

# Your setup guide to getting underway

One Business with Webex



# Getting Started

Welcome to One Business with Webex, the only tool you will need to enable seamless communications, no matter the technology you use or where you are.

This starter guide will help you get comfortable and underway in no time.

Designed to be read, either in full, or straight to the required section, every element will assist you to get the most out of your amazing new tool.

Enjoy!

## Section 1 – Out of the Box

Partnered with this guide is your One Business with Webex User Welcome email.

It contains:

- your login details for the Webex application.
- your DDI.
- link to download Webex
- Your One Business with Webex subscription name.
- Your administrators' details

To get underway, all you need is:

- Your devices > Mobile, PC, Tablet, IP Phone (and/or)
- Access to Internet – Cellular or Fixed
- Your login details and the app

## Section 2 – Installing One Business with Webex

Your profile is already up and running. All that is now needed is for the applications to be installed and customised.

The App can be installed and run on multiple devices simultaneously, including mobile, PC and tablet.\*

Your subscription determines which devices have calling enabled and which devices are for collaboration only.

## Downloading Webex

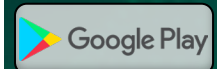
Webex is hosted by Cisco and is available to download directly from Cisco Webex, Google Play and Apple App Store.

## DOWNLOAD NOW

Download for PC or MAC:

[Click here to Download](#) 

Download for iOS or Android:



Scan QR code to download mobile app

\* your login will only work on ONE of each type of device at any one time. Logging into a different device with the same credentials will log you out of the other device.



# Logging In

## Section 3 – Logging in for the first time

Once installed, locate and open Webex. Look for the webex logo >>



Refer to your 'Welcome Email' for your login details\*, then:

1. Enter your username on the first screen.
2. Webex will authenticate your username. The One NZ logo will appear and ask you for your password.

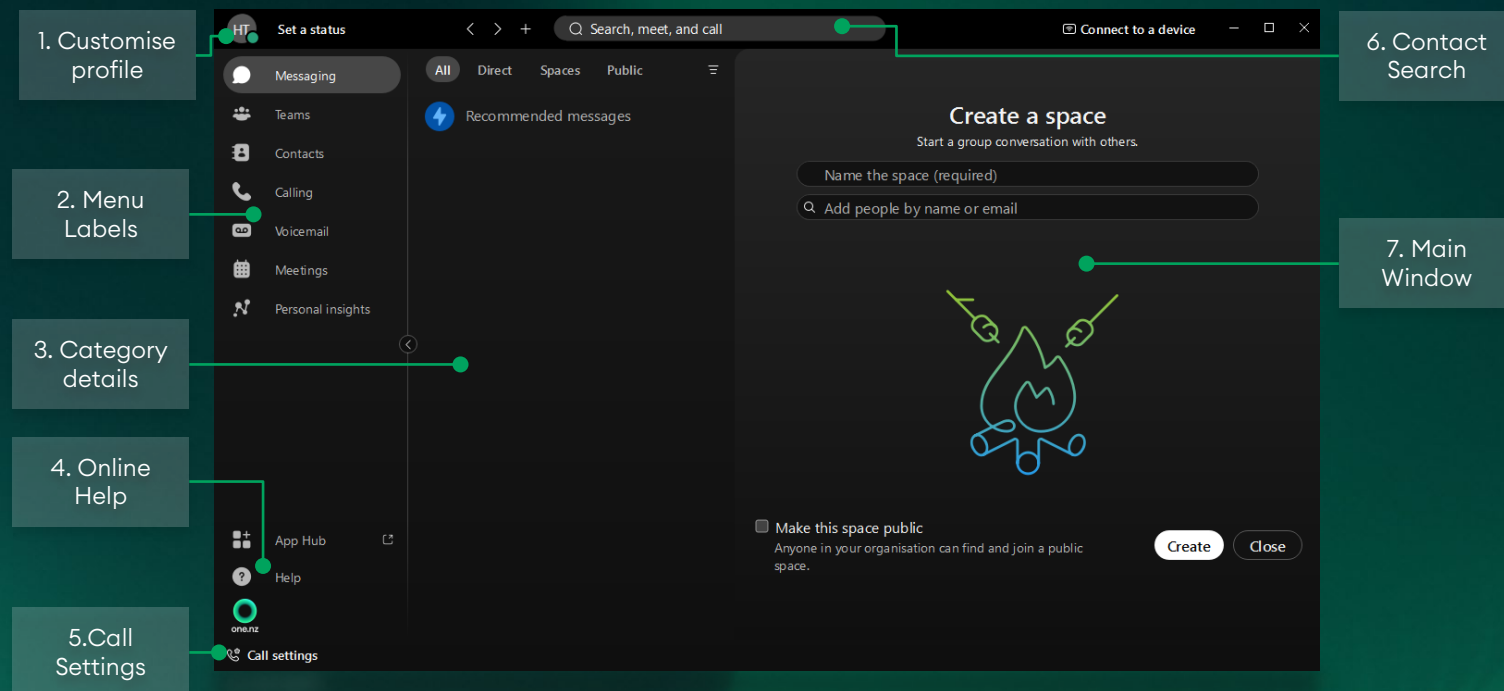
You are now logged in!

## Section 4 – Your first look

Everything you need is at your fingertips right here. Whether on mobile or PC, your user experience will be the same, making it easy!

Your view is split into 7 clearly defined areas:

1. Customise your profile.
2. Menu Tabs-Get around easily
3. Category detail
4. Direct link to online help guides
5. User call settings
6. Contact and chat search
7. Main function window



\* You can reset/update your password simply by pressing "Forgot Password" on the login screen and following the prompts.

# Voicemail



One Business with Webex voicemail is an advanced multi-functional solution that is accessible via all applications. If converged, voicemail can also be called.

**IMPORTANT:** If your One Business with Webex profile includes the Converged mobile, your mobile voicemail is replaced by Webex voicemail. This does mean that any stored mobile voicemails are lost and cannot be retrieved.

## Section 5 – Personalising your Voicemail

By default, unanswered incoming calls\* (busy or unanswered), will forward to voicemail after a predetermined time. To use and access voicemail, it must first be enabled.

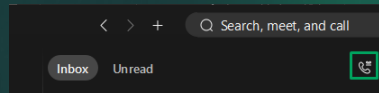
### Enabling voicemail

1. In the Webex app menu go to 'Voicemail'
2. Click the 'Call Voicemail' icon to direct dial your voicemail
3. Follow the prompts to set your personal PIN and record your name
  - i. When prompted, enter a new pin - a 5-digit PIN is required, successive (12345) and repetitive numbers (111222, 12122) are not allowed; and press #
  - ii. Repeat the above when asked
  - iii. Follow the voice prompts to record your name
  - iv. Follow the voice prompts to either re-record, listen to or save your recorded name.

Your voicemail is now set up to record and save voicemails.

4. This is optional - Personalise your Voicemail greeting  
You will now be prompted to create a personalised voicemail greeting.  
Simply follow the prompts to record your greeting.

For further voicemail customisation settings [click here for instructions](#)



### Advanced voicemail greetings

One Business with Webex voicemail supports multiple custom greetings, such as general, busy, and extended away, allowing you to apply different greetings in scenarios that historically would require you to re-record.

1. Dial into your Voicemail
2. Access your voice mailbox by 'Pressing 1'
3. Select the greeting to update:
  - i. Busy Greeting - 'Press 2'
  - ii. No Answer Greeting - 'Press 3'
  - iii. Extended Away Greeting - 'Press 4'

Note: these do not alter your general voicemail greeting.

### Listening to voicemails

Recorded voicemails can be accessed and listened to by:

- Calling voicemail directly from your converged mobile standard dial pad, by either:
  - Calling +6421700700 or 707 (One NZ quick-dial)
  - Dialler voicemail shortcut > Hold #1 (android) or voicemail button (iOS)\*
- One Business with Webex App visual voicemail - under voicemail, select the recording to actively listen to from within the app
- Enable Voicemail to email. Available through your voicemail settings, linked above.

\* Voicemail shortcut does not work whilst roaming. To access voicemail whilst overseas, use one of the other methods.

# Calling



Calling and advanced calling features are standard on all One Business with Webex subscriptions. How calls can be made and received, is determined by the subscription type, including:

- Webex app – PC/Mac, Mobile, Tablet
- Native mobile dialler (converged mobiles only)
- IP Phone

## Section 4 – Making and answering calls

### Calling using Webex app

1. Select Calling from the menu
2. Either dial a number or search for a contact
3. Click 'Audio' to dial... live call pop-up window will appear (PC only)

### Calling on Converged mobile

1. Call a number through your native dialler as you would normally do.

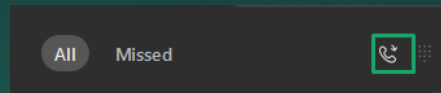
## Section 5 – Calling features\*

### Call Pull – (In-App Function only)

When on an active call, pull call enables you to 'pull' your call from one of your Webex devices to another of your Webex devices

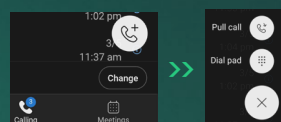
On a mobile call > Pulling onto PC/Mac

1. Select Calling from the menu
2. Press 'Call Pull'



On a PC/Mac call > Pulling to mobile

1. Go to calling
2. Press the 'phone+' icon
3. Press 'Call Pull'

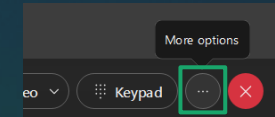


### Transfer a call – (In-App Function only)

On PC/Mac

When on an active call...

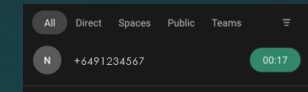
1. Press ... (More options) to bring up the in-call menu
2. Select Transfer
3. Either search by name or dial number
4. Select either consult now (talk to other party before transferring) or press transfer now.



On Mobile

When on an active call...

1. Open the Webex app (the app will sync with your call)
2. Go to Messages. The live call will display as a timer along the top.
3. Press the green timer to bring up the in-call menu
4. Press transfer
5. Either search by name or dial number
6. Select either consult now (talk to other party before transferring) or press transfer now.



### Call Forward – (In-App Function only)

When calls need to be redirected either, always, when busy or when not reachable.

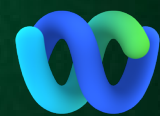
On PC/Mac

1. Click on 'Call Settings'
2. Scroll down to "Advanced Call Settings"
3. Click on Incoming calls
4. Click Call Forward
5. Select the required instance and set the number

On Mobile

1. On the Webex app, click on your profile icon
2. Click 'Settings'
3. Click 'Calling'
4. Click 'Call Forward'
5. Add number

\* Additional calling feature instructions can be found at <https://one.nz/one-business/help>



**webex**  
by CISCO



**one.nz**

Feature and help guides can be found at:

<https://one.nz/one-business/help>

