

Setting up Webex

Client Install Files and Setup

The applications can be downloaded from:

- Webex Desktop (Windows / MAC)
 - o [Windows](#)
 - o [Mac OS](#)
- Webex Mobile
 - o [Android](#)
 - o [Apple](#)

Please request 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).

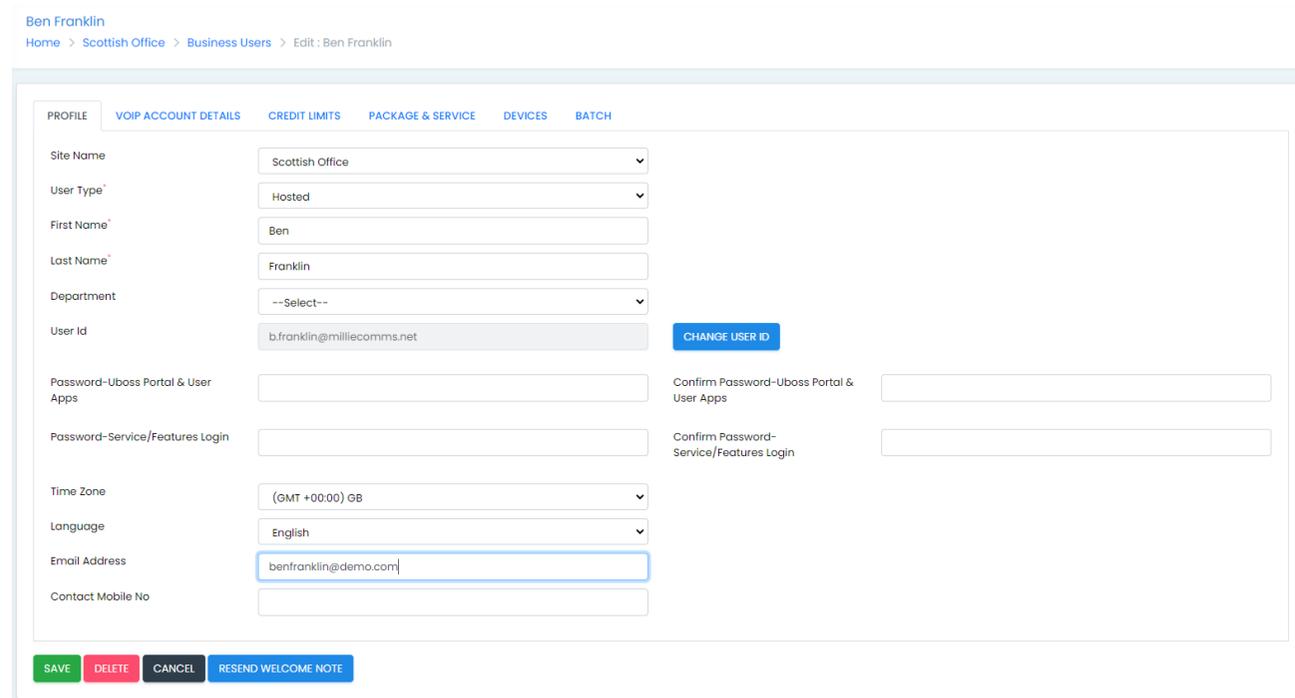
Setting up an Admin User for Mail Integration

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 -



The screenshot shows the 'Edit: Ben Franklin' user profile page. The 'PROFILE' tab is active, displaying various user details. The 'Email Address' field is highlighted with a blue border and contains the text 'benfranklin@demo.com'. Other fields include Site Name (Scottish Office), User Type (Hosted), First Name (Ben), Last Name (Franklin), Department (---Select---), User Id (b.franklin@milliecomms.net), Password-Uboss Portal & User Apps, Password-Service/Features Login, Time Zone ((GMT +00:00) GB), and Language (English). At the bottom, there are buttons for SAVE, DELETE, CANCEL, and RESEND WELCOME NOTE.

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 -

The screenshot displays the Cisco Webex Control Hub dashboard. At the top, a yellow banner reads: "Restricted mode has been enabled by your Partner who manages calling services for your users." The main content area is titled "Overview" and contains several widgets:

- Webex Services:** A grid of services with green checkmarks indicating they are "ALL ONLINE". Services include Messenger, Webex, Calling, Meetings, Hybrid Services, Control Hub, Developer API, Room Devices, Contact Center, and UCM Cloud.
- Devices:** A section titled "No Devices Added" with a subtext "Get your users collaborating by adding some devices." and an "Add Devices" button.
- Onboarding:** A section showing "1 Total Users" and a note "There is no CSV upload within 180 days". It includes a donut chart for user status: Inactive (0%), Not Verified (100%), Verified (0%), and Active (0%). Below this are "Potential New Users" (0) and "Delayed Conversions" (0), with links for "Review" and "Enable Directory Sync".
- What's New:** A section for updates, featuring a "Cisco Webex" update notification: "The November update is ready! 40.11 introduces in-meeting reactions, the ability to pre-schedule breakout sessions, background noise detection, and more! To see what else to expect with this update, visit our full What's New article." with a "Learn More" button. Below are three news items: "Prevent People From Sharing Files Outside Your Corporate Network" (Oct 14, 2020), "Bulk Resend Invitation Emails in Webex Control Hub" (Oct 9, 2020), and "Change Users Email Addresses in Webex Control Hub".
- Quick Links:** A section with a "Cisco COVID-19 Webex Response Resources" link and "Learn More" button, and "Admin Capabilities" with sub-links for "Manage Subscriptions" and "Organization Tasks".

The left-hand navigation menu includes sections for "MONITORING" (Analytics, Troubleshooting), "MANAGEMENT" (Users, Workspaces, Devices, Apps, Account, Organization Settings), and "SERVICES" (Messaging, Meeting, Calling, Hybrid).

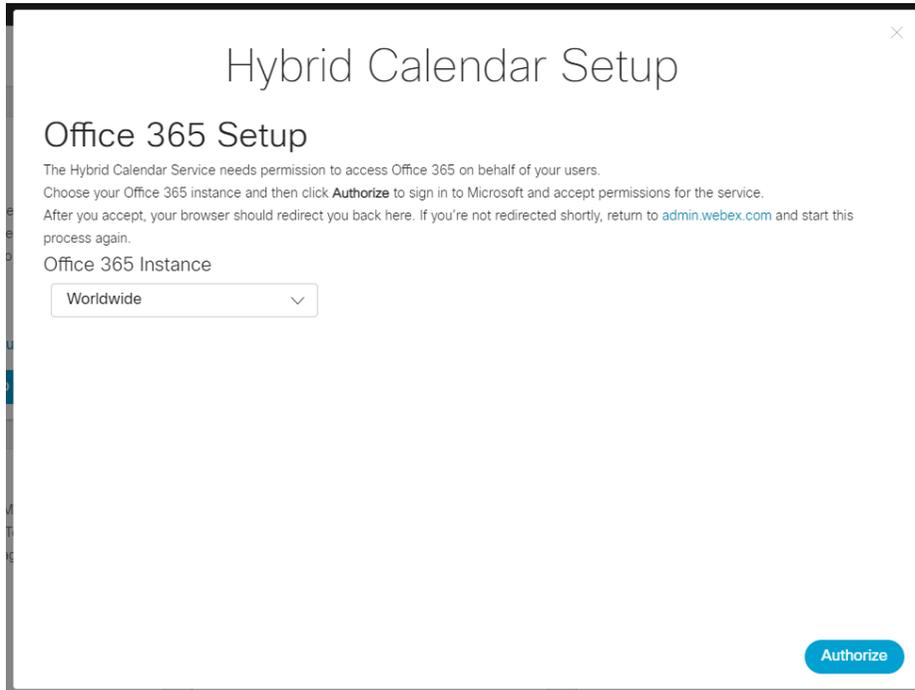
Under Services, in the left hand column, please click on Hybrid and the admin will see available Calendar Integrations -

The screenshot displays the "Hybrid" section of the Cisco Webex Control Hub dashboard. The left-hand navigation menu is expanded to show "Hybrid" under the "SERVICES" section. The main content area is titled "Hybrid" and contains several integration cards:

- Hybrid Calendar (Exchange):** "Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join." Includes "View Prerequisites" and "Set Up" buttons.
- Hybrid Calendar (Office 365):** "Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join." Includes "View Prerequisites" and "Set Up" buttons.
- Hybrid Calendar (Google):** "Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join." Includes "View Prerequisites" and "Set Up" buttons.
- Hybrid Calling for Webex Devices:** "Hybrid Calling provides Unified CM on-premises calling capabilities to Webex cloud-registered devices." Includes "View Prerequisites" and "Set Up" buttons.
- Hybrid Message:** "Connect Webex Teams to UCM IM and Presence Service, so that Cisco Webex Teams users and Cisco Jabber users can direct message each other." Includes "View Prerequisites" and "Set Up" buttons.
- Video Mesh:** "Extends cloud media to use premises-based resources for calls and meetings." Includes "View Prerequisites" and "Set Up" buttons.
- Serviceability Service:** "Enables TAC to collect on-demand diagnostic data. This speeds up case resolution, reduces impact on your technical staff, and increases your on-premises infrastructure uptime." Includes "View Prerequisites" and "Set Up" buttons.
- Video Integration (Microsoft Teams):** "Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button To Push (OBTP)." Includes "View Prerequisites" and "Learn More" buttons.
- Hybrid Data Security:** A card with a "Pro" badge.
- Webex Monitoring Service:** "The Webex Monitoring Service collects diagnostics." Includes a "Pro" badge.

The left-hand navigation menu includes sections for "MONITORING" (Analytics, Troubleshooting), "MANAGEMENT" (Users, Workspaces, Devices, Apps, Account, Organization Settings), and "SERVICES" (Messaging, Meeting, Calling, Hybrid).

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



Hybrid Calendar Setup

Office 365 Setup

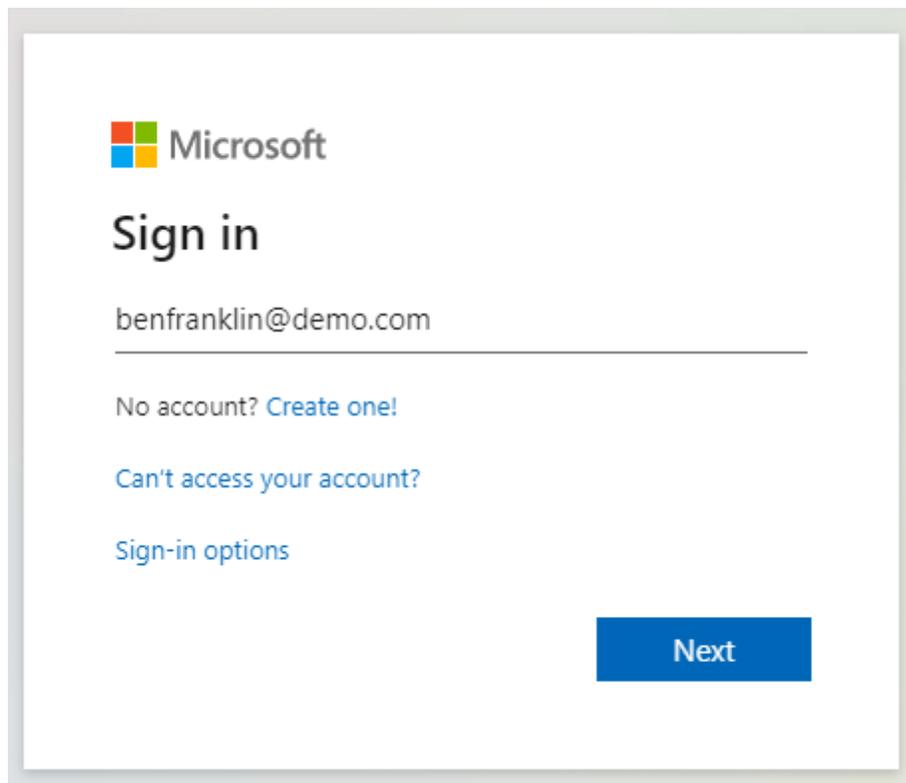
The Hybrid Calendar Service needs permission to access Office 365 on behalf of your users. Choose your Office 365 instance and then click **Authorize** to sign in to Microsoft and accept permissions for the service. After you accept, your browser should redirect you back here. If you're not redirected shortly, return to admin.webex.com and start this process again.

Office 365 Instance

Worldwide

Authorize

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



Microsoft

Sign in

benfranklin@demo.com

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

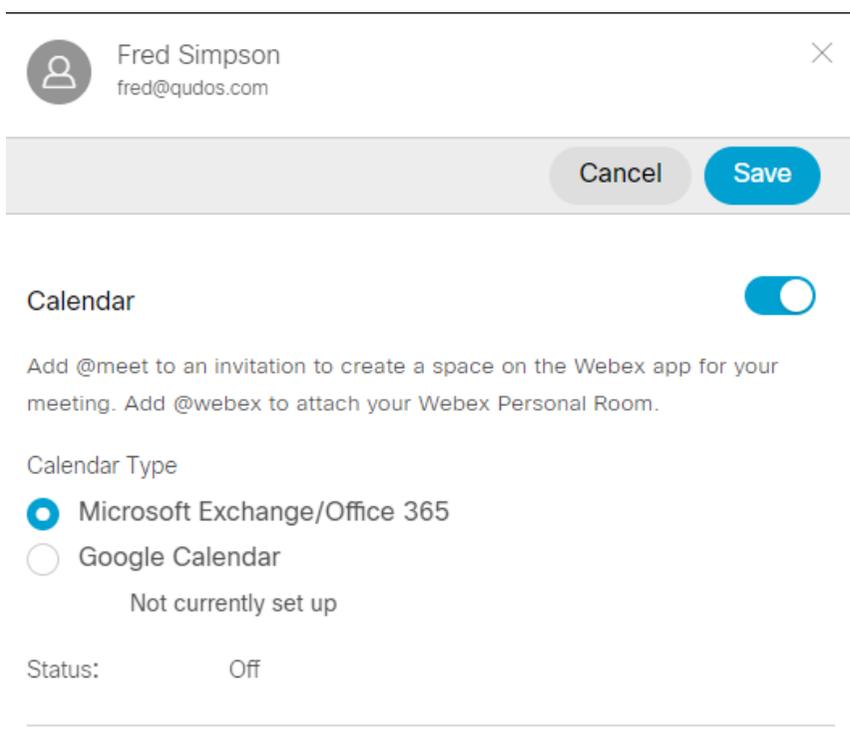
Once signed in, the Admin will see on their Overview dashboard, a green tick next to the hybrid service chosen -

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' -

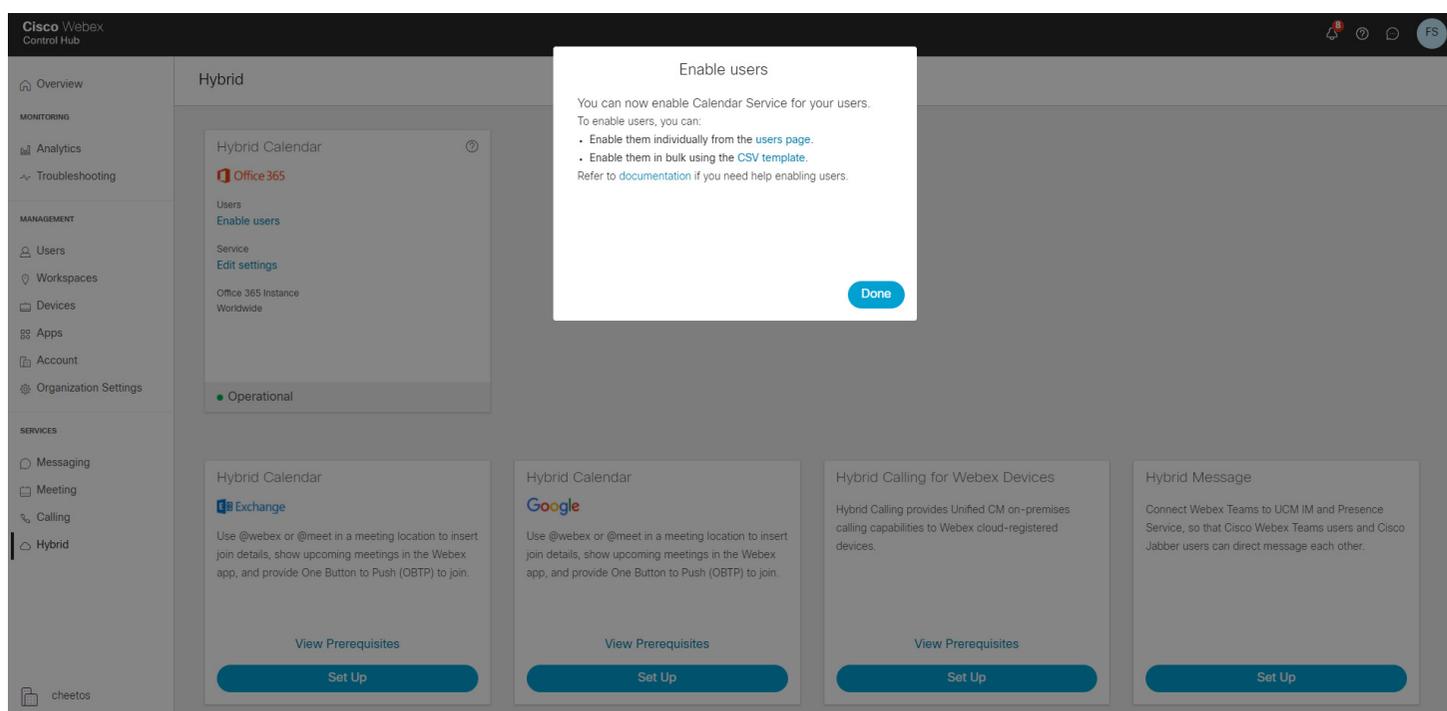
First Name	Last Name	Display Name	Email
Fred	Simpson	Fred Simpson	fred@qudos.com

Service	Status
Messaging	Cisco Webex Teams Messaging
Meeting	Webex for BroadWorks Standard Meetings >
Calling	Cisco BroadWorks Calling >
Calendar Service	Pending Activation >
Message Service	Off >

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 -

