## WebEx Getting Started – PC and Mac

- If you are a call center agent working remotely, sign into Purdue VPN. Instructions are provided in the link below. If you are not a call center agent or working on campus, VPN is not required. https://www.itap.purdue.edu/newsroom/200318\_usewebvpn2.html.
- Make sure WebEx is installed on your computer and that you have a headset. WebEx can be installed and updated without admin rights on most computers. https://www.webex.com/downloads.html
- If you have used Cisco Jabber previously, the WebEx app will REPLACE Jabber as your software phone. You must exit Jabber before installing WebEx. The apps cannot be used simultaneously.
- WebEx (and Finesse if you are a call center agent) MUST be running on the local computer you are using. NOT your remote computer in the office.
- Launch WebEx and sign in with your Purdue alias-based email address.

	×
	Welcome to Webex. It's nice to meet you.
	(alias)@purdue.edu
	Need help signing in? Get Help
	Join a meeting
ultulu cisco	By using Webex you accept the Terms of Service, Privacy Statement, Notices and Disclaimers. Terms of Service Privacy Statement Notices & Disclaimers Learn More

<ul> <li>Authenticate via Boiler Key when prompted</li> </ul>	J.
---	----

You have asked to login to: https://www.purdue.edu/apps/idphs/Authn/ExtCas?conversation=e1s1	~
<section-header></section-header>	
Issues with your BoilerKey?	
Forgot your password?	
Note: Unauthorized access or misuse of computer resources or disclosure of sensitive	×

• If signing in for the first time on the campus network or over VPN, WebEx may default to controlling your desk phone in the office (if you have one). You must manually change it to soft phone mode. Enter softphone mode by clicking on your controlled desk phone in the upper right then click disconnect. The app will remember this setting each time you start it unless manually changed.



- If you have more than one line assigned, you should see your personal office number as well any others added to your account in the line selection box next to call settings in the lower right corner of the window. Whichever line is selected in this box is the line your software will use for an **outgoing** call. If you are a call center agent, you should select your call center line if returning a call to a customer. All lines configured will ring in if called. They do not need to be selected first.
- NOTE- If you only have a single line assigned, the line selection box will NOT appear.

• Verify your headset is configured by clicking the green status circle in the upper left, choosing settings, then choosing the audio tab. You should select your headset in the speaker and microphone box.

	Set a status	< > +	$\bigcirc$ Search, meet, and call		S Connect to a device	×
Availab Active Set a st Edit pro People Setting What's Help Mobile	:@purdue.edu pility tatus ofile Insights Profile Is New	ces J for Micro rek 2°r > <sup>2</sup> r Team	soft Offic	Crea Start a group Name the spa Q Add people by	ate a space conversation with others. ace (required) y name or email	
Sign O	ut					
Exit We	ebex					
Help	l sottings					
	Set a status	< +	O Search meet and call	÷	S Connect to a device	. – □ ×
	ŵ. General					
ക			Ringers and alerts		4 - 1	
ð	ų» Audio —		All Devices	<b>~</b>	conversation with others.	
S	□ª Video		Speaker		ce (required)	
•	A Notifications		Speakers (Cisco 56x MB)	∽ Test	/ name or email	
Ē	읍 Appearance		Output level	••••• <mark>•</mark> •••••		
	Outlook		Volume	•		
	I Phone Service		Microphone			
	Ø Messaging		Microphone (Cisco 56x MB)	) 🗸 Test		
	Ø Meetings					
	Ø Meetings Join options		Input level			
	<ul> <li>Meetings</li> <li>Join options</li> <li>Calling</li> </ul>		Volume	me	ate Close	
	<ul> <li>Meetings</li> <li>Join options</li> <li>Calling</li> <li>Devices</li> </ul>		Input level     Imput level       Volume       Automatically adjust volu       Remove background nois	me 	ate Close	
0 <u>0</u>	<ul> <li>Meetings</li> <li>Join options</li> <li>Calling</li> <li>Devices</li> </ul>		Input level       Imput level         Volume       Volume         Automatically adjust volu         Remove background nois         Music mode       0         Unmute temporarily by by	me e	ite Close	
00 00	<ul> <li>Meetings</li> <li>Join options</li> <li>Calling</li> <li>Devices</li> </ul>		Input level       Imput level         Volume       Imput level         Automatically adjust volu         Remove background nois         Music mode       Imput level         Unmute temporarily by here	me e olding Spacebar	ate Close	
BB ⑦ Help	<ul> <li>Meetings         <ul> <li>Join options</li> <li>Calling</li> <li>Devices</li> </ul> </li> </ul>		Input level       Imput level         Volume         Automatically adjust volu         Remove background nois         Music mode         Unmute temporarily by here	me e olding Spacebar	ite Close	

- After verifying your headset, please make a test call to cell phone or from your cell phone to your test your headset and audio. To place a call, enter the number in the search bar and press the ENTER key on your keyboard OR the click the phone tab to access the on-screen dial pad. Dial the number exactly as you would dial from a campus phone and click the phone icon to dial.
  - 5-digit campus number
  - 7(7digit local number)
  - 71(10-digit long distance number)

## Dial From Search Bar:



## Dial from Phone Tab:



## Manage Forwarding:

To set forwarding destinations, click Call settings in the lower left, then Open Call Preferences



In the call forward section, choose your line (if more than one is assigned to you), click the + sign then enter the forwarding number EXACTLY as it would be dialed from a campus phone - 7(7-digit local number), 71(10-digit long distance number), 5 OR 10-digit campus number and press enter. Click Save.

Webex Options	X		
贷 General	Calling		
숙》 Audio	Incoming Calls		
🕞 Video	Answer calls with my video on		
	This option applies only to your video, you'll only see		
டீ Appearance	the other person's video if it is turned on.		
@ Outlook			
iii Phone Service	Call Forward		
Messaging     Messagin	Line 1: 🗸		
Ø Meetings	Do Not Forward Calls		
Join options	Voicemail		
🗞 Calling	+ -		
Devices			
	Manage My Numbers		
	Add the Single Number Reach (Office Anywhere) phone numbers that you		
	Save Cancel		

Click Call Settings to enable or disable forwarding.



Finesse Tips (Call Center Agent):

Be sure that WebEx is not controlling your desk phone in the office per above. If WebEx is not registered in softphone mode, the Finesse sign in will always fail.

Once you have all of this set up and properly running, launch <u>Cisco Finesse</u> on your local workstation, and log in as you normally would.

Order of log in:

- Log in to your computer
- Log in to webvpn2.purdue.edu via Cisco AnyConnect VPN client (if working remote)
- Log into WebEx. Place in softphone mode.
- Log into Finesse using your normal agent log in.