

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 -

Ben Franklin
Home > Scottish Office > Business Users > Edit : Ben Franklin

PROFILE	VOIP ACCOUNT DETAILS	CREDIT LIMITS	PACKAGE & SERVICE	DEVICES	BATCH
Site Name	Scottish Office				
User Type*	Hosted				
First Name*	Ben				
Last Name*	Franklin				
Department	--Select--				
User Id	b.franklin@milliecomms.net				CHANGE USER ID
Password-Uboss Portal & User Apps					Confirm Password-Uboss Portal & User Apps
Password-Service/Features Login					Confirm Password-Service/Features Login
Time Zone	(GMT +00:00) GB				
Language	English				
Email Address	benfranklin@demo.com				
Contact Mobile No					

SAVE DELETE CANCEL 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

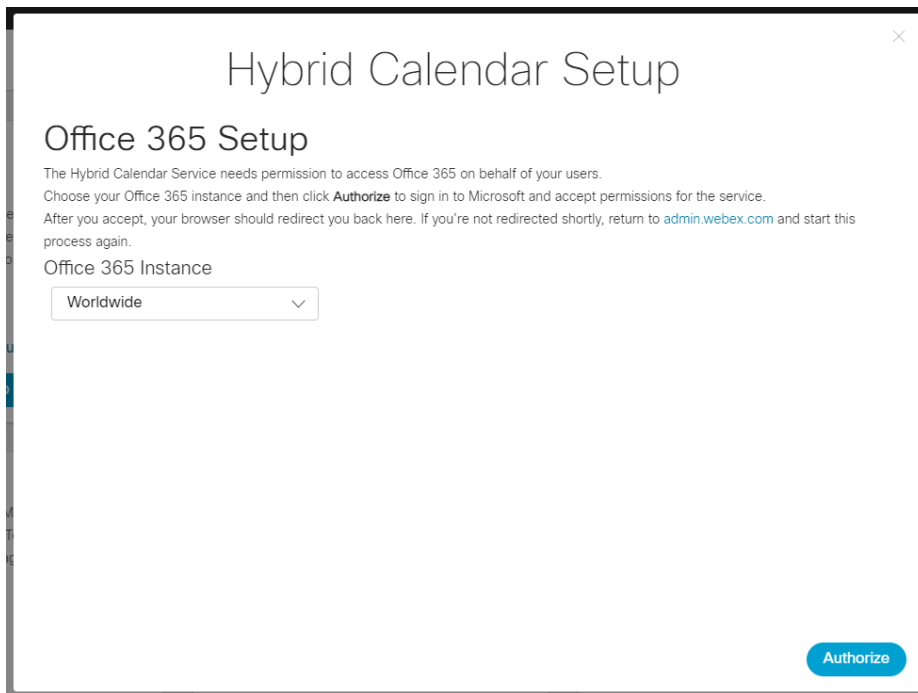
Once logged in the Admin user will be shown the below dashboard -

The screenshot shows the Cisco Webex Control Hub Overview dashboard. The left sidebar contains navigation links for Overview, Monitoring (Analytics, Troubleshooting), Management (Users, Workspaces, Devices, Apps, Account, Organization Settings), and Services (Messaging, Meeting, Calling, Hybrid). The main content area is titled 'Overview' and includes a 'Restricted mode has been enabled by your Partner who manages calling services for your users.' banner. The dashboard features several sections: 'Webex Services' (ALL ONLINE) with status indicators for Messenger, Webex, Calling, Meetings, Hybrid Services, Control Hub, Developer API, Room Devices, Contact Center, and UCM Cloud; 'Devices' (No Devices Added) with an 'Add Devices' button; 'Onboarding' (1 Total Users) with a progress ring and status breakdown (Inactive 0%, Not Verified 100%, Verified 0%, Active 0%); 'What's New' (Cisco Webex update 40.11); 'Quick Links' (Cisco COVID-19 Webex Response Resources); and 'Admin Capabilities' (Manage Subscriptions, Organization Tasks).

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

The screenshot shows the Cisco Webex Control Hub Hybrid services page. The left sidebar is the same as the Overview page. The main content area is titled 'Hybrid' and displays a grid of service cards. The cards include: 'Hybrid Calendar' (Exchange, Office 365, Google) with 'View Prerequisites' and 'Set Up' buttons; 'Hybrid Calling for Webex Devices' with 'View Prerequisites' and 'Set Up' buttons; 'Hybrid Message' with 'View Prerequisites' and 'Set Up' buttons; 'Video Mesh' with 'View Prerequisites' and 'Set Up' buttons; 'Serviceability Service' with 'View Prerequisites' and 'Set Up' buttons; 'Video Integration' (Microsoft Teams) with 'View Prerequisites' and 'Learn More' button; 'Hybrid Data Security' with a 'Pro' badge; and 'Webex Monitoring Service' with a help icon and description.

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

A screenshot of a 'Hybrid Calendar Setup' dialog box. The title bar says 'Hybrid Calendar Setup' with a close button. The main heading is 'Office 365 Setup'. Below it, there is a paragraph of text: '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.' Below this text is a dropdown menu labeled 'Office 365 Instance' with 'Worldwide' selected. At the bottom right is a blue 'Authorize' button.

Hybrid Calendar Setup

Office 365 Setup

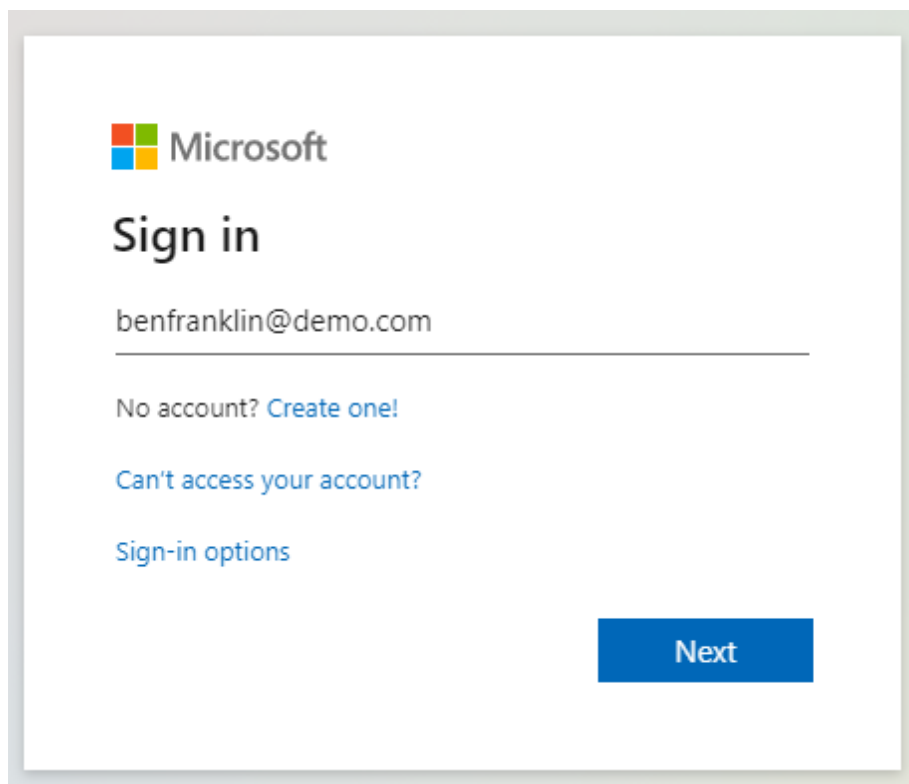
The Hybrid Calendar Service needs permission to access Office 365 on behalf of your users. Choose your Office 365 instance and then click **Authorize** to sign in to Microsoft and accept permissions for the service. After you accept, your browser should redirect you back here. If you're not redirected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

A screenshot of a 'Microsoft Sign in' dialog box. It features the Microsoft logo at the top left. The heading is 'Sign in'. Below it is a text input field containing 'benfranklin@demo.com'. Underneath the input field are three links: 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. At the bottom right is a blue 'Next' button.

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 -

Overview

Webex Services ALL ONLINE

- Messenger
- Webex
- Calling
- Meetings
- Hybrid Services
- Control Hub
- Developer API
- Room Devices
- Contact Center
- UCM Cloud

Hybrid Services ALL ONLINE 6

INCOMPLETE

- Calendar (Google)
- Calendar (Office 365)**
- Calendar (Exchange)
- Call
- Message
- Video Mesh
- Serviceability

Devices

No Devices Added

Get your users collaborating by adding some devices.

[Add Devices](#)

What's New

Cisco Webex +

The latest update is here!

[Learn More](#)

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.

- [Prevent People From Sharing Files Outside Your Corporate Network](#)
Oct 14, 2020
- [Bulk Resend Invitation Emails in Webex Control Hub](#)
Oct 9, 2020
- [Change Users Email Addresses in Webex](#)

Onboarding

1 Total Users

There is no CSV upload within 180 days

Potential New Users: 0

Delayed Conversions: 0

[Review](#) [Enable Directory Sync](#)

Quick Links

Cisco Webex COVID-19 Response Resources

[Learn More](#)

- [Admin Capabilities](#)
- [Manage Subscriptions](#)
- [Organization Tasks](#)

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' -

Cisco Webex Control Hub

Restricted mode has been enabled by your Partner who manages calling services for your users.

Users

All 1 Administrators 1 External Administrators 2


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

Services

- Messaging: Cisco Webex Teams Messaging
- Meeting: Webex for BroadWorks Standard Meetings
- Calling: Cisco BroadWorks Calling
- Hybrid Services:
 - Calendar Service: Pending Activation
 - Message Service: Off
- Roles and Security:
 - Administrator Roles
 - Security
- Devices:
 - [Add Device](#)
- Device Settings:
 - Software Upgrade Channel: Default (Stable)

cheetos
https://admin.webex.com

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

 Fred Simpson
fred@qudos.com

Cancel

Save

Calendar

Add @meet to an invitation to create a space on the Webex app for your meeting. Add @webex to attach your Webex Personal Room.

Calendar Type

☒ Microsoft Exchange/Office 365

☐ Google Calendar

Not currently set up

Status: Off

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 -

Cisco Webex Control Hub

Overview

MONITORING

Analytics

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Messaging

Meeting

Calling

Hybrid

cheetos

Hybrid

Hybrid Calendar

Office 365

Users

Enable users

Service

Edit settings

Office 365 Instance Worldwide

Operational

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.

View Prerequisites

Set Up

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.

View Prerequisites

Set Up

Hybrid Calling for Webex Devices

Hybrid Calling provides Unified CM on-premises calling capabilities to Webex cloud-registered devices.

View Prerequisites

Set Up

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.

Set Up

Enable users

You can now enable Calendar Service for your users. To enable users, you can:

- Enable them individually from the [users page](#).
- Enable them in bulk using the [CSV template](#).

Refer to [documentation](#) if you need help enabling users.

Done

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 - 