Setting up Webex

Client Install Files and Setup

The applications can be downloaded from:

- Webex Desktop (Windows / MAC)
  - Windows
  - Mac OS
- Webex Mobile
  - Android
  - Apple

Please reqest that your Account Manager assigns the Webex Licences to your users, before downloading and logging in to the app. If your business requires a calendar integration for Webex with either Office 365 or Google Mail, please follow the steps on page 2 before continuing.

Once installed and the app is open you will be prompted for your username, which is your business e-mail address, then you will be taken to a 2nd screen with your e-mail address already pre-populated and you must enter your User Apps Password (found in the Business User profile page within Uboss).

For any help once in the application, please click the following button -

System Requirements

Windows PCs Recommended Minimum System Requirements

These requirements are continuously reviewed and may be revised.

Windows 7 Service Pack 1 and later. Make sure your drivers are up-to-date.

Intel Dual-Core CPU 2.XX GHz or AMD processor (2 GB of RAM minimum recommended).

Mac Recommended Minimum System Requirements

These requirements are continuously reviewed and may be revised.

MacOS 10.12 and later on a supported Mac.

Intel CPI-based (2GB of RAM minimum recommended).

iPhone —iOS 12.0 and later

Android Smartphones—Nougat 7.0 and later (2GB of RAM required).

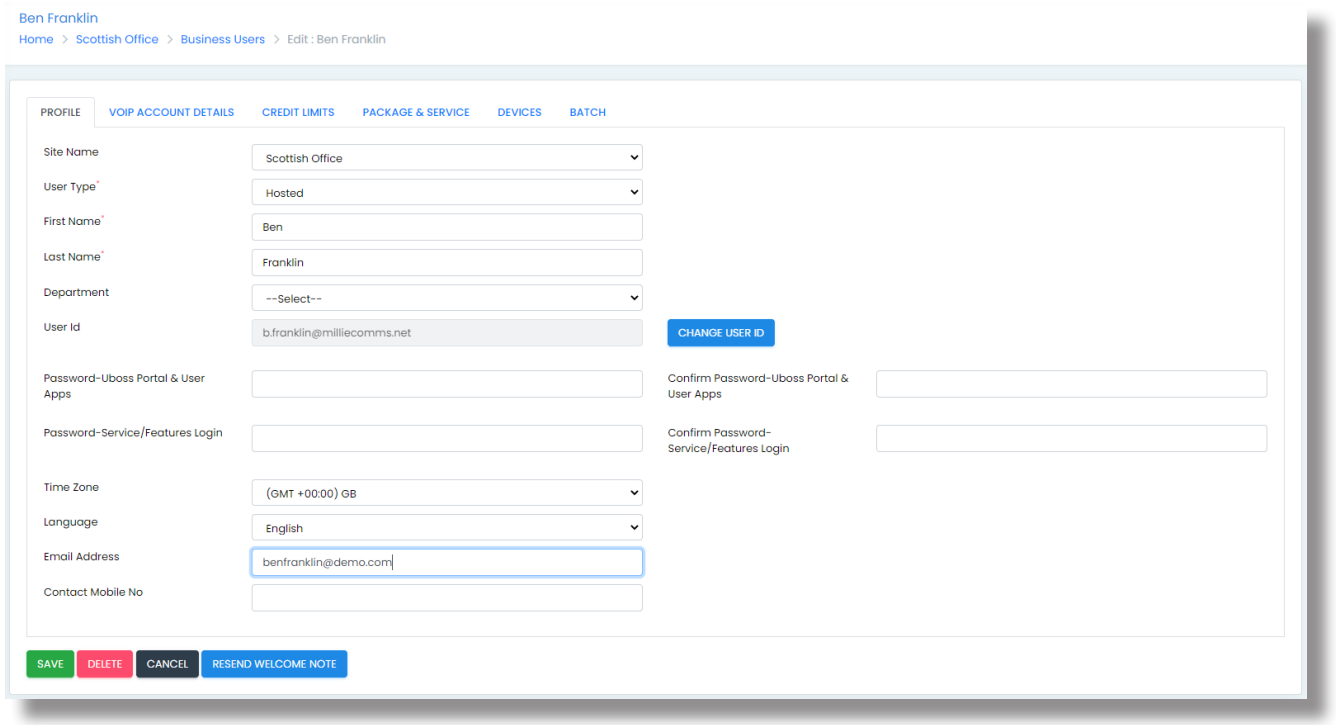
Setting up an Admin User for Mail Integration

Step 1 - Notify your Account Manager as to who the Admin User is

Great! You have decided to add the Webex product to your business collaboration tools and want to integrate it with your business mail calendar.

You will need to let your Account Manager know which user should be setup first and be the Webex Admin. To integrate the mail calendar with Webex, this first Webex user must have Admin rights to your business Office 365 or Google Mail account.

The user should have their business e-mail address on their Uboss profile page (as shown below) before the Webex package is able to be applied by your Account Manager -



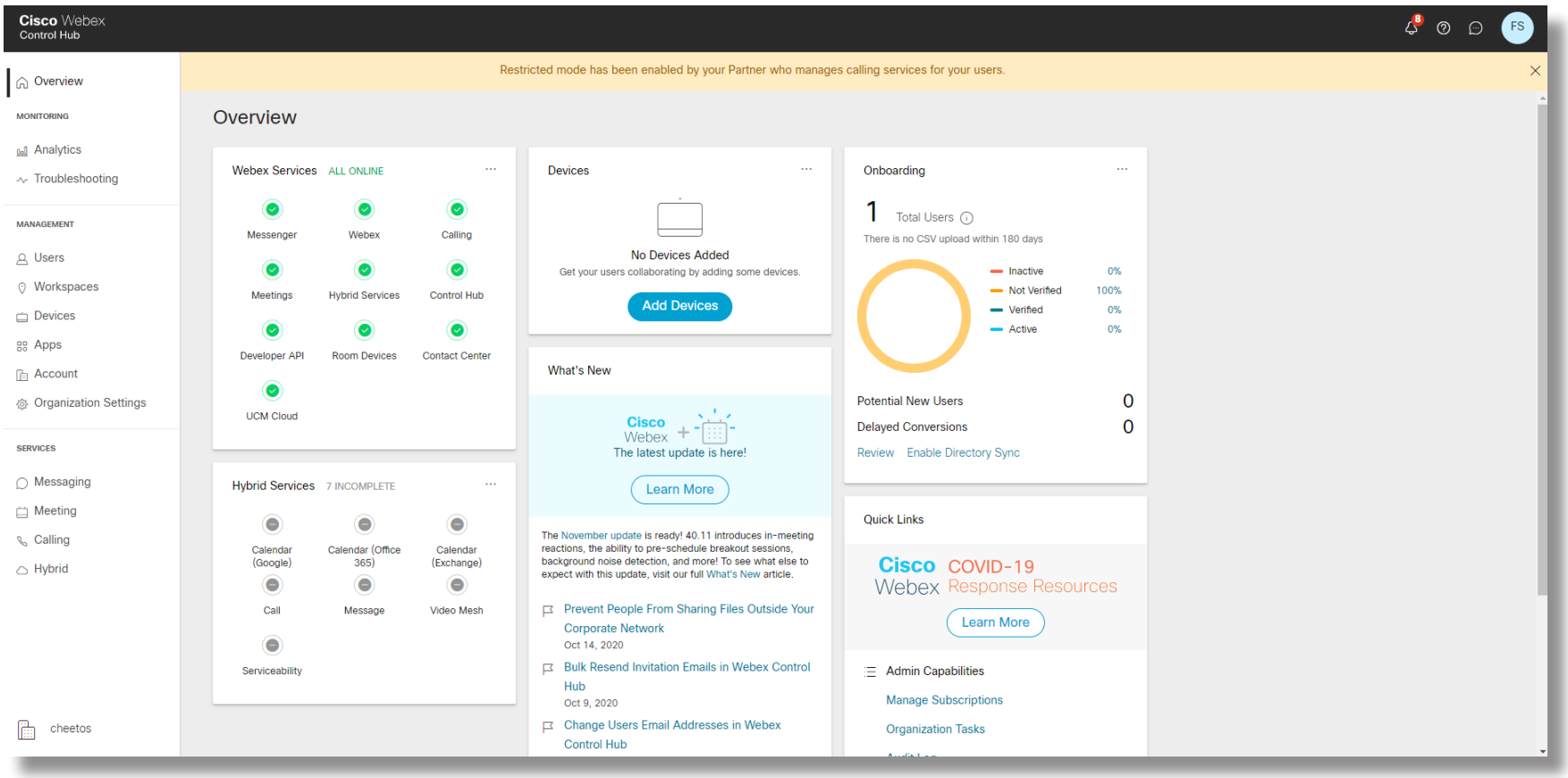
Step 2 - Login to the Webex Admin Portal

Once your Account Manager has assigned the chosen Webex licence to the Admin, the Admin user is then able to login to the Webex Hub using their business e-mail address and user apps password.

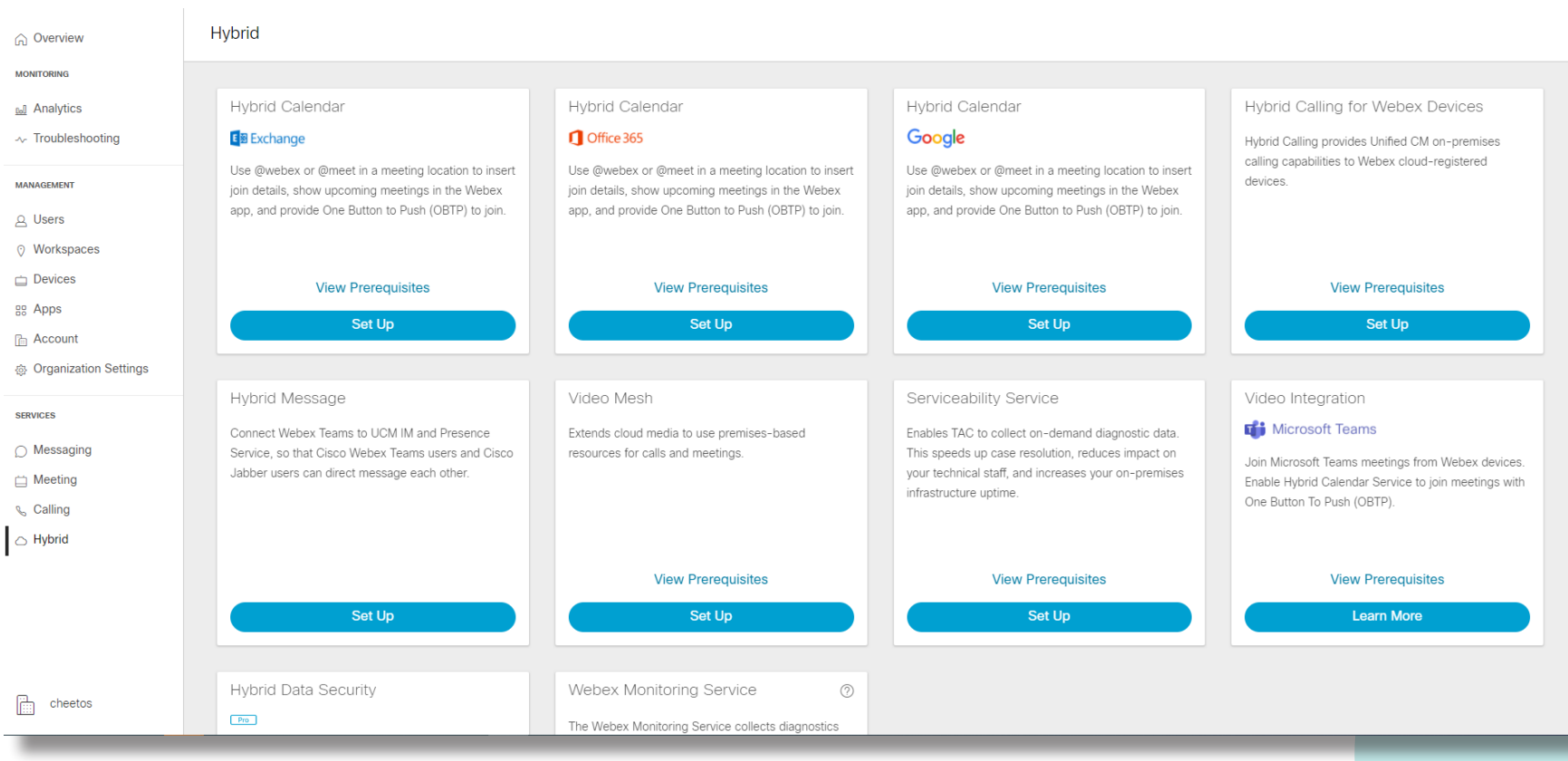
The link for the hub is as follows - https://admin.webex.com/login

Step 3 - Setup the mail integration in the Webex Control Hub

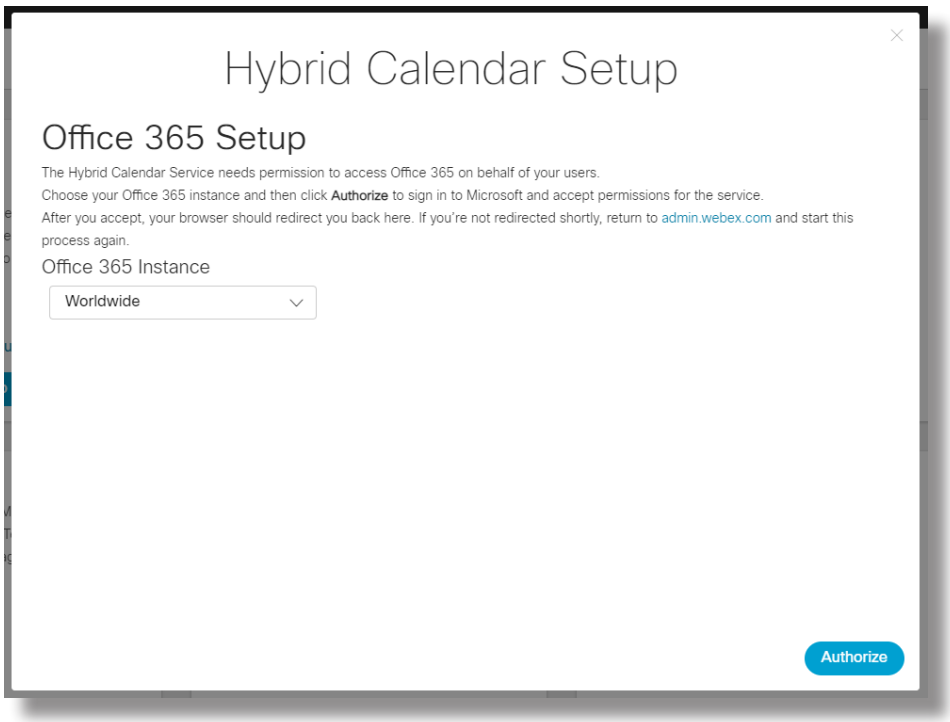
Once logged in the Admin user will be shown the below dashboard -



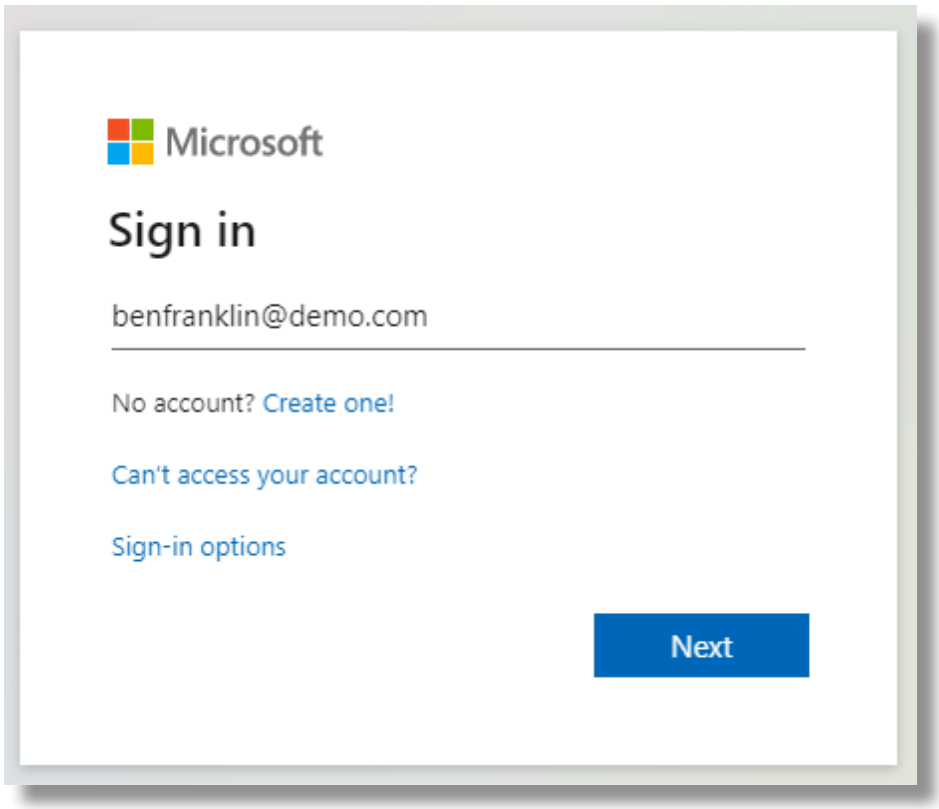
Under Services, in the left hand column, please click on Hybrid and the admin will see available Calendar Integrations -



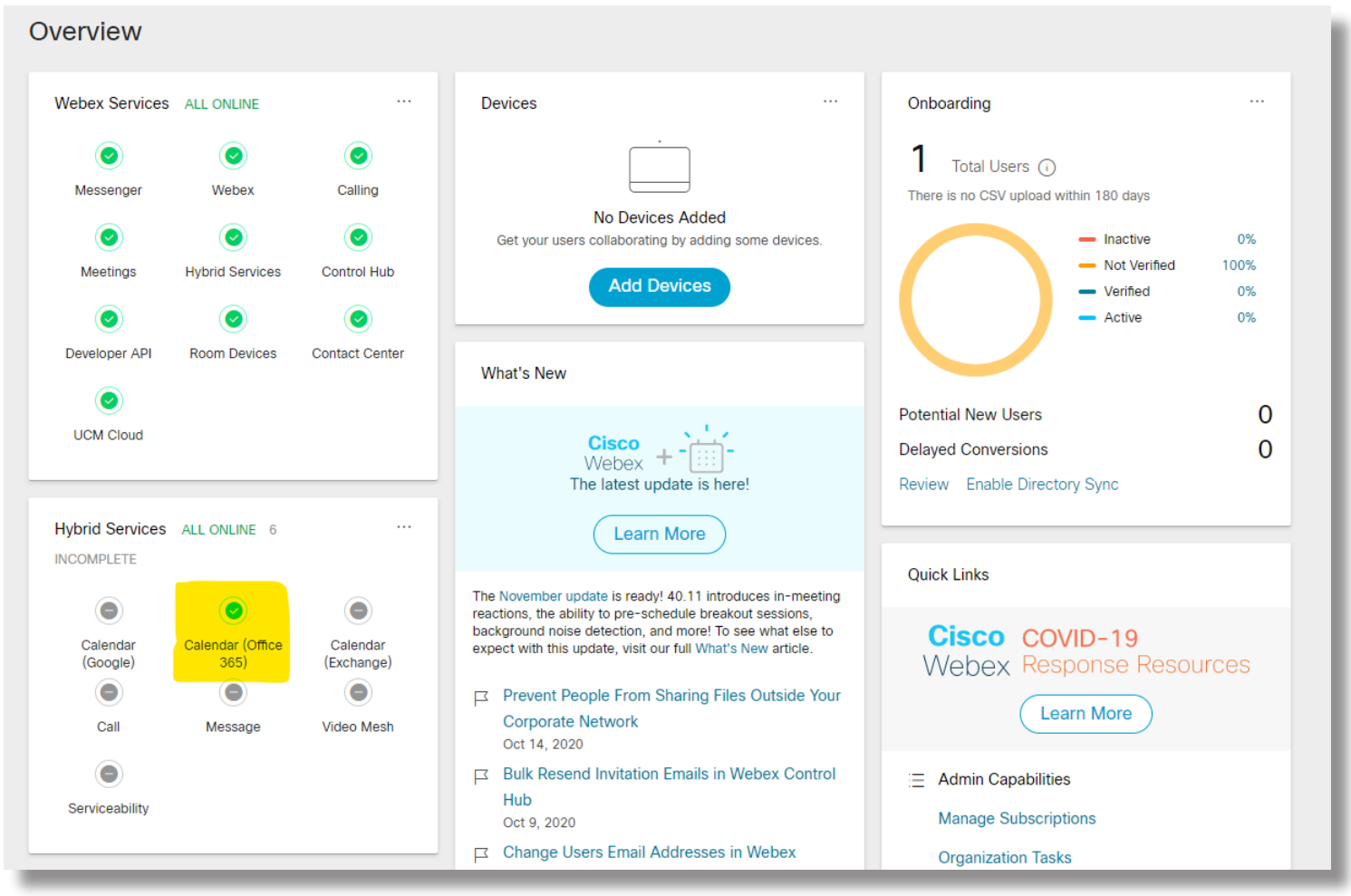
Select the chosen integration by clicking ‘Set up’ and the below box will pop-up. Click ‘Authorize’ -



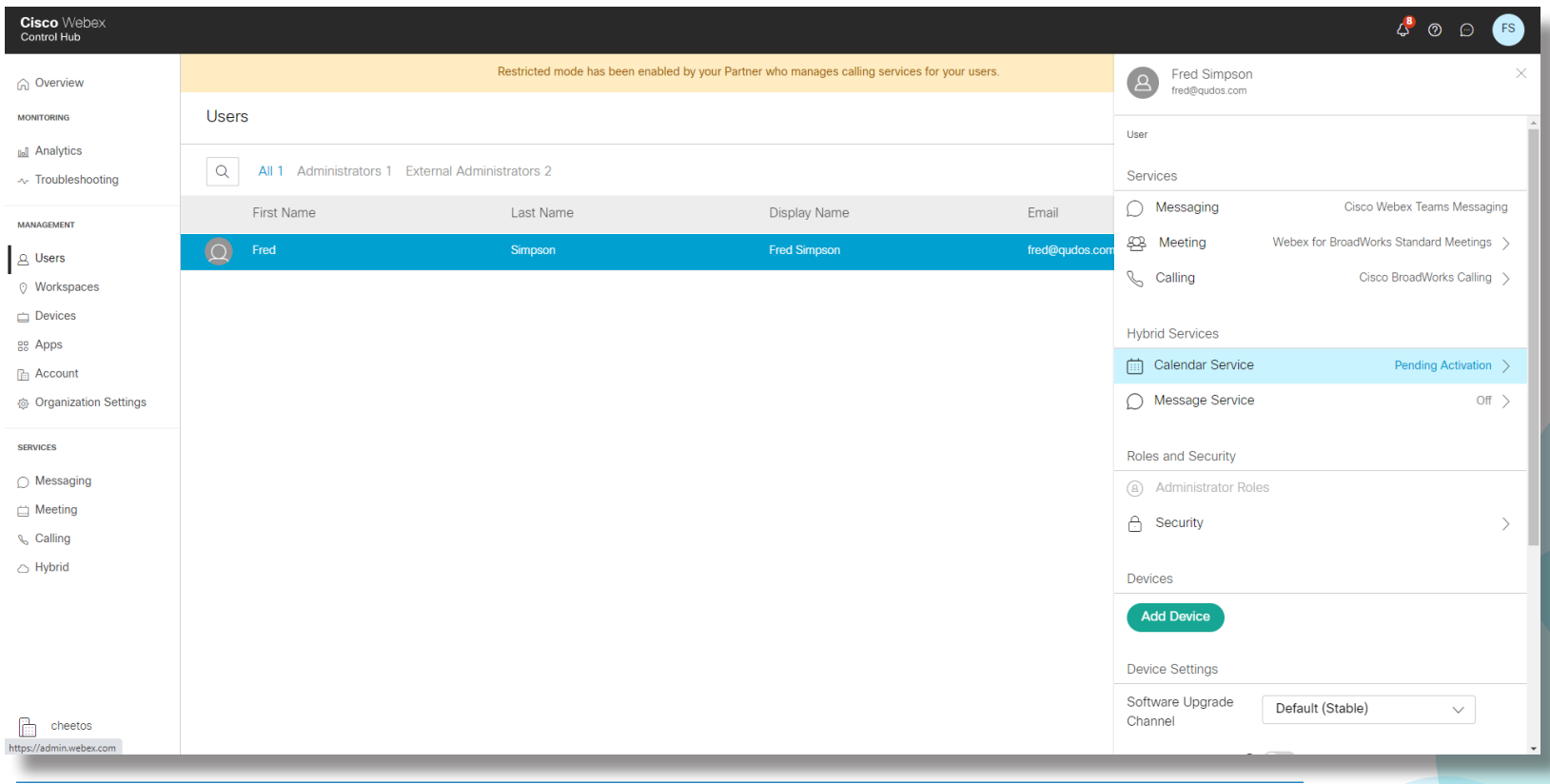
The Admin will then enter in their business e-mail address and password -



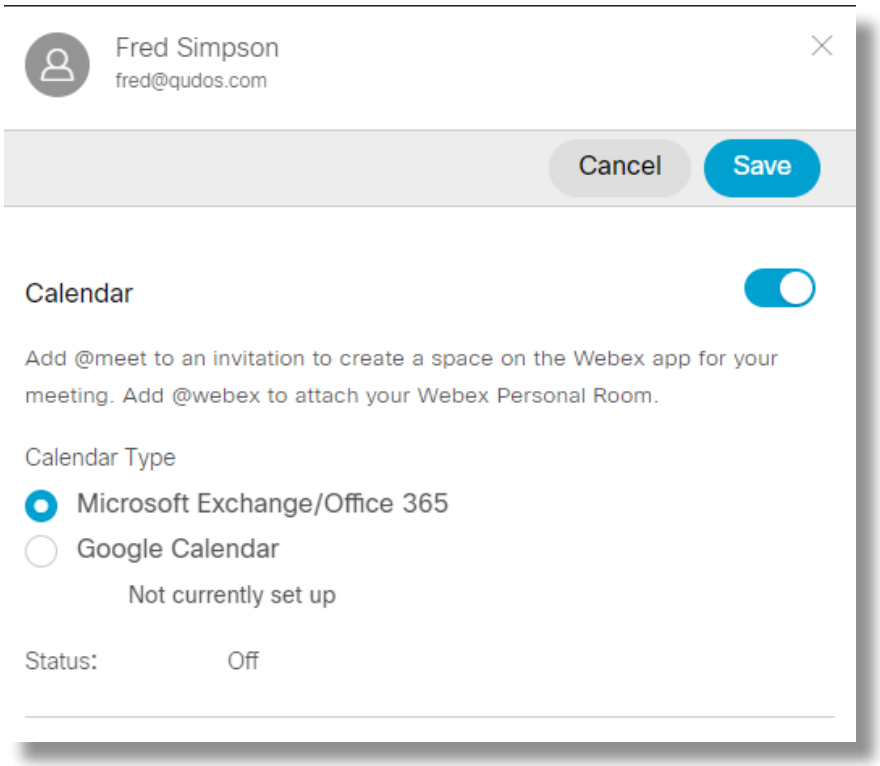
Once signed in, the Admin will see on their Overview dashboard, a green tick next to the hybrid service chosen -



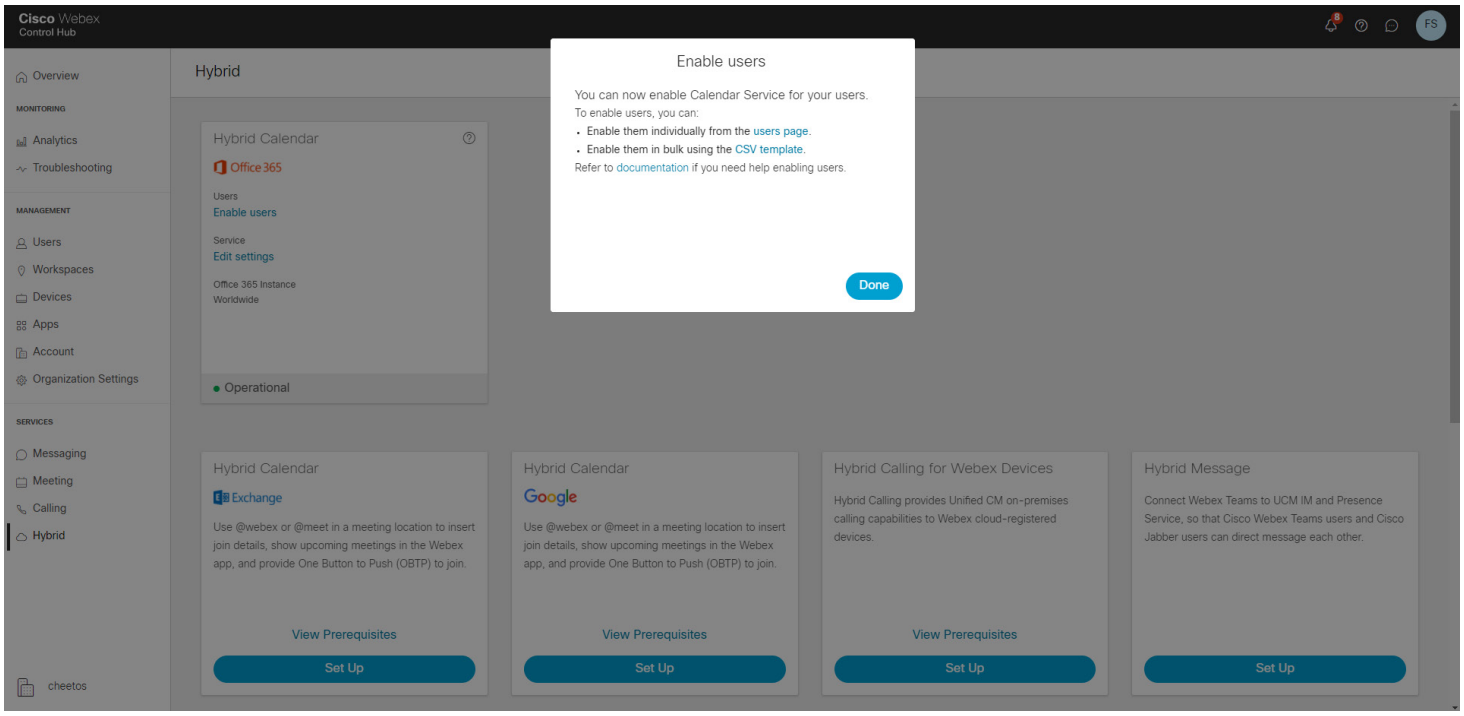
To activate the calendar service for Admin user, click on 'Users' under 'Management' in the left hand Column. Select the Admin user, and the settings box will pop out as shown below. Click on 'Calendar Service' -



Make sure the slider next to ‘Calendar’ is to the right and blue and then click ‘Save’



When more users have been assigned Webex within the business, go to ‘Hybrid’ and click ‘Enable Users’ under your chosen ‘Hybrid Calendar’ integration. A pop out box will display different methods to activate the calendar for any additional users -



For any additional Admin help within the Cisco Webex Control Hub, please speak to your Account Manager.

For any help within the Webex App itself, just click the following button -