



# Webex Telephony

## Quick Reference Guide – iPhone/iPad

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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**, 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

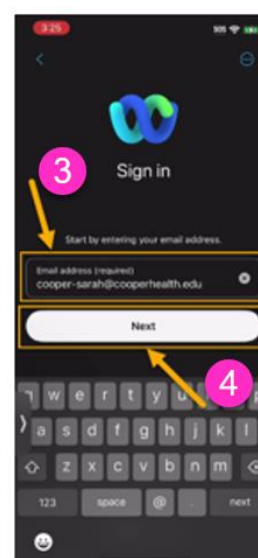
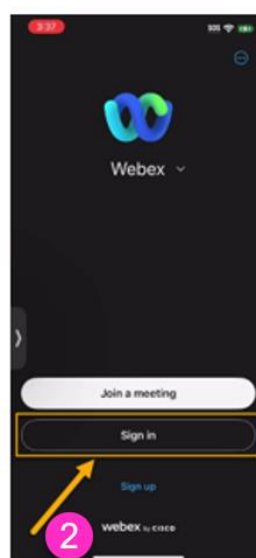
## Install & Sign In

### Steps:

1. **Download** the **Webex Calling app** from the **App Store**  on your iPhone/iPad.
2. Press **Install**.
3. **Accept terms** to begin download.

### Steps:

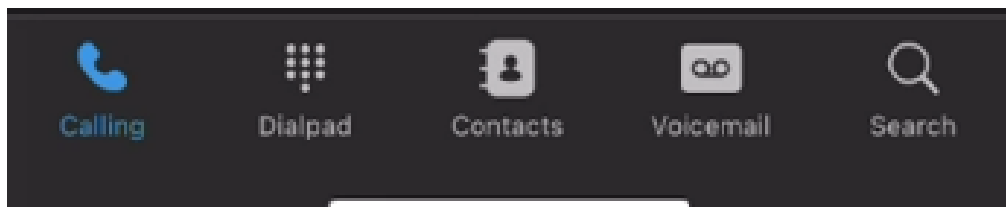
1. Once downloaded, an icon is placed in the first available space on your home screen. Launch the application by tapping the **Webex app** on your Cooper Rover phone.
2. Tap **Sign In**.
3. After tapping **Sign In**, enter your **Cooper Network/e-Mail address (including @cooperhealth.edu)**.
4. Tap **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:







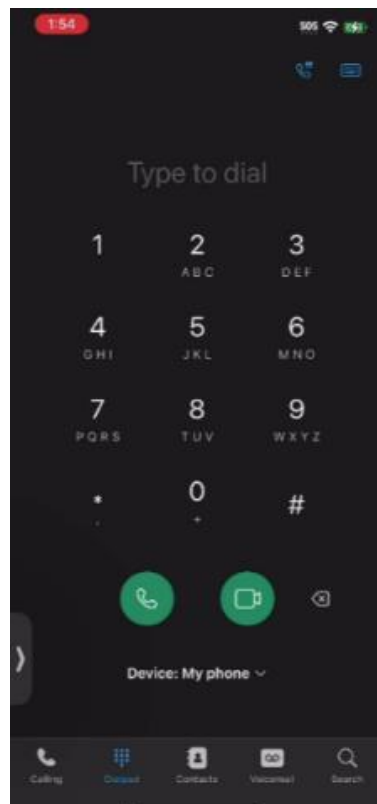
- |                   |  |
|-------------------|--|
| <b>Calling:</b>   | Access or make a call from your recent call list.  |
| <b>Dialpad:</b>   | Make calls to numbers outside your saved contacts. |
| <b>Contacts:</b>  | Access your contacts.                              |
| <b>Voicemail:</b> | <u>Not enabled</u> for nurses and techs.           |
| <b>Search:</b>    | 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

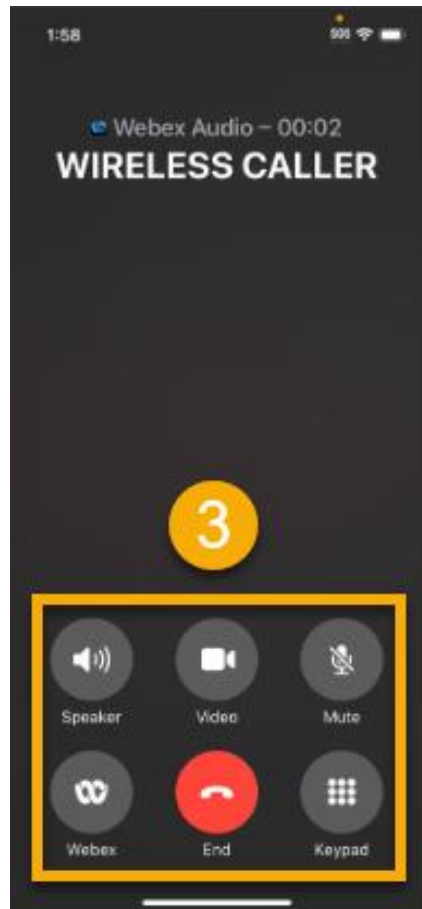
### Steps:

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.

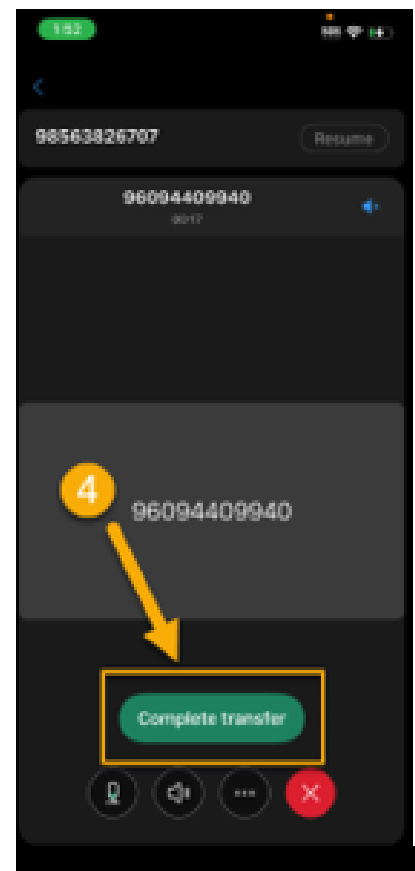
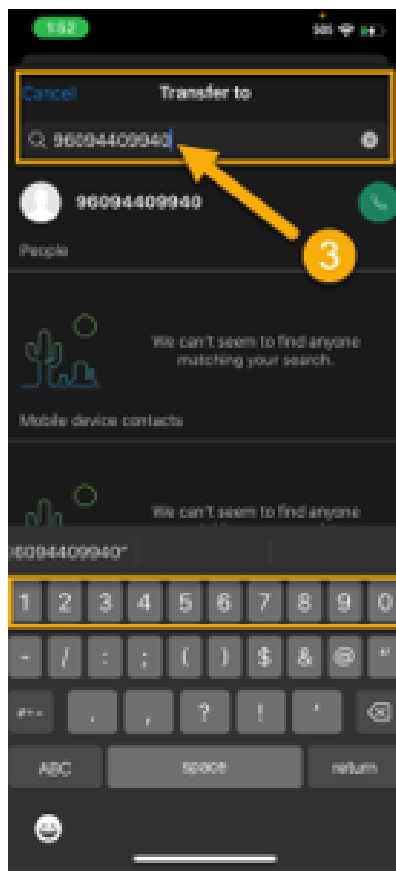
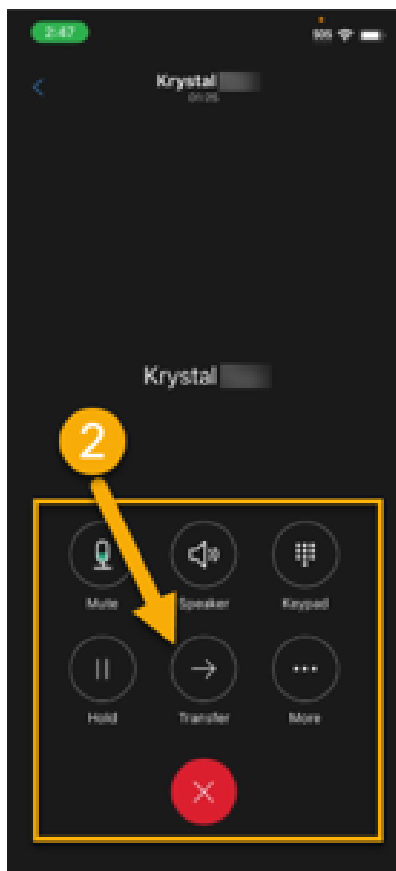


# TRANSFERRING CALLS

## 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.

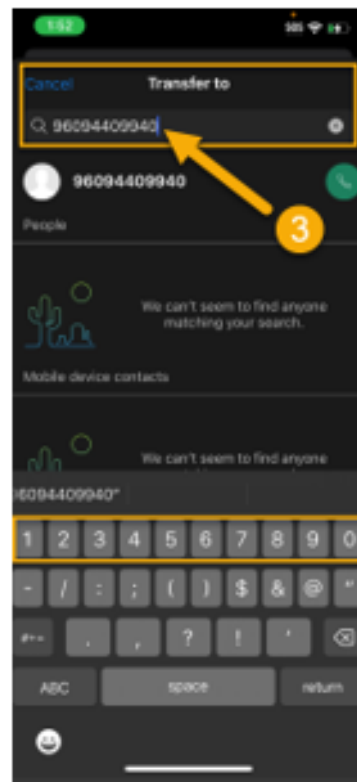
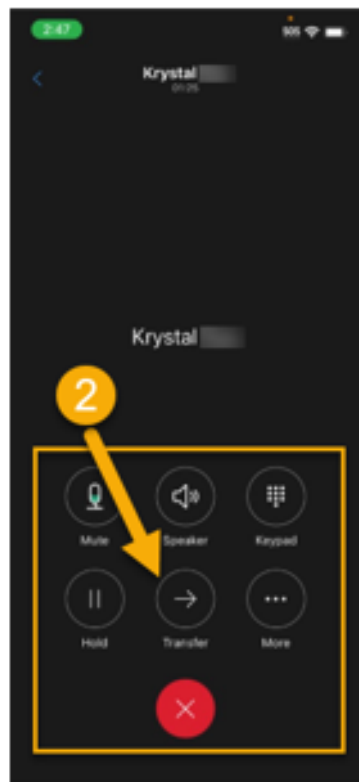




## Cold Transfer (Blind Transfer)

### 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.

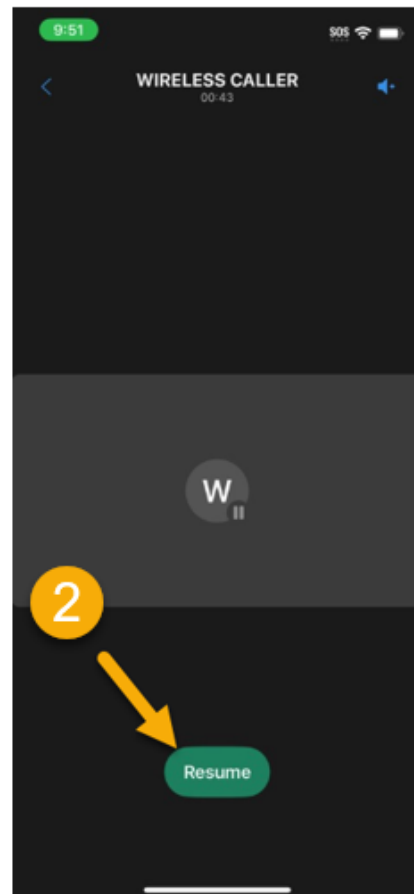
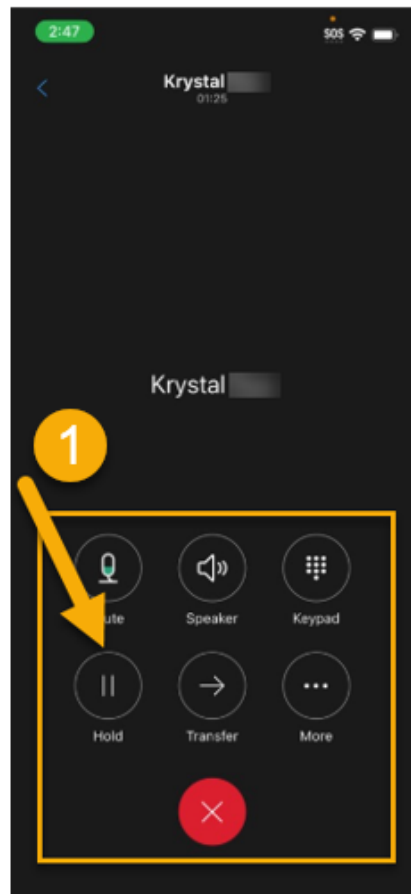


# OTHER CALLING FEATURES

## Placing Calls on Hold & Resuming

### Steps:

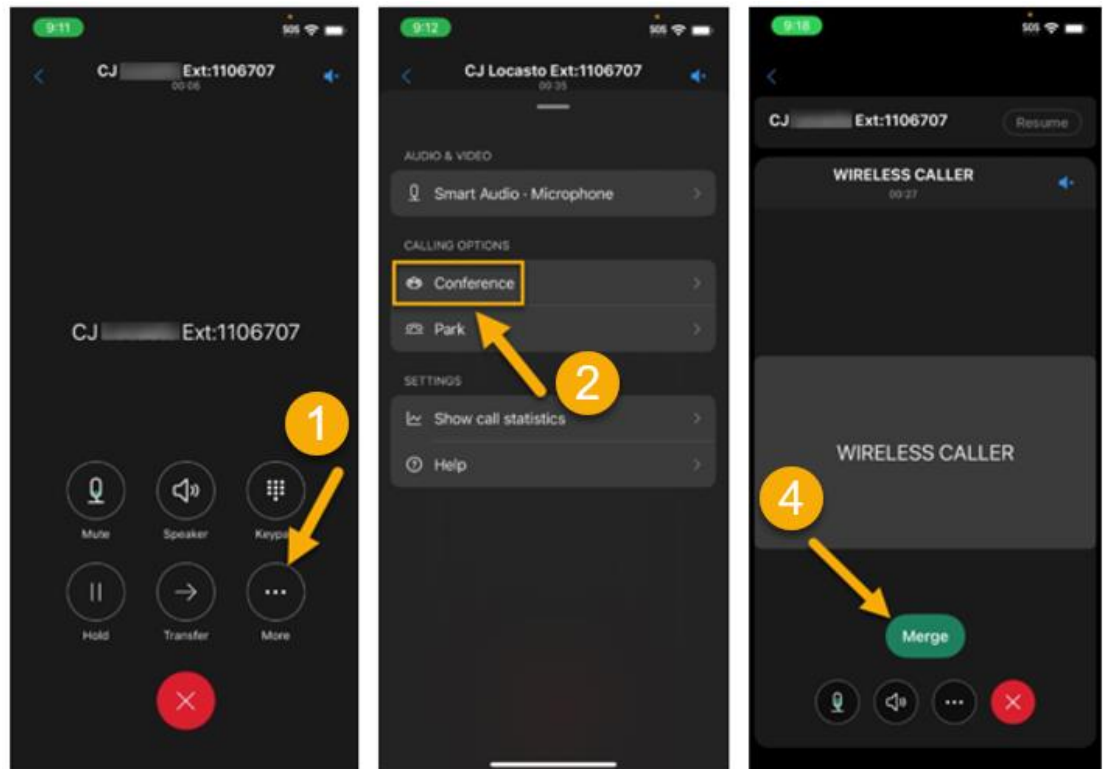
1. Tap **Hold** to pause a call.
2. Tap **Resume** to continue.



## Conference Calls

### Steps:

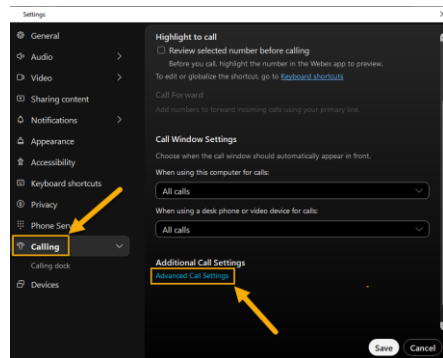
1. During a call, Tap **More**.
2. Tap **Conference**.
3. **Dial** the person you want to conference in:
  - ✓ **Internal Call:** dial 7digit number
  - ✓ **Outside Call:** dial 8 + 1 + (area code) + (7-digit number)
4. Tap **Merge** to join all parties.



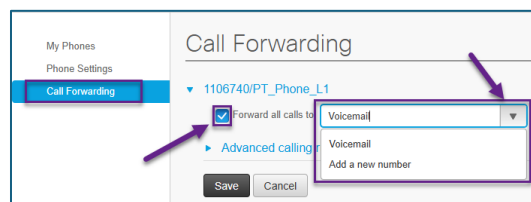
## Forward Your Extension – (“Service Now” ticket required)

### 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

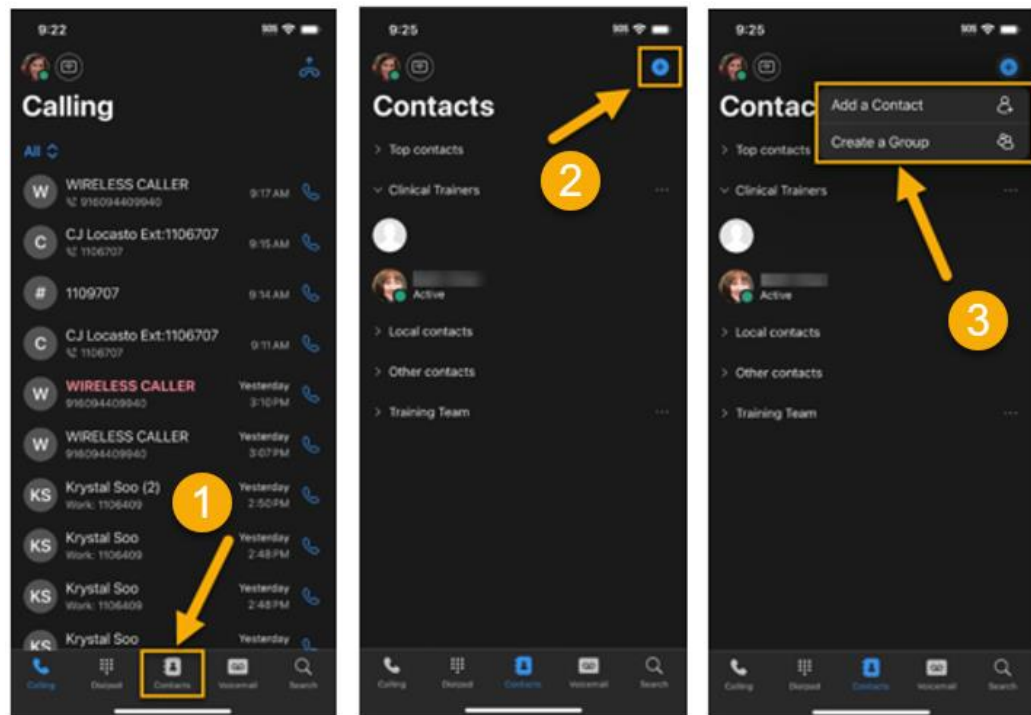
1. Return to the Call Forwarding screen and toggle it off.

# CONTACTS & GROUPS

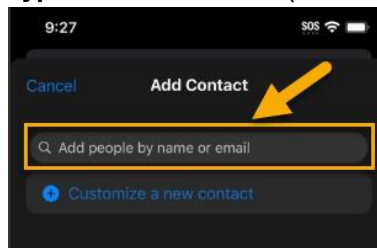
## Add a Personal Contact (In Cooper's Directory)

### 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)

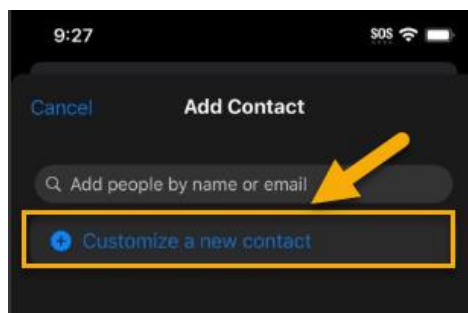


5. Tap **Done**.

## 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.

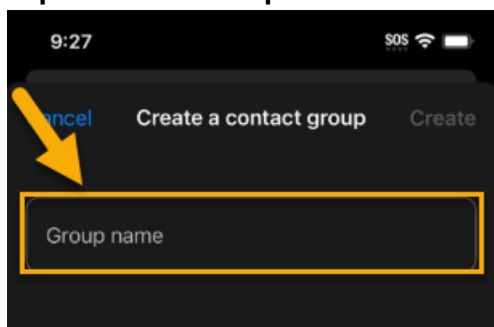


5. Tap **Done**.

## 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

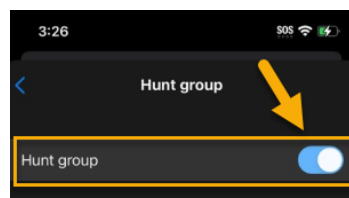
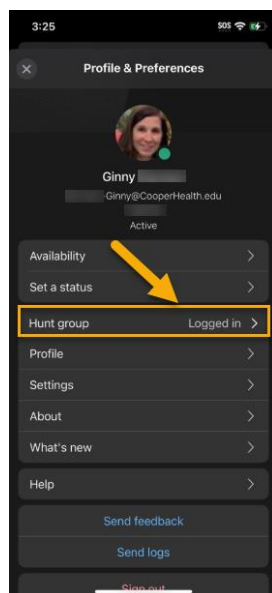
### What is Hunt Group:

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

<b>Unable to call outside of Cooper?</b>	Make sure you dial <b>9</b> before number: Dial <b>9 + 1 + (area code) + (7-digit number)</b>
<b>Can't check voicemail?</b>	This feature is not enabled for nurses and techs.
<b>Can't hear the other person?</b>	Check speaker/mic settings in Webex.  Check iPhone settings for speaker/microphone.
<b>Can't receive calls?</b>	Check that you are logged into Webex.  Ensure Webex is set as the default calling app.
<b>Calls dropping?</b>	Restart Webex.  If problem persists, place Cooper Service Desk Ticket. In the ticket you will need the following: <ol style="list-style-type: none"><li>1. Number that you called or number that called you.</li><li>2. Your number</li><li>3. Approximate time</li></ol>
<b>App freezing?</b>	Log out and log back into Webex.  If problem persists, place Cooper Service Desk Ticket.
<b>Need more help?</b>	Contact the <b>Cooper Service Desk (856)968-7166</b> .

# 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\\_](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](https://youtu.be/KEcHgMQFU-E?si=Jy_z2-6kckRZuMI)