



Webex Telephony

Quick Reference Guide - PC

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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**. The **Jabber application will no longer be used!**



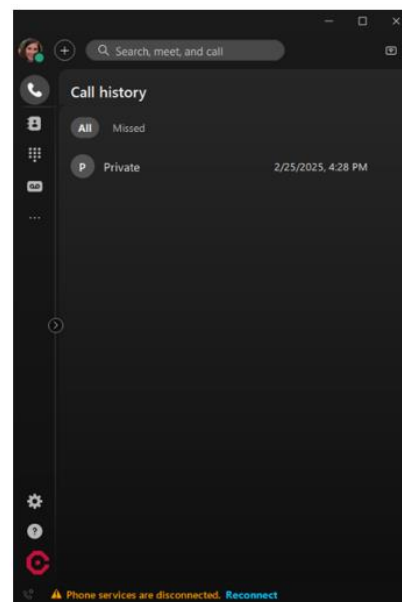
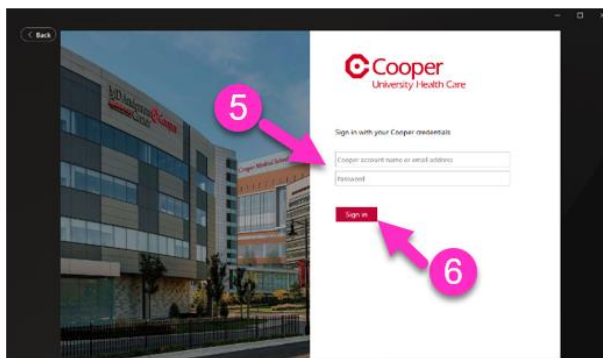
- **TigerConnect** app will be used for **secure messaging** with staff and providers.

GETTING STARTED WITH WEBEX – DESKTOP

Logging into Webex

Steps:

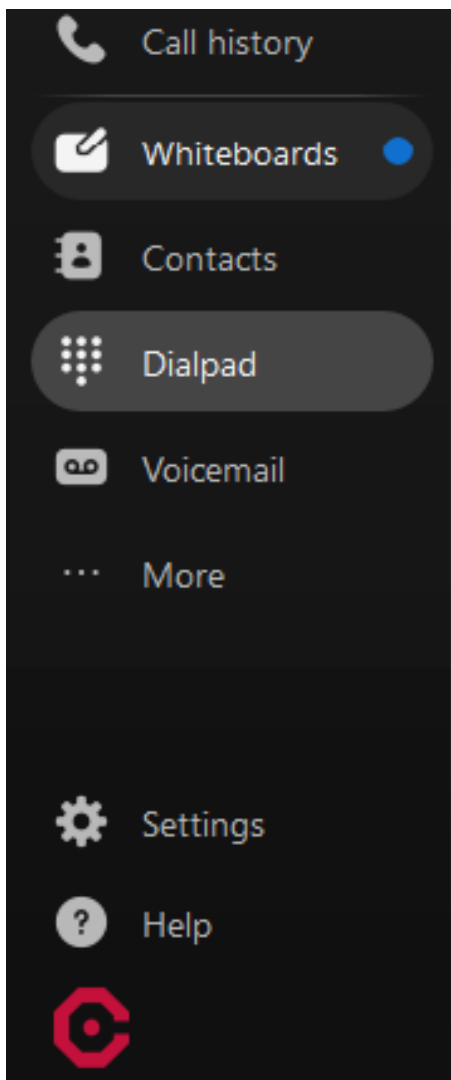
1. Launch the application by opening the **Webex app** from your computer desktop.
2. Click **Sign In**.
3. After clicking **Sign In**, enter your **Cooper Network/e-mail address (including @cooperhealth.edu)**.
4. Click **Next**.
5. You may need to authenticate by entering your **Cooper credentials** (user name and password).
6. Click **Sign In**.



THE CALLING TOOLBOX

1. The **Calling Toolbox** allows you to perform the following actions:

- **Call history:** Access or make a call from your recent call list.
- **Whiteboards:** Used for meeting collaboration.
- **Contacts:** Access your contacts.
- **Dialpad:** Make calls to numbers outside your saved contacts.
- **Voicemail:** This is where you will find your voice messages.
- **Settings:** General, Audio, Video, Calling, Notifications, Devices.
- **Help:** Open Webex Help Center, keyboard shortcuts, check for updates.



MAKING AND RECEIVING CALLS

Making a Call

Steps:

1. Dial the phone number using the **Dialpad** .

- ✓ **Internal Call:** dial 7-digit number
- ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)

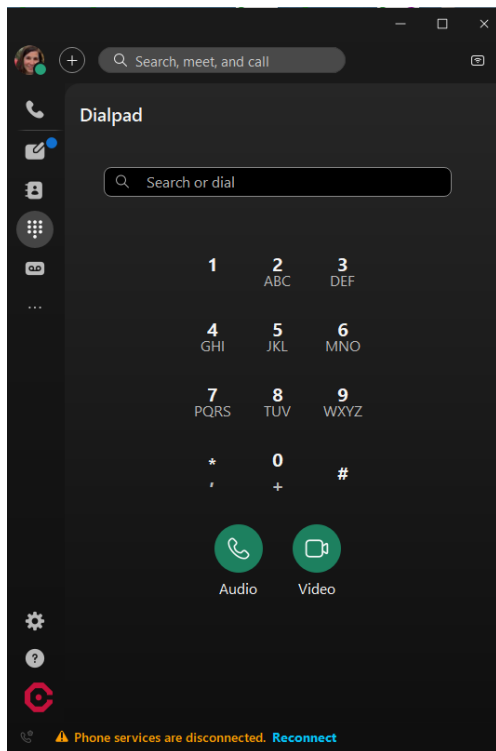
2. Use **Contacts** to select someone you know .

3. Return a missed call from the **Calling - Missed list** or call a recently called number from **Calling -**

All list



4. Search a colleague's name with **Search** .

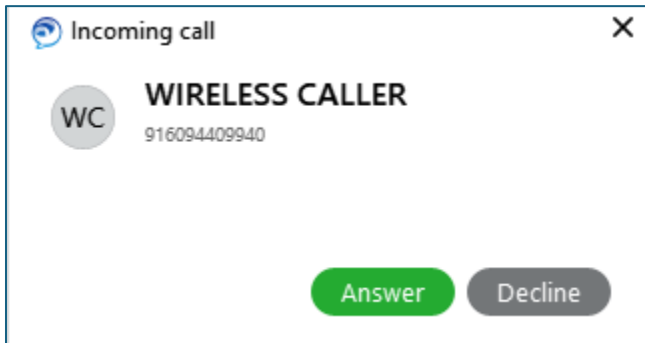


5. After entering the number or contact, Click the green **Call button** .

Receiving a Call

Steps:

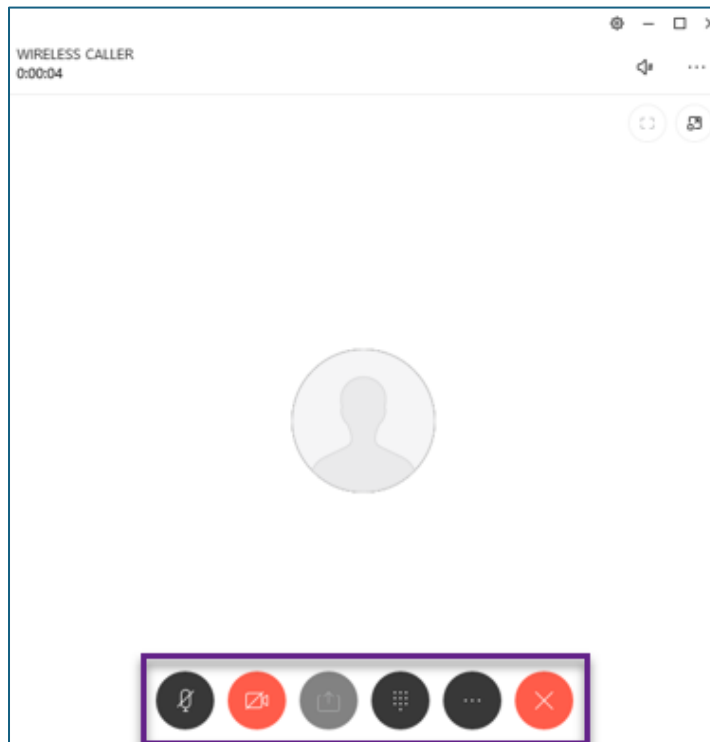
1. When a call comes in, a pop-up will appear.
2. Click **Answer** to take the call or **Decline** to reject it.



3. When you answer a call:

✓ To place the call on Mute Click **Mute** .

✓ To hang-up Click **End** .

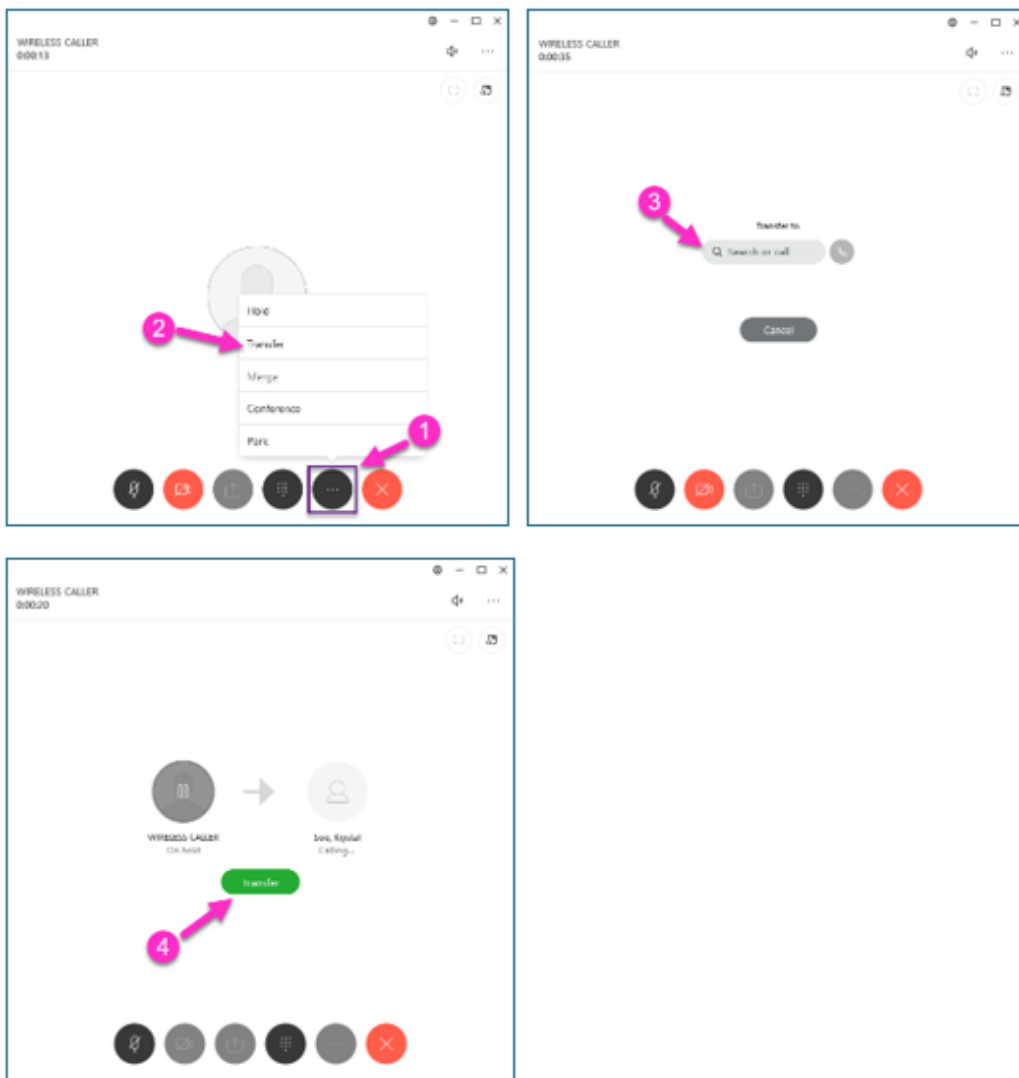


TRANSFERRING CALLS

Warm Transfer (Consult Transfer)

Steps:

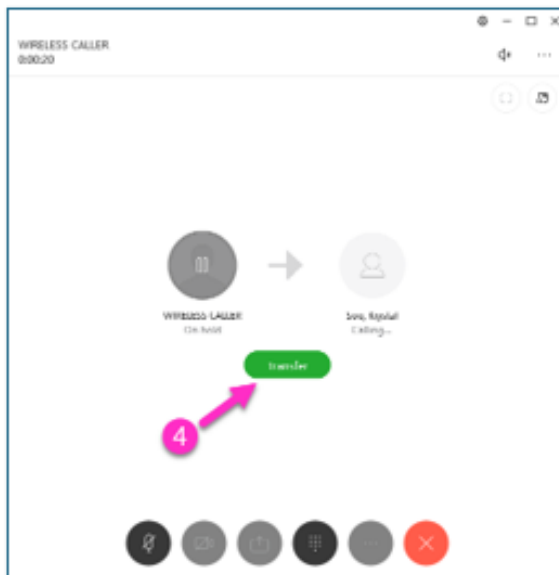
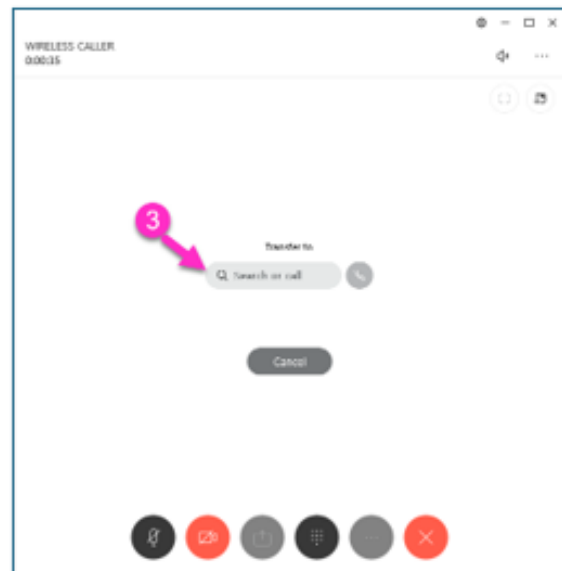
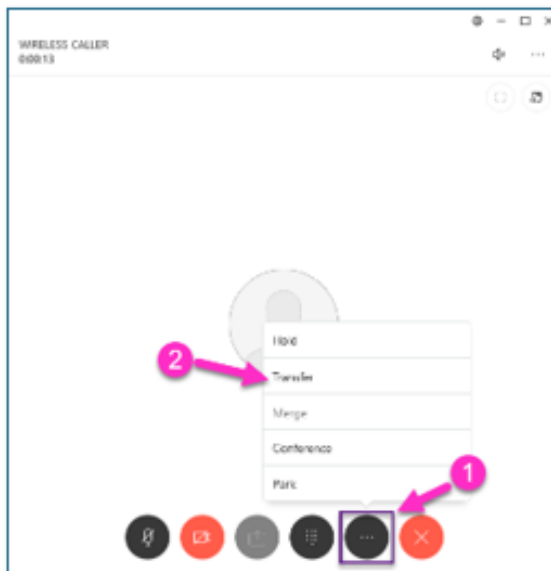
1. Click the **ellipsis**.
2. Click **Transfer**.
3. Search for the contact or enter a number, speak to them first before transferring:
 - ✓ **Internal Call:** dial 7-digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Click **Transfer**.



Cold Transfer (Blind Transfer)

Steps:

1. Click the **ellipsis**.
2. Click **Transfer**.
3. Search for the contact or enter a number:
 - ✓ **Internal Call:** dial 7-digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Click **Transfer**.

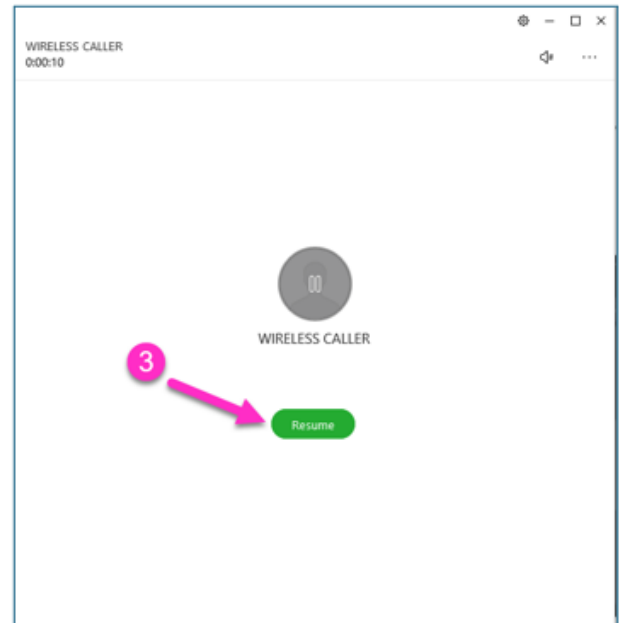
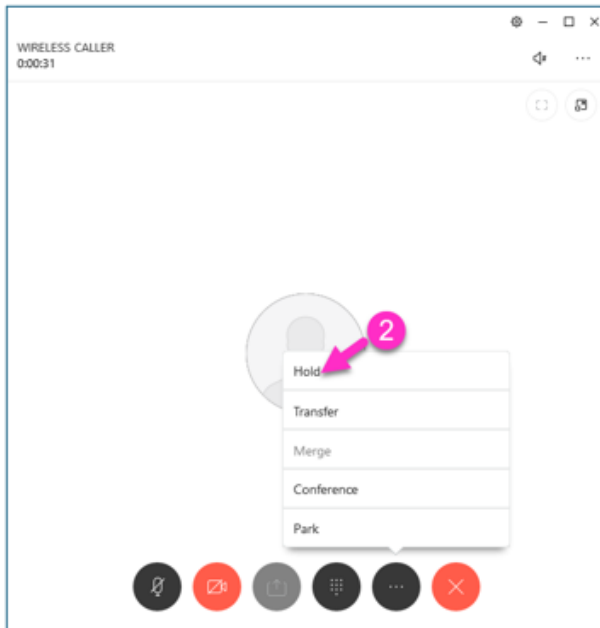


OTHER CALLING FEATURES

Placing Calls on Hold & Resuming

Steps:

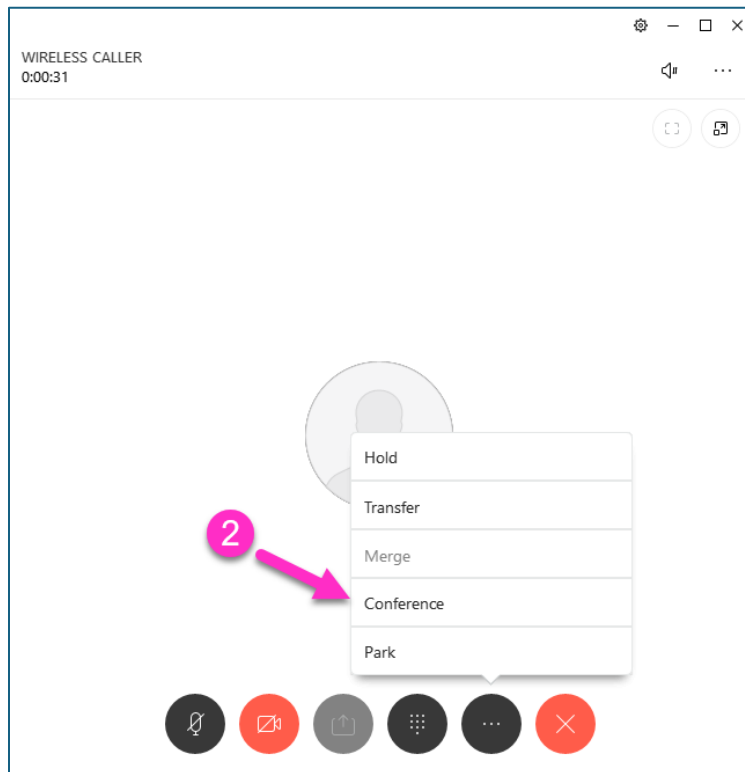
1. Click the **Ellipsis**.
2. Puts caller on **Hold**, they will hear hold music.
3. Click **Resume** to continue the call.



Conference Calls

Steps:

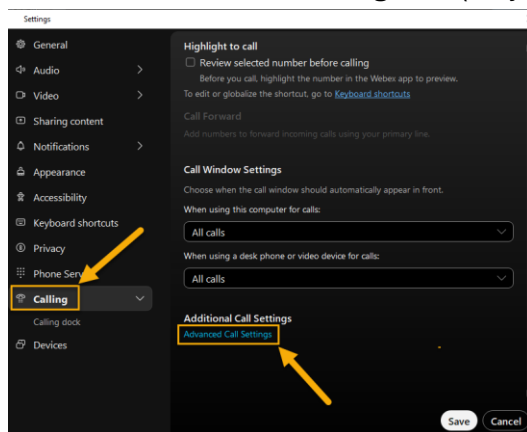
1. Click the **Ellipsis**.
2. Click **Conference**.
3. **Dial** the person you want to conference in:
 - ✓ **Internal Call:** dial 7digit number
 - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Once they answer, click the **phone icon** to join all parties.



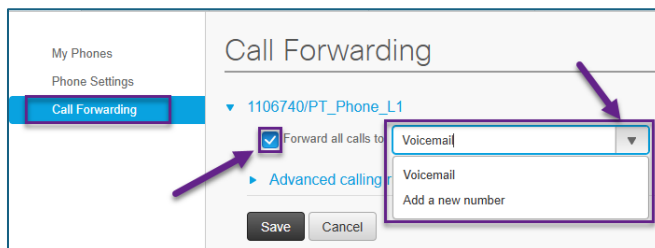
Forward Your Extension – (to enable this feature you will need to submit a “Service Now” ticket)

Steps:

1. Open the **Webex App** on your computer.
 - a. Launch the Webex desktop app.
2. Click Your **Profile Icon**
 - a. Located in the top-left corner.
3. Select **Settings**.
4. Select **Calling**.
 - a. Select **Advanced Call Settings** link (may need to scroll down).



5. Select **Call Forwarding**.
 - a. Select **checkbox** to forward all calls to **voice mail or add a number**.



6. Enter the forwarding **Cooper extension**.
 - a. **Type in the number you want your calls forwarded to.**
 - i. Format tip: enter it exactly as you would dial if from your hospital phone (4-digit extension).
7. Click **Save**.
 - a. Your extension is now set to forward calls.

To Turn Off Forwarding

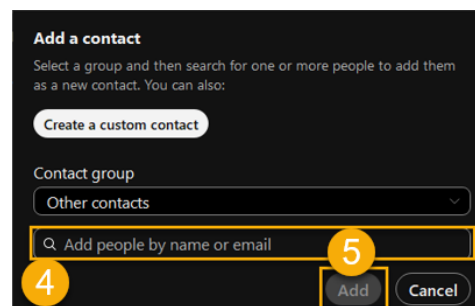
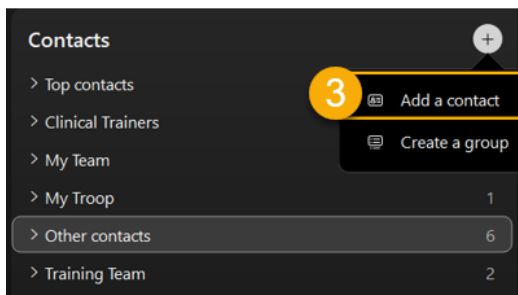
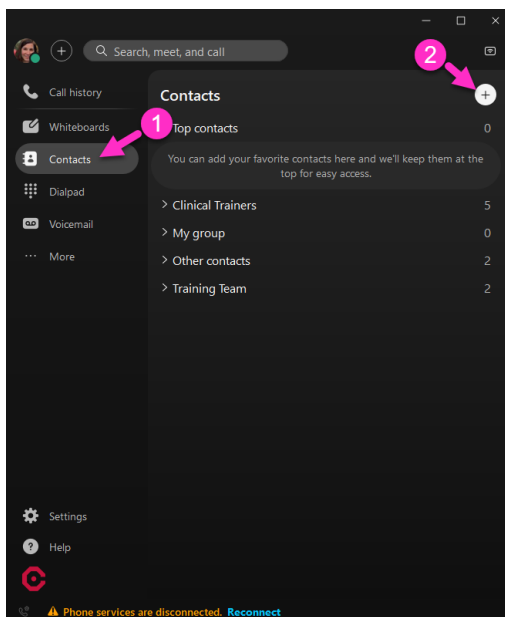
1. Return to the Call Forwarding screen and toggle it off.

CONTACTS & GROUPS

Add a Personal Contact (In Cooper's Directory)

Steps:

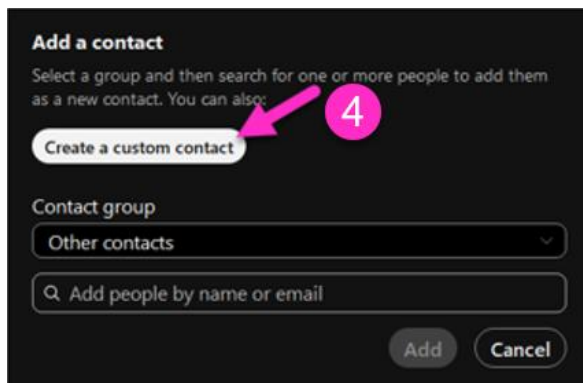
1. Click **Contacts**.
2. Click the **plus sign**.
3. Click **Add a contact**.
4. **Search and add your contact by name or email.**
5. **Click Add.**



Add a Contact (Not in Cooper's Directory)

Steps:

1. Click **Contacts**.
2. Click the **plus sign**.
3. Click **Add a Contact**.
4. Click **Create a custom contact** (not in Cooper's directory):
 - ✓ Enter the contact information
 - ✓ Phone: 8 + 1 + (area code) + (7-digit number)
5. Click **Save**.



Add a contact

Select a group and then search for one or more people to add them as a new contact. You can also:

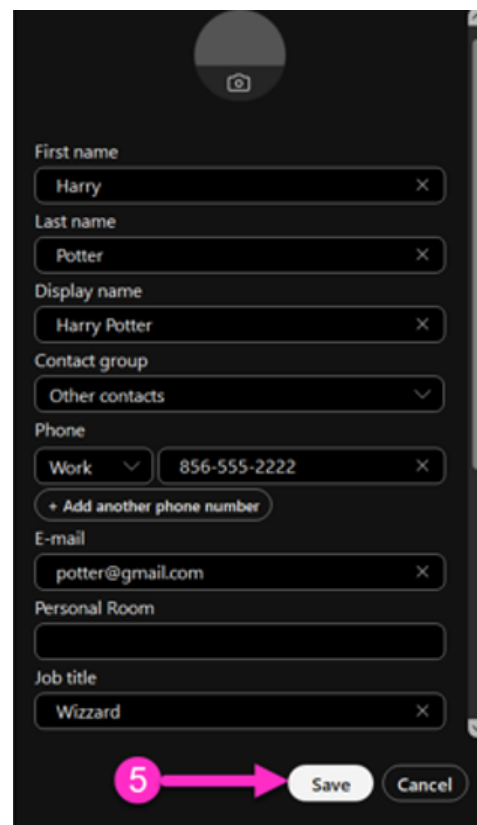
Create a custom contact

Contact group

Other contacts

Q Add people by name or email

Add Cancel



First name

Harry

Last name

Potter

Display name

Harry Potter

Contact group

Other contacts

Phone

Work 856-555-2222

+ Add another phone number

E-mail

potter@gmail.com

Personal Room

Job title

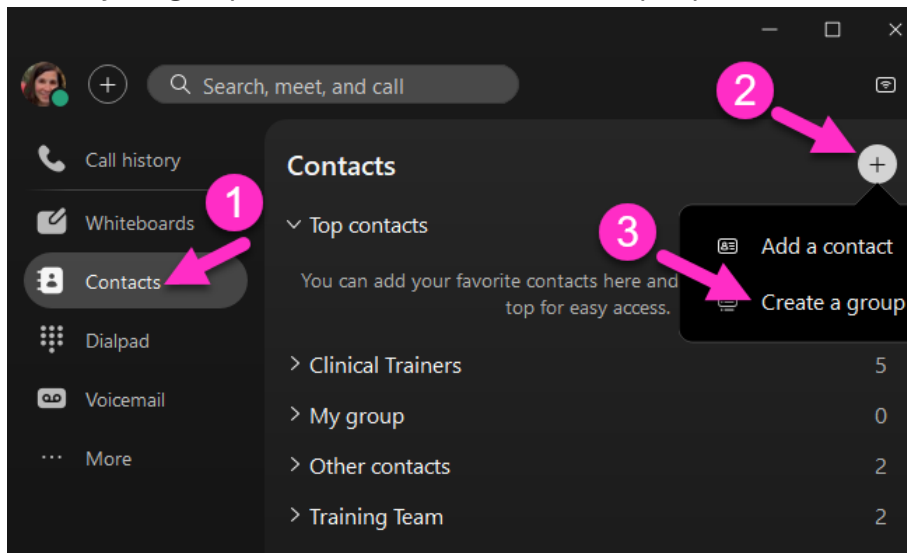
Wizzard

5 Save Cancel

Create a Group

Steps:

1. **Click Contacts.**
2. Upper right, **Click plus sign.**
3. **Click Create a Group, name your group.**
4. **Click Create.**
5. Select your group then search for one or more people to add as a new contact.



Make a Call from Your Webex Contact List

Steps:

1. Open the **Webex App**.
2. Click the **Contacts** icon to find your saved contact.
3. Click the **Contacts name or Group name**.
4. Click the **phone number**.
5. Click the **Call** icon (phone symbol to begin the call).

LOGGING IN AND OUT OF A HUNT GROUP IN WEBEX

TELEPHONY

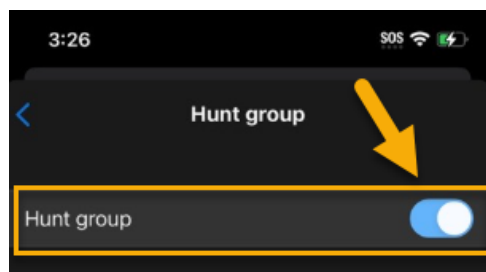
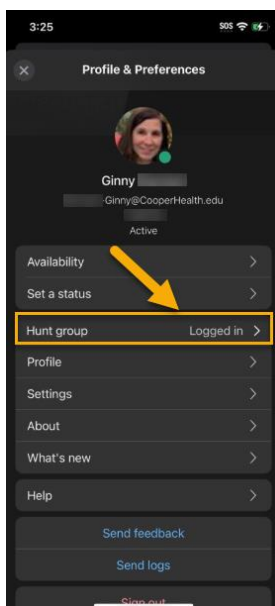
What is Hunt Group:

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.

Log Into a Hunt Group:

Steps:

1. **Open the Webex App** on your iPhone.
2. Click the **Calls** tab.
3. Click your profile **picture or initials** in the top-left corner.
4. Click the **toggle switch** to turn Hunt Group on (blue) this logs you in.



Log Out of a Hunt Group:

Steps:

1. **Open the Webex App** on your iPhone.
2. Click the **Calls** tab.
3. Click your profile **picture or initials** in the top-left corner.
4. Click the toggle switch to turn it off (gray) – this logs you out.

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: Number that you called or number that called you. Your number Approximate time
App freezing?	Log out and log back into Webex. If problem persist, place Cooper Service Desk Ticket.
Need more help?	Contact the Cooper Service Desk (856)868-7166 .

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=8L28AbJwFnLCnE3d>

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=h8IFw5nL2j_Hg44_

How to Move an Active Call to Mobile: https://youtu.be/KEcHgMQFU-E?si=Jy__z2-6kckRZuMI