

User Guide – Webex

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Webex: Overview

Webex is a cloud-based collaboration and telephony solution developed by Cisco. It is a replacement for an older solution from Cisco called Jabber.

Webex's feature set is based on Jabber, however there are plenty of new features available and planned for the near future that extend beyond the capabilities of the Jabber product.

CCL recommend migrating over to Webex as support for the Jabber product from Cisco is being phased out.

Webex also encompasses a cloud-based video conferencing solution developed by Cisco.

Webex video conferences are able to be joined via native apps installed on supported platforms, compatible web browsers on Windows/macOS and Cisco Webex Room / other compatible video endpoints.

There is also a capability to connect to Webex video conferences with limited audio-only functionality via dial-in phone numbers.

The Webex Suite of products are included as part of the CCL Network offering for members and staff of any floor that has active licensing on the Cisco VoIP platform.

Webex software requires just an Internet connection to operate from wherever you are located with no requirement to connect to CCL's VPN service.

General Functionality

Messaging / Spaces

One aspect of the Webex solution is functionality surrounding instant messaging and collaboration. Within this branch of the software, you can complete functions such as:

- Create Teams
- Create Team Spaces
- Join a Team Space

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- Send Direct Messages
- Create Message Threads
- Send Attachments

The above functions are discussed in detail further in this document.

Voice and Video Calling / VoIP

Another set of functionality within Webex is surrounding voice and video calling. Within this aspect of the software, you have access to functions such as:

- Deskphone Control
- Softphone with Roaming Phone Extension
- Receiving Voice / Video Calls
- Video Calling
- Searching / Calling Outlook Contacts
- Adding Custom Contacts
- Setting Status Messages / Presence
- Managing Voicemail

The above functions are discussed in detail further in this document.

Scheduling Meetings

The below topics relating to scheduling meetings within Webex are discussed in detail further in this document:

- Scheduled Meeting or Personal Meeting Room
- Scheduling a Meeting using Outlook

Managing Live Meetings

The below topics relating to managing live meetings within Webex are discussed in detail further in this document:

- Starting a Personal Meeting Room
- Starting or Joining a Scheduled Meeting

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- In-meeting App Interface / Functionality
- Screen / Document Sharing
- Connecting to a SIP Video Endpoint
- Integration with Cisco Webex Room Devices

Use Cases / Benefits

Some use cases and benefits of the Webex solution being used in a Chambers environment are detailed below:

- General collaboration space amongst Floor Members and/or Floor Staff
- Create Floor Staff Spaces
- Create Floor Committee Spaces
- Several advantages over using email for collaboration
- Use a Softphone with Roaming Phone Extension anywhere with an Internet connection

- Floor Staff / Committee Meetings
- Connecting to Virtual Court proceedings
- Virtual Conferences with external parties

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Webex: Messaging / Spaces

Create Teams

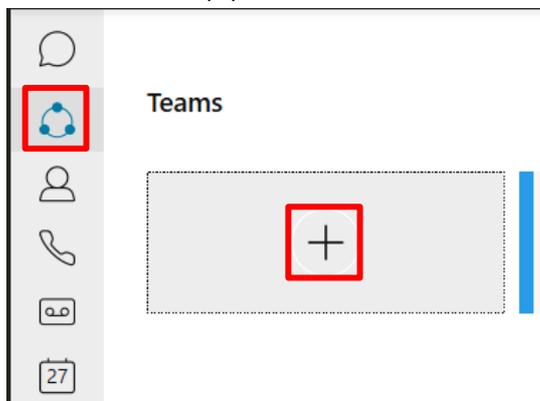
A Team in Webex is a group of users that have a common purpose and share a common set of resources (such as Spaces / Shared Files etc).

In the context of Chambers this can be used for groups of users such as "Floor Committee", "Floor Staff" or "All Floor Users".

For example, the "Floor Staff" team could have multiple spaces such as "Trolleys", "Deliveries" etc.

To create a new Team in Webex, please follow these steps:

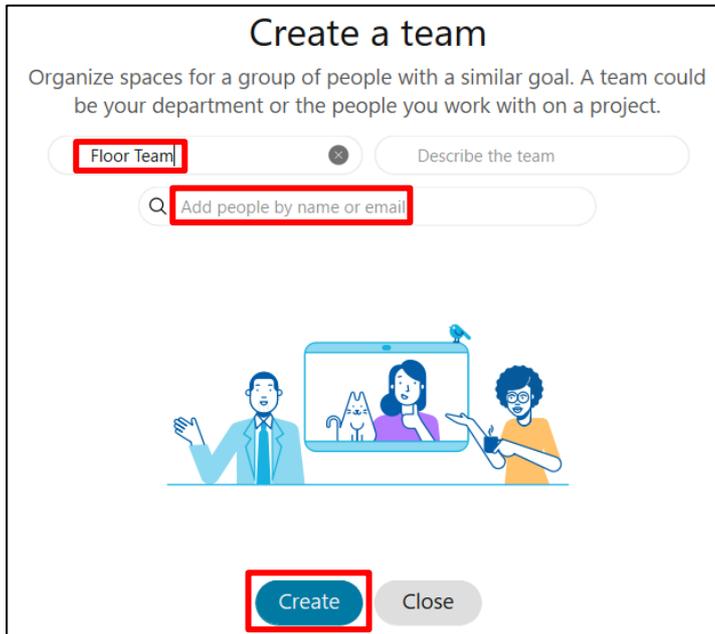
1. Click **Teams** icon on the left-hand shortcut menu
2. Click the **Plus (+)** to create a new team



3. Enter in name of the team (in the example it is called "Floor Team")
4. Enter in each user that you wish to add to the team (users external to the CCL Network are valid entries)

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5. Click **Create** to finish the process

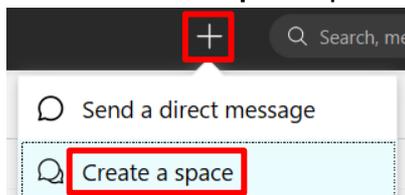


Create Team Spaces

NOTE: When a new Team is created, a default Space called "General" is created which cannot be renamed. All members of the Team are added to this Space and cannot be removed.

To create a new Team Space in Webex, please follow these steps:

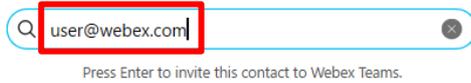
1. Click the **Plus (+)** at the top of the app window
2. Select **Create a space** option



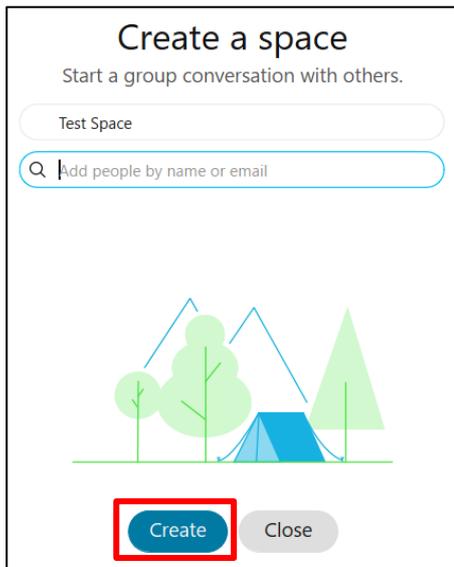
3. Enter in name of the space (in the example it is called "Test Space")
4. Enter in each user that you wish to add to the space (users external to the CCL Network are valid entries)

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5. Users external to the CCL Network will be sent a Webex invite via email by Cisco (if not already registered)



6. Click **Create** to finish the process



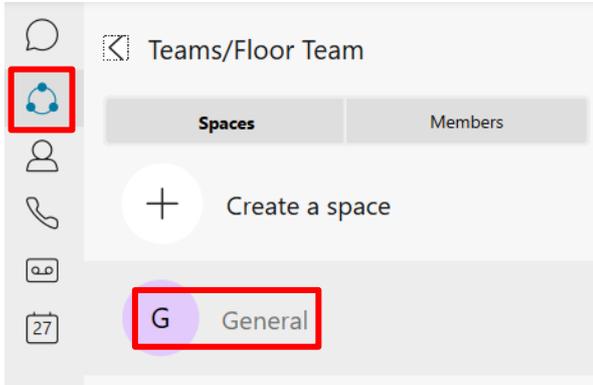
Join a Team Space

To join an existing Team Space in Webex, please follow these steps:

1. Click **Teams** icon on the left-hand shortcut menu
2. Select the appropriate team (in the example it is called “Floor Team”)

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3. Click on the Space you want to join and it will appear in your main **Messaging** view



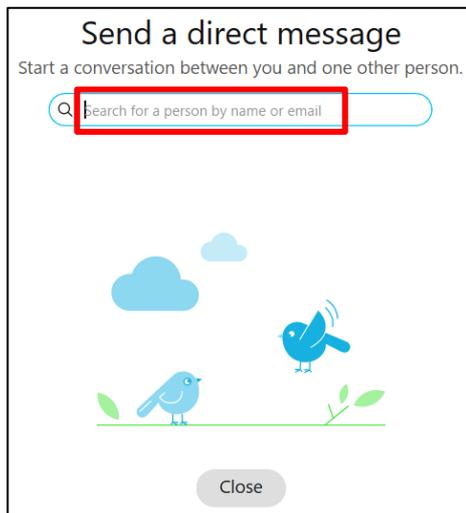
Send Direct Messages

To send a Direct Message to another user in Webex, please follow these steps:

1. Click the **Plus (+)** at the top of the app window
2. Select **Send a direct message** option

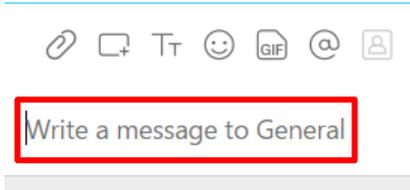


3. Type in the name or email address of the person that you wish to send a Message and hit **Enter** key (users external to the CCL Network are valid entries)



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4. A new **Space** window will open to allow messages to be sent to the selected person
5. In the message text area (at the bottom of the Space window) type in message and hit **Enter** key to send



Create Message Threads

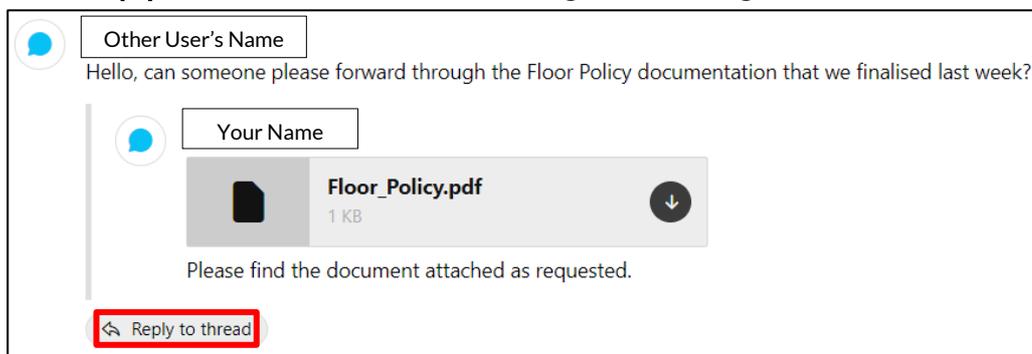
Message Threads are helpful to organise and group messages together. They are similar to “email chains” where a continued conversation on a specific topic can occur.

To start a Message Thread in a space or direct with another user in Webex, open the relevant Message List window and please follow these steps:

1. Hover over an existing Message to bring up a set of actions in top-right corner of Message
2. Click **Start a thread** to bring up a **Write a reply** window



3. You can now send a standard Webex message to the new **Message Thread**
4. Click **Reply to thread** to continue sending new messages to the thread

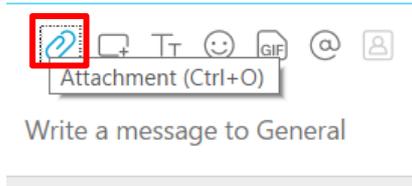


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Send Attachments

To send file attachments / documents to another user in Webex, open the relevant Message window and please follow these steps:

1. In the message text area (at the bottom of a Space window) click the **Paperclip** icon
2. Select the relevant file(s) to add from your local device and hit **Enter** key to send

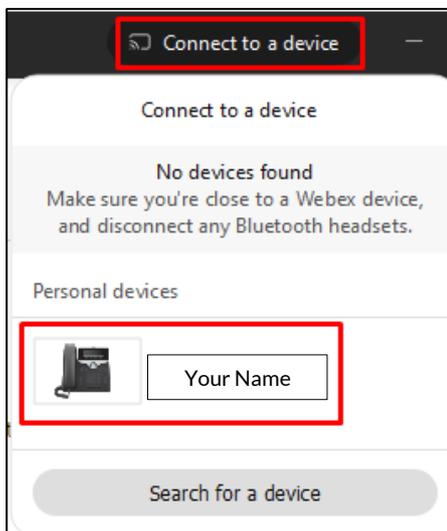


Webex: Voice and Video Calling / VoIP

Deskphone Control

Webex is able to control / interact with your Cisco VoIP deskphone in Chambers. Instructions for connecting to your deskphone are as follows:

1. Click **Connect to a device** in top-right corner, and then select your handset under **Personal devices**.

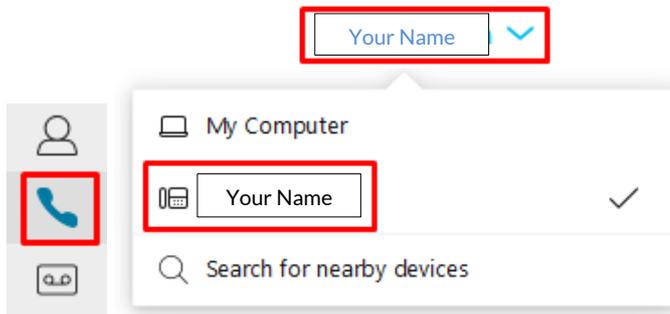


2. You now have a successful connection to your deskphone.

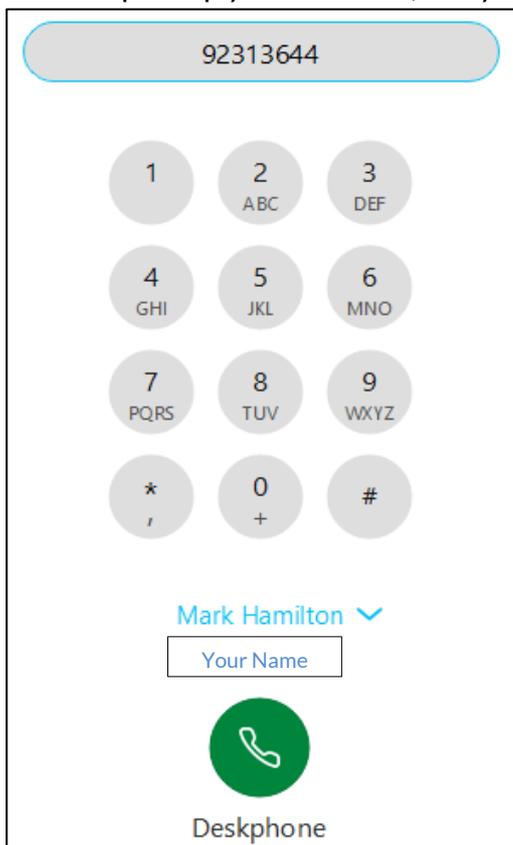


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3. To make a call using your deskphone, click the **Phone** tab on the left menu and then select your handset from the dropdown menu:



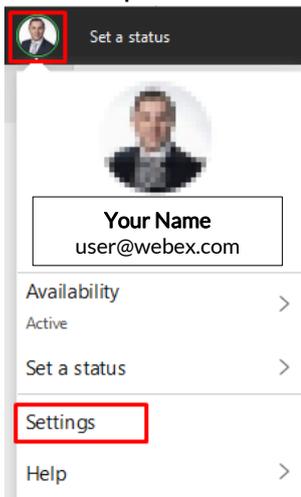
4. You can now dial a number from Webex and the call will go through your deskphone. You can pick up your handset, use your headset, or talk over the phone's speaker.



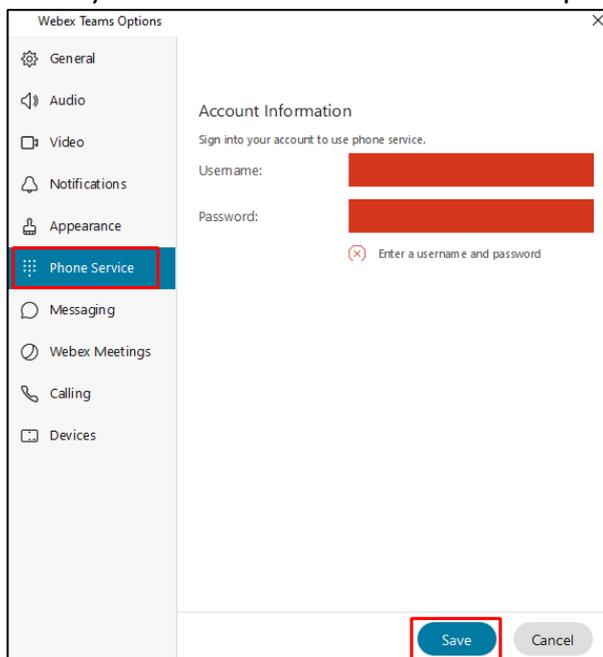
Softphone with Roaming Phone Extension

IMPORTANT NOTE: Please contact CCL if you wish to use this feature, as additional configuration is required. There is no additional cost for this service

1. Click on profile icon in top-left corner, then click **Settings**.

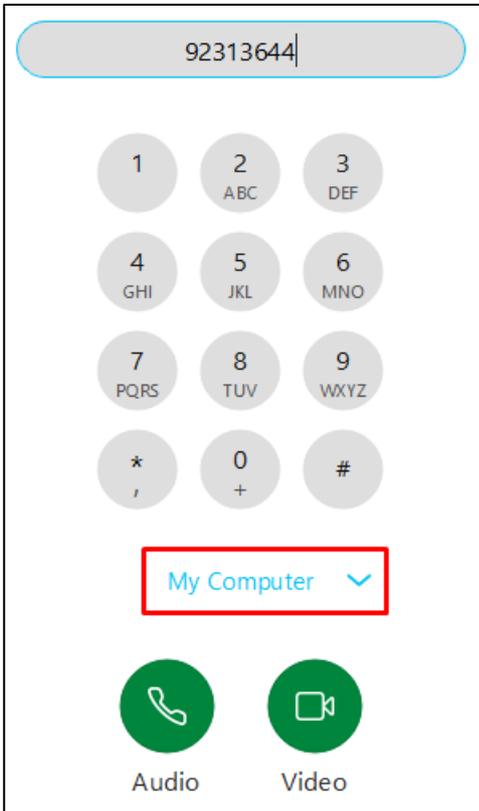


2. Enter your CCL Network username and password, then click **Save**.



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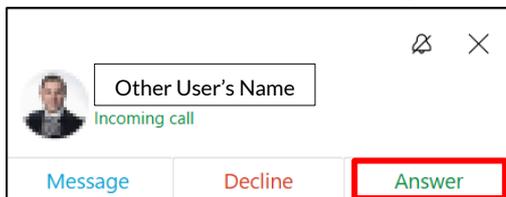
You can now make and receive calls on your assigned roaming softphone extension number. This will work wherever you can use Webex, essentially allowing you to take your phone extension with you outside of Chambers.



Receiving Voice / Video Calls

To manage an incoming voice or video call in Webex, please follow these steps:

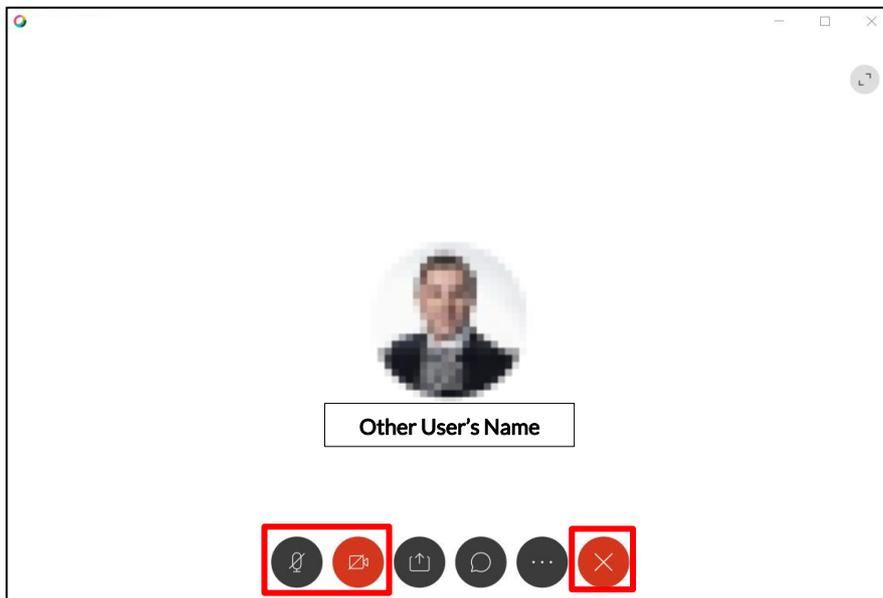
1. Click **Answer** on the incoming call prompt to activate the call



2. While the call is active you will be able to manage the call by clicking on any of the bottom row of icons

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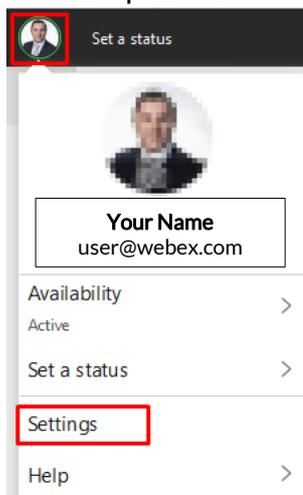
3. The icons relevant to managing a call are the first two icons which turn the Microphone / Video functions on or off and the last icon which terminates the call



Video Calling

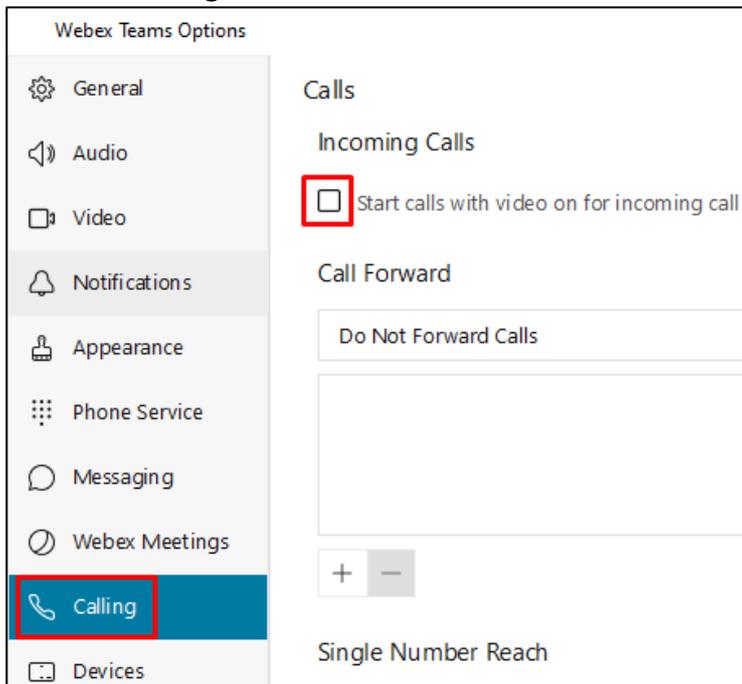
Video calling is enabled by default for incoming calls in Webex for video-capable endpoints. To disable this default behaviour, please complete the following steps:

1. Click on profile icon in top-left corner, then click **Settings**.



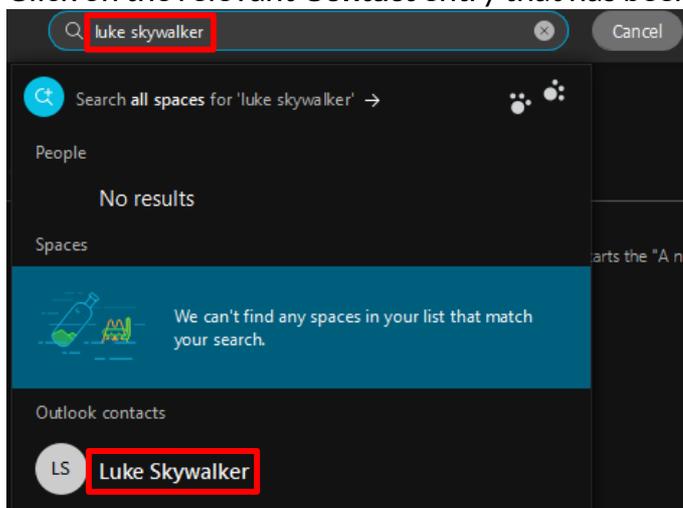
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2. Click on **Calling** and untick **Start calls with video on for incoming call**.



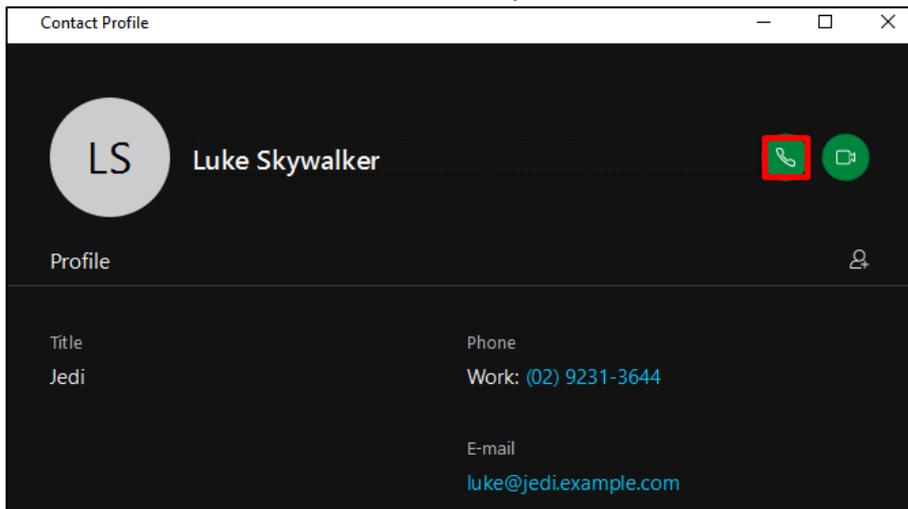
Searching / Calling Outlook Contacts

1. Click into the **Search, meet, and call** text area at the top of the window
2. Enter in a **search term** to complete a search across your personal Outlook contacts and also the full CCL Network user directory
3. Click on the relevant **Contact** entry that has been returned in the search



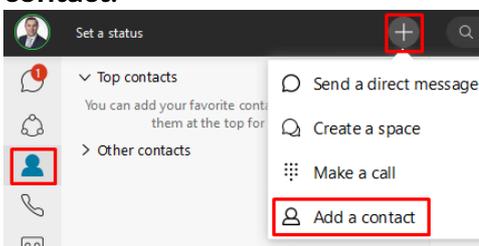
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4. In the **Contact Profile** window that opens, click the **Phone** icon to initiate a call

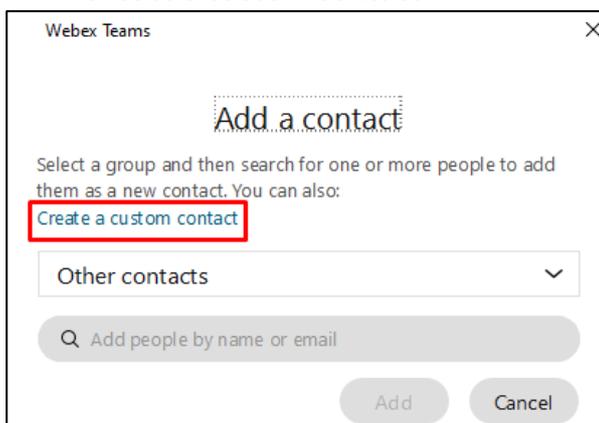


Adding Custom Contacts

1. Click on the **Contacts** icon on the left menu, click the **Plus (+)** icon and then **Add a contact**:

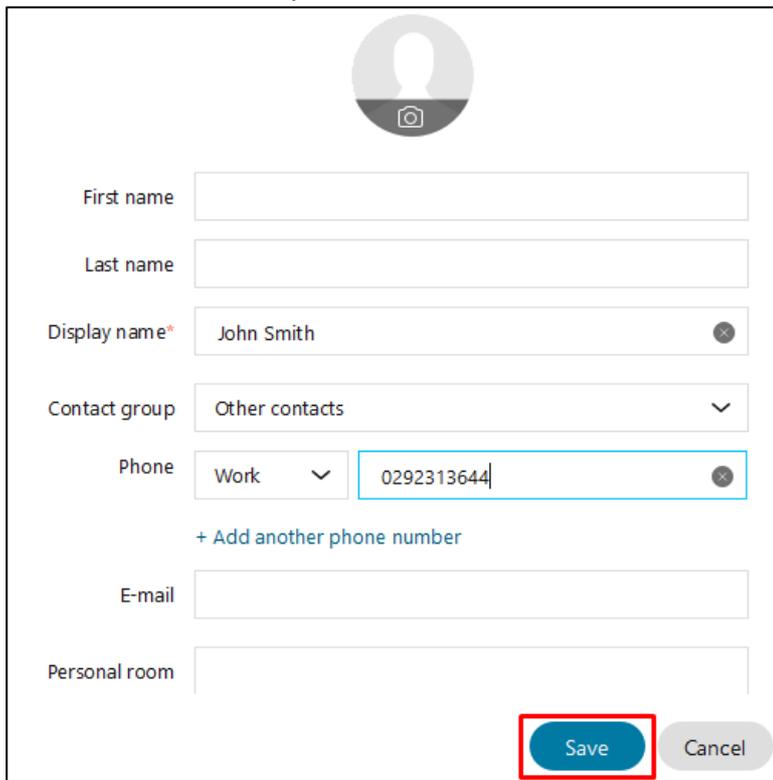


2. Click **Create a custom contact**:



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3. Enter the details for your contact and then click **Save**:



First name

Last name

Display name*

Contact group

Phone

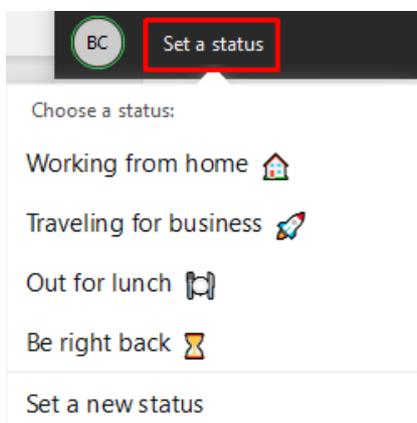
[+ Add another phone number](#)

E-mail

Personal room

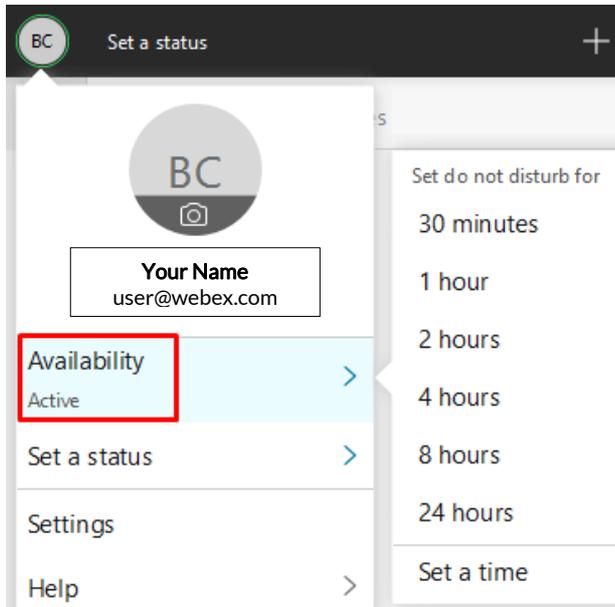
Setting Status Messages / Presence

In Webex you can set a status message which is visible to other Webex users. Simply click **Set a status** next to your profile icon, and select a status from the list or set your own custom status:



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To give yourself some quiet time, you can also enable the **Do Not Disturb** feature through Webex which will silence your notifications on Webex, and mute your deskphone so that incoming calls do not ring audibly:



Your Floor Reception and all other Webex Team users will be able to see your phone status. When a person is on the phone, an orange ring and phone icon will appear around the person's profile picture as below:



Managing Voicemail

1. Click on the **Voicemail** icon on the left menu to access your voicemail mailbox.

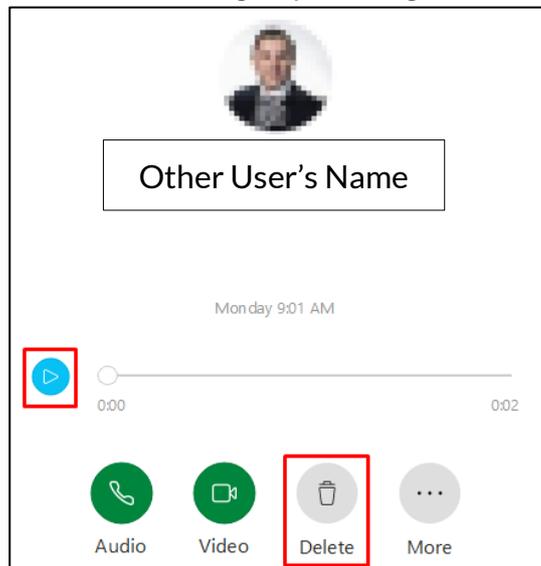


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2. You can view a list of your new and saved voicemail messages. You can also access your voicemail mailbox through your deskphone by clicking on the phone icon in the top-right corner.



3. After selecting a voicemail message from the list, you can play or delete the voicemail message by clicking the icons highlighted below.



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Webex: Scheduling Meetings

Scheduled Meeting or Personal Meeting Room

The Webex system has two main types of meetings: either a Scheduled Meeting or a Personal Meeting Room.

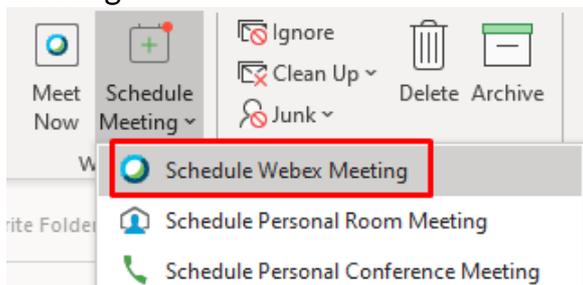
A Scheduled Meeting can be created in advance via the Outlook software. It is often used when inviting external parties or for larger / planned meetings. Once created it will be sent through to other users as an Outlook Calendar invite. The invite will contain all the information necessary to join the meeting either via the web or direct via the Webex app.

A Personal Meeting Room can be joined directly via the Webex app. It is usually used for 1-on-1 meetings or ad-hoc meetings in smaller groups.

Scheduling a Meeting using Outlook

A Scheduled Meeting can be created via the Outlook software (after the “Webex Productivity Tools” software has been installed) as per the following instructions:

1. Click **Schedule Meeting** and then **Schedule Webex Meeting** to start a scheduled meeting.

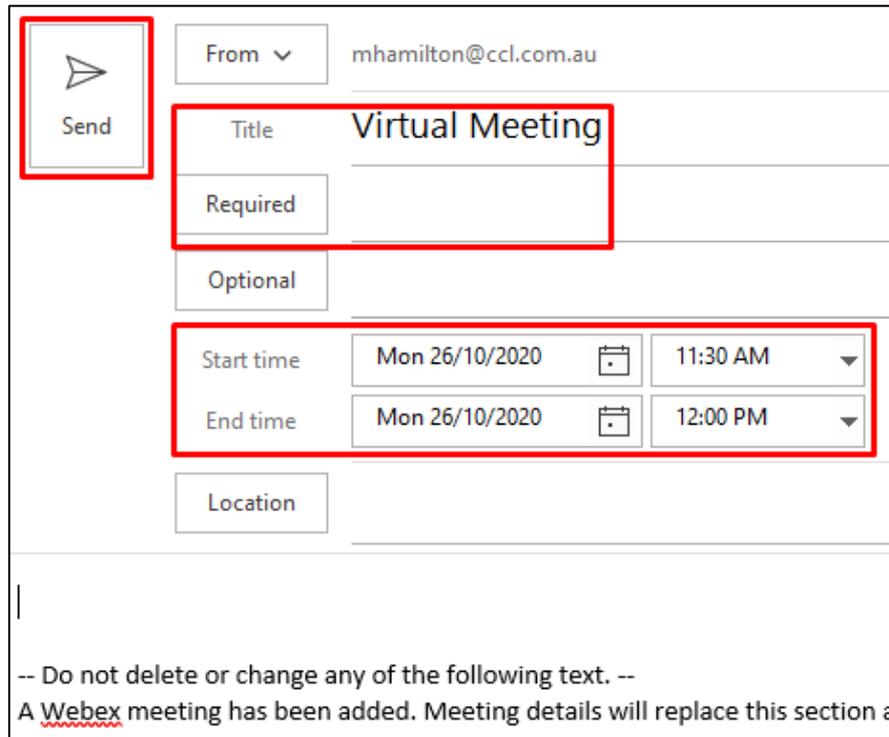


2. Enter the following meeting information:
 - a. Title/Subject
 - b. The email addresses of the attendees (please note that both internal and external network users can be invited to a Webex Meeting)

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c. Start and End time

And then click **Send** to create the meeting.



The screenshot shows a Webex meeting creation form. The 'Send' button is highlighted with a red box. The 'Title' field contains 'Virtual Meeting' and is also highlighted. The 'Required' field is empty and highlighted. The 'Start time' and 'End time' fields are highlighted, showing 'Mon 26/10/2020' and '11:30 AM' for the start, and 'Mon 26/10/2020' and '12:00 PM' for the end. The 'From' field shows 'mhamilton@ccl.com.au'. The 'Optional' field is empty. The 'Location' field is empty. Below the form, there is a placeholder text: '-- Do not delete or change any of the following text. -- A Webex meeting has been added. Meeting details will replace this section a

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Webex: Managing Live Meetings

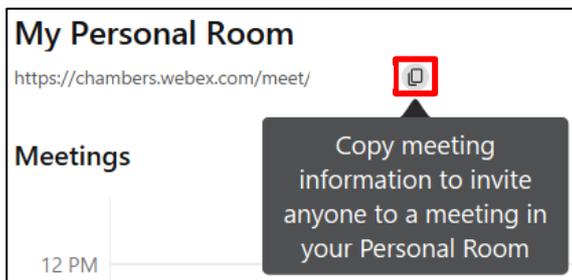
Starting a Personal Meeting Room

A Personal Meeting Room for a particular user needs to first be started after which others can join. The Personal Meeting Room can be managed via the Webex app as per the following instructions:

1. Click **Meetings / Calendar** icon on the left-hand shortcut menu:



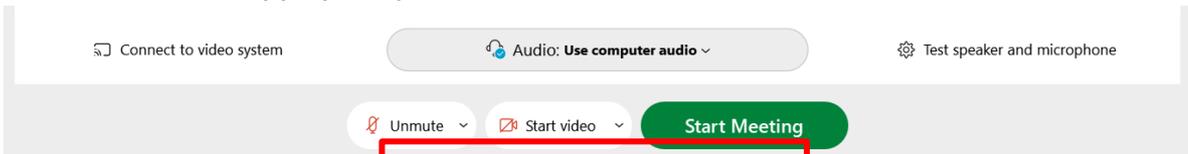
2. Click **Copy meeting information** link in the top-left of the window and paste into an email or instant message to provide the link to anyone who you wish to join



3. Click **Start a Meeting** link in top-right of window:



4. Once the **Webex** app opens you will see a window with controls similar to below:



5. Ensure that all settings for either microphone or webcam devices are set as required (controlled via the **Unmute / Start Video** buttons)
6. When ready click either **Start Meeting** to connect into the meeting

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Generally it is good etiquette to remain muted in a Video Conference unless actively speaking.

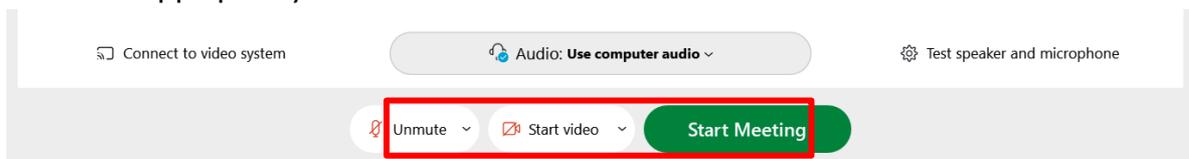
Please move on to the “In-meeting App Interface / Functionality” section for information on the Webex in-meeting interface / functionality.

Starting or Joining a Scheduled Meeting

When you wish to connect to a Scheduled Meeting, the easiest method to follow is to locate the web link that is included on the Outlook Calendar entry that was created when the meeting was initially scheduled.

Once you have located the web link, please follow these steps to complete the connection:

1. Click the web link, this should open **Webex** app on your device
2. Once the app opens you will see a window with controls similar to below:



3. Ensure that all settings for either microphone or webcam devices are set as required (controlled via the **Unmute / Start Video** buttons)
4. When ready click either **Start Meeting** or **Join Meeting** to connect into the meeting

Generally it is good etiquette to remain muted in a Video Conference unless actively speaking.

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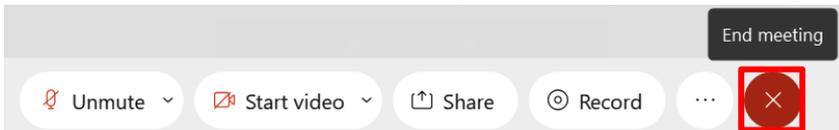
In-meeting App Interface / Functionality

Once you have joined a Webex Meeting successfully you should be able to see and hear other participants and view all participants in the app window. A “Grid View” of participants is shown by default for all meetings.

To control aspects of your connection to the meeting, please use the controls along the bottom of the window (such as **Unmute**, **Start video** etc):



You can end or leave the meeting by clicking **End meeting**:



This option will either end the meeting for everyone or just allow you to leave the meeting while allowing the meeting to continue on without you.

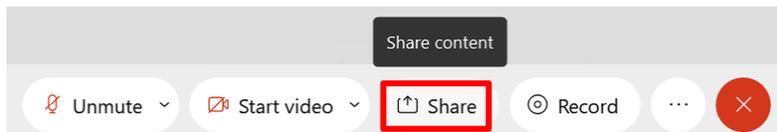
Please move on to the following section for information on the Webex Screen / Document sharing functionality.

Screen / Document Sharing

While a Webex Meeting is live any participant can share their screen or a particular document for other participants to view remotely.

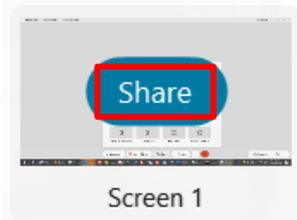
To share content from your device, please follow these steps:

1. In the active Webex window, click the **Share** button on the bottom menu

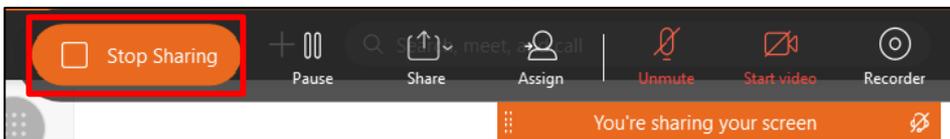


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2. The following prompt allows you to share either a specific app window or else the contents of your whole screen, please select the appropriate option



3. While the content sharing function is active you will see an orange bar at the top which says "You're sharing your screen"
4. To stop sharing, hover over the orange bar to expand it and click **Stop Sharing**



Connecting to a SIP Video Endpoint

Webex software has the capability to connect to SIP video endpoints. SIP is a standard protocol used in Internet-based Video Conferencing.

This functionality allows you to connect to Video Conferencing systems outside Cisco Webex such as Zoom, BlueJeans and others.

Please note that a SIP endpoint will need to be configured by the meeting host on the target system such as Zoom for this to work.

The Virtual Courts (also known as the AVL system) run by the NSW Department of Justice on behalf of the Supreme Court, District Court and others are able to be joined via the SIP protocol. This is NSW Justice's preferred method of connection to the AVL system.

To connect to a SIP video endpoint, you will need a SIP address (or SIP URI). As an example, a SIP address will be in following format in the case of the NSW Justice AVL system: 10091500@justice.nsw.gov.au (you can use this SIP address to test connectivity to the NSW Justice AVL system)

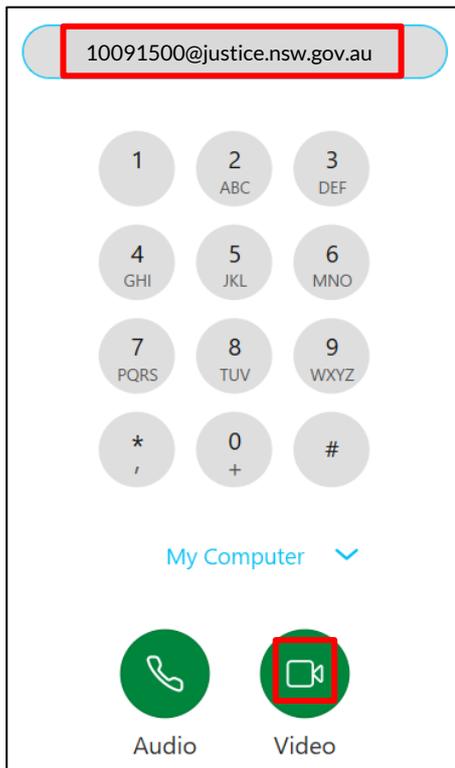
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Once you have a valid SIP address, please follow these steps to complete the connection:

1. In the Webex app, click **Calling** icon on the left-hand shortcut menu



2. Enter the supplied SIP address into the text area
3. Click **Video** icon to initiate the call



Once the call has successfully connected you will be presented with an in-meeting window similar to what has been described earlier in this section (under “In-meeting App Interface / Functionality”).

Integration with Cisco Webex Room Devices

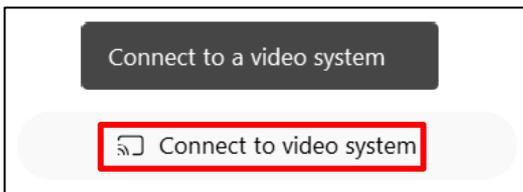
At the point of connecting to a Webex Meeting (either Starting or Joining a Meeting) if you are in proximity of a Cisco Webex Room device then you will be able to use the Webex Room device to connect to the Webex Meeting.

This allows the built-in cameras / microphones / touch tablet and the output screen(s) of the Webex Room device to connect to the meeting instead of using your own device's hardware.

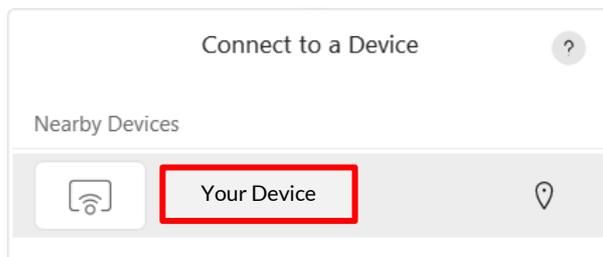
The Webex app should automatically detect any Webex Room devices within range. Once detected the app will connect to this device automatically.

If the automatic detection hasn't occurred, please follow these steps to pass control of the meeting to the Webex Room device:

1. At the Join / Start Meeting prompt click **Connect to video system** in the bottom-left of the window



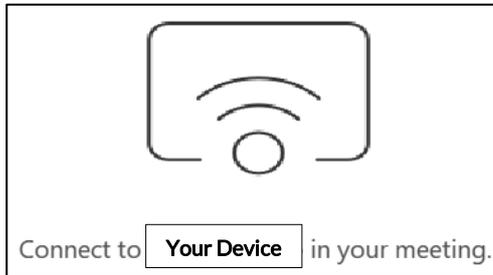
2. If any devices have been detected, they will be displayed in the following window:



3. Select the **Webex Room Device** that you wish to connect to

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4. Once successfully connected to the Webex Room Device you should see the following prompt:



5. Click **Start / Join Meeting** at the bottom of the window and this will now use the Webex Room device to connect to your Webex Meeting

Webex: Technical Support

Supported Devices / Operating Systems

The Webex Suite is supported across the following device types / operating systems:

- Windows 10
- MacOS
- iOS (iPhone/iPad)
- Android

There is also a requirement to have a compatible webcam and microphone installed to use the full set of features of the Webex Suite including telephony and video conferencing.

Software for Windows and MacOS can be downloaded direct from the Cisco website at the following link: <https://www.webex.com/downloads>

Apps for iOS or Android devices can be downloaded from the respective Apple or Google app stores.

Cisco Webex Documentation / Troubleshooting

General Webex technical support documentation and self-serve troubleshooting links that are hosted online by Cisco are listed on the CCL website under the following link:

<https://www.ccl.com.au/services#network>

Click through to the “Video Conferencing and Cisco VoIP” section to view all of the Webex related documentation.

Scroll down to “Cisco Webex Troubleshooting” to make use of the self-serve troubleshooting links that are hosted online by Cisco.

The self-serve links carry out various troubleshooting operations such as a full network test to confirm connectivity is adequate to the Cisco cloud servers for the use of the Webex product suite.

There is also a test Webex Meeting link that allows a user to confirm their microphone / webcam setup is compatible and configured to work with the Webex product suite.

Also, Cisco have a Webex Help Centre website available for general support and resources at the following link:

<https://help.webex.com/>

Technical Support

CCL Network Support provides technical support for the installation and ongoing running of the Webex software / apps across all supported platforms.

If you have any technical support queries relating to any part of the Webex product suite, please get in touch with CCL Network Support via support@ccl.com.au.

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Webex Setup Guide

1. Cisco Webex is available on Windows, macOS, Android and iOS devices.
 - a. For **Windows** and **macOS** users, please visit <https://www.webex.com/downloads.html> to download the software.
 - b. For Android and iOS users, please visit the **Play or App store** and search for “Webex”, and install the app.
2. After installing Webex on your device, launch it. You will need to enter your **primary CCL email address** and press *Next* or *Continue*.

Note: Your primary CCL email address is what appears on outgoing emails.

3. Sign in using your **primary CCL email address** and **CCL network password**.

Sign in with your organizational account

Sign in

Log in using your email address and CCL Network password

Below are useful links containing detailed instructions on how to install and operate Webex:

- <https://help.webex.com/en-us/5wctm5/Get-Started-with-the-Cisco-Webex-Teams-App>
- <https://help.webex.com/en-us/nxmbalq/Cisco-Webex-Teams-Video-Tutorials>

Message Retention

Messages and content will be automatically deleted after 3 years.