@	Disable @mentions to all
📢	Turn on announcement mode
🗓	Meeting capabilities
↪	Leave team

IV Webex

Main Features – Messaging

Messaging Teams – Content

- The **Content** Menu shows the Files, Whiteboard and Links shared within this Team

IV Webex

Main Features – <u>Messaging</u>

m:business

Messaging Teams – Schedule

- The **Schedule** Menu is where you can manage meetings and meeting content
- If you want to meet with all members of the team right now click **Meet**
- To book a meeting for another time click **Schedule a meeting**
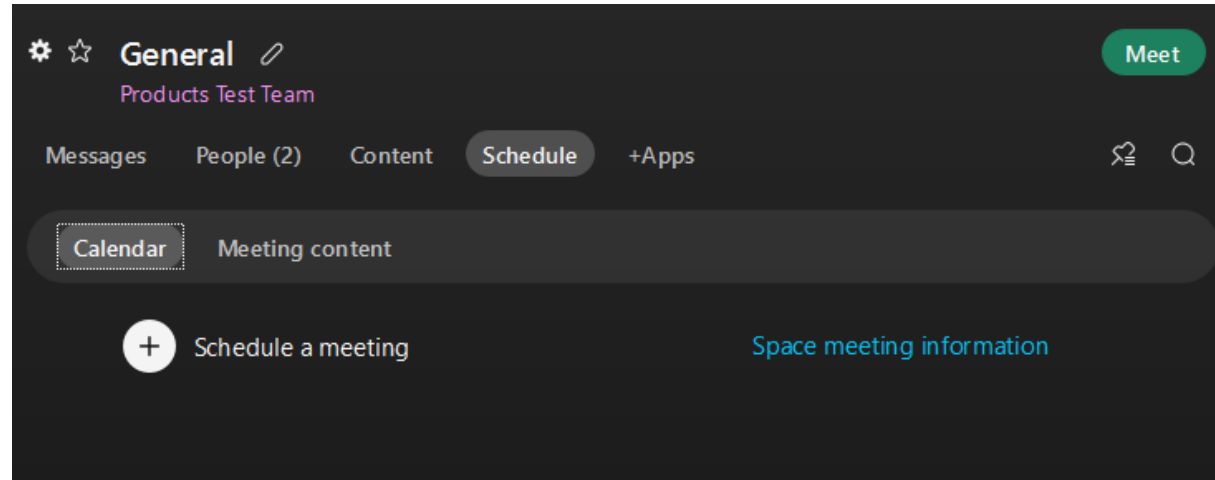
- Note: If you do not see the **Schedule a meeting** link you may need to upgrade to Webex Standard or Premium. Please contact your Account Manager.

IV Webex

Main Features – <u>Messaging</u>

Messaging Teams – Schedule

- Instead of live meetings with the **Meet** option which is only for members of that Team, when you **Schedule a meeting** you can invite both internal and external attendees, you can also link your Outlook calendar to Webex to see availability (providing your business permits this).
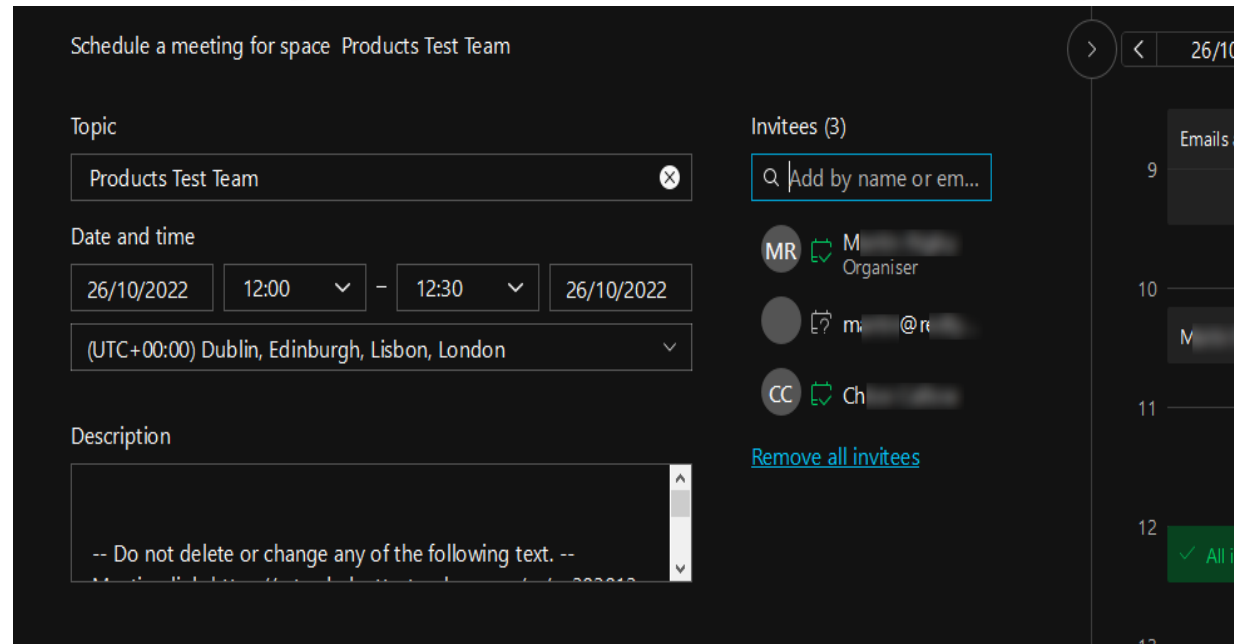
IV Webex
Main Features – <u>Messaging</u>

Messaging Teams – Apps

- You can integrate multiple applications in to enhance your Webex Spaces and provide additional functionality and collaboration tools
- See https://apphub.webex.com/ for the full list
- You should check for any corporate IT policies or restrictions that may apply on installing 3rd party applications on your devices.

Apps

- 🌐 Add a website
- BasicOps
- App4Legal
- Arrangr
- Bluescape
- Clixie's Interactive Media and A...
- Conferences io
- DoneDone

IV Webex
Main Features – <u>Teams</u>

m business

☁ cloud 📶 connectivity 🎙 voice 📱 mobile 🗄 data centre ☁ cloud 📶 connectivity 🎙 voice 📱 mobile 🗄 data centre ☁ cloud 📶 connectivity
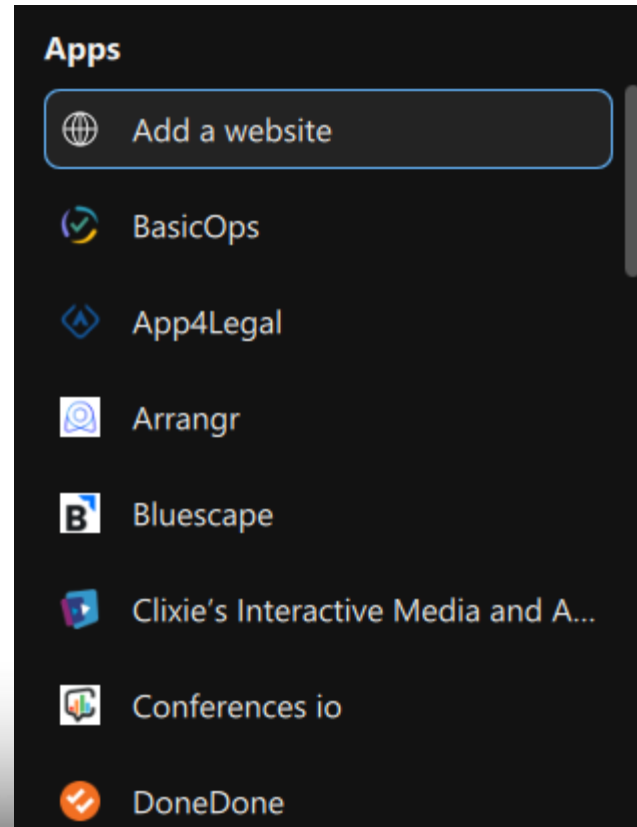
Teams – aka Spaces
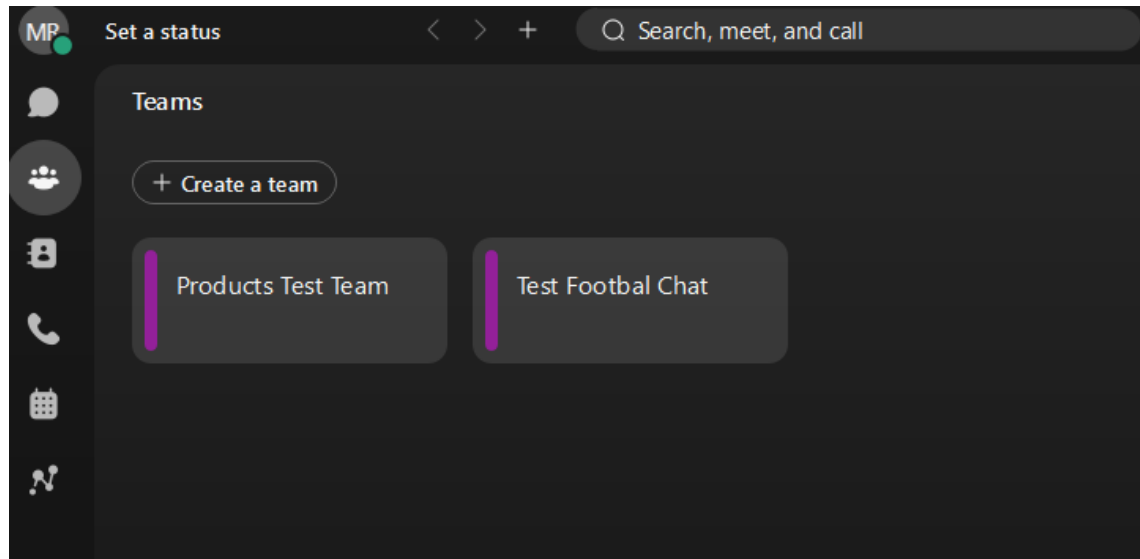
- The Teams menu is used to create new Webex Teams from members within your organization and external contacts so you can quickly manage meetings, chats and content. A Team could consist of department or project team members so even Social chat groups such as a Fantasy Football league to reduce email traffic

IV Webex

Main Features – Teams

Teams – Create a Team

- On the Teams page, click **Create a Team** and then give it a name and add members.

Create a team

Organise spaces for a group of people with a similar goal. A team could be your department or the people you work with on a project.

| Name the team (required) | Describe the team |

🔍 Add people by name or email

Create   Close

Contacts
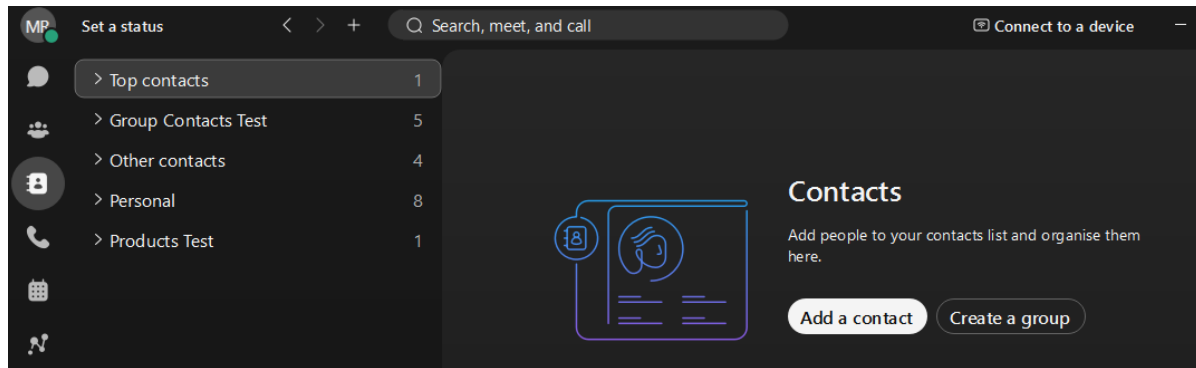
- The Contacts screen allows you to add contacts to your Webex and import them from Outlook
- You can arrange Contacts in to Groups
- Note, for external contacts to take advantage of Webex Meetings and Chats they will need to create a Webex account

cloud ⬤ connectivity ⬤ voice ⬤ mobile ⬤ data centre ⬤ cloud ⬤ connectivity ⬤ voice ⬤ mobile ⬤ data centre ⬤ cloud ⬤ connectivity

Calling

- Your call history is on the left-hand side
- Click on an event to see your call history with that contact
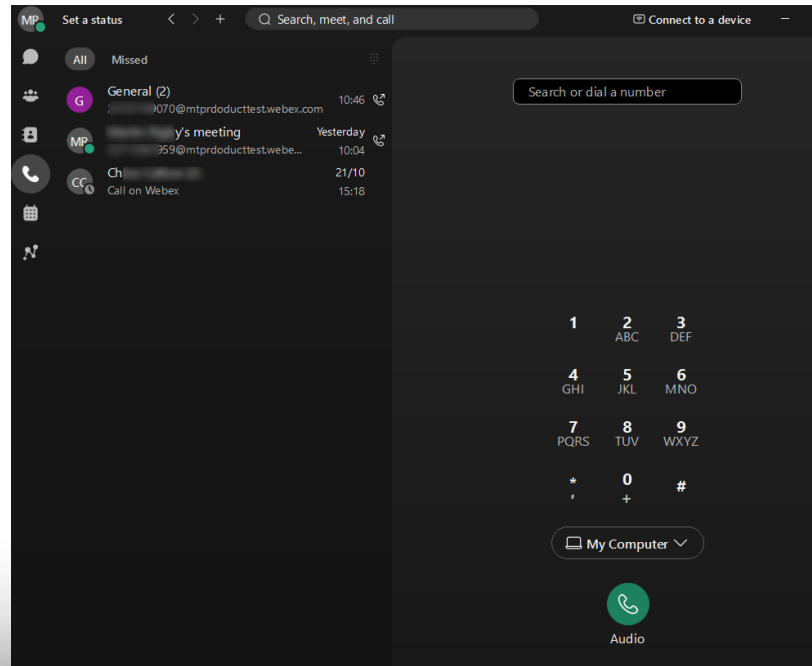
- You can call anyone using the Keypad as if you were dialing from your desk phone
- Calling Webex Contacts within your Intelligent Voice organisation will not incur call charges (roaming data charges may apply if a recipient is off-Island)
- When using a mobile device you will see the keypad icon in your Calling menu

IV Webex
Main Features – <u>Contacts</u>

m:business

Calling

- You can choose which device you want to initiate the call from

My Computer ⌄
💻 My computer ✓
📟 Yealink-T48G

- Choose to initiate an audio or video call for each contact
- With audio calls you can call on Webex which allows further collaboration options such as screensharing, video and whiteboarding

CC Ch███████████
Call on Webex
📞 📹

m-business

☁ cloud 🔗 connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud 🔗 connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud 🔗 connectivity

Calling

- When on a call the options available to you will be displayed along the bottom of the screen

m:business

☁ cloud ⓦ connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud ⓦ connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud ⓦ connectivity
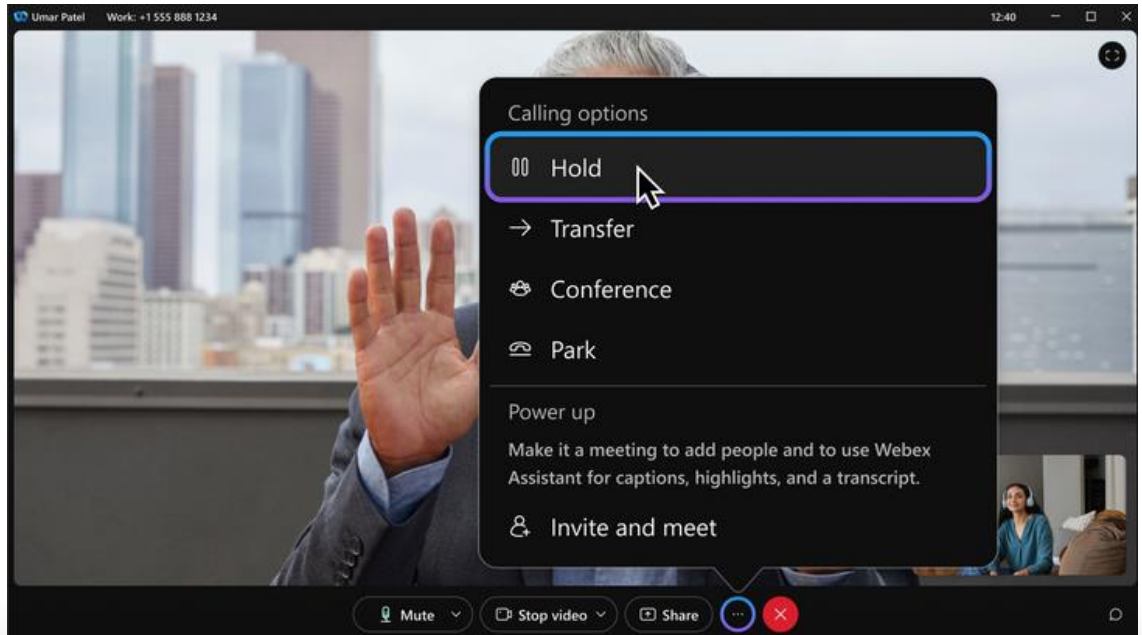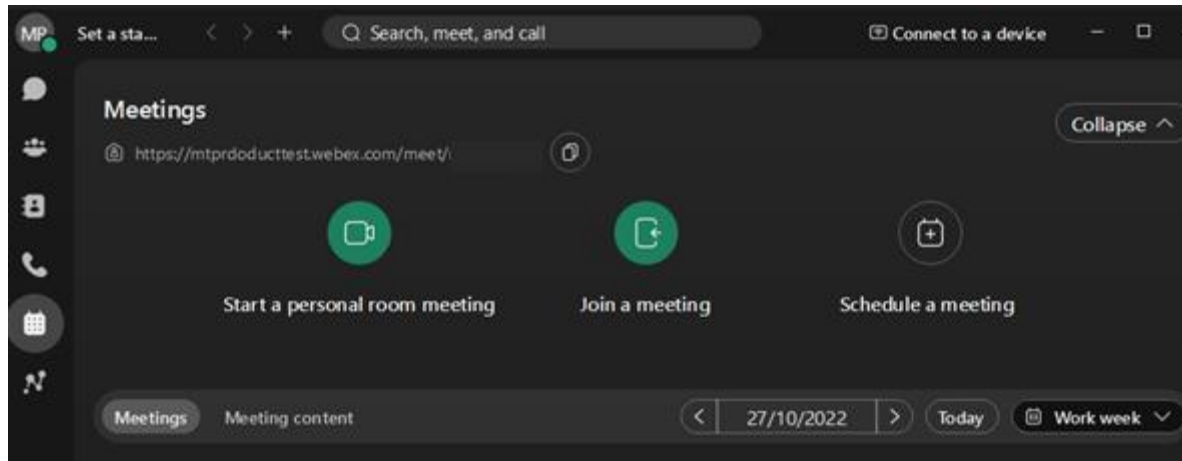
Meetings

- For trusted contacts you can share your Personal Meeting room link, which is your permanent link to join meeting with you – best for internal meetings, or you can schedule a meeting and password protect this for added security.
- Even if you share Personal Meeting Room link, you can still approve/reject attendees before they are in your meeting

IV Webex

Main Features – <u>Meetings</u>

Schedule a Meeting

- The Schedule a Meeting page is where you configure your meeting title, time and date, set whether this is to be password protected or not and invite attendees.
- You can add attendees from your existing Webex contacts or via their email address
- Attendees will be emailed meeting invites to respond to with the meeting link and password

IV Webex
Main Features – <u>Meetings</u>

Join a Meeting

- Your Webex meeting is shown in green in your calendar.
- If you have your Outlook calendar linked to Webex you will also see those meetings listed.
- If webex is open you will see a pop-up to notify your meeting is due to start
- Recipients will also receive a reminder if they have added the meeting to their calendar
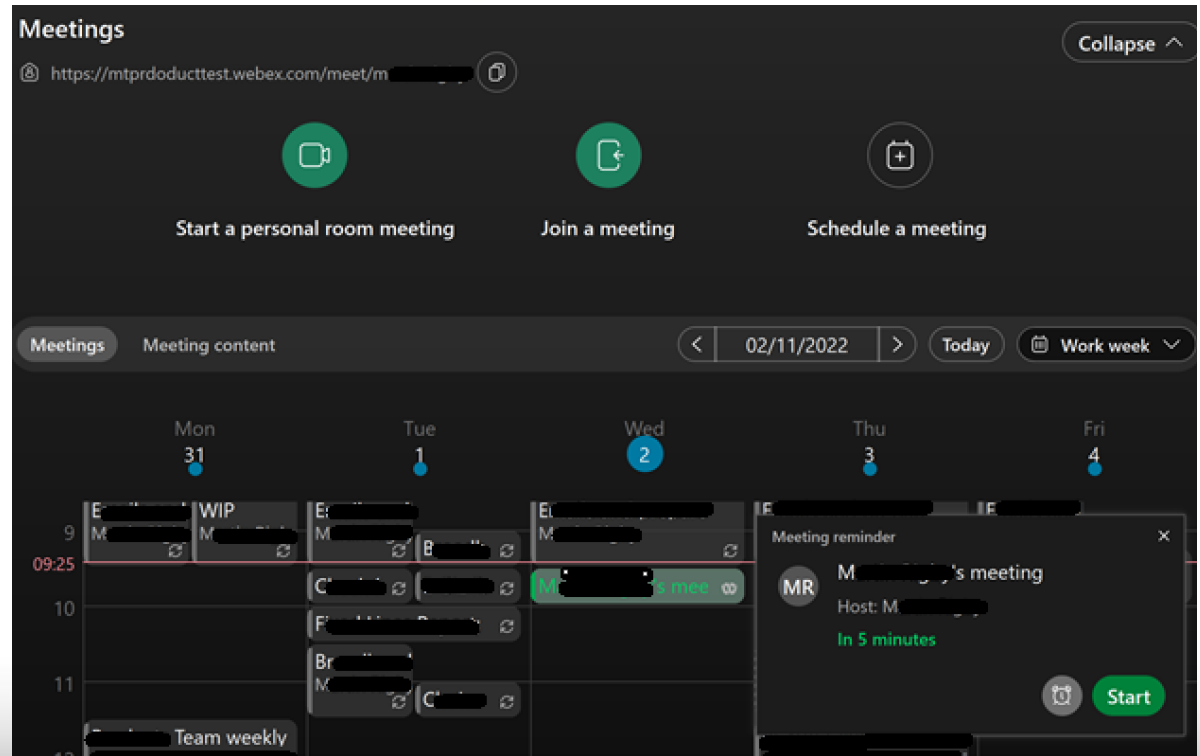
IV Webex
Main Features – <u>Meetings</u>

Join a Meeting

- When you join your meeting you can configure audio and video options as applicable to your device
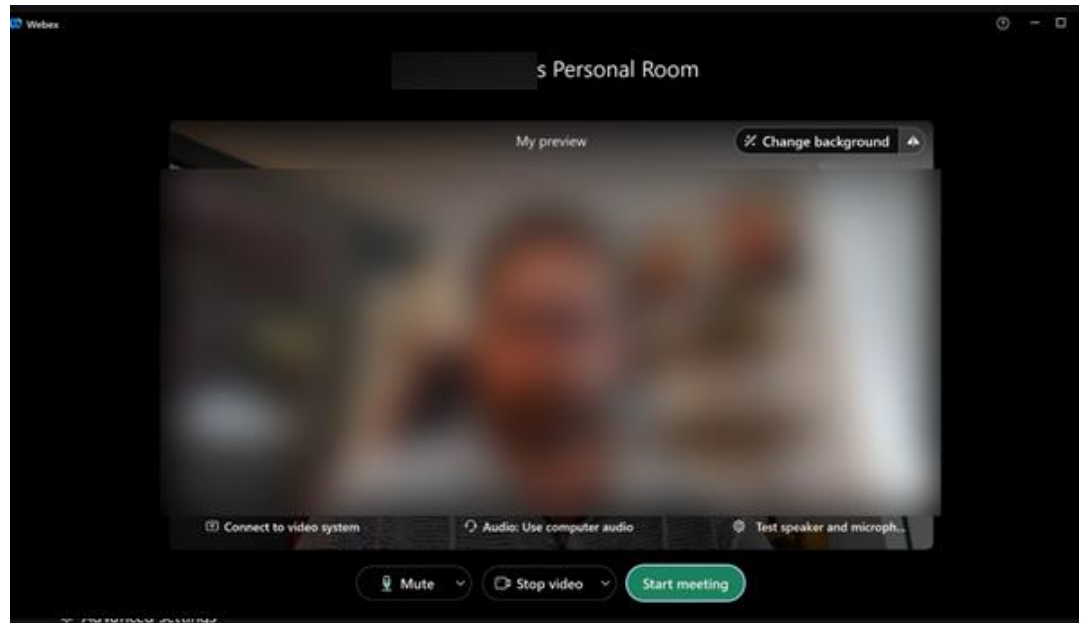
IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- Once you have started your meeting you can view and add participants on the right-hand side
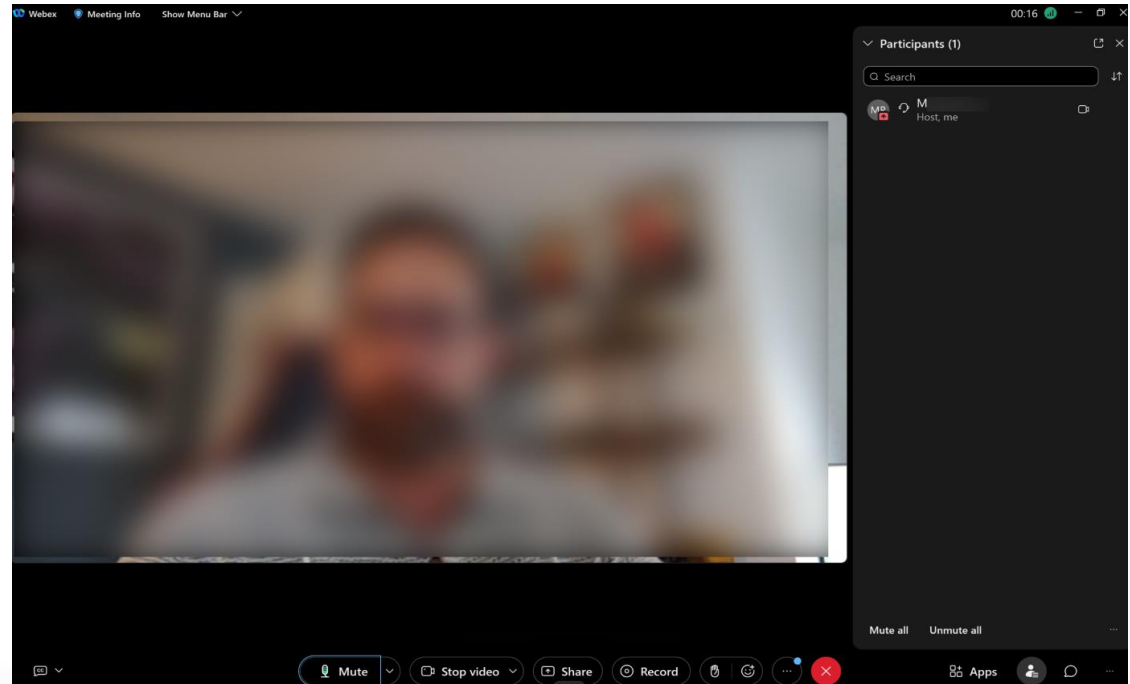
- Along the bottom of the window you will see the meeting controls to mute/unmute, start/stop video (if applicable), share your screen, record the meeting, raise your hand to attract the meeting host's attention and send reactions (emoji's etc)

IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- Click the **Show Menu Bar** to view additional meeting options
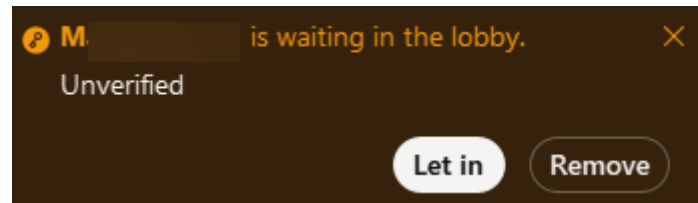
- You will see a notification when attendees arrive in the meeting lobby giving you the option to let in or remove

IV Webex
Main Features – <u>Meetings</u>

Meeting Features

- The right-hand side of your meeting shows additional features which can be expanded on
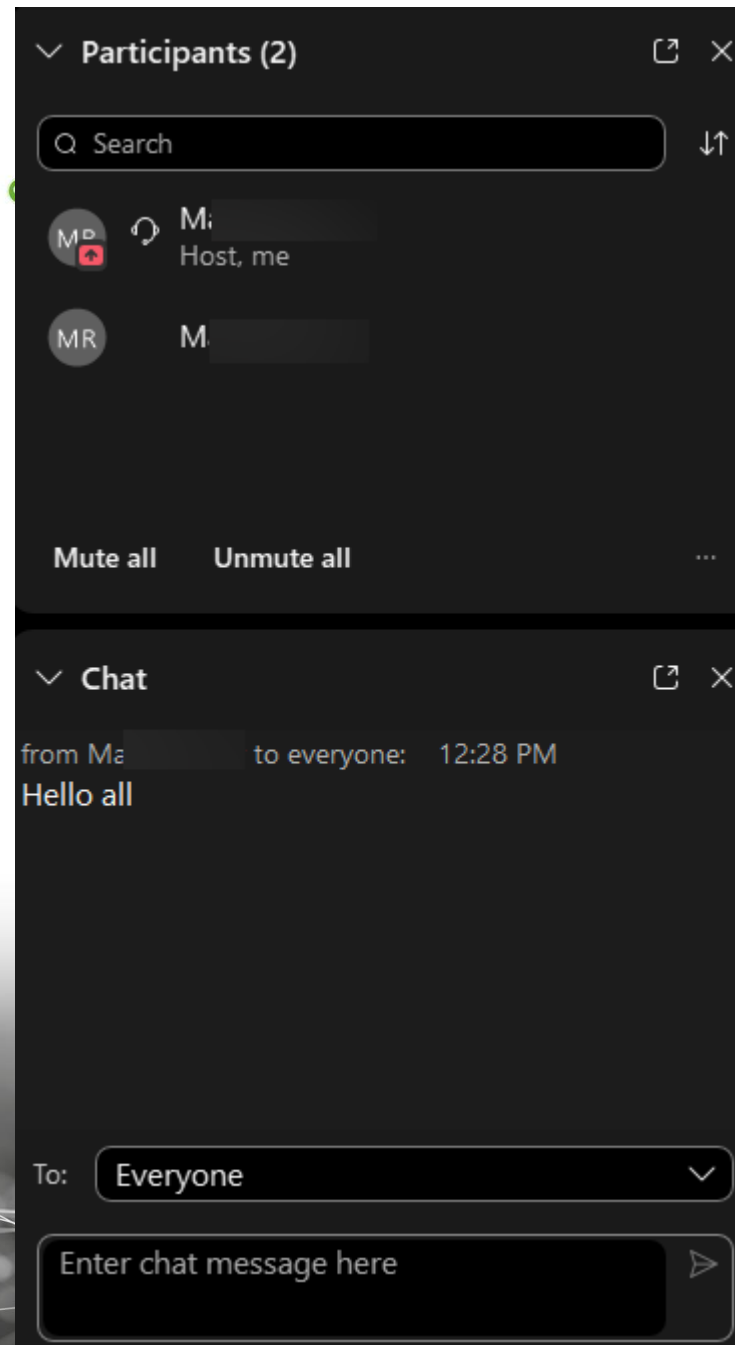 - **Participants**
  - **Chat**
  - **Q & A**
  - **Notes**

> Participants (2) ⬀ ✕

> Chat ⬀ ✕

> Q & A ⬀ ✕

> Notes ⬀ ✕

IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- The **Participants** window gives you control of whether to mute individuals who may be in a noisy areas, or you can mute everyone if you are hosting a presentation

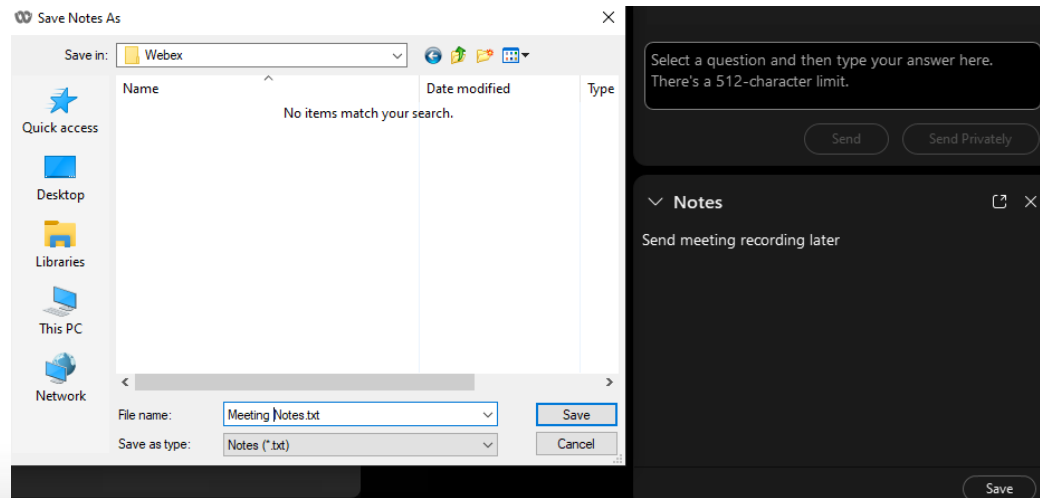- With the **Chat** window you can message everyone, or individuals

IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- In the **Q&A** window attendees can ask questions of the host. The host can then respond to each question to everyone or just the individual
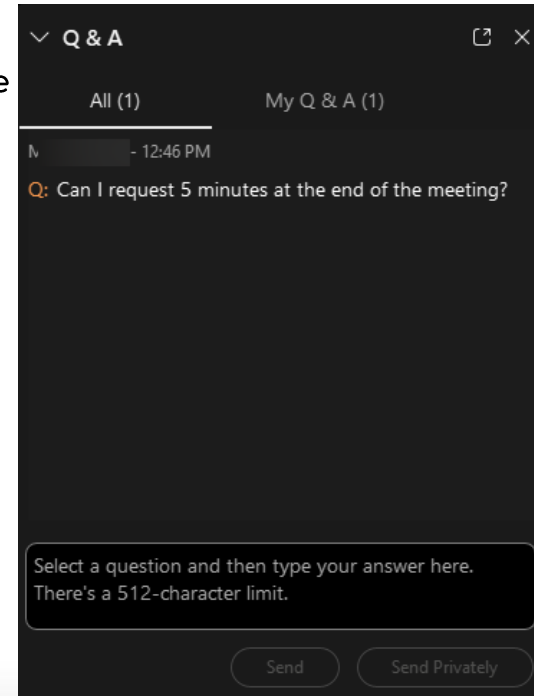
- You can also save any notes or minutes you make to review or share later
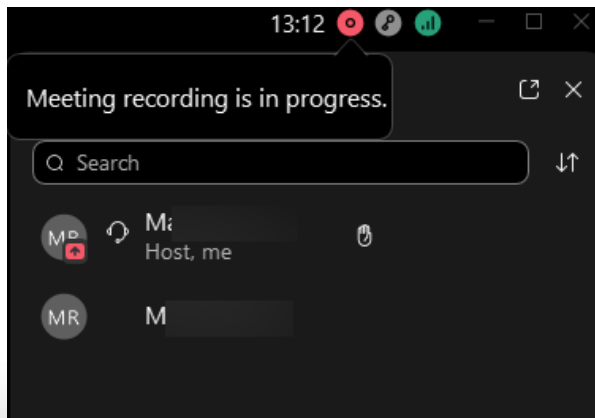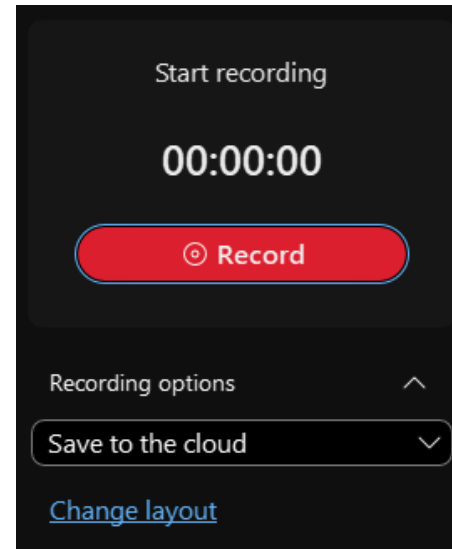
IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- You can record your meetings to share and review later, saving the file locally to your computer or to the Webex Cloud

- Ensure you advise participants that you are recording, they will see that the meeting recording is in progress
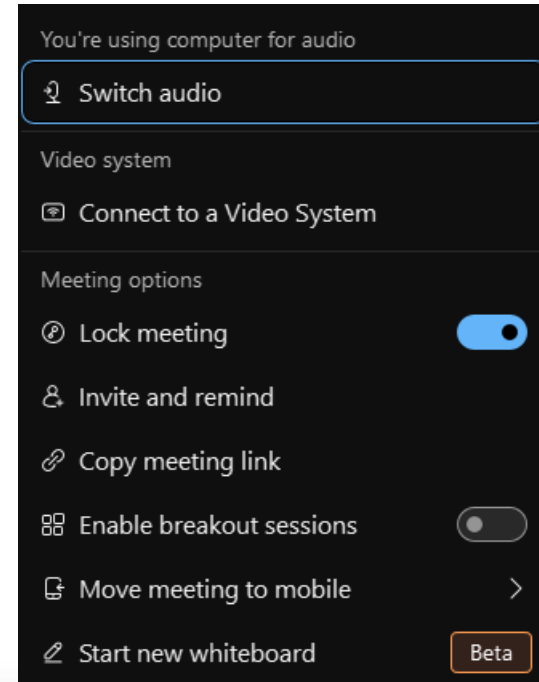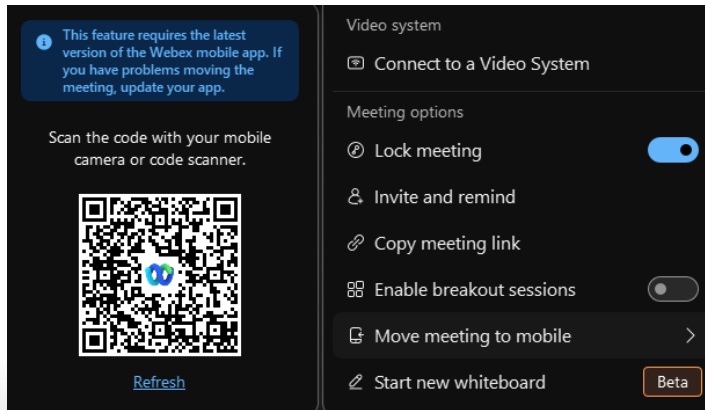
IV Webex
Main Features – <u>Meetings</u>

cloud 🌐 connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud 🌐 connectivity 💬 voice 📱 mobile 🗄 data centre ☁ cloud 🌐 connectivity

Meeting Features

- Multiple other meeting options are available, highlights include:
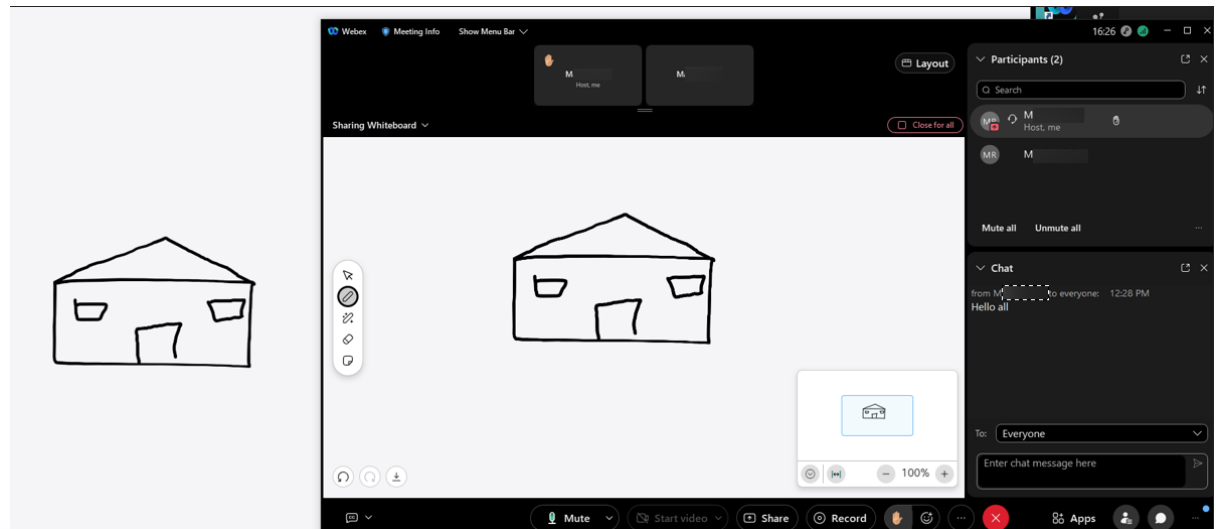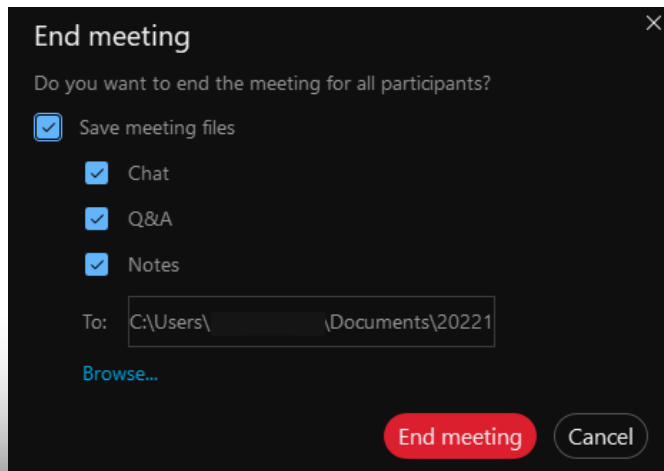

- Move the meeting to mobile

IV Webex
Main Features – <u>Meetings</u>

Meeting Features

- Use a Whiteboard for sharing drawings which can be saved to PDF

IV Webex

Main Features – <u>Meetings</u>

Meeting Features

- You can leave the meeting or end for all
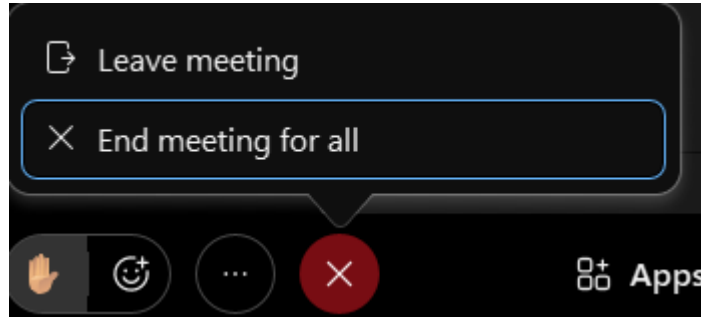
- When ending the meeting you can save the meeting files

Insights

- Personal insights leverage the power of Webex App's messaging and meeting platforms to deliver personalized insights and analysis that increase and promote personal well-being, build better quality connections, and a more inclusive work experience for all.

cloud ⬡ connectivity ⬡ voice ⬡ mobile ⬡ data centre ⬡ cloud ⬡ connectivity ⬡ voice ⬡ mobile ⬡ data centre ⬡ cloud ⬡ connectivity

we're committed to ensuring you benefit
from a new, joined-up digital world
book your free readiness health check today

call +44 (0)1624 636 636
visit manxtelecom.com/mtbusiness

manx telecom