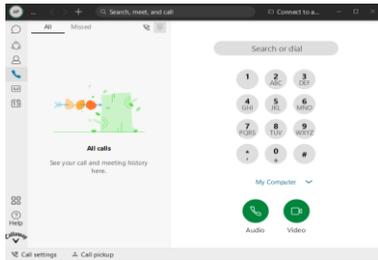




## Quick Reference Guide



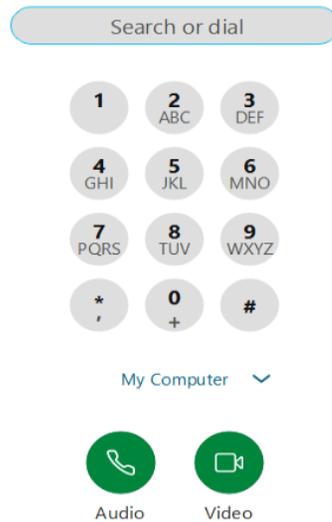
- 1 Logging in
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## 1 Logging in

Users should log into the Webex App using your @alextech.edu email address or your StarID@minnstate.edu and Star ID password

## 2 Dial

To dial, type in the number you want to dial. Press the green **Audio** button for a voice call Press the green **Video** button to attempt a video call



Internal: Dial 4-digit extension  
Local: Dial 8 + 1 + 10-digit number  
Long Distance: Dial 8 + 1 + 10-digit number

## 3 Hang up

To end a call, click the red X button

## 4 Decline

Use the **Decline** button to ignore a ringing call and have it sent to voicemail

## 5 Answer

To answer a ringing call, press the **Answer** button

## Call Waiting

The softphone application is capable of handling multiple calls on a single line appearance:

- When a call comes in and you are already on a call you will be given the options to Answer or Decline the new call.
- You can answer the new call by pressing the **Hold and Answer** button and the existing call will automatically be put on hold. You can ignore the incoming call and have it sent to voicemail by selecting the **Decline** button
- To switch between the two calls, click on the window with the inactive call and press the **Resume** button

## 6 Mute

- Press the **Mute** button to toggle Mute on
- Press the **Unmute** button to toggle mute off

## 7 Hold

- From a connected call, press the **three-dots** button and select the **Hold** button
- To resume the call, press the **Resume** button

## 8 Do Not Disturb

Do Not Disturb (DND) prevents calls from ringing your soft client

To Enable:

- Select your initials or profile picture in the top left corner of the application

- Select **Availability** to bring up your DND duration options
- Select a duration you want to set DND
- You can confirm DND is set as your initials or profile picture will now have a red moon next to it

To Disable:

- Select your initials or profile picture in the top left corner of the application
- Select **Availability** **Do not disturb** to bring up your DND duration options
- Select **Clear**

## 9 Conference

- From a connected call (not on hold), press the **three-dots** button and select the **Conference** button
- Type in the number you want to add to the conference and press the **Audio** button
- Press the **Merge Calls** button (before or after the party answers).
- All participants will be in a single window. Repeat these steps to add more participants.

The conference ends when the conferencing host hangs up.

## 10 Transfer

- From a connected call (not on hold), press the **three-dots** button and select **Transfer**
- Type in the number of the transfer recipient and press the **Audio** button (you must

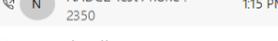
talk with the person first before releasing the call)

3. Press the **Complete Transfer** button 
4. If you choose to do a blind transfer, click the . . . on the phone and choose **BlindXfer** to release the call to the recipient without talking to the recipient first.

## 11 Call History

Press the Calling Icon  to view your recent call history.

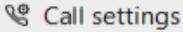
Call history is displayed:

- Missed calls in red   
N NADC2 Test Phone . 2350 11:37 AM
- Placed calls   
N NADC2 Test Phone . 2350 1:15 PM
- Received calls   
N NADC2 Test Phone . 2350 1:17 PM

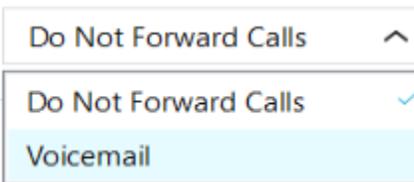
## 12 Call Forward

Users can forward their phones to another number or voicemail

To forward calls straight to voicemail:

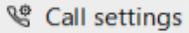
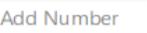
1. Press the **Call Settings** button  on the bottom left corner of the application

2. Select Voicemail from the dropdown



3. You can confirm calls are forwarded with the Call Forward  icon next to the **Call Settings** button 

To forward calls to another number:

1. Press the **Call Settings** button  on the bottom left corner of the application
2. Select the Open Call Preferences link 
3. Select the Plus icon  under Call Forward to add a new number
4. In the Add Number box  type in the extension or number you want to forward calls to and press the Enter key
5. From the Call Forward drop down you can now select that extension as a forward destination

## 13 Pulling a Call

If you need to pull a call from your desk phone onto your soft client, you can do so by selecting Calls and then **Call Pull**

## 14 Voicemail

### First-time voicemail enrollment

The default voicemail PIN is **16012024**

#### Voicemail PIN Requirements:

- Must be between 6 and 8 digits in length
- Must not be consecutive digits (i.e. 123456)
- Must not be your previous 5 PIN's
- Must not contain single or groups of repeated digits (i.e. 12121212)
- Must not contain your extension number
- Must not be the reverse order of your last PIN

### Accessing your voicemail

1. Press the Voicemail icon  on left panel to access the voicemail section

2. Messages will be displayed by timestamp. New messages will be displayed in bold with a blue dot to the right of them

To listen to messages, select the message and

press the **play** button . Messages will be marked as read after they are played.

To delete messages, select the message and

press the **Delete** button 

Alternatively, you can dial into voicemail by

clicking the  icon on the top of the voicemail messages section

### Voicemail Menu

- 1 Manage messages
- 3 Manage greetings
- 8 Change passcode
- # Repeat options

### During Playback

- # Save
- 7 Erase
- 2 Repeat
- 5 Play message info
- 9, 1 Reply to message
- 9, 2 Forward message

## 15 E911

The Webex App softphone supports next generation

E911 to help get police, medical, and fire to your correct location regardless of where you decide to work.

#### Location identification:

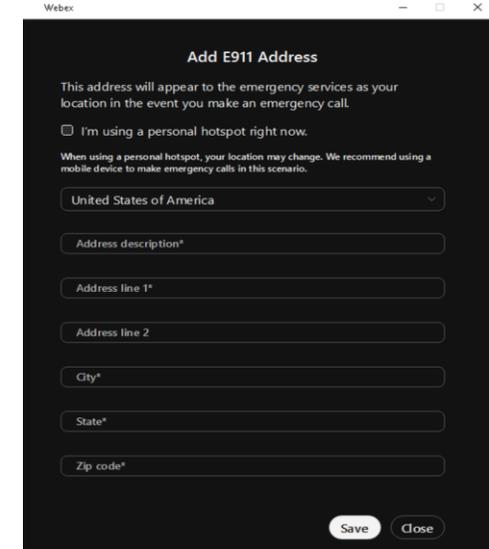
When you log into the application it is going to try to determine if it can identify your location by rules pre-programmed on the backend. These rules should match office locations. If this is the case no action needs to be taken and you should

see a green checkbox  next to E911 settings on the bottom of the application.



In the event the application cannot determine your location it will show a Red X  next to the E911 settings on the bottom of the application.

 **E911 settings** and you will get a pop-up requesting for your location information.



NOTE: There will be a copy of your voicemail in your email. Webex will keep the original so you will want to clear out those messages as well. The messages that you will receive in your email will come from **msgsg@broadcloudpbx.net**. They will have the .wav file attached.