

xln | cloud voice

Cisco Webex Mobile App Set Up Instructions

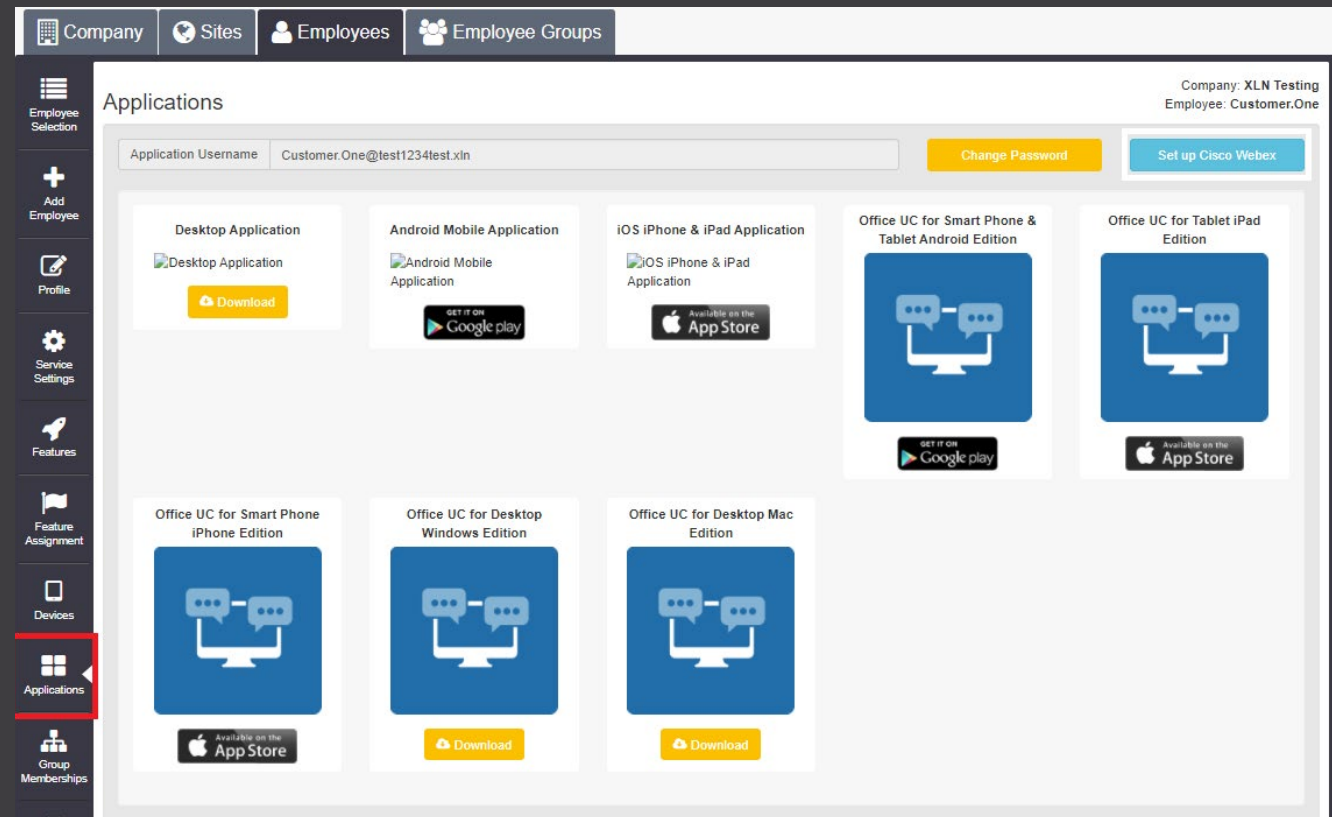
Step 1

Once you have logged into the online portal, click onto **Employee** and select one of the active users.

On the left, click **Applications**.

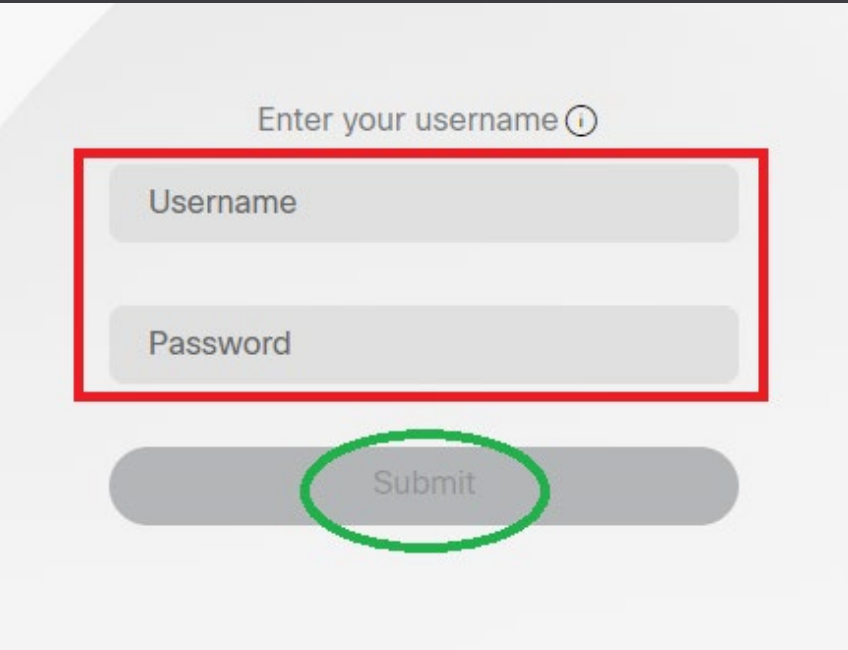
You will need to make a note of the username showing in the grey box and you will need to set a password.

Once you have changed your password, click on **Set up Cisco Webex**.



Step 2

On the pop up screen you see, click **Continue** and you will be asked to enter the username and password, this is the one you made a note of before clicking on **Set up Cisco Webex**.



Enter your username ⓘ

Username

Password

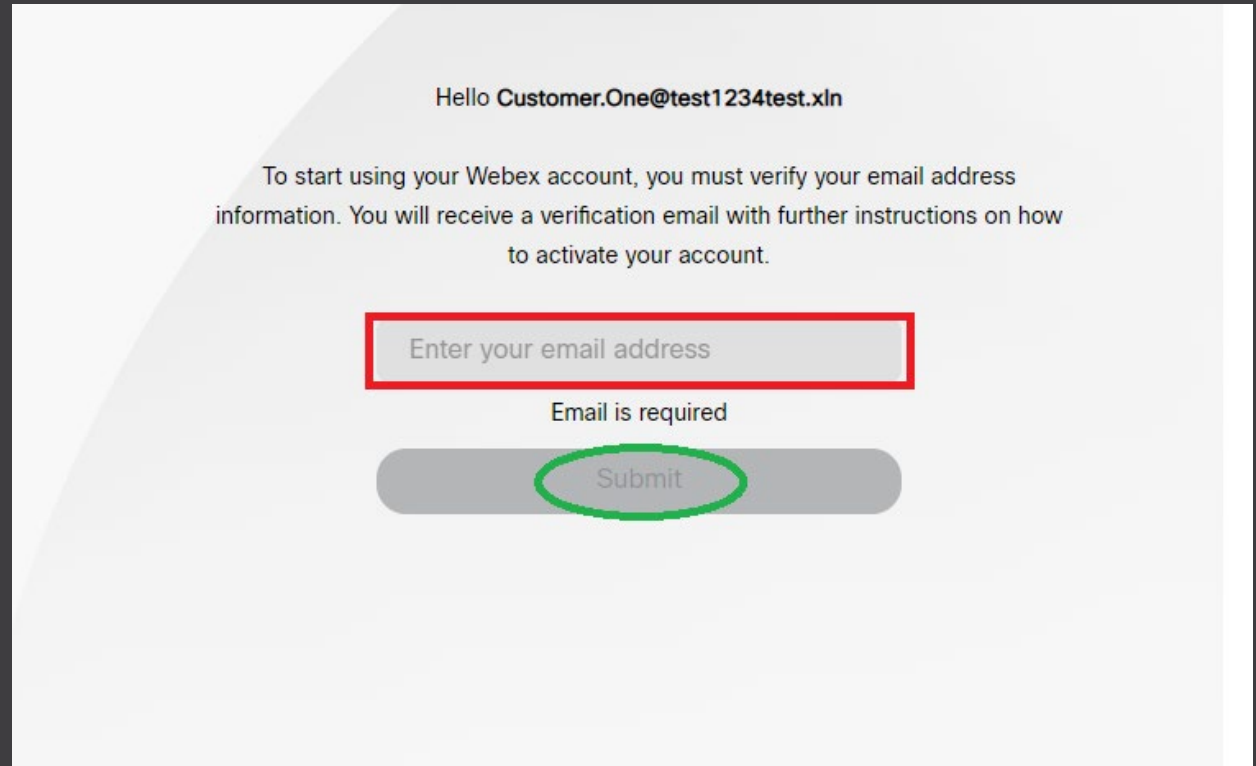
Submit

Step 3

Enter a valid email address to use the service.

Please note, if you have previously used Cisco Webex, you will need to either use a different email address or de-register your previous email.

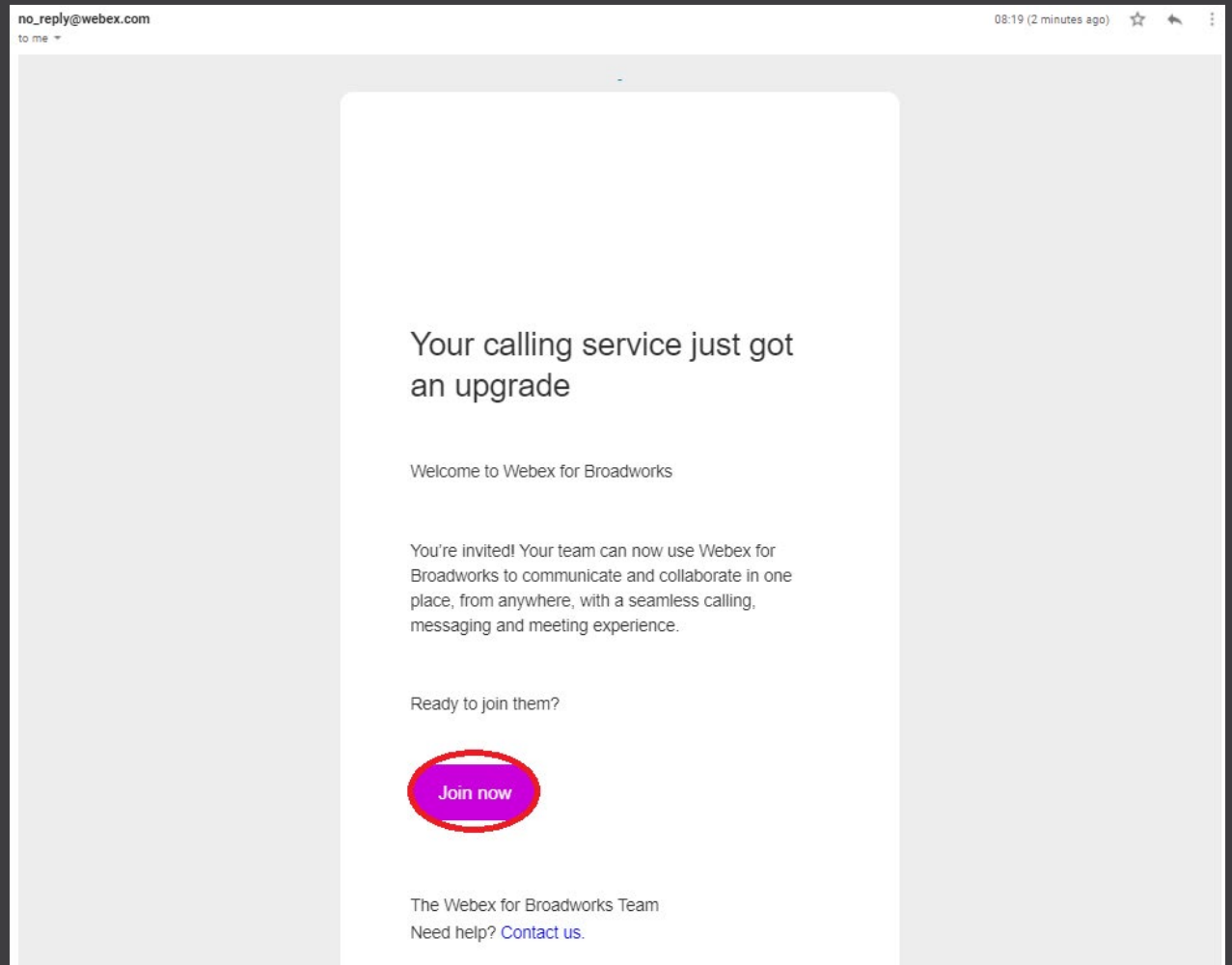
The email is needed to validate the activation of the service.



The screenshot shows a white screen with a light gray diagonal design element on the left. At the top, it says "Hello Customer.One@test1234test.xln". Below that, a message states: "To start using your Webex account, you must verify your email address information. You will receive a verification email with further instructions on how to activate your account." There is a text input field with the placeholder "Enter your email address", which is highlighted with a red rectangular border. Below the input field, the text "Email is required" is displayed. At the bottom, there is a gray rounded rectangular button with the word "Submit" in the center, which is highlighted with a green oval border.

Step 4

You will get an email confirming your access to Webex, click on the **Join now** button.



BACK TO START



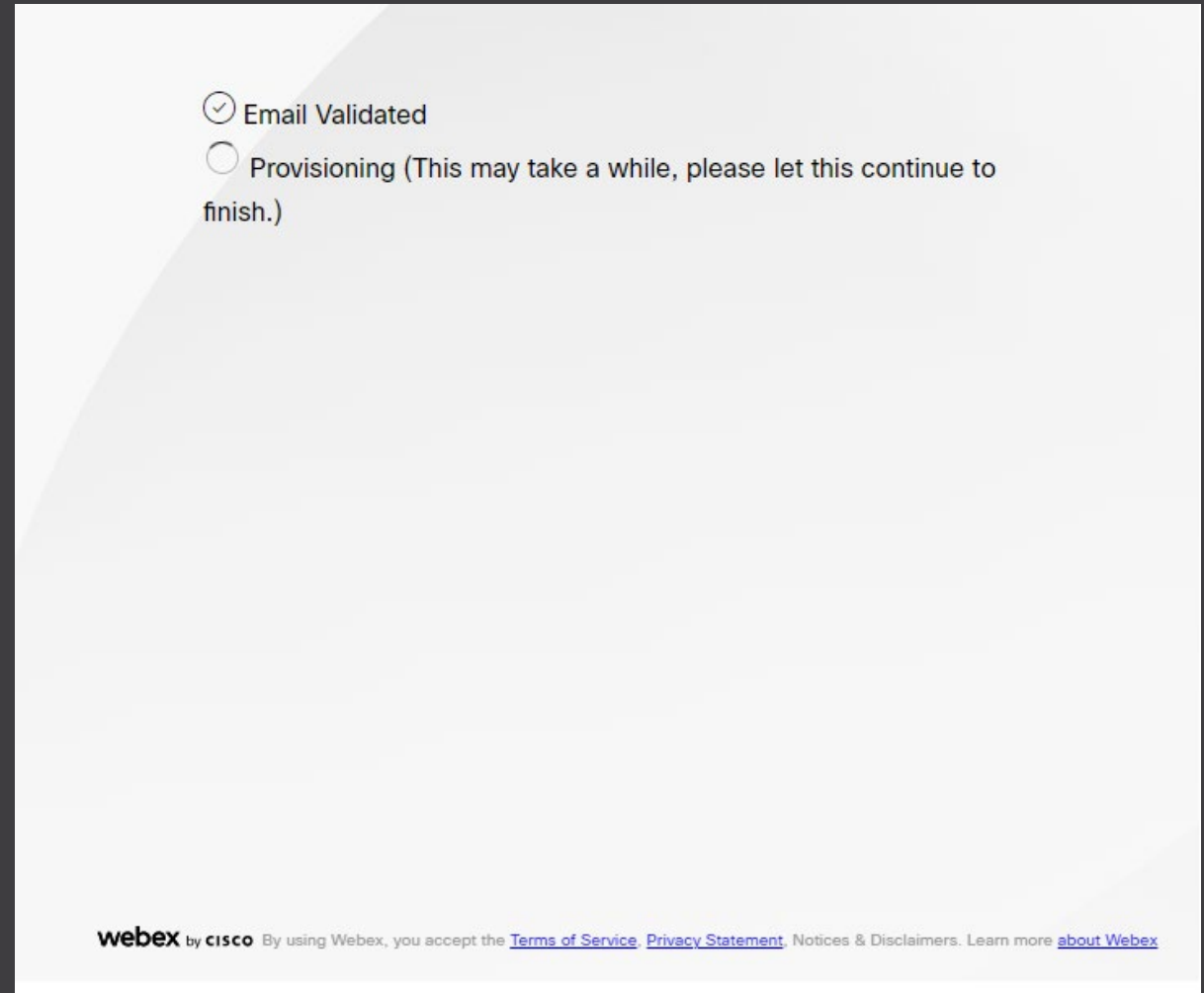
PREVIOUS

NEXT



Step 5

Once you click on the **Join Now** button, the service will start to be activated fully for you.



BACK TO START



PREVIOUS

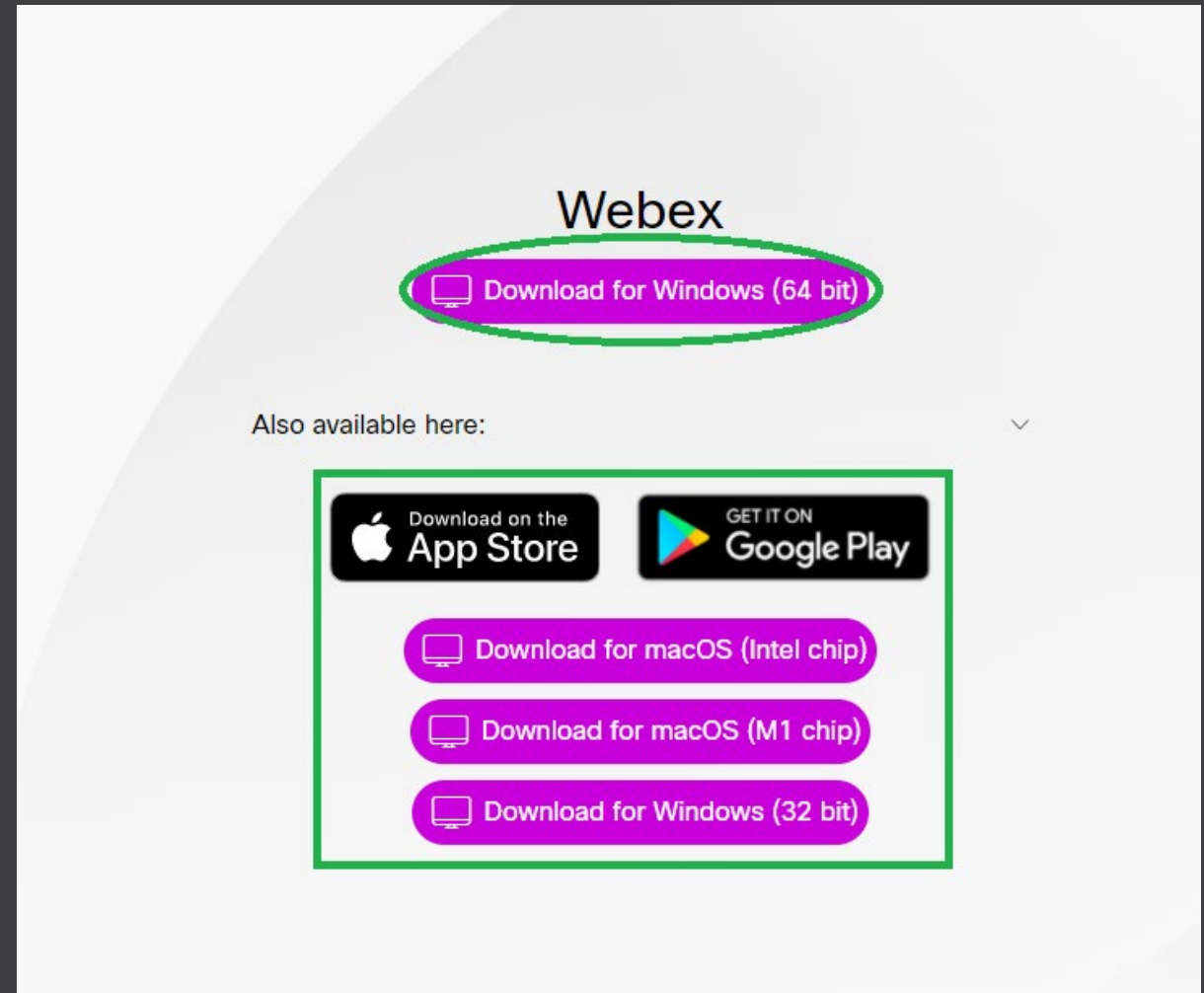
NEXT



Step 6

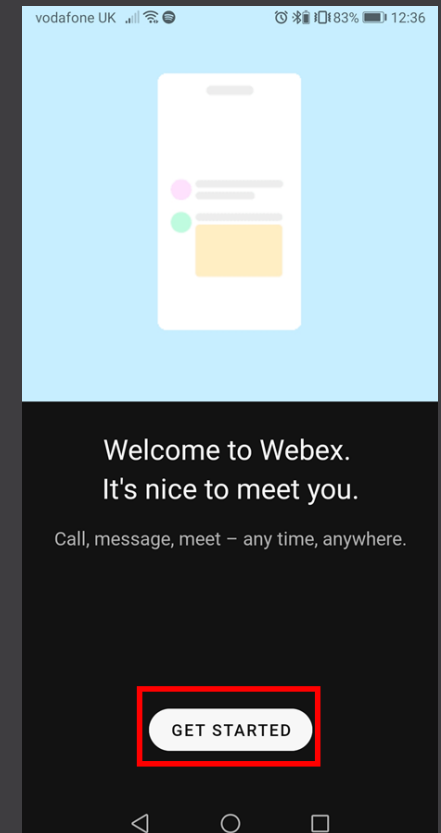
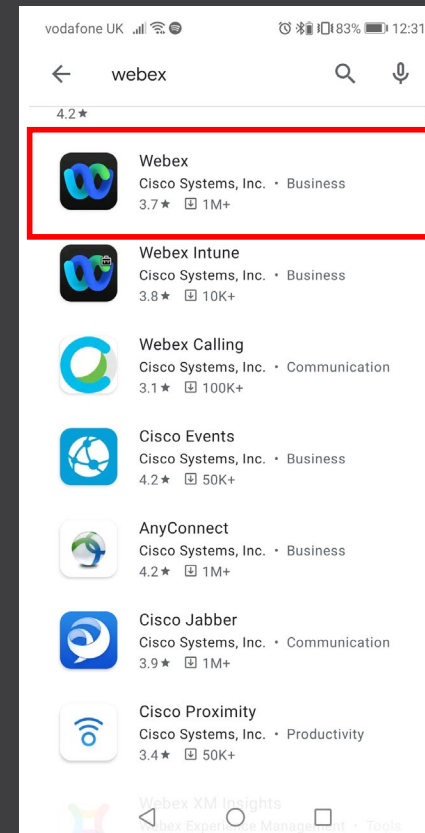
After the service is fully activated, you will be able to download the application on to your computer.

After you have installed the application, you will be asked to enter the email address that you used to validate the account and then your username and password.



Step 7

You can use the link from the sign-up screen, or alternatively, you can search for Webex in the app store and install.



PREVIOUS

NEXT



Step 8

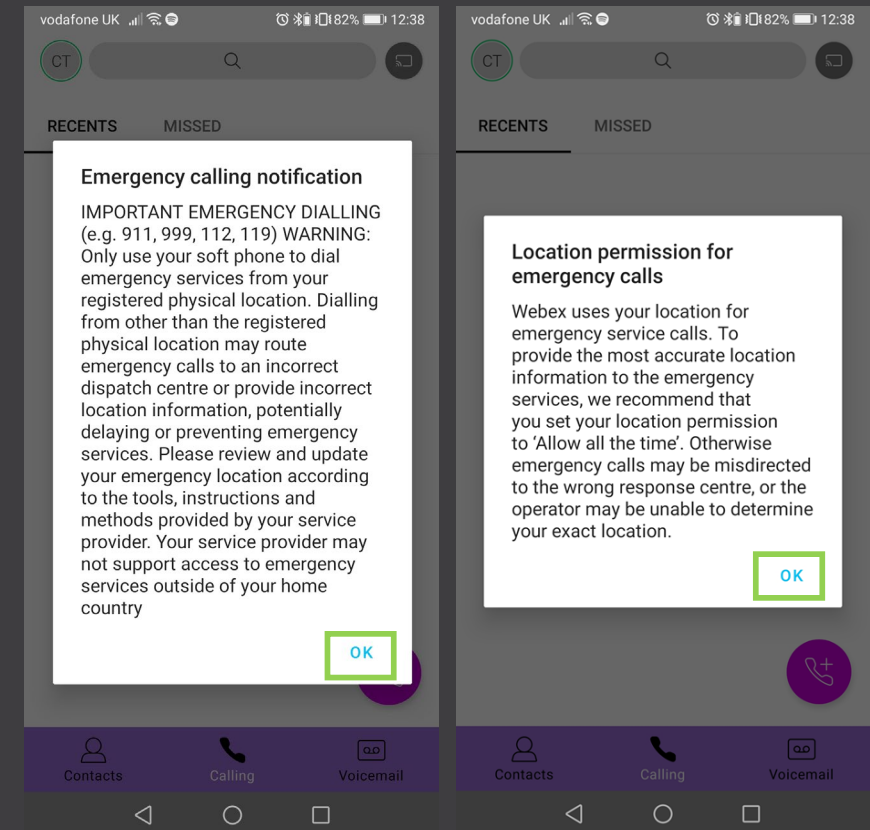
On the sign-in/sign up screen, enter the email that you used to register for the service.

Enter the application username and the password created from the Cloud Voice portal.

The image displays two screenshots of the Cisco Webex mobile app interface during the sign-in/sign-up process. The left screenshot shows the 'Sign in or sign up' screen with the 'Email address' field highlighted by a red box. The right screenshot shows the same screen with the 'Enter your username' field highlighted by a green box. The username field contains the text 'Customer.Three03@123456'. Below the username field is a password field with masked characters. A 'Submit' button is visible at the bottom of the right screenshot. The status bar at the top of both screenshots shows 'vodafone UK', signal strength, Wi-Fi, battery at 83%, and time 12:37.

Step 9

Once you log in, you will see these notifications, click OK on both.



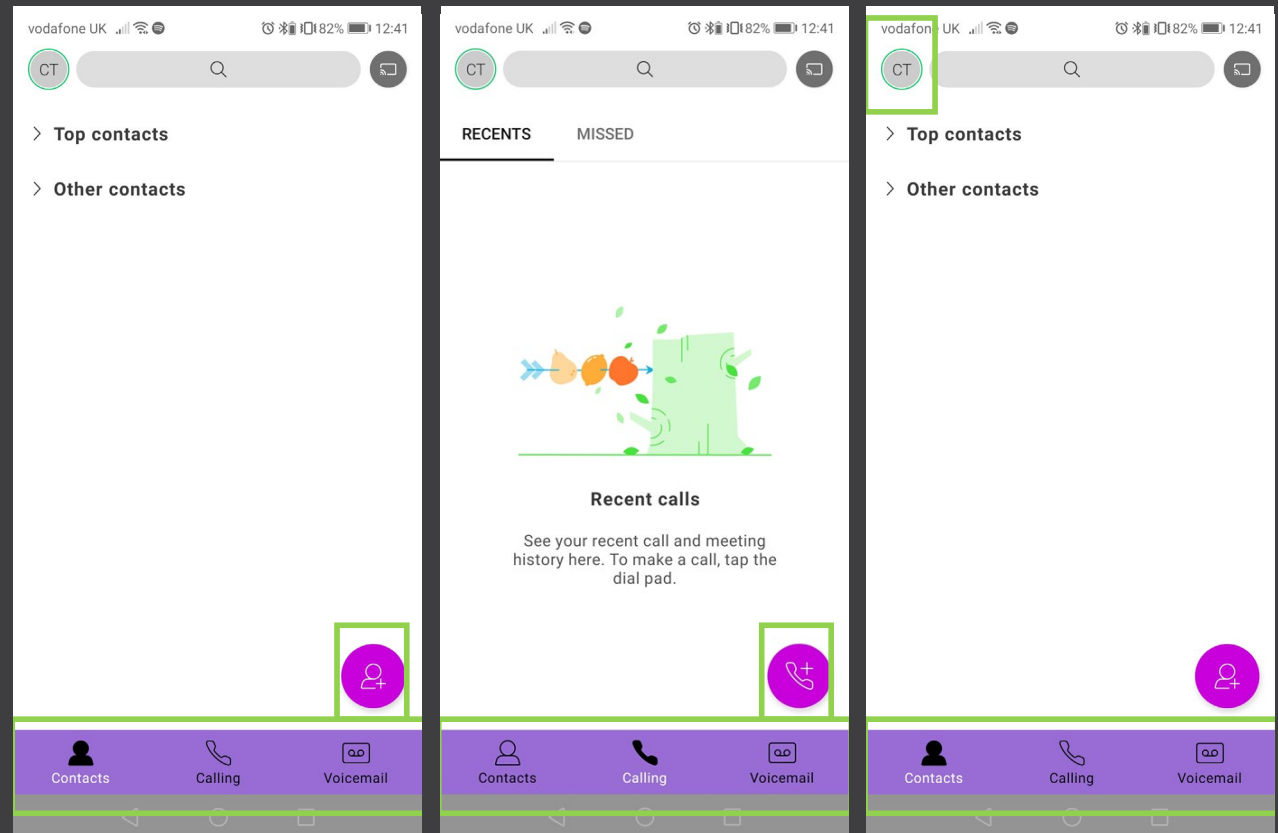
Step 10

Once the app is open, you will be presented with the contacts screen. You can add contacts by tapping on the **person+** symbol at the bottom right.

To access the call history, tap on calling on the bottom navigation bar. To make a new call, click on the **phone+**

Tap on **Voicemail** on the bottom navigation bar to call your voicemail on the service.

To open the settings menu, tap on the name at the top left.



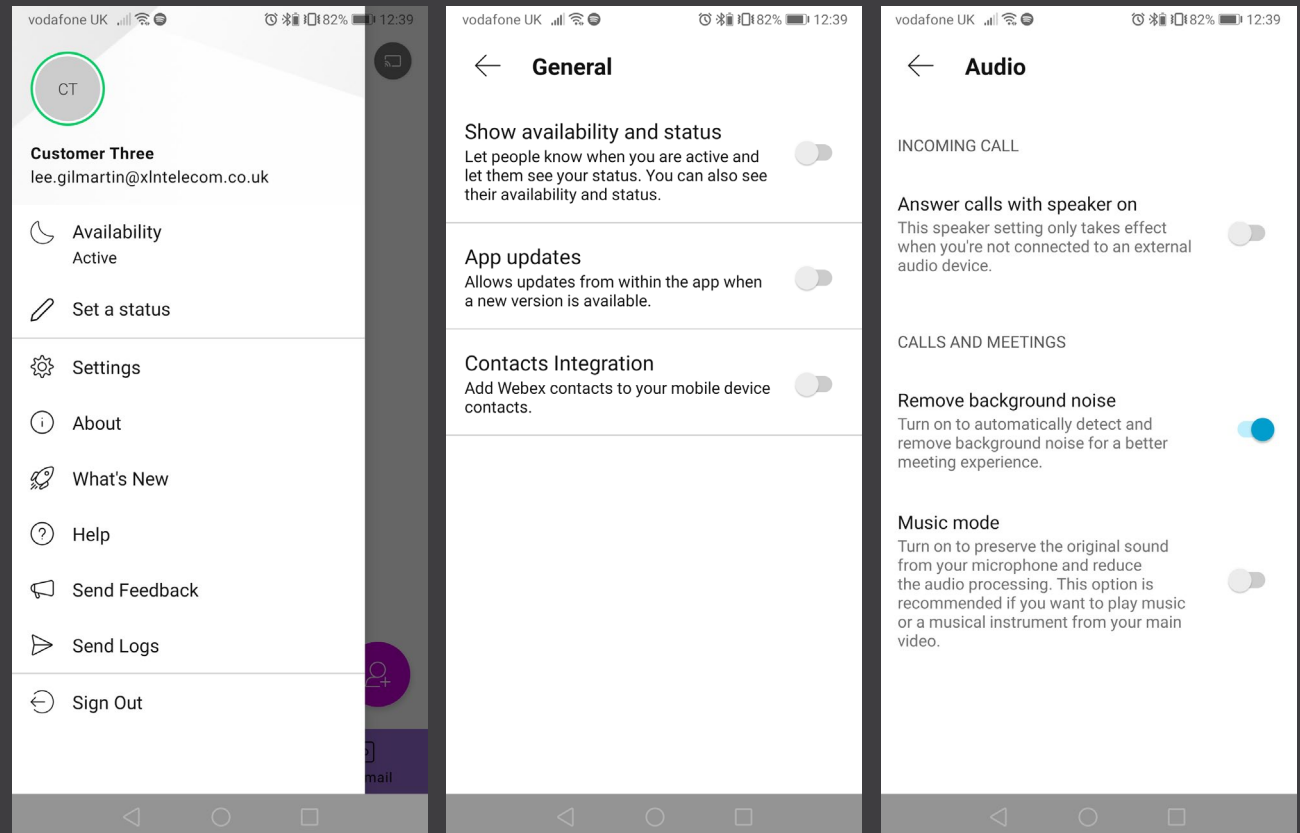
Step 11

On the settings screen, you can set your availability and status message if needed or access the reset of the service settings.

To access the full settings, tap **Settings**.

Under **General** - if you want to allow other users on your account to see your status, tap on the slider to show your status.

Audio - options for how the calls can be answered on your device, the default is to remove background noise, but you can adjust the other options if needed.

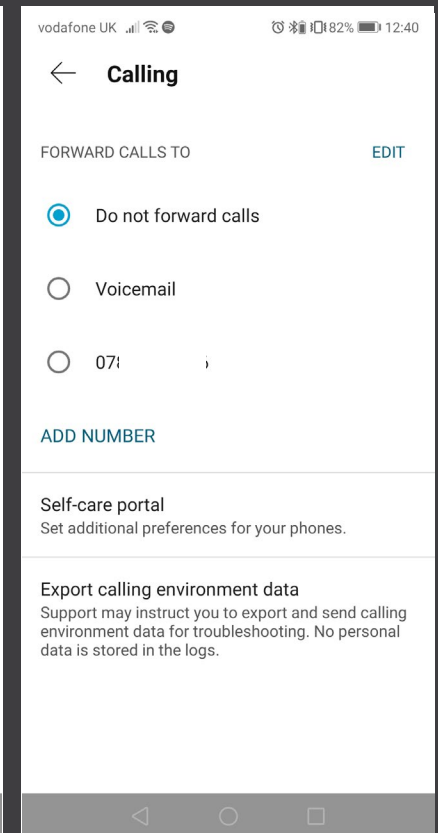
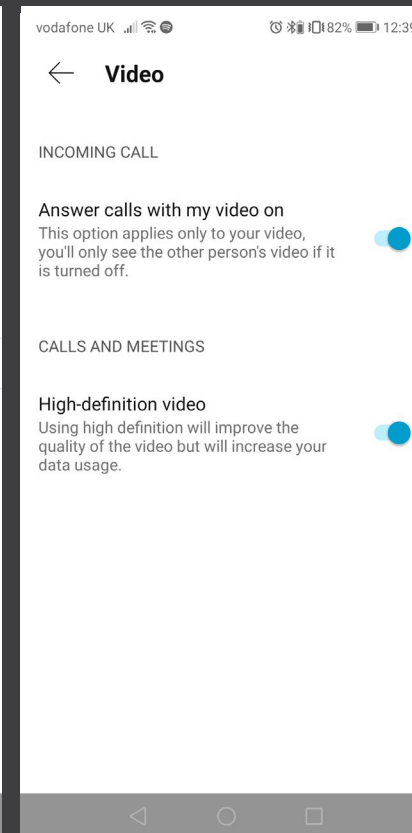
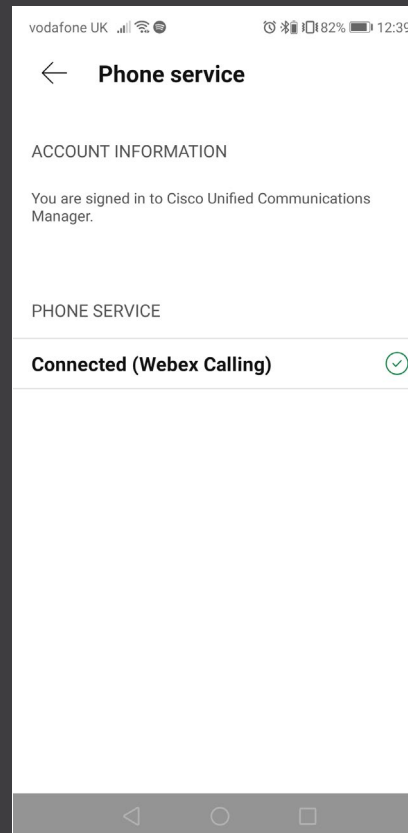


Phone Services - This shows the status of your connection to the calling service

Video - From here you can edit your video when you're in video calls

Calling - By tapping edit, you can divert calls to a new number or send them to voicemail. You can also add a number that you want calls to be forwarded to.

Clicking on the self-care portal opens the advanced options for the service. We recommend avoiding these options as they can affect your customers being able to reach you.



Incoming calls section

Do not disturb – This option will stop people from contacting you and any calls will get forwarded to voicemail.

Simultaneous ring and sequential ring– This option allows numbers to ring at the same time or in turn when entered.

This is not compatible if you have a Hunt Group in place for your main phone number.

Outgoing calls section

Block my caller ID – This will stop your number from being shown to customers.

Auto callback – when a call is missed/not answered, it will ensure that the previous number will be called back straight away when your current call ends.

