Webex Telephony

Quick Reference Guide – Rover

Contents

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!**
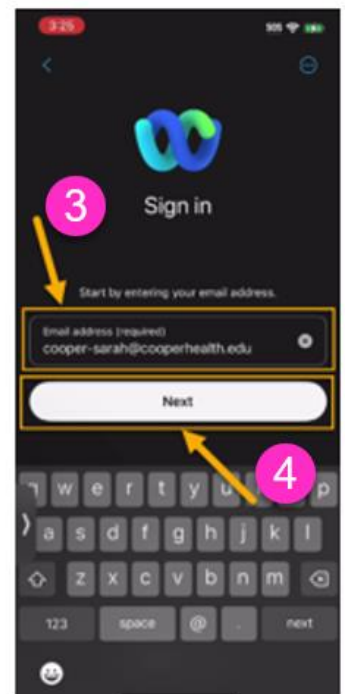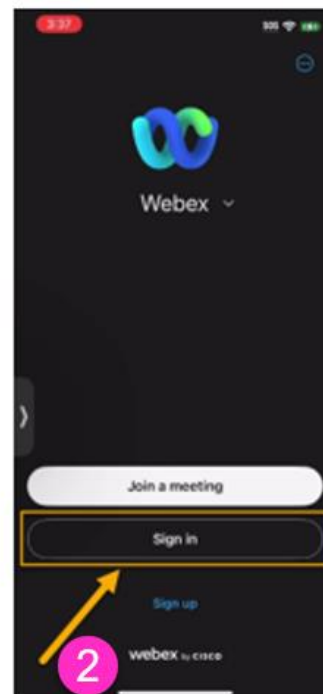

- ✓ **TigerConnect app**

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

GETTING STARTED WITH WEBEX

Logging into Webex

Steps:

1. Launch the application by tapping the **Webex app** on your Cooper Rover phone.

2. Tap **Sign In**.

3. After tapping **Sign In**, enter your **Cooper Network/e-Mail address (including @cooperhealth.edu).**

4. Tap **Next.**

5. You will need to authenticate by entering your **Cooper Credentials** (user name@cooperhealth.edu and password).

6. Tap **Sign In**.

7. The **Calling Toolbox** allows you to perform the following actions:
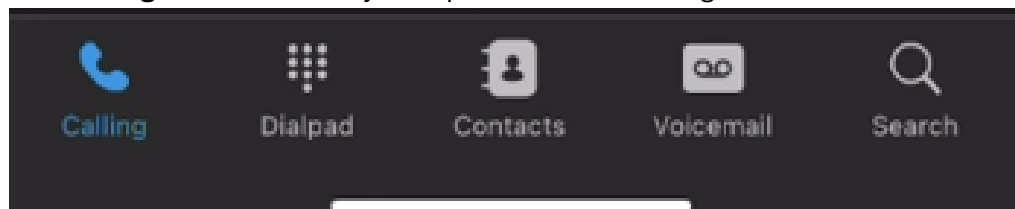
- **Calling:**   Access or make a call from your recent call list.
- **Dialpad:**   Make calls to numbers outside your saved contacts.
- **Contacts:**   Access your contacts.
- **Voicemail**:   Not enabled for nurses and techs.
- **Search:**   To find internal contacts.

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.**
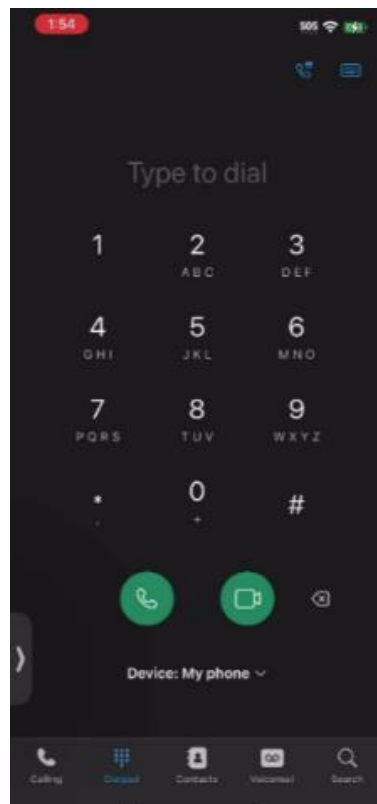
5. After entering the number or contact, Tap the green **Call button** .
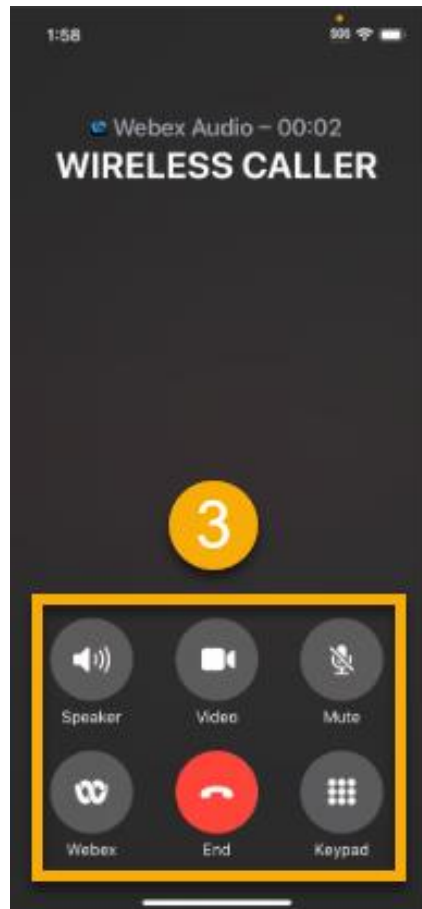
Receiving a Call

Steps:

1. When a call comes in, if your phone is locked, **slide-right** from the lock screen to answer the call.

2. When your **phone is not locked**, **Tap the blue check mark** to answer the call.

3. 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.**
   - ✓ To hang-up tap **End.**

- ✓ **Responder Calls from Patients:** Caller ID = room number of patient.

- ✓ The **Webex App icon** on your phone will show the number of unanswered calls.
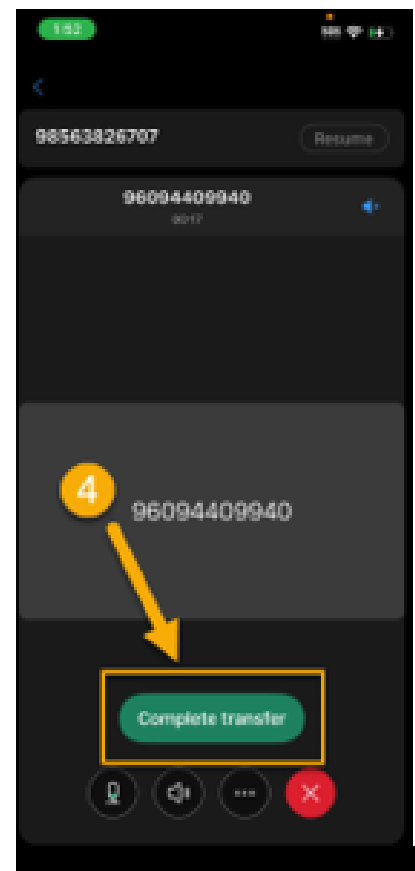
TRANSFERRING CALLS

Warm Transfer (Consult Transfer)

Steps:

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

2. Select **Transfer**.

3. **Dial** the **phone number** using the **Dialpad** or **select** the **contact**, speak to them first before transferring.
   - ✓ **Internal Call:** dial 7-digit number
   - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
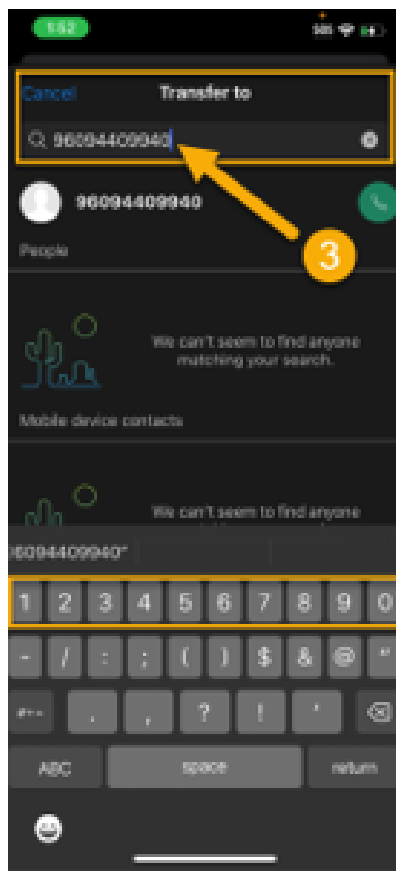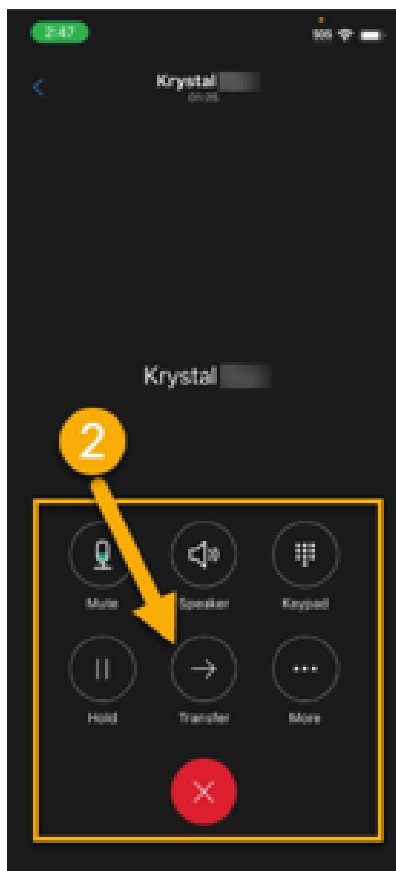
4. Tap **Complete Transfer** to finish the process.
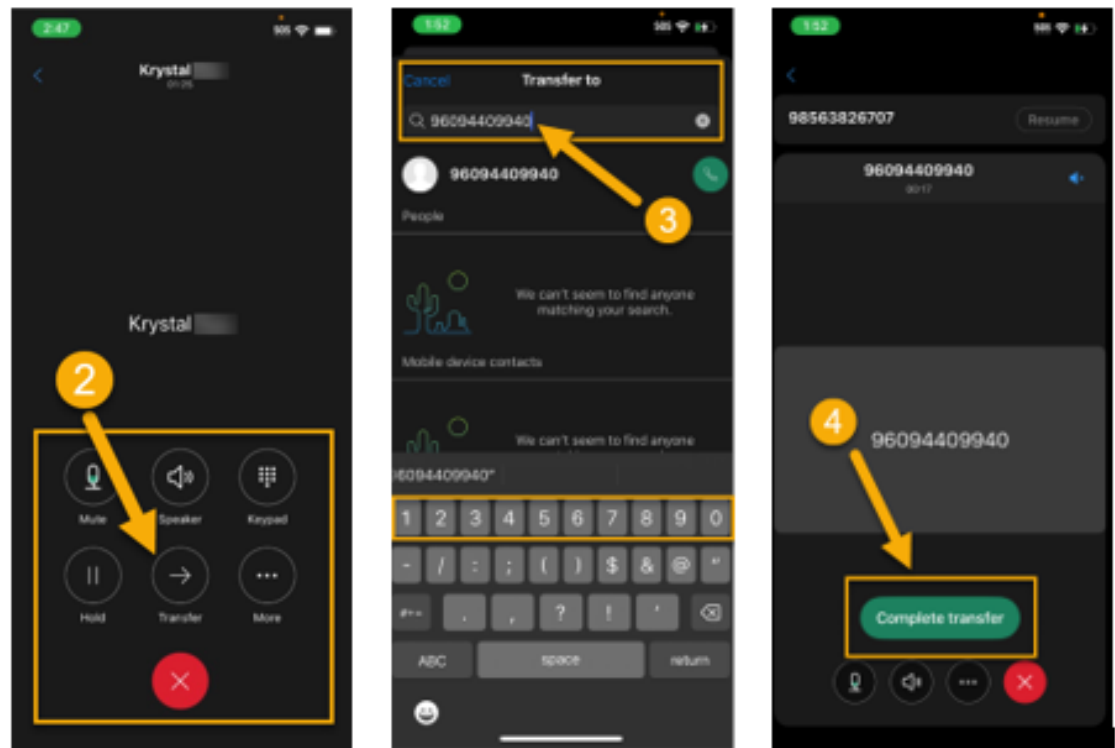
Cold Transfer (Blind Transfer)

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. Tap **Complete Transfer** immediately.

OTHER CALLING FEATURES

Placing Calls on Hold & Resuming

Steps:

1. Tap **Hold** to pause a call.

2. Tap **Resume** to continue.

Conference Calls

Steps:

1. During a call, Tap **More.**

2. Tap **Conference.**

3. **Dial** the person you want to conference in:
   - ✓ **Internal Call:** dial 7digit number
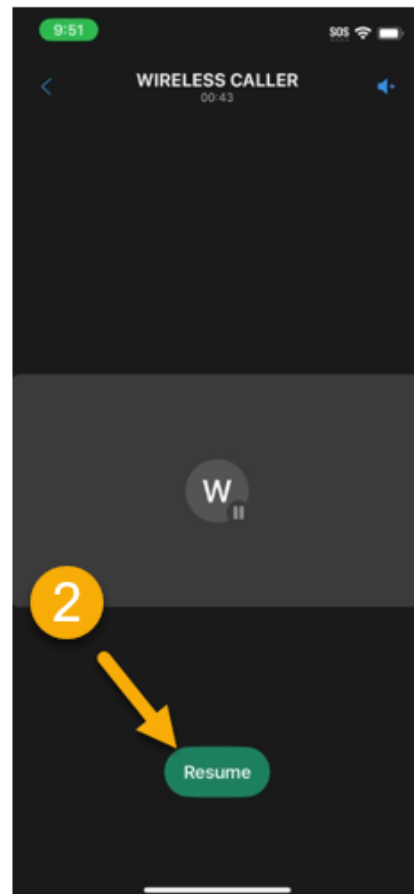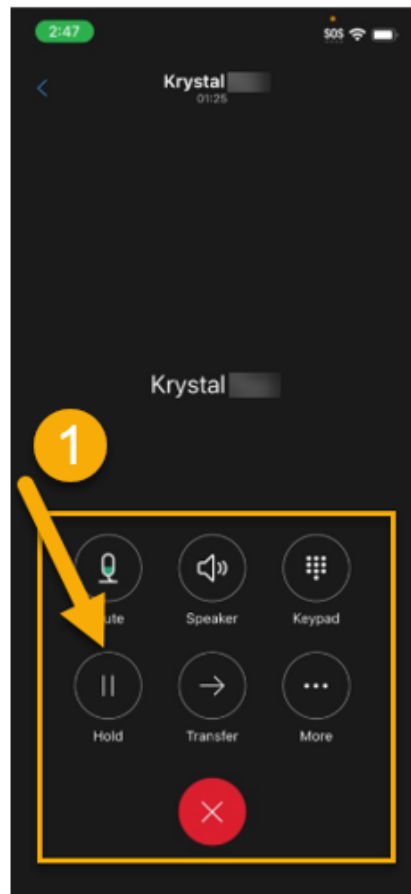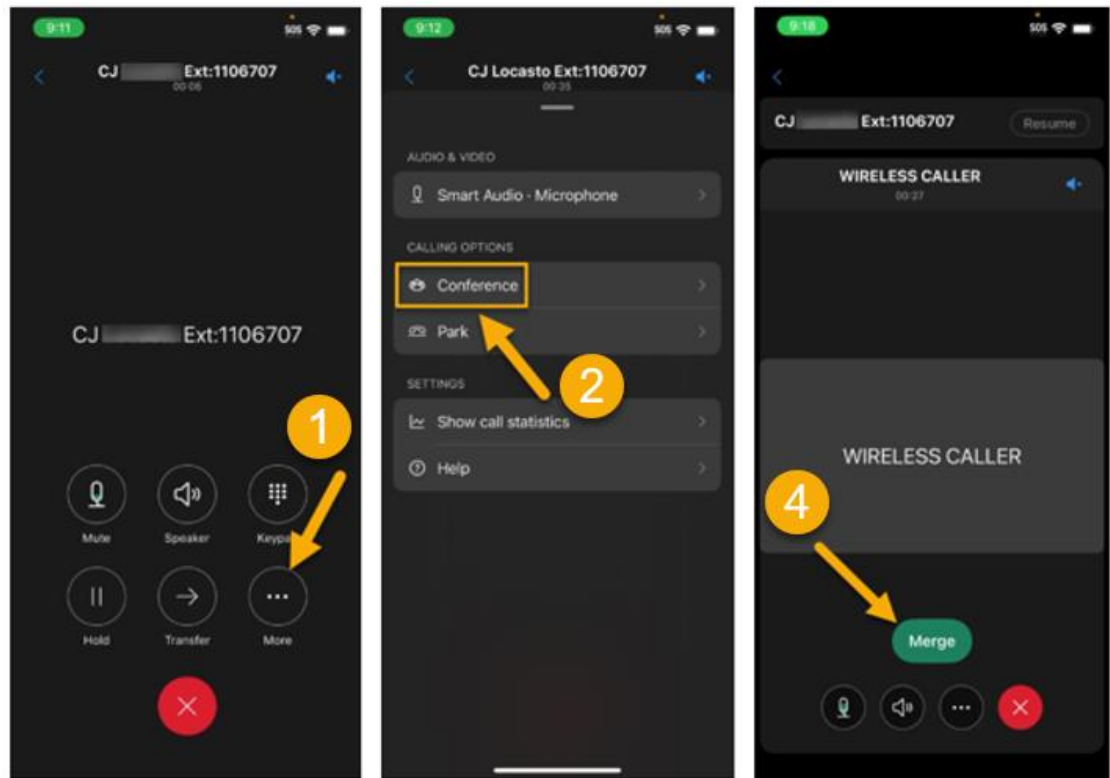   - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)

4. 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 iPhone.

3. Click Your **Profile Icon**
   a. Located in the top-left corner.

4. Select **Settings.**

5. Select **Calling.**
   a. Select **Advanced Call Settings** link (may need to scroll down).
   b. May need to log on with your **Cooper credentials**, click **Sign In**.
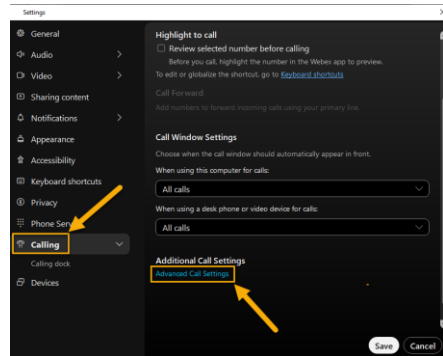
6. Select **Call Forwarding**.
   a. Select **checkbox** to forward all calls to **voice mail or add a number**.
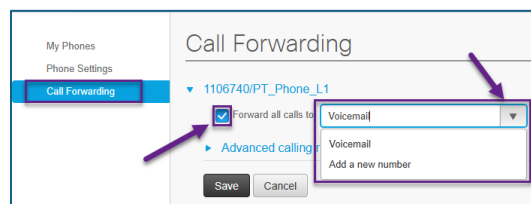
7. Enter the forwarding **Cooper extension**.
   a. **Type in the number you want your calls forwarded to**.
      i. Format tip: enter it exactly as you would dial if from your hospital phone (4-digit extension).

8. Click **Save.**
   a. Your extension is now set to forward calls.
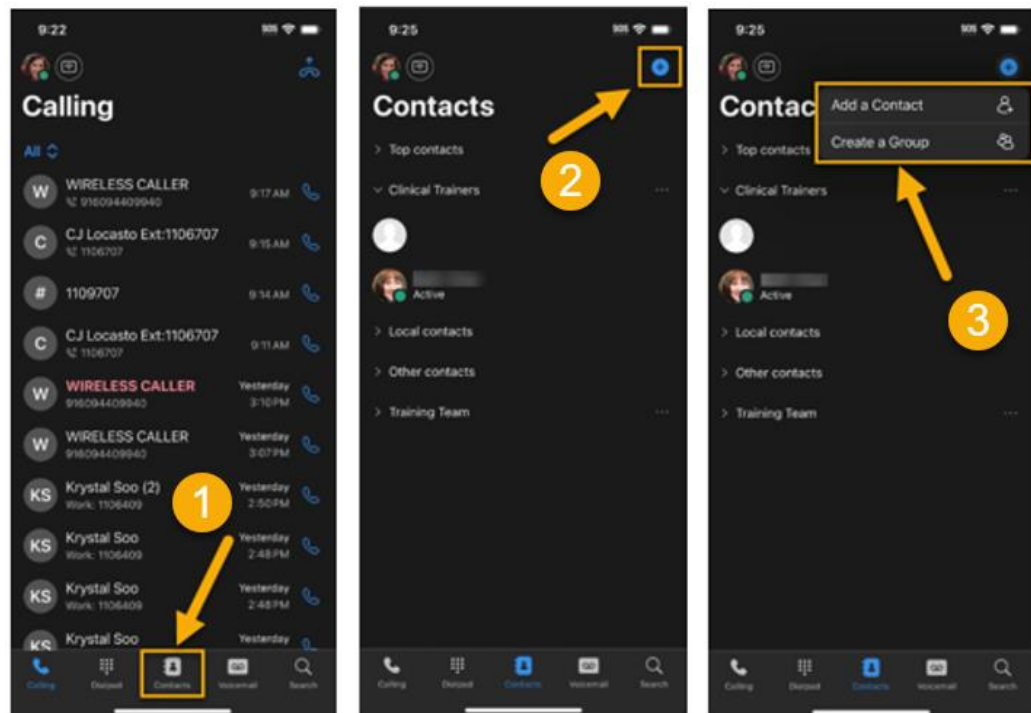
To Turn Off Forwarding

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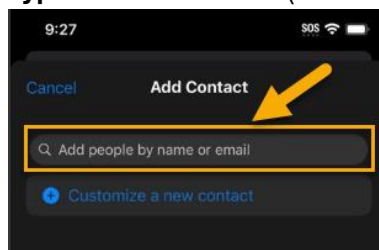
CONTACTS & GROUPS

Add a Personal Contact (In Cooper's Directory)

Steps:

1. Tap **Contacts.**

2. Upper right, tap **plus sign.**

3. Tap **Add a Contact**.

4. Tap **Add people by name or email**.
   - ✓ **Type Name or e-mail** (from Cooper's directory)

5. Tap **Done.**

Add a Contact (Not in Cooper's Directory)

Steps:

1. **Tap Contacts.**

2. Upper right, Tap **plus sign.**

3. **Tap Add a Contact.**

4. Tap **Customize a new contact** (not in Cooper's directory).
   a. Enter the contact's information.
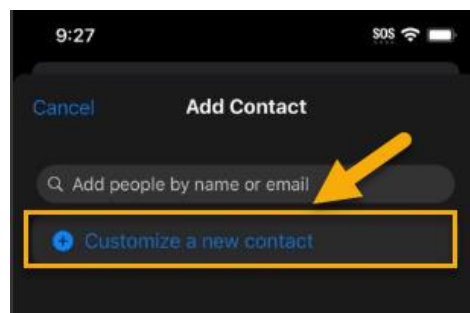
5. Tap **Done.**

Create a Group

Steps:

1. **Tap Contacts.**

2. Upper right, **Tap plus sign.**

3. **Tap Create a Group.**
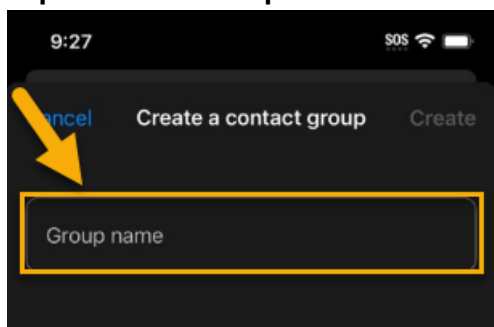
4. **Tap Create**.
5. Follow the steps to add a new contact to your group.

Make a Call from Your Webex Contact List

Steps:

1. Open the **Webex App**.

2. Tap the **Contacts** icon to find your saved contact.

3. Tap the **Contacts name or Group name**.

4. Tap the **phone number**.

5. Tap the **Call** icon (green phone symbol to begin the call).

LOGGING IN AND OUT OF A HUNT GROUP IN WEBEX TELEPHONY

What is Hunt Group:

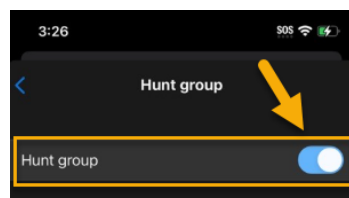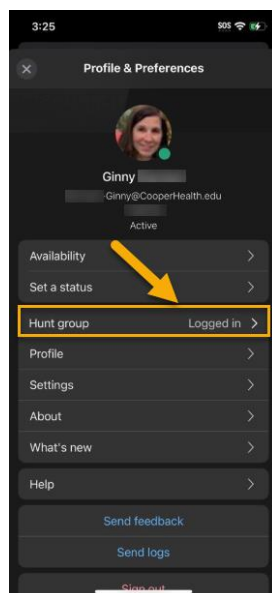A Hunt Group routes incoming calls to a group of users. Logging in means you'll receive these calls; logging out stops them from coming to your line.

To Log Into a Hunt Group:

Steps:

1. **Open the Webex App** on your iPhone.

2. Tap the **Calls** tab.

3. Tap your profile **picture or initials** in the top-left corner.

4. 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 iPhone

2. Tap the **Calls** tab.

3. Tap your profile **picture or initials** in the top-left corner.

4. Tap 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 persist, place Cooper Service Desk Ticket. 　In the ticket you will need the following: 　1. Number that you called or number that called you. 　2. Your number 　3. 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) 968-7166**.