



BUSINESS VOICE WITH WEBEX COLLABORATION

USER REFERENCE GUIDE

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DESKTOP PHONE BASICS

POLYCOM

PLACING A CALL

- Pick up handset and dial the desired number, OR Press **[New Call]** soft key and dial the desired number
- Press the **[Dial]** soft key

ANSWERING A CALL

- Pick up the handset, OR
- Press the  button, OR
- Press the **[Answer]** soft key

USING THE HOLD FEATURE

- To place a call on hold, press the **[Hold]** soft key
- To retrieve a held call, press the **[Resume]** soft key

VOLUME ADJUSTMENT

- To adjust ring volume, use the -, + buttons when the phone is idle
- To adjust handset or speaker volume, use the -, + buttons during a call

CHANGING RING TYPE

- Press the  button
- Select the 'Settings' icon
- Select **Basic**
- Select **Ring Type**
- Select **Default**
- Use arrow buttons to scroll; use the **[Play]** soft key to listen to options
- Press **[Select]** soft key to choose ring type

CONTACT DIRECTORY

- Press the  button
- Select the 'Directories' icon
- Select Contact Directory
- Use the soft keys to **[Add]** or **[Edit]** entries

VOICE PORTAL ACCESS

- Press the  button

TRANSFERRING A CALL (CONSULTATIVE)

- During a call, press the **[Transfer]** soft key (the call is placed on hold)
- Dial the number where you would like to send the call, followed by the **[Send]** soft key
- Announce caller
- Press the **[Transfer]** soft key again to complete the transfer

TRANSFERRING A CALL (BLIND)

- During a call, press the **[Transfer]** soft key (the call is placed on hold)
- Press the **[Blind]** soft key
- Dial the number where you would like to send the call
- Press the **[Send]** soft key to complete the transfer

TRANSFERRING A CALL TO VOICE MAIL

- During a call, press **[Transfer]** soft key
- Dial *55
- Enter the extension of the destination mailbox, followed by #

CONFERENCE CALL (3-WAY CALL)

- During an active call, press the **[Conference]** soft key
- Dial the number of the third party
- Press the **[Conference]** soft key again to join all parties together

POWER SAVE MODE (STOP PHONE FROM GOING TO SLEEP)

- Press the  button
- Select the 'Settings' icon
- Select **Basic**
- Select **Power Saving**
- Select **Timeouts**
- Set the Office Hours Idle Timeout for up to 600 (mins)
- Press the **[Save]** soft key

DESKTOP PHONE BASICS

YEALINK

PLACING A CALL

- **Using the handset** - Pick up the handset, dial the number then press the **Send** soft key
- **Using the speakerphone** - with handset on hook, press **☎**), enter the number then press the **Send** soft key

ANSWERING A CALL

- **Using the handset** - pick up the handset, say hello
- **Using the speakerphone** - press **☎**))

PLACING A CALL ON HOLD

- Press the **Hold** soft key during an active call
- To resume the call, press the **Resume** soft key

BLIND TRANSFER

- Press the **Transfer** soft key during an active call
- Enter the number you want to **Transfer** to
- Press the **Transfer** soft key

ATTENDED TRANSFER

- Press the **Transfer** soft key during an active call
- Enter the number you want to transfer to then press **#**
- Press the **Transfer** soft key when the second party answers

DIRECT VOICE MAIL TRANSFER

- Press the **Transfer** soft key during an active call
- Dial *55 and the extension you want to transfer to
- Press the **#** key

CONFERENCE CALL

- Place a call to the first party
- When the party answers, press the **Conf** soft key to place a new call, (the active call is placed on hold)
- Enter the number of the second party and press **#** or the **Send** soft key
- When the second party answers press **Conf** soft key again to join all parties in the conference

VOLUME ADJUST

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset
- Press  when the phone is idle to adjust the ringer volume

CONTACT DIRECTORY

To Add a Contact:

- Press the **Directory** soft key when the phone is idle, select the desired group
- Press the **Add** soft key to add a contact
- Enter the name in the Name field and number in the corresponding field
- Press the **Add** soft key to accept the change

SOFT PHONE BASICS

WEBEX DESKTOP

TO DOWNLOAD APPLICATION

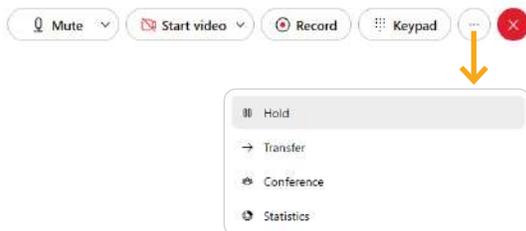
- In your web browser, go to <https://www.webex.com/downloads.html>
- Sign in user your email address and your user's web portal access password.

MAKING A CALL

- Click on the  icon
- Enter the number or contact you wish to dial and press enter, OR
- Click the number on the dial pad and click the  button
Audio

CALL CONTROL

- While on a call, use the icons at the bottom of the call window for call control.



CALL HISTORY

- Call history is located to the left of the dialpad
- Double -click on a an item in history to initiate a call to the party
- Voice Mails can be accessed by clicking on the  icon in the menu on the left

CONTACT LIST

- Click on the  icon
- Here you may create a contact, a contact group or search for an existing contact

For additional information and assistance on other Webex functionality like chats, meetings, and teams, please visit <https://info.comporium.com/webex-help>.

SOFT PHONE BASICS

WEBEX MOBILE

TO DOWNLOAD APPLICATION

- Download the application from your phone's app store
- Sign in using your email address and your user's web portal access password.

WEBEX CONTROLS

- Webex controls are found at the bottom of the screen

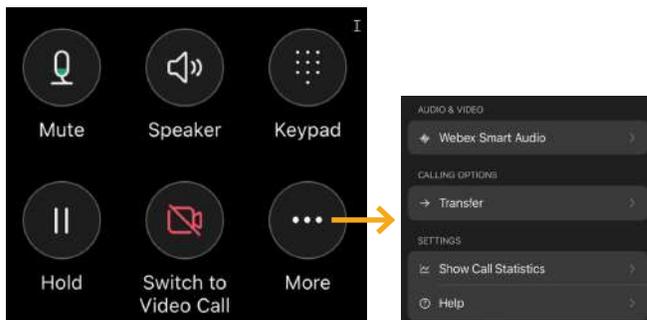


MAKING A CALL

- Select the calling icon at the bottom of the screen
- Select the dialpad icon  in the top right corner of the screen and key in your number to dial
- You may also place a call by selecting an entry from your Recent Calls or Contacts

CALL CONTROL

- While on a call, use the commands shown in the calling window.



WEBEX SMS

TEXT MESSAGING/SMS

Webex Desktop and Mobile

To install the messaging bot:

- Open the Webex App Hub, by clicking on the App Hub icon  from the Webex Desktop Application or by using the following link <https://apphub.webex.com/>.
- Log in using your Webex credentials.
- Search for, then click on, Tango Networks Enterprise Text Messaging-BusinessMessagingBot



- Select **Add Bot+**. 
- Choose **Direct message**



To initiate the first text to a new mobile number

- Using your Desktop or Mobile application, select the text messaging bot in the All or Direct tab from the Messaging menu.
- In the Message text box (bottom of screen), enter the 10-digit mobile number you wish to text, followed by a space, and message. For example,
8035551234 Hello. This is Susan from Company XYZ, messaging you about your order.
- Once the first message to a new recipient is sent, a new space will be created for that number. For all future messages to that mobile device, the Webex user will use the dedicated space created in the Spaces tab from the Messaging menu.
- The new space can be personalized by clicking on the #@sms at the top of the space.

For more help, please visit

<https://info.comporium.com/webex-help>

WEBEX CALL PARK

GROUP PARK

To Park a call using programmed button: (Group Call Park #51)

- While on an active call, press the GPark button.

To Retrieve a call using programmed button:

- Press the Retrieve button.
- Dial the extension where the call is parked and press #

CALL PARK

To Park a call at your extension manually:

- While on an active call, press the Transfer soft key.
- Dial *68
- Press #

To Park a call on another extension:

- While on an active call, press the Transfer soft key.
- Dial *68
- Enter the extension of the person for whom the call is parked.
- Press #

To Retrieve a call Parked on your phone:

- Lift handset
- Dial *88#

To Retrieve a Parked call from any phone:

- Lift handset
- Dial *88
- Dial the extension where the call is parked press #

VOICE MAIL MESSAGING

MAILBOX SETUP

- Dial your voice portal access number, or use the shortcut button on your device to access the voice portal
- Enter temporary passcode, followed by #
- When prompted, enter new passcode, followed by #
- Enter new passcode again, followed by #
- Record your first and last name for identification

PASSCODE RULES

For security purposes, your passcode must be between 6 and 8 digits, and must not contain:

- More than 2 repeated digits
- More than 2 consecutive digits
- Your own extension or phone number
- The reverse of your extension or phone number
- Your previous passcode
- The reverse of your previous passcode

RECORDING GREETINGS

- Access the voice portal
- Press 1 to access your voice mailbox
- Press 3 to record your No Answer greeting, or
- Press 4 to record your Busy greeting, or
- Press 5 to record your Extended Away greeting
- Record at the tone and press # when finished

RETRIEVING MESSAGES

- Access the voice portal
- Press * if you are not at your own phone, and enter your mailbox ID when prompted
- Enter your passcode, followed by #
- Press 1 to access your voice mailbox
- Press 1 to play your messages
 - Press 1 to Rewind 3 seconds
 - Press 2 to Repeat
 - Press 3 to Fast Forward 3 seconds
 - Press 6 to Forward to another mailbox
 - Press 7 to Delete
 - Press 9 to Save

VIRTUAL MAILBOX

To access a virtual mailbox
(*a mailbox not tied to a device*)

- Dial your voice portal access number or use the shortcut button on your device
- When prompted for a passcode, press the star key (*)
- Enter your mailbox ID (extension) followed by the #
- Enter your default passcode
- Follow above instructions to record greetings or retrieve messages

WEB PORTAL

PORTAL ACCESS

PORTAL ACCESS

- In your web browser, go to bwws.comporium.com
- Sign in using your user's web portal access login credentials (can be provided by group Administrator)

NAVIGATING THE PORTAL

- Use the Navigation menu on the left side of the main window to access your user's features and settings
- Available menu options are based on user license level
- Utilize the **[Help]** button at the top right corner of the screen for detailed information or instruction on a specific feature or setting

COMMONLY-USED PORTAL SETTINGS

CONFIGURING VOICE MAIL TO E-MAIL

- Select *Messaging* from the Navigation menu
- Select *Voice Management*
- Enter e-mail address in field to either forward or carbon copy to e-mail
- Click **[Apply]**

TURNING CALL WAITING ON/OFF

- Select *Call Control* from the Navigation menu
- Select *Call Waiting*
- Select *On* or *Off*
- Click **[Apply]**

SETTING UP BROADWORKS ANYWHERE

- Select *Call Control* from the Navigation menu
- Select *BroadWorks Anywhere*
- Click **[Add]**
- Enter the 10-digit phone number of your mobile device
- Set *Advanced Options* as necessary
- Click OK

CONFIGURING CALL FORWARD NOT REACHABLE

- Select *Incoming Calls* from the Navigation menu
- Select
- Enter the number of the destination as you would dial it from your IP phone
- Click **[Apply]**
- Click the *On* button to enable

TROUBLESHOOTING

FOR PASSWORD RESET

- Contact your Company Administrator

CALLS TO THE USER'S NUMBER GO DIRECTLY TO VOICE MAIL

- Is CommPilot Express turned on?
(*Web Portal > Call Control > CommPilot Express*)
- Is Do Not Disturb turned on?
(*Web Portal > Incoming Calls > Do Not Disturb*)
- Are No Answer settings configured properly?
(*Web Portal > Messaging > Greetings*) OR
(*Web Portal > Incoming Calls > Call Forward No Answer*)
- Is the phone registered?
(*Web Portal > Utilities > Registrations*)

VOICE MAIL NEVER PICKS UP

- Is Voice Messaging turned on?
(*Web Portal > Messaging > Voice Management > On/Off*)
- Are unanswered calls set to go to voice mail?
(*Web Portal > Messaging > Voice Management > 'Send Unanswered Calls to Voice Mail*)
- How many times is the phone set to ring before going to voice mail?
(*Web Portal > messaging > Greetings*)

UNABLE TO ACCESS MESSAGES IN VOICE PORTAL

- Announcement says, "This operation cannot be completed at this time."
Call CNOC for support (1-855-370-8464)
- Is Voice Messaging turned on?
(*Web Portal > Messaging > Voice Management > On/Off*)

MORE QUESTIONS?

If you have additional questions please contact the Comporium Customer Network Operations Center (CNOC) at 855-370-8464 or cnoc@comporium.com.