exponential-e
APPLIED INNOVATION

EXPONENTIAL-E

UCaaS powered by Cisco Webex

USER GUIDE

Date: September 2022

1. Create an account

Start by downloading the Webex app here: [Download the Webex desktop and mobile apps](#)
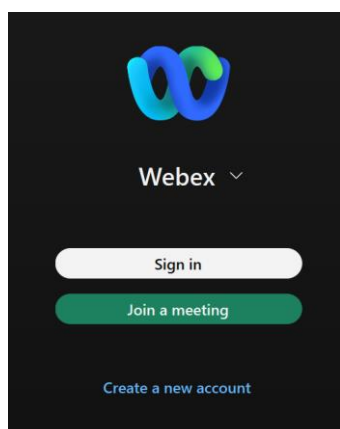
Once downloaded, open the Webex application and you will see the log in page as shown below. On your first log in, you will need to 'Create a new account' and follow the steps to set up a Webex account.
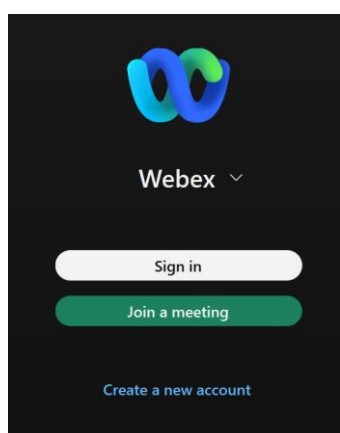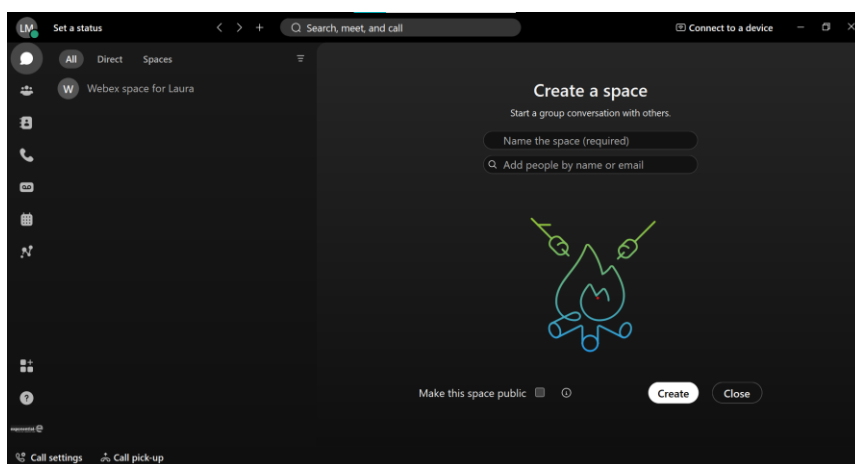

2. Signing in

To sign into your Webex account, you will need your Username and Password.

Open the Webex application and you will see the log in page as shown below, here you will need to click 'Sign in' and input your log in details.

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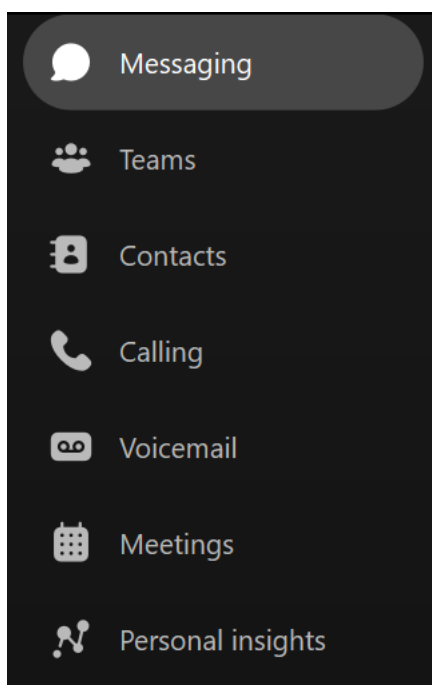
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3. Getting started

Once you have logged in successfully, you will see the screen below.

Down the left hand side, you will see the different spaces within the Webex application, as outlined below.

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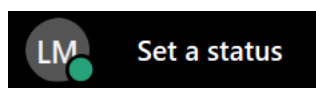
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4. Profile and Presence

In the top left-hand corner is your Profile and Presence. This will either show your initials or your profile picture, if you've added one.
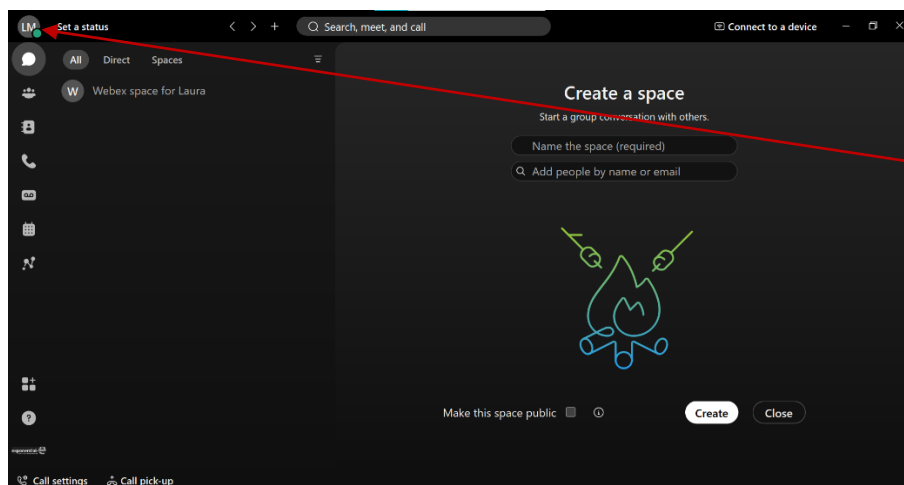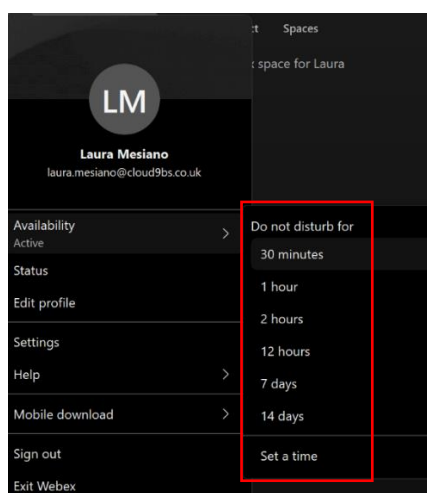


Click on your initials or profile picture here.

If you click on your initials, you can set your Availability, Status, write a status message, view and edit your profile picture, complete a mobile download (to have Webex on your mobile phone) and sign out of the application. You can also access Settings and Help.

Under 'Availability' you can set a 'Do not disturb' status and put a time frame for this, as shown below.
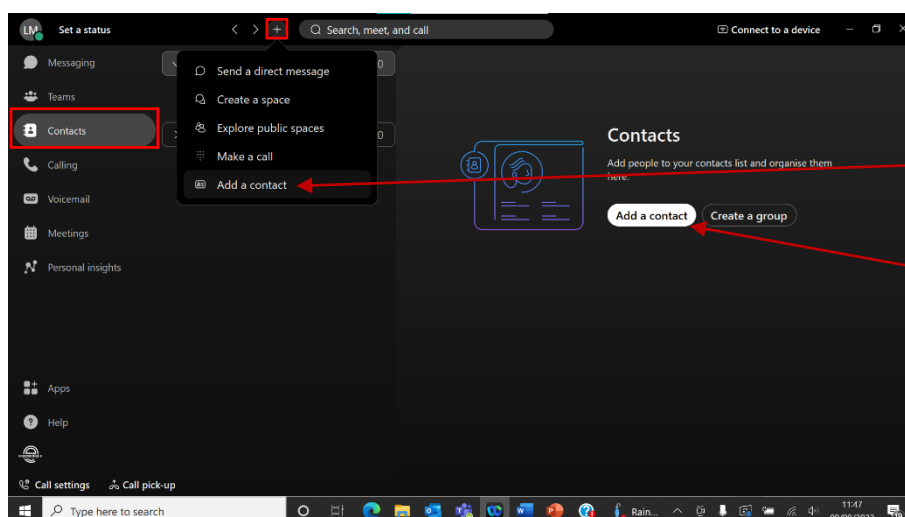
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You can also customise your 'Status' with a personalised status message or choose one of the pre-populated messages, as shown below.
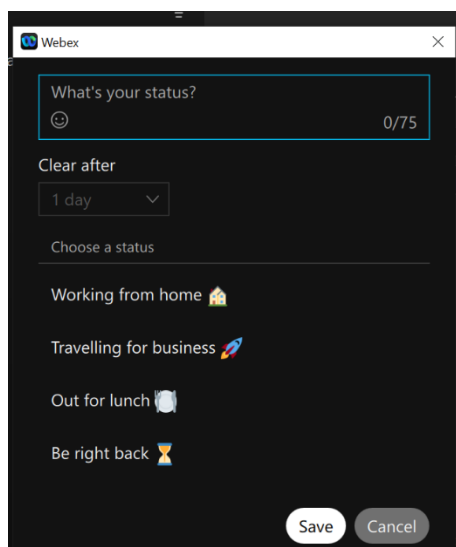
5. Contacts

To add a contact to your Webex account, you can either click on the + at the top of the screen and select 'Add a contact' or select 'Contacts' from the left-hand menu, as shown below.

Select either option to add contacts into your Webex account.

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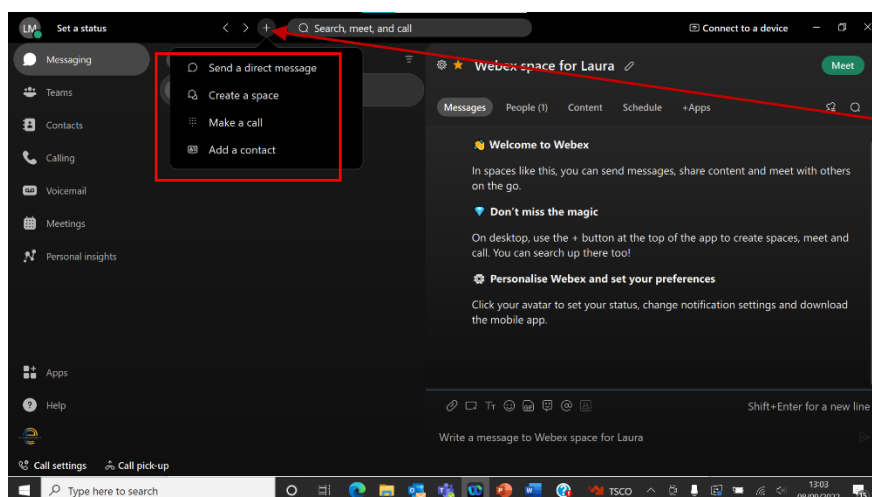+44 (0) 845 470 4001

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6. Messaging

Webex allows you to carry out instant messaging chats with other users. You can send 'direct messages' to individuals or 'Create a space' to send messages to a group of people. To start a message chat, see below.

Click on the + at the top of the screen and choose whether you want to send a 'Direct message' or 'Create a space' to send group messages.

To send a 'Direct message' to an individual, see below.
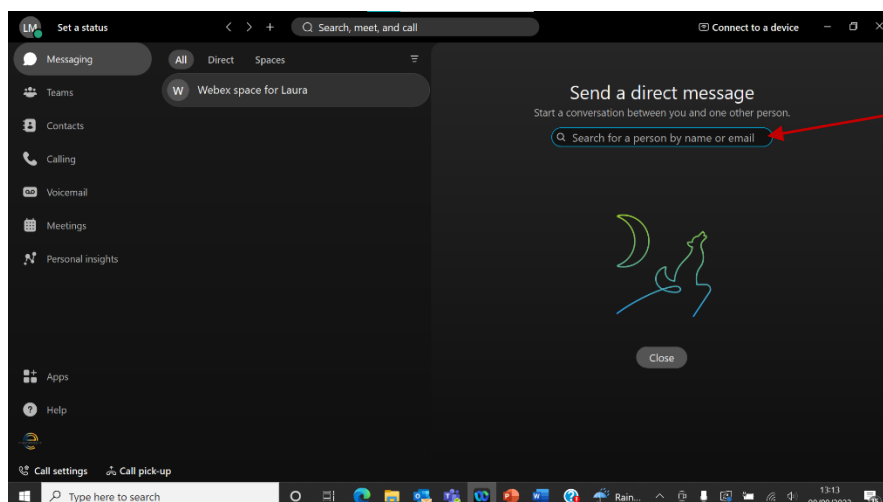
To send a 'Direct message', use the search bar to search for the person you want to send a message to, select that person and type your message and send.
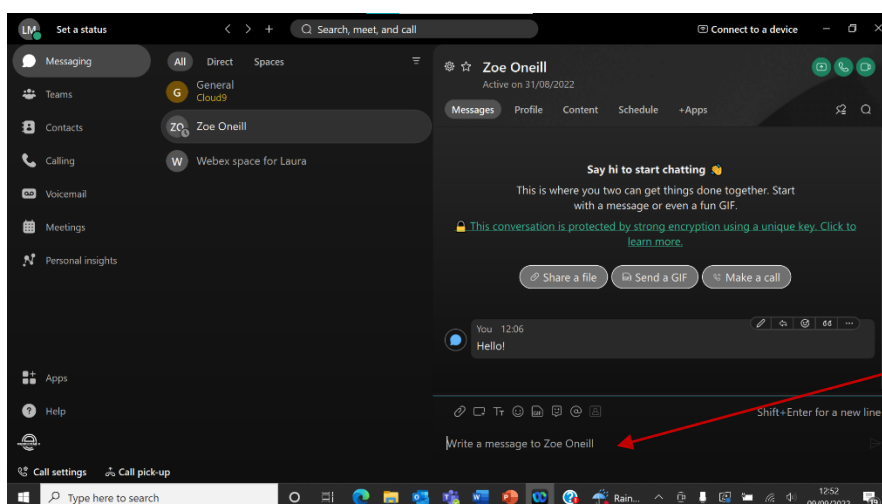
Type your message here. You can also format your text, attach files, take a screen shot, add emojis and GIFs and @mention people.

To send a message to a group of people, you need to 'Create a space', as shown below.

Click on 'Create a space' to send group messages. Name your space and then add people you would like to collaborate with. Then click 'Create'.

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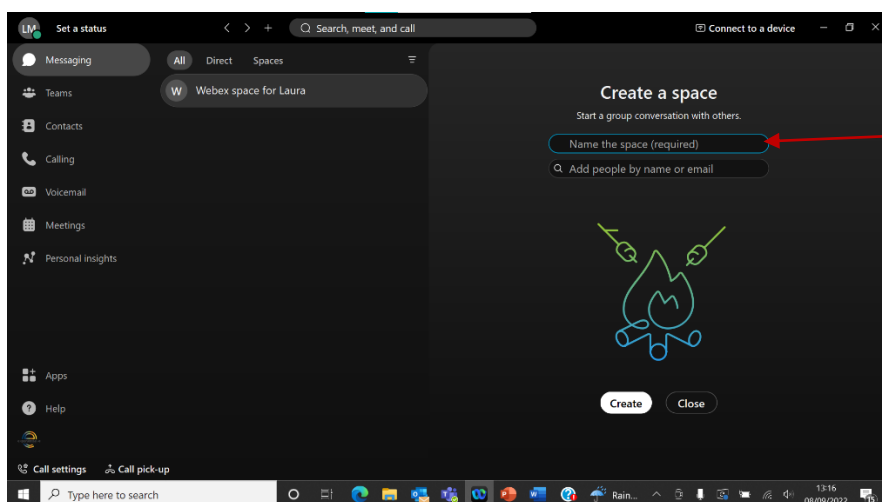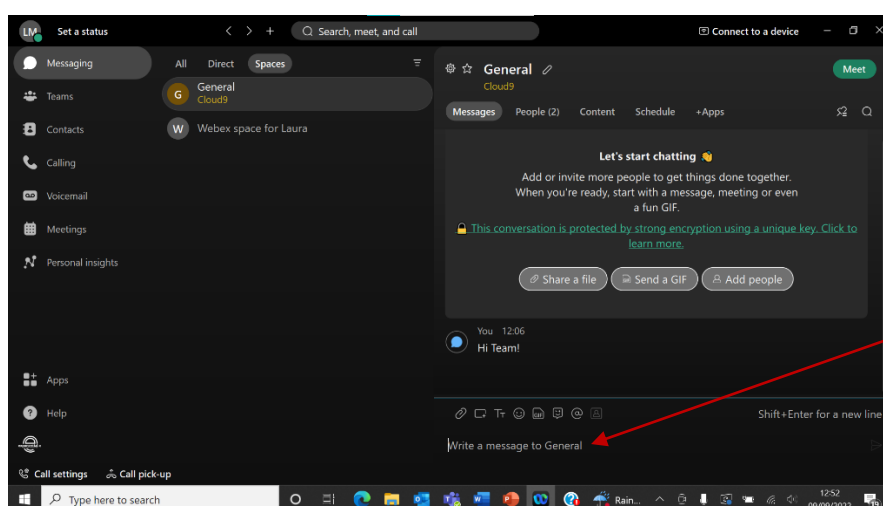www.exponential-e.com

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Type your message here. You can also format your text, attach files, take a screen shot, add emojis and GIFs and @mention people.

7. Teams

Within Webex you can create 'Teams' for a group of people working towards a similar goal. A team could be your department or a project team. Within a 'Team' you can send messages, share content, such as files and links, and schedule meetings.

Click on 'Teams'

Here you can name and describe your team and add team members, then click 'Create' to create your team.

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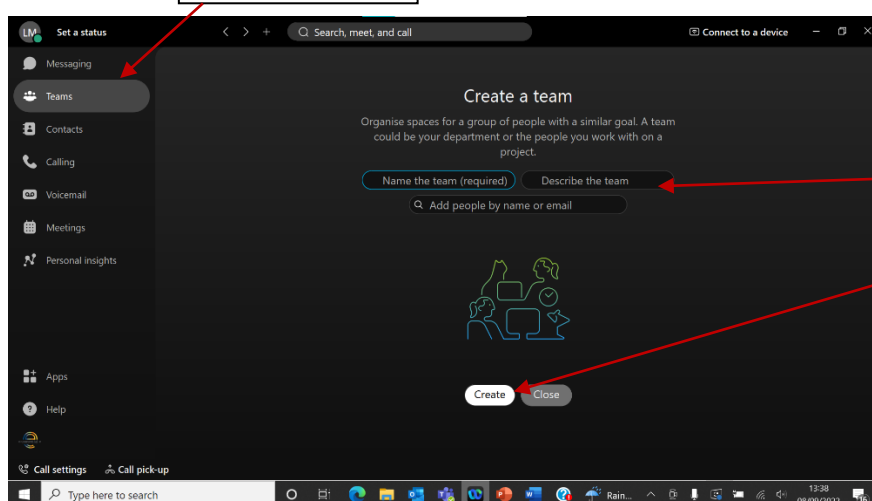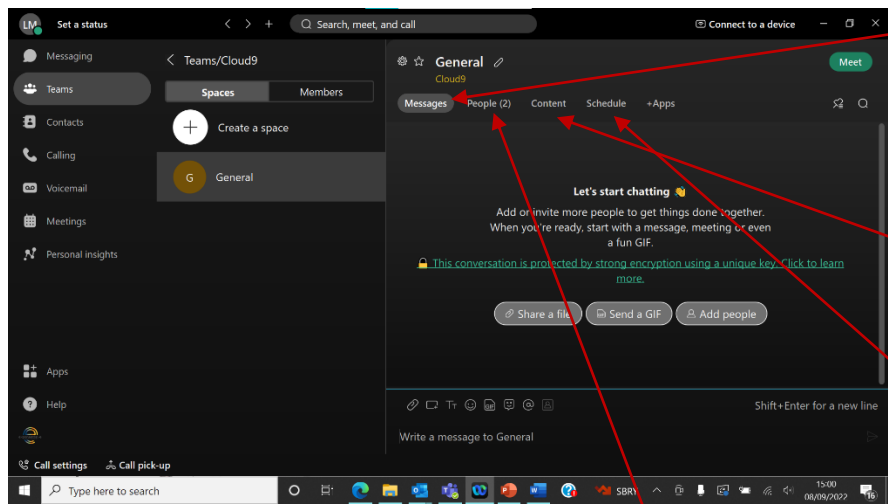info@exponential-e.com

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Once you've created your 'Team' you can then start collaborating, as shown below.
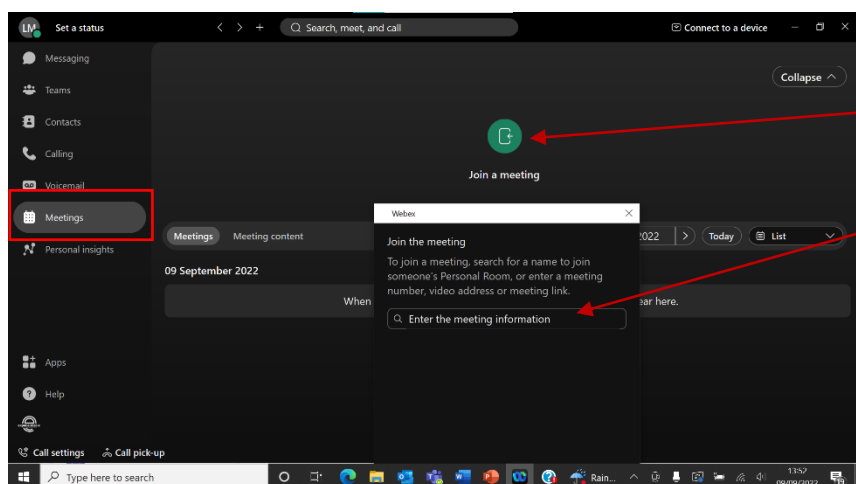

Here you can send messages to your 'Team'.

You can share content such as files, links and meeting content here.

You can schedule meetings here.

You can add and remove team members here.

8. Meetings

To access your meetings, you need to click the 'Meetings' icon. To make scheduling easier you can sync your Outlook calendar with Webex. You can also join a Webex meeting directly from your Outlook calendar.
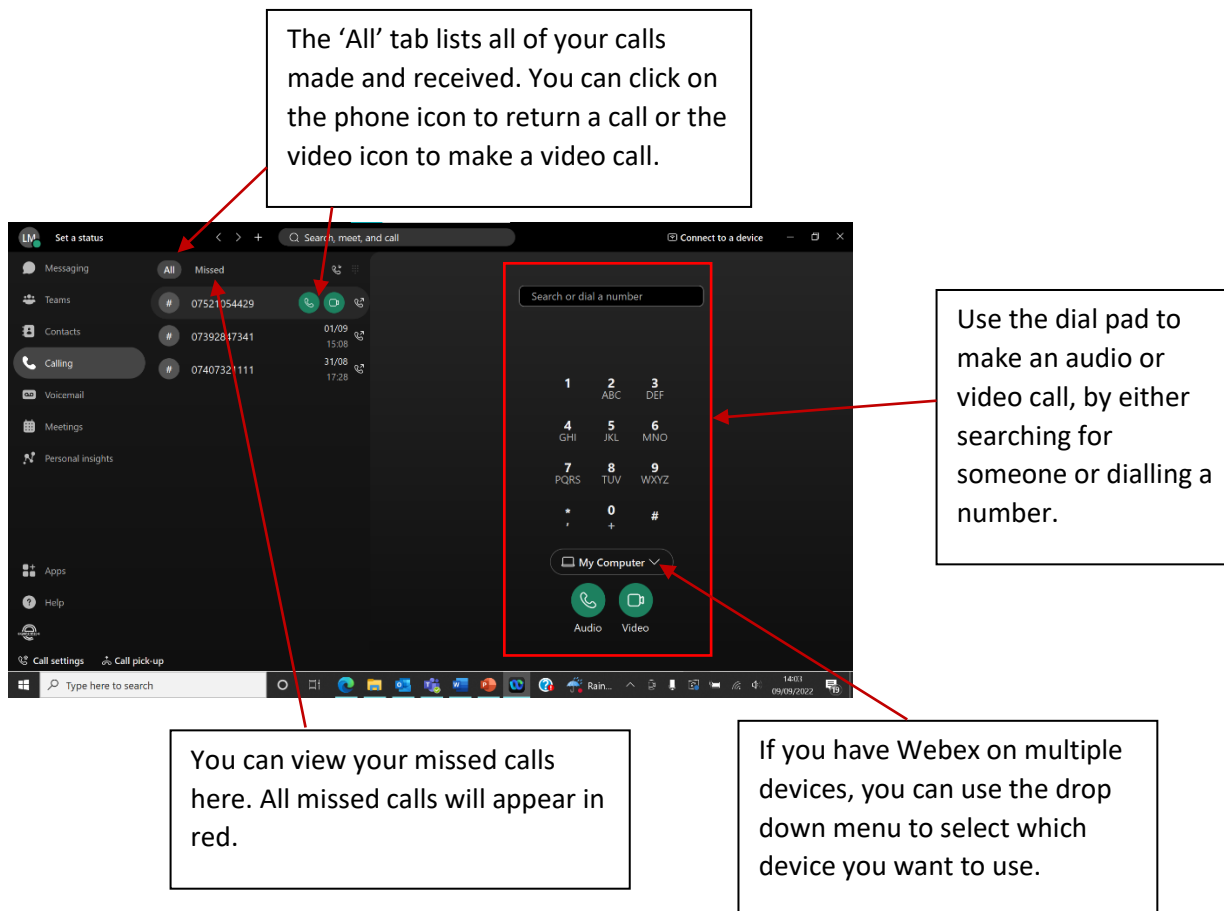

Click 'Join a meeting' and then enter the meeting information, such as a meeting number or link, to join a meeting.

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9. Calling

To make a call with Webex you need to select the 'Calling' icon. You can then call directly from your call history or use the dial pad to make a call, as shown below.

The 'All' tab lists all of your calls made and received. You can click on the phone icon to return a call or the video icon to make a video call.

Use the dial pad to make an audio or video call, by either searching for someone or dialling a number.

You can view your missed calls here. All missed calls will appear in red.

If you have Webex on multiple devices, you can use the drop down menu to select which device you want to use.

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Once in a call, you will see the calling window shown below. You have the option to mute yourself, convert to a video call, put the call on hold, transfer a call and add additional people into the call, making it a conference call.

Caller ID

Select one of these to put the call on hold, transfer a call or add additional people into the call via conference.

Click here to mute yourself.

Click on the red 'X' to end the call.

Click here to change the call to a video call.
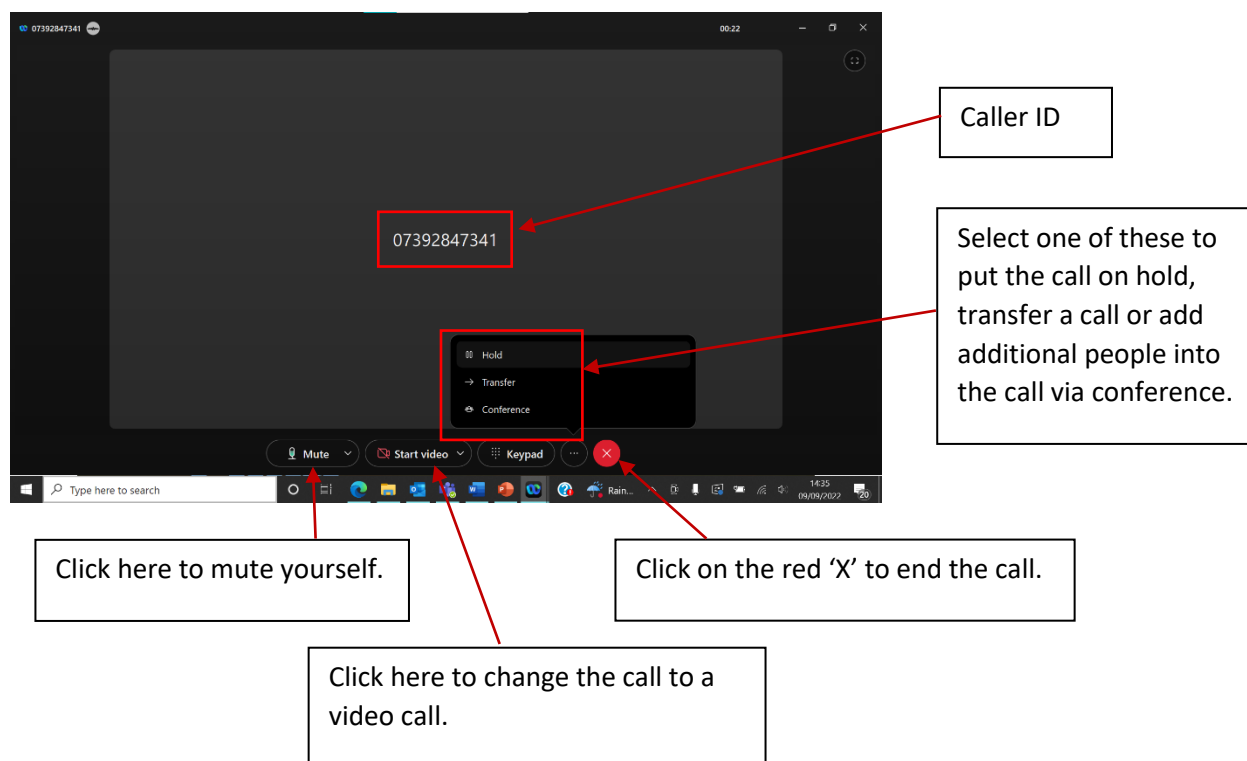
10. Voicemail

To access your voicemails, you need to select the Voicemail icon. Here you can manage your voicemails.
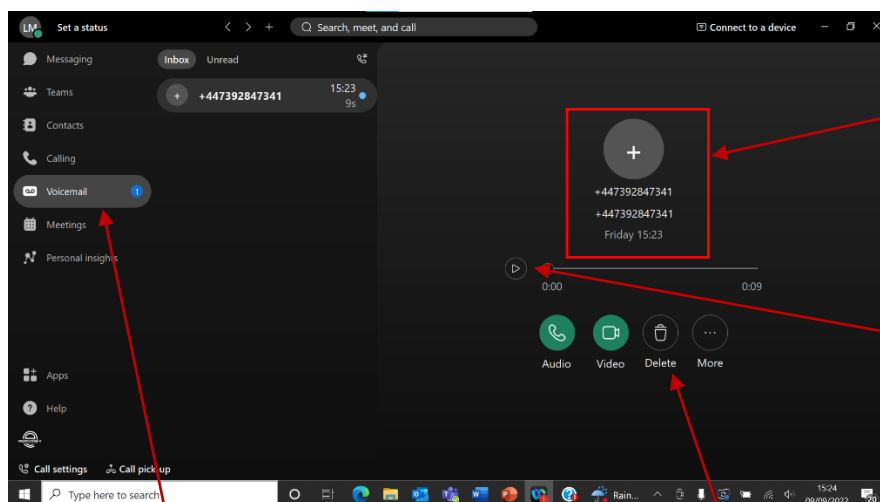
Shows details of who left the voicemail message and when.

Click the play button to listen to your voicemail message.

Select 'Voicemail' to access your voicemail messages. If you have a new voicemail message, you will see a blue number next to the Voicemail icon.

Select 'Delete' to delete the voicemail message.

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For further help with using Webex, visit the following links:

[Getting Started](#)

[Messaging Basics](#)

[How to Start and Join meetings](#)

[How to Customise your Profile & Status](#)

[How to Make a Call](#)

[How to Create a Space](#)

[How to Manage Audio & Video](#)

[How to Share your Screen](#)

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