Manuals+ — User Manuals Simplified.

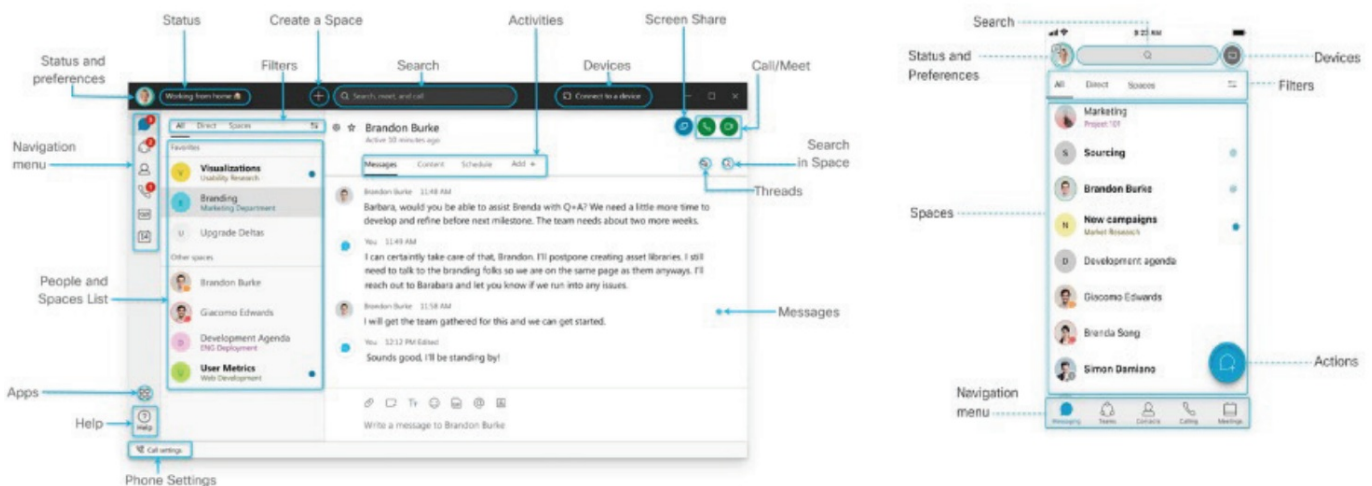# Telesystem UC with Webex Application User Guide

Contents

Telesystem UC with Webex Application

Telesystem UC with Webex
Telesystem UC with Webex is an app that combines phone system calling with team collaboration and meetings. It allows you to be productive wherever you prefer to work. This app is designed to easily fit into your workday, providing essential features for seamless communication and collaboration.

Getting Started:
Get to know Webex

Desktop and Mobile Interfaces
Telesystem UC with Webex is available on both desktop and mobile devices. The interfaces are intuitive and user-friendly, allowing you to navigate the app effortlessly.

First Time Logging In?
If this is your first time logging in, follow these instructions to activate your account:

1. Gather your Webex Credentials: Your username will be your hosted VoIP phone number followed by "**@telesystem.us**" (e.g., 4193324332@telesystem.us). If you are unsure of your password, contact your system administrator for assistance or to reset your password.

2. Verify and Activate Your Account: Go to the activation page provided and enter your hosted VoIP credentials. You will then be redirected to another login page where you should enter your work email address. Make sure to type your email address in all lower-case letters and submit it. You will receive a confirmation email with a link to verify your account.

3. Download the Application: Once your account is verified, you can download the Webex application for both mobile and desktop devices. Follow the provided link to start the download.

4. Log In and Enjoy: After downloading the application, log in using your credentials. You can explore the app using the provided tips or start using it immediately. If you need further assistance,reach out to the support team at support@telesystem.us or through the online contact page.

Tip: Customize Your Profile Picture

Adding a profile picture to your Webex account can make it easier for others to recognize and reach out to you. Follow these steps to add a profile picture:

1. Click on your initials located at the top left corner of the app.
2. In the window that opens, click on your initials again.
3. Select a picture for your profile.
4. Change the email address displayed under the profile picture to your name.

Notifications
You can customize your notification settings in Webex to stay up-to-date with important updates. Here's how:

1. Click on "Notifications".
2. Select the notifications you want to receive for spaces, scheduled meetings, and calls.
3. Choose your preferred notification sounds.
4. Click "Save" to apply the changes.

To manage additional settings like camera and audio, click on your profile picture and select "Settings".

Check Your Camera

If you have multiple cameras connected to your computer, you can choose which one to use for calls and meetings. Follow thesesteps:

1. Click on "Video".
2. Select your desired webcam from the drop-down list.

Learning how to navigate a new app can be tricky. We'll show you everything you need to know about using Telesystem UC with Webex.

The Webex app empowers you to be productive wherever you prefer to work. It fuses together your phone system calling with vital team collaboration and meetings.

This essential guide will show you the basics of how easily Webex can fit into your workday.

You can gain a deeper understanding of the Webex features by selecting the Help icon at the bottom right of the desktop application or bottom of your spaces list in mobile client.

First Time Logging In?

Be sure to activate your account using these instructions:

Note: If your work email address is already associated with a Webex account, you will need to login at **https://settings.webex.com,** click on the ellipsis (3 dots) on the top right of the identity card, then click "Delete account>Ok". For further issues, please contact **Webex Support.**

1. Gather your Webex Credentials

The first time you log in, your username will be your hosted VoIP phone **number@telesystem.us** (ex: 4193324332@te lesystem.us). If you are unsure of your password, please contact your system administrator who can assist you, or reset your password.

2. Verify and Activate Your Account

To activate your account, go **here** and enter your Hosted VoIP credentials outlined above. Once you enter your credentials, you will be redirected to another login page to enter your work email address. Please type your email address in all lower-case letters and then submit. You will then receive a confirmation email with a link to verify your account.

3. Download the Application

Once your account is verified, you're ready to get started. Follow the link to download the Webex application for mobile and desktop devices. **Download Application**

4. Log In and Enjoy!

Take a peek at the need-to-know tips below or start using the intuitive app immediately. If you need additional help, please feel free to reach out to our support team at **support@telesystem.us** or through our online **contact page**.

Getting Started

Get to know Webex

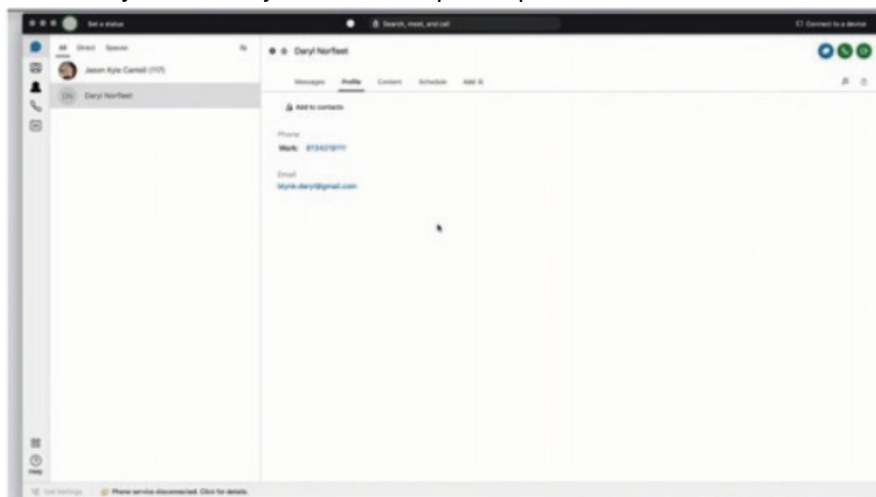**DESKTOP AND MOBILE INTERFACES**
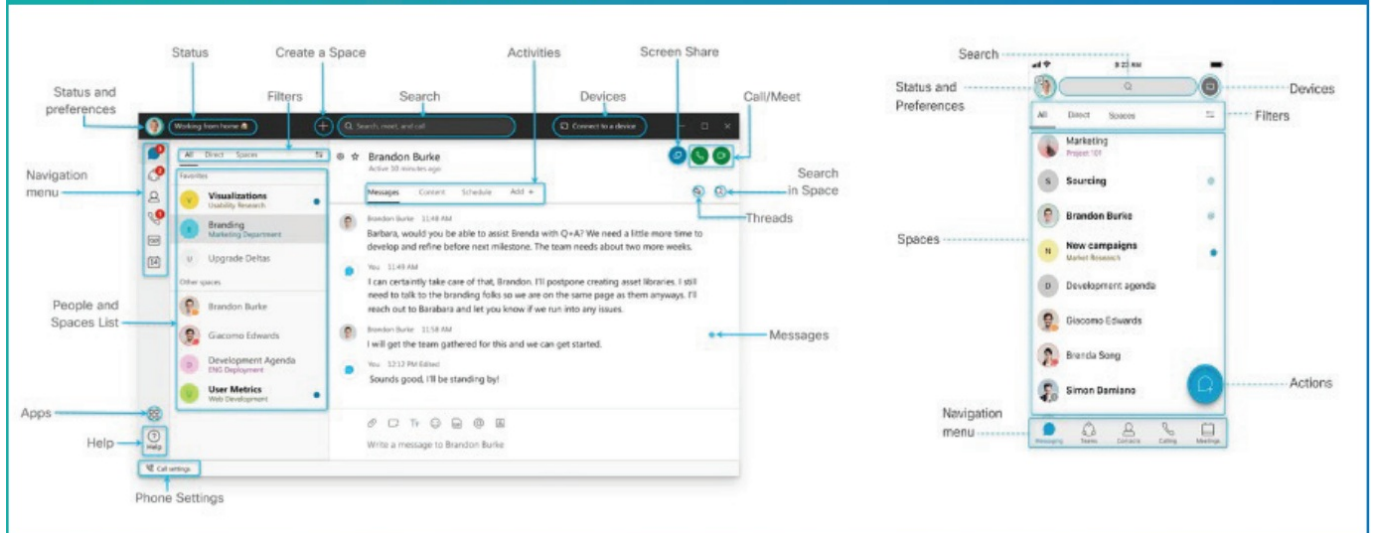
Add a profile picture
A clear picture of you makes it easier for others to reach out to you.

- **Step 1**

  Click on your initials on the top left corner.

- **Step 2**

  Click on your initials in the window that opens.

- **Step 3**

  Select a picture.

- **Step 4**

Change the email address to your name, just under the profile picture

Tip: By clicking on the profile picture and clicking Settings you can customize even further.

Notifications
Set your notifications to stay up-to-date.

- **Step 1**

  Click on Notifications.

- **Step 2**

Select the notifications for your spaces, scheduled meetings, and calls.

- **Step 3**

  Select your notification sounds.

- **Step 4**

  Click Save.

To manage notifications, your camera, and audio settings, click on your profile picture and select **Settings**.
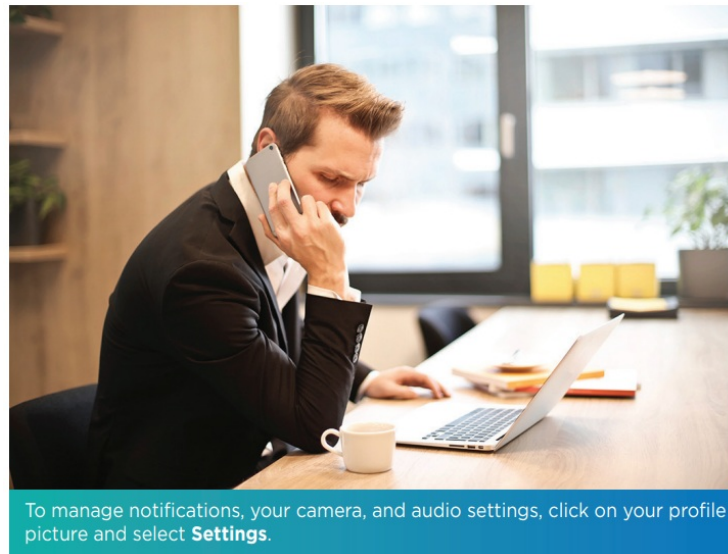
Check your camera

Select which camera you want to use in calls and meetings if you have more than one connected to your computer (in-built, external).

- **Step 1**

  Click Video.

- **Step 2**

  Select your webcam from the drop-down list.

- **Step 3**

  Click Save

Test your audio
Make sure it's working properly and that you hear the audio notifications at all times.

- **Step 1**

  Click Audio.

- **Step 2**

  Select which device will be used for the microphone, speaker, and ringer.

- **Step 3**

  Click Save

Create teams and spaces to manage all your communication and collaboration needs

TEAM
A team is a group of people who are connecting for a longer-term community, a larger project or a business objective. Each team has a space called General that everyone belongs to. You can add any number of additional spaces to the team to divide up projects or priorities within the team.

SPACE

A space is a group of people who have been invited to work together. Spaces typically have names that describe what they're for or are named after the people in them if they're one- on-one. A space can either be standalone or associated with a team. They can grow or shrink as needed.

Create a team

In Webex, teams help you keep everything organized by categorizing multiple Spaces under a common theme

- **Step 1**

  Go to **Teams**.

- **Step 2**

  Choose the **Plus** icon, name the team, and click **Create**.

- **Step 3**

  Use the search bar to add team members. Enter a name or email address and pick from the results list. People

  get added to the General space automatically but then can join any team spaces on their own.

- **Step 4**

  Click **Create**. To create more spaces for the team, click **Create a space** and add the space name.

Create a space

In Webex, you can interact 1-1 or you can collaborate with a group of people using

- **Step 1**

  Click the **+** sign next to the Search field.

- **Step 2**

  Click **Create a space**.

Step 3

Type a name for your space.

- **Step 4**

  Enter the names of the people you want to invite.

- **Step 5**

  Click **Create**.
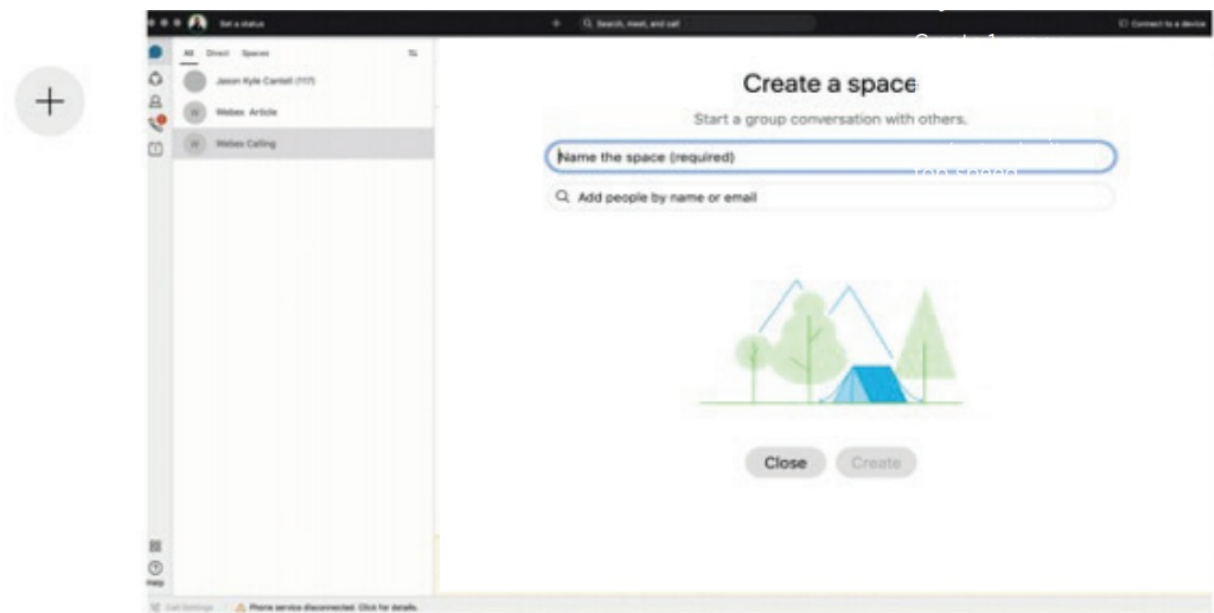
Making things happen with messaging and search

Powerful messaging

@mention
To grab someone's attention @mention their name. They will see @ against the Space, showing that their name has been tagged.

Edit messages
Made a typo? Not a problem, simply hover over your message and click Edit message. Then, make your changes and click update. After you update the message, you'll see (Edited) next to it in the space

Send someone a message
You can easily contact internal or external people using the chat panel for 1:1 interactions or group communications in spaces. Type the name of the person or space in the Search field. Click the person or space name. Type your message and press the enter key.

React to messages
Want to add a quick reaction to a message? Hover over the message you'd like to react to and click the Add Reaction icon.
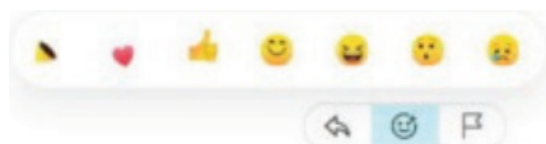
Give your message some personality
You can customize your message by formatting the text, inserting emojis and gifs, or adding attachments and screen captures.
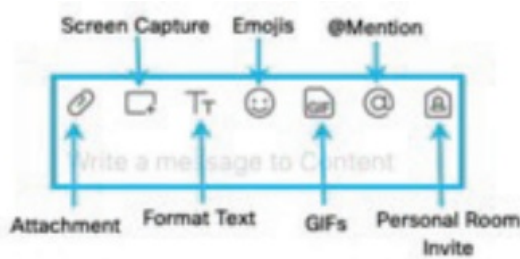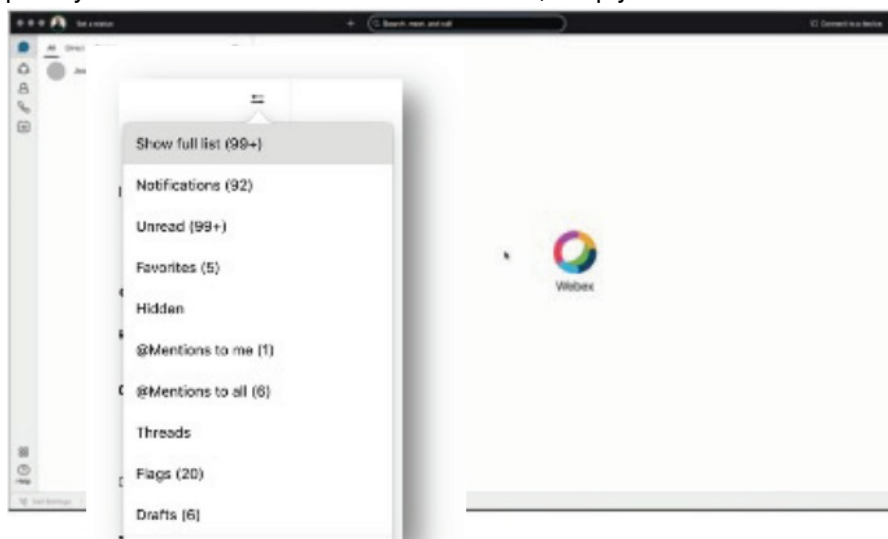

Answer a specific message in a thread
Slide your mouse above the message and use the arrow option.
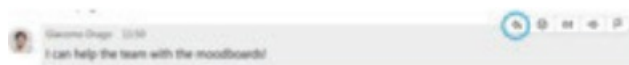

Sort messages
To help zoom in on priority items and avoid information overload, simply click the Filter icon and select:

- **Flags:** Shows a list of all messages you've flagged.
- **Drafts:** Shows a list of your drafted messages.
- **Notifications:** Shows a list of all spaces where you have notifications selected and something new happened.
- **Unread:** Shows all unread messages.
- **Favorites:** Shows a list of all spaces you marked as favorites.
- **Hidden:** Shows all of your hidden spaces. Hidden spaces no longer show in your spaces list.
- **@mentions to me:** Shows a list of all messages you have personally been @mentioned in.
- **@mentions to all:** Shows a list of all messages where everyone was @mentioned in spaces you are a member of.
- **Threads:** Shows a list of threads within chats and spaces.

Search messages, files, and people
Thanks to the advanced search feature, you can easily rediscover people, spaces, messages, and files.
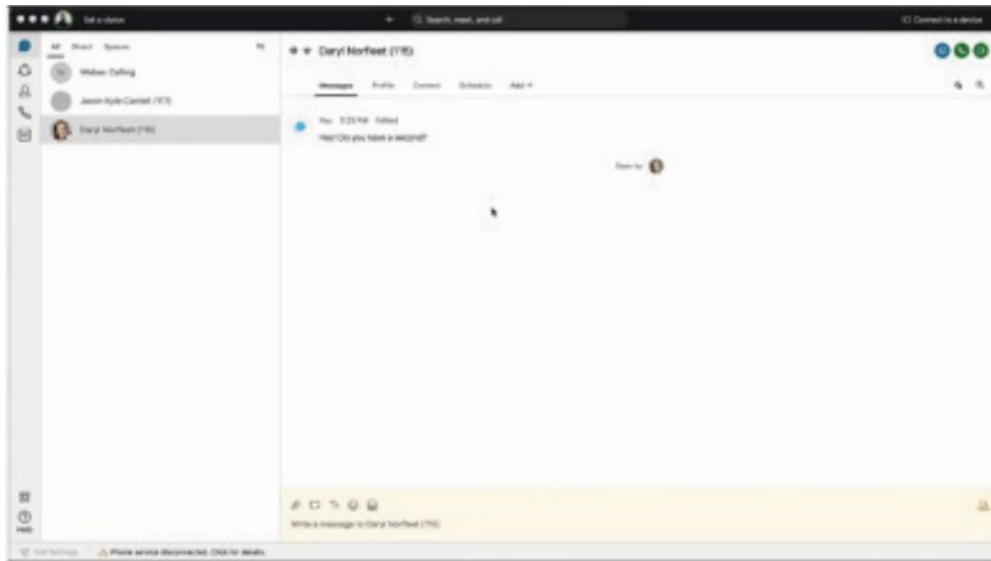
Search for people or spaces
Start typing the person or space name into the Search field.

Search for content in a chat or space
If you are looking for a chat message or file, click the **Search** icon within the chat or space. Then enter the keywords or document name in the search field.

Tip: If needed, refine your search by first typing one of the following:

- **In:** Enter the name of the space and choose a space from the list
- **From:** Enter the person's name and select the person from the
- **With:** Enter the person's name and select the person from the list. The results include spaces you are in with this person.

Getting work done with calling and scheduling

Starting and answering calls

Start a call
You can start video and audio calls with individuals from 1:1 spaces.
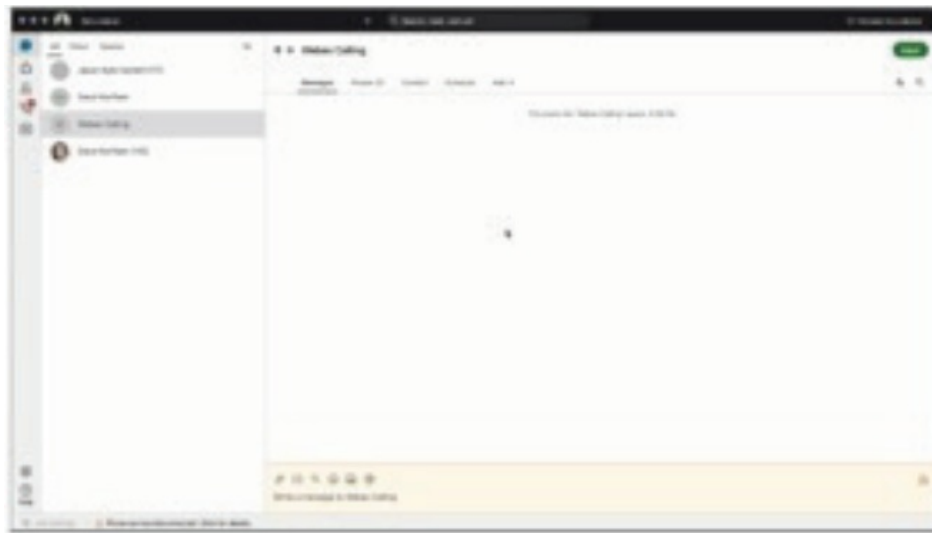
- **Step 1**

  Click the Search field.

- **Step 2**

  Start typing the name of the person or space you want to call.

- **Step 3**

  Click the name of the person or space in the results list.

- **Step 4**

  Click the Audio Call or Video Call icon at the top right of the space

Answer a call
When you receive a call, you'll see a notification allowing you to:

- **Answer**: To take the
- **Decline**: If you can't answer
- **Message**: If you want to answer with a chat message instead
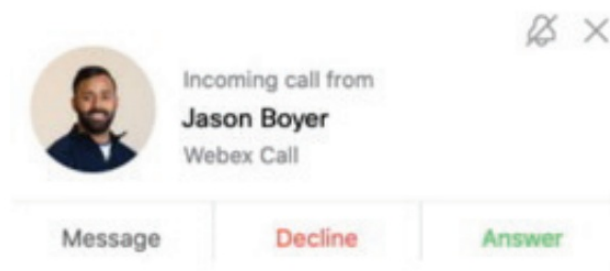
Starting meetings in a space
You can start a meeting directly from a space. Need to escalate from messaging to a meeting? You can also initiate an ad-hoc meeting just by clicking Meet in your space. All team members that have "Smart Notifications" set up will get a ping that their team is meeting! And the green meet button will appear next to the space.They only need to click to join in!
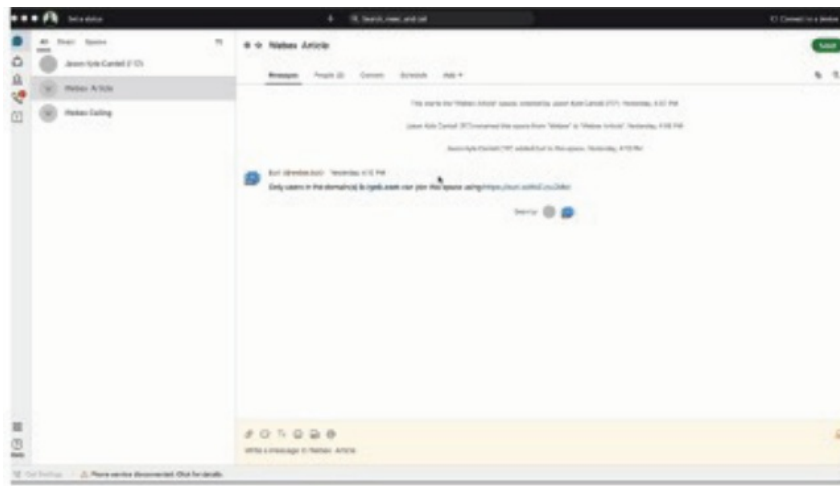
Tip: Any member of the space can start the meeting

Invite someone from within a call
When a call is running in a space, you may wish to invite someone as a guest but not add them to the space. To do this when on the call:
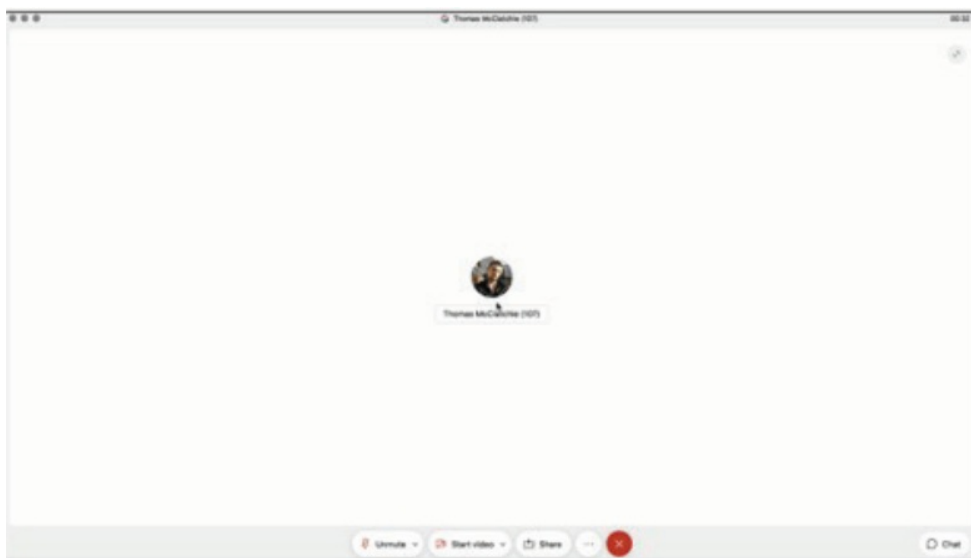
- **Step 1**

  Click the [...] icon in the meeting window.
- **Step 2**

  Click Invite guests to meet.
- **Step 3**

  Type the name of the person you want to invite or their email address.

Co-create with whiteboarding and screen sharing
Whiteboards are powerful and simple tools to convey visual ideas and brainstorm on projects. Within Webex, you can share whiteboards both during and outside a meeting.

Within a meeting

- **Step 1**

  Click the [...] icon in the meeting window.

- **Step 2**

  Click New whiteboard.

- **Step 3**

  Use the annotation tool to draw on the whiteboard. You can also continue an existing whiteboard previously shared in the space.

Outside a meeting

- **Step 1**

  Click the space where you want to share the whiteboard.

- **Step 2**

  Click the Content tab.

- **Step 3**

  Click Whiteboards.

- **Step 4**

  Click New whiteboard. Alternatively, you could reopen a whiteboard already shared in that space.

- **Step 5**

  Use the annotation tools to draw on the whiteboard.

- **Step 6**

  Click the **Share** ⬆ Share icon.

- **Step 7**

  Click Post Snapshot for your whiteboard to appear in the chat thread.

Share screen
In Webex, you can share your screen with others, including streaming videos. Share your screen during a meeting or even in 1:1 spaces outside, of a call.
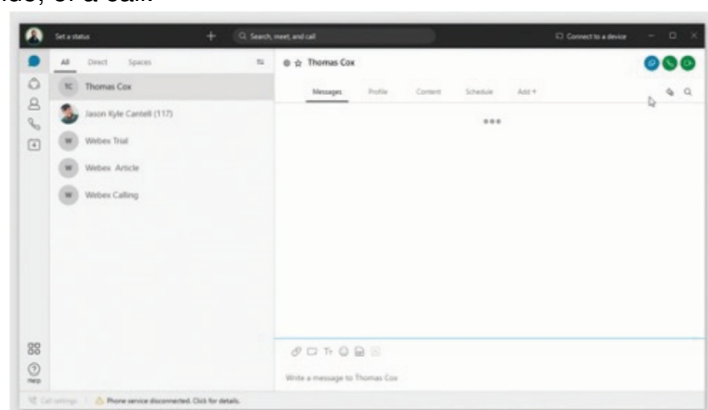
- **Step 1**

  Click the **Share screen** ⬆ Share icon.

- **Step 2**

  If you are planning to share a video, check **Share computer audio** and **Optimize for video** on top of the screen.

- **Step 3**

Select the screen you want to show.

- **Step 4**

  To stop, click **Stop** in the orange bar at the top ▮Stop▮ .

Be a Webex master: Tips & Tricks

Check your voicemail
If you have voicemail associated with your line, your app will notify you of new messages. When you have an unheard voice message waiting for you, you'll see a red badge counter in your Calls section. After you listen to your messages (from the app or your desk phone), the badge counter disappears. You can also call into your voicemail number to set up greetings, send voice messages, and more.
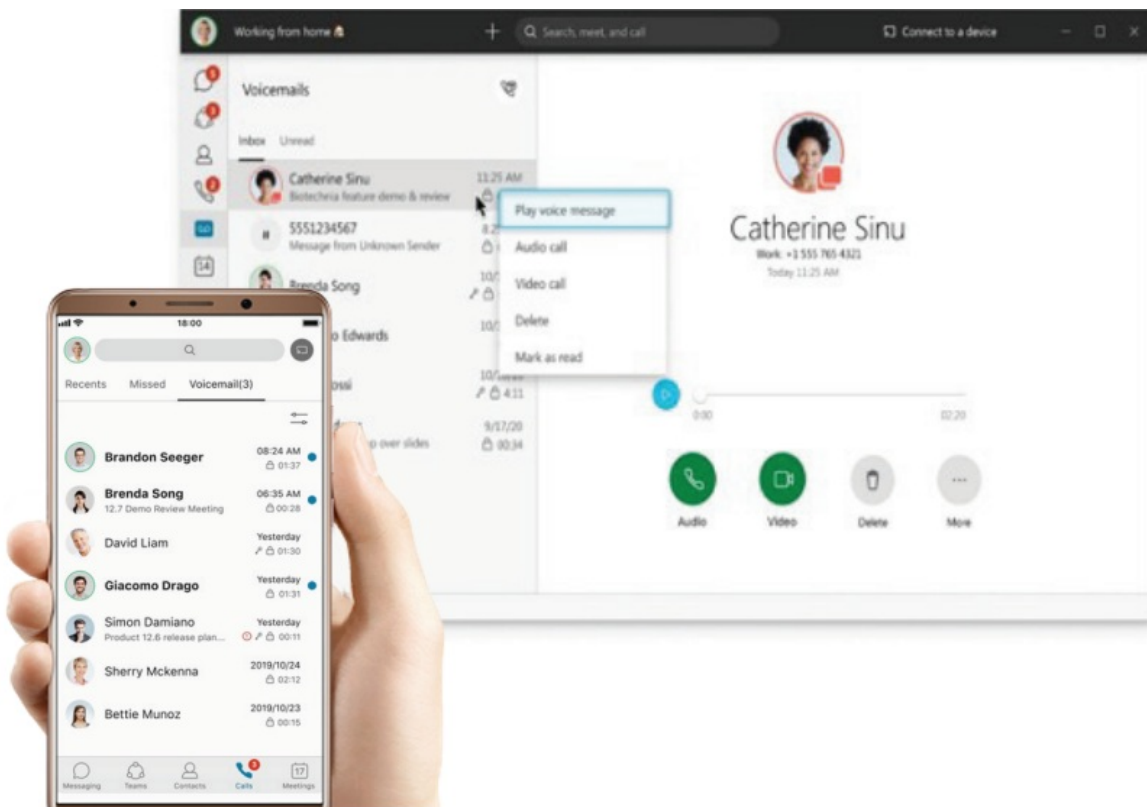
Spaces Tips and Tricks

Add an external participant to a space
You are not limited to communicating with only your organization. Invite external contacts like vendors or customers to collaborate with you in spaces using their email. You can keep track of what spaces have external contacts by the icon in the lower right corner 👥⚠

**Add a space to your favorites list**
You can be more engaged in some spaces than in others. To keep a closer eye on those spaces that truly matter, you can add them to your favorites list by clicking the star in front of the space name ⚙⭐ Content .

Add integrations to your space
You can see directly in the Webex space if someone added something new in your CRM, or updated specific documents in Dropbox. To get all the information you need in one place, explore the available integrations in the Apps section. Can't find what you need? Jump to developer.webex.com to build your own.

Forward messages

Sometimes you see a message in one space and want to share it with people in another. You might be chatting directly with someone, but something comes up in that conversation that you'd like to discuss with others.
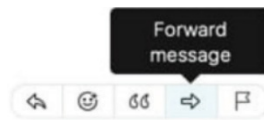
Check people status
Knowing if people are available is important when you need to communicate with them. With Webex, just use the **Search** field to find someone and hover over their picture to get more information.


Turn on announcement mode

What if you need to dispatch information to an audience without a long thread of reactions?
Switch on **Announcement** mode so only the moderators can post in the space.

- **Step 1**

  Click the **Space Information** icon in front of the space name.
- **Step 2**

  Click Moderate space.
- **Step 3**

  Click Moderate.
- **Step 4**

  Click the **Space Information** icon in front of the space name.
- **Step 5**

  Click Turn on announcement mode.
- **Step 6**

  Click OK

Bots

Webex makes it possible to bring content into Teams and Spaces from any other application. Access business information and alerts from other systems. Avoid switching in and out of different apps to get information. It's also possible to create bots to automate repetitive, high-volume business processes, that no one enjoys doing. A bot is a simple way for users to use natural language to request automated tasks to be completed on another platform. In Webex, a bot is a member of a Space just like any other real person. The possibilities of bots are end- less. They can be as simple as getting weather updates where you live, or as complex as booking a meet- ing room or a flight.
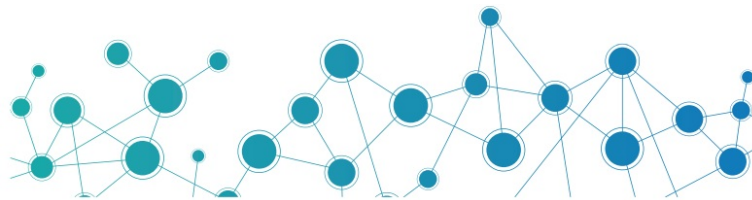
Telesystem | 888.808.6111 | **www.telesystem.us**

Documents / Resources

Telesystem UC with Webex Application [pdf] User Guide
UC with Webex Application, Webex Application, Application

References

- **Webex for Developers**
- **Home**
- **Webex for BroadWorks Activation Portal**
- **Contact Us - Webex Help Center**
- **Webex Settings User Portal**
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