



Webex Telephony

Quick Reference Guide – Android

Contents

INTRODUCTION	2
TRANSITION	2
Install & Sign In	3
MAKING AND RECEIVING CALLS	5
Making a Call.....	5
Answer a Call	7
TRANSFERRING CALLS	8
Warm Transfer (Consult Transfer)	8
Cold Transfer (Blind Transfer)	8
OTHER CALLING FEATURES	9
Placing Calls on Hold & Resuming.....	9
Conference Calls.....	9
Forward Your Extension – (“Service Now” ticket required).....	10
CONTACTS & GROUPS	11
Add a Personal Contact	11
Make a Call from Your Webex Contact List	12
LOGGING IN AND OUT OF A HUNT GROUP IN WEBEX TELEPHONY	13
What is Hunt Group:	13
To Log Into a Hunt Group:.....	13
To Log Out of a Hunt Group:	13
HELPFUL LINKS	15

INTRODUCTION

Welcome to **Webex Telephony** system! As part of Cooper's transition from Jabber to **Webex** for phone calls, this guide will help you navigate the new platform with ease.

- ✓ **Reason for Transition:** Webex offers enhanced communication tools, better integration, and a more modern, user-friendly experience.

TRANSITION



- ✓ **Webex app**

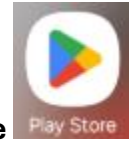
Will be used for **calls**, including **Responder patient calls**. Please note, the **Jabber application will no longer be used!**



- ✓ **TigerConnect app**

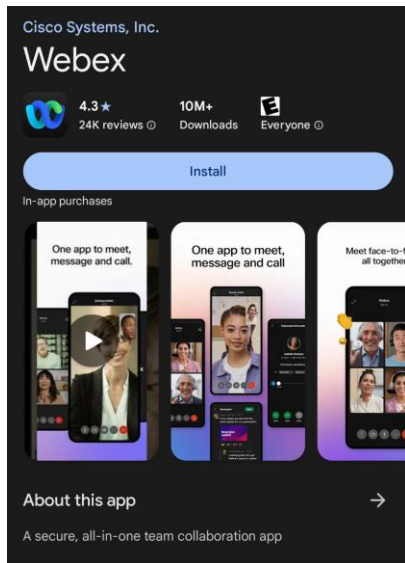
Will be used for **secure messaging** with staff and providers.

Install & Sign In



1. **Download** the **Webex Calling app** from the **Google Play Store** on your Android device.

2. Press **Install**.

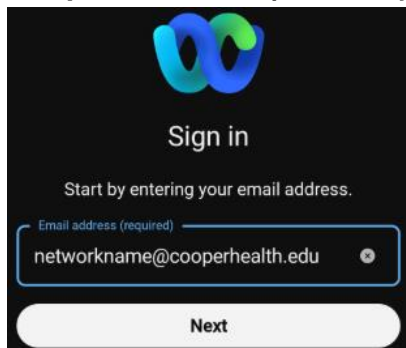


3. Once downloaded, an icon is placed in the first available space on your home screen. Depending on your settings, app will otherwise appear in the “main menu.”

4. Tap to open the app, follow prompts to **allow permissions for notifications** (always allow Webex permissions and keep the app updated).

5. The sign in page appears and select **Sign In**.

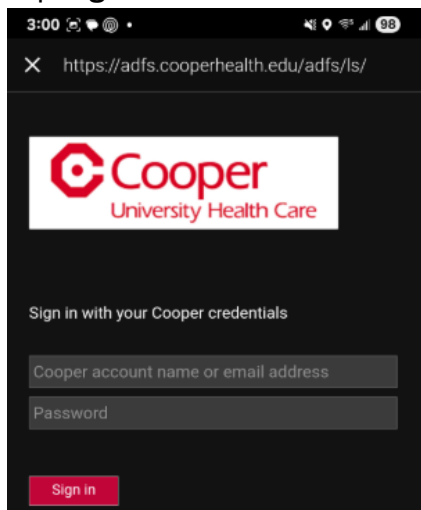
1. After clicking **Sign In**, enter your **Cooper Network/e-Mail address (including @cooperhealth.edu)**. You may be prompted to log in again, or authenticate.



A mobile application sign-in screen with a dark background. At the top is a blue and green logo. Below it, the text "Sign in" is centered. Underneath, it says "Start by entering your email address." There is a text input field with the placeholder "Email address (required)" and the text "networkname@cooperhealth.edu" entered. To the right of the input field is a small circular icon. Below the input field is a white button with the text "Next".

6. You will be prompted to authenticate your **Cooper credentials** by entering your user name and password.

7. Tap **Sign In**.



A mobile application sign-in screen for Cooper University Health Care. At the top is the Cooper University Health Care logo. Below it, the text "Sign in with your Cooper credentials" is centered. There are two text input fields: "Cooper account name or email address" and "Password". Below the input fields is a red button with the text "Sign in". The screen is framed by a dark border.

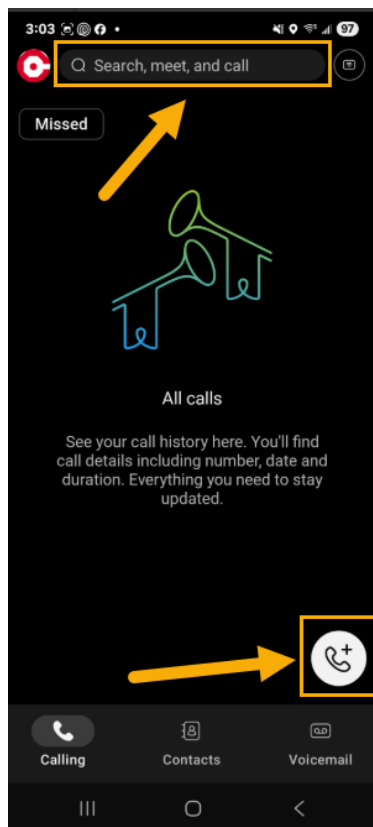
8. Accept any additional permissions that appear after signing in.

MAKING AND RECEIVING CALLS

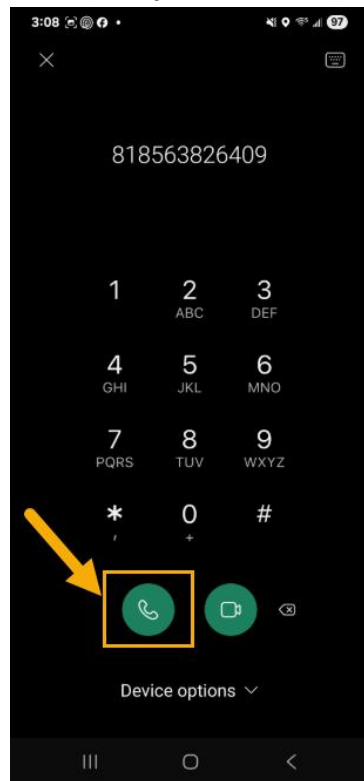
Making a Call

Steps:

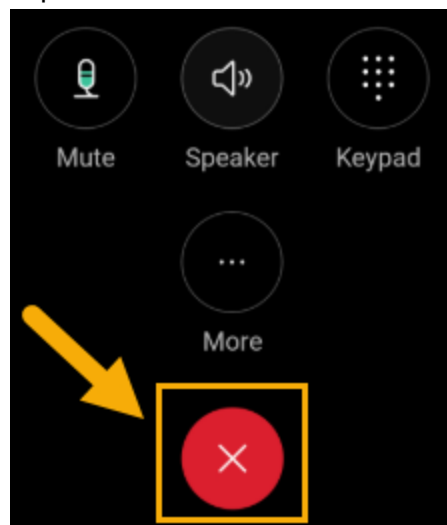
1. Open the Webex app.
2. Tap Calling (phone symbol - right). You can also tap the search bar to find a contact.
3. Open the dial pad, Dial the number or search for a contact
 - ✓ To dial manually: tap the dial pad icon (looks like a keypad), enter the phone number.
 - **Internal Call:** dial 7-digit number
 - **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
 - ✓ To call a saved contact: start typing the name and select the contact from the results.



4. Start the call
 - a. Tap the Call button (green phone icon)
 - b. If enabled you will have the video option





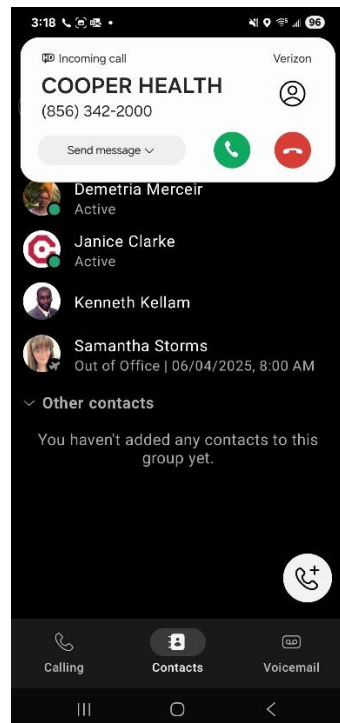
5. In-call controls
 - a. Once connected, you can mute/unmute, turn speaker on/off, hold, transfer, or end the call using the on-screen buttons
6. End the call
 - a. Tap the red End Call button



Answer a Call

Steps:

1. When a call comes in, a call screen pops up.
2. The caller's name or number will display if available.
3. Tap the **green Answer button** . If the screen is locked you may need to unlock your phone.
4. In-call controls: After answering, you can mute/unmute, turn speaker on/off, hold, transfer, or end the call using the controls on the screen.
5. Decline the call: If you cannot answer, tap the **red Decline button** to reject the call. 
6. When you answer a call:
 - ✓ Your earpiece is used for audio, to switch to your speaker, tap **Speaker**.
 - ✓ To place the call on Mute tap **Mute**.
7. To end the call, tap in-call notification or return to Webex app, tap End Call.

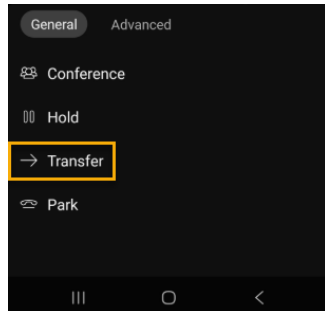


TRANSFERRING CALLS

Warm Transfer (Consult Transfer)

Steps:

1. While you are on a call, your phone must be unlocked to access **Transfer**.
2. Select **Transfer**.



3. **Search** for the person by name or number: **Dial** the **phone number** using the **Dialpad** or **select** the **contact**, tap to call the recipient, speak to them first before transferring.
 - ✓ **Internal Call:** dial 7-digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Speak to the contact (to explain the call), then tap **Complete Transfer**.

Cold Transfer (Blind Transfer)

Steps:

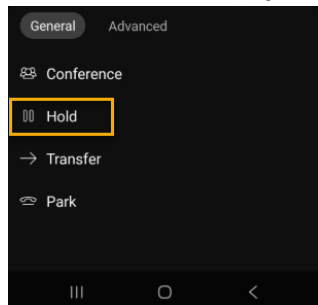
1. While you are on a call your phone must be unlocked to access Transfer.
2. Select **Transfer**.
3. **Dial** the **phone number** using the **Dialpad** or select the **contact**.
 - ✓ **Internal Call:** dial 7-digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. As soon as the second person answers, tap **Complete Transfer**.

OTHER CALLING FEATURES

Placing Calls on Hold & Resuming

Steps:

1. While on an active call, tap the screen to display the call controls if they are not visible.
2. Select **Hold** to pause a call. The caller will hear music. You will see an “On Hold” indicator on your screen.

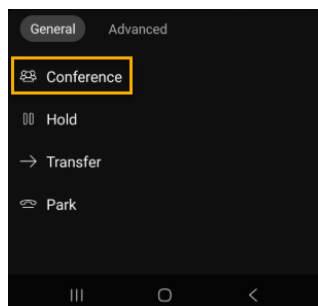


3. Tap **Resume** to Resume or Unhold.

Conference Calls

Steps:

1. During a call, Tap **More** (three dots) icon.
2. Select **Conference**.



3. **Dial** the person you want to conference in (or select a contact):
 - ✓ **Internal Call:** dial 7digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Once the second call connects, tap **Merge** to join all parties.

Forward Your Extension – (“Service Now” ticket required)

Steps:

1. **Submit a Service Now ticket to enable this feature.**
2. Open the **Webex App** on your device.
3. Click Your **Profile Icon**.
 - a. Located in the top-left corner.
4. Select **Settings**.
5. Select **Calling**.
6. Tap **Call Forwarding**.
7. Toggle **Call Forwarding on**.
8. Tap **Forward** to and:
 - a. Select a saved contact or
 - b. Enter the 1-=digit number (e.g., your mobile number or another extension)
9. Tap **Back** to save your settings.

To Turn Off Forwarding

1. To stop forwarding, toggle Call Forwarding off. Return to the Call Forwarding screen and toggle it off.

CONTACTS & GROUPS

Add a Personal Contact

Steps:

1. Tap the Calls tab at the bottom of screen.
2. Tap the **Contacts icon (person silhouette) or go to Directory.**
3. Tap **plus icon or Add Contact.**
4. Enter the person's name, email or phone number.
5. Tap the person from the search results to open their profile.
6. Tap Add to Contacts or Save (label may vary).

Make a Call from Your Webex Contact List

Steps:

1. Tap the **Calls** tab at the bottom of the screen.
2. Tap the **Contacts** icon (person silhouette) or go to Directory.
3. Scroll through your contact list or use the **search bar** to find the contact.
4. Tap the contact's name to open their profile.
5. Tap the **Phone icon** or **Call button**.

LOGGING IN AND OUT OF A HUNT GROUP IN WEBEX TELEPHONY

What is Hunt Group:

A Hunt Group routes incoming calls to a group of users. Logging in means you'll receive these calls; logging out stops them from coming to your line.

To Log Into a Hunt Group:

Steps:

1. **Open the Webex App** on your Android.
2. Tap your profile picture or initials in the top-left corner.
3. Select **Hunt Group**
4. Find the Hunt Group you are assigned to.
5. Toggle to switch On to log into the Hunt Group.
6. Tap the **toggle switch** to turn Hunt Group on (blue) this logs you in.

To Log Out of a Hunt Group:

Steps:

1. **Open the Webex App** on your Android.
2. Tap your profile picture or initials in the top-left corner.
3. Scroll to and tap **Hunt Group**.
4. Find your assigned Hunt Group.
5. Toggle the switch **Off** to log out. You will stop receiving calls from that Hunt Group.



TROUBLESHOOTING COMMON ISSUES

Unable to call outside of Cooper?	Make sure you dial 8 before number: Dial 8 + 1 + (area code) + (7-digit number)
Can't check voicemail?	This feature is not enabled for nurses and techs.
Can't hear the other person?	Check speaker/mic settings in Webex. Check iPhone settings for speaker/microphone.
Can't receive calls?	Check that you are logged into Webex. Ensure Webex is set as the default calling app.
Calls dropping?	Restart Webex. If problem persists, place Cooper Service Desk Ticket. In the ticket you will need the following: <ol style="list-style-type: none">1. Number that you called or number that called you.2. Your number3. Approximate time
App freezing?	Log out and log back into Webex. If problem persists, place Cooper Service Desk Ticket.
Need more help?	Contact the Cooper Service Desk (856)968-7166 .

HELPFUL LINKS

[Webex App](#)

How to Make a Call Using the Webex app: <https://youtu.be/qqA4iHVNxBU?si=hGZ3gLHKlpWodXUr>

How to Park and Pick Up a Call: <https://youtu.be/Fxu5mmQ8kWk?si=9L29AbJwFnLCnE3d>

How to Do Multiway Calling: <https://youtu.be/aykjNYa2JZw?si=T26UzPA3PIAavY75>

How to Transfer a Call: <https://youtu.be/27f8bJEhfNI?si=FYA0r4m1TUscv4Ni>

How to Place a Call on Hold: https://youtu.be/S_FEbSCYqwU?si=h9IFw5nL2j_Hg44_

How to Move an Active Call to Mobile: https://youtu.be/KEcHgMQFU-E?si=Jy_z2-6kckRZuMI