

Lumen Hosted VoIP with Webex End user guide: Softphone Only package

December 2022



Table of Contents

About Webex.....	3
System requirements.....	3
Desktop requirements.....	3
Mobile requirements.....	3
Download the desktop and mobile apps.....	3
Sign into Webex desktop app.....	4
Accessing the end user portal.....	6
Webex user interface – Softphone Only package.....	7
Voicemail.....	7
Access and set up your voicemail.....	8
Devices.....	8
Search.....	9
Add a contact.....	9
Contacts.....	9
Call history.....	10
Keypad.....	10
Active Call Controls.....	11
Help.....	11
Call settings.....	11
Call forwarding.....	12
Status, profile and preferences.....	13
Settings.....	13
General.....	14
Customize your audio preferences.....	14
Customize your video preferences.....	15
Calling.....	16
Devices.....	16
Caution: Scrolling through settings.....	16
Call center queues.....	17
Additional resources.....	17

About Webex

Webex for BroadWorks is one, easy-to-use and secure app you can use to call, message, meet and collaborate with your team. There are four packages to choose from:

Webex package	Features
Softphone Only	Voice and video calling using Lumen Hosted VoIP®
Basic Collaboration	Includes Softphone Only features plus: <ul style="list-style-type: none"> • Messaging • 25-person meeting in spaces
Standard Collaboration	Includes Basic Collaboration features plus: <ul style="list-style-type: none"> • 100-person meeting in spaces • PSTN call in or call back numbers
Premium Collaboration	Includes Standard Collaboration features plus: <ul style="list-style-type: none"> • 300-person meeting in spaces

System requirements

For the most current requirements, use this link: [Webex | System Requirements and Support Policy](#).

Desktop requirements

Windows 10 or higher is required. You can choose a 32-bit or 64-bit installation. Check your **system type** to see which installation to use as follows:

- Right click on the **Windows** menu.
- Search for **system information**.
- Open system information and refer to **system type**.

For Mac, you must have macOS 10.13 or higher. You can choose a Mac OS Intel or Mac OS Apple M1 chip installation for Webex. Check your **system type** to see which installation to use as follows:

- Open the **Apple** menu
- Select **about this Mac**
- In the **overview** tab, look for **processor** or **chip** and check if it's Intel or Apple.

Mobile requirements

- iPhone and iPad—iOS 13.7 and later, and iPadOS 13.7 and later.
- Android Smartphones—Oreo 8.0 and later (3GB of RAM required).

Scan this code with your phone camera to download the mobile app.



Download the desktop and mobile apps

You can get Webex for your computer and mobile device. Install it on multiple devices and switch between them hassle-free. The app automatically knows which device you're using. Your content stays in sync because everything is stored in the cloud.

To download the app for Windows, Mac, iPhone, iPad and Android, go to: [Cisco Webex | Download](#). For mobile, you can also scan the code above. Refer to the [desktop requirements](#) section for help deciding which desktop version to download.

Sign into Webex desktop app

When your system administrator assigns you a Webex feature, you will receive an automated welcome email that included a link to download the Webex app and your login credentials.

- The link in your email is the same found in the [download the desktop or mobile app](#) section of this guide. It is also included in the Help section of the end user portal.
- Your user ID is your email address.
- Your password is the same password you use to log in to the VoIP end user portal.



Caution: Do not attempt to sign into your Webex desktop or mobile application until you have received this welcome email. Doing so may result in creating a free Webex account that will prevent you from using the Webex feature assigned by your administrator.

Instructions to delete a free account can be found on Cisco's help menu:
[Webex free plans](#) | [Delete your free account](#)

To log into Webex:

1. Enter your email address on the Webex login screen.
2. Click the **next** button.

Enter the email address associated to your Webex application. Email should be all lower case.

lowercase@example.com

Next

Need help signing in? [Get Help](#)

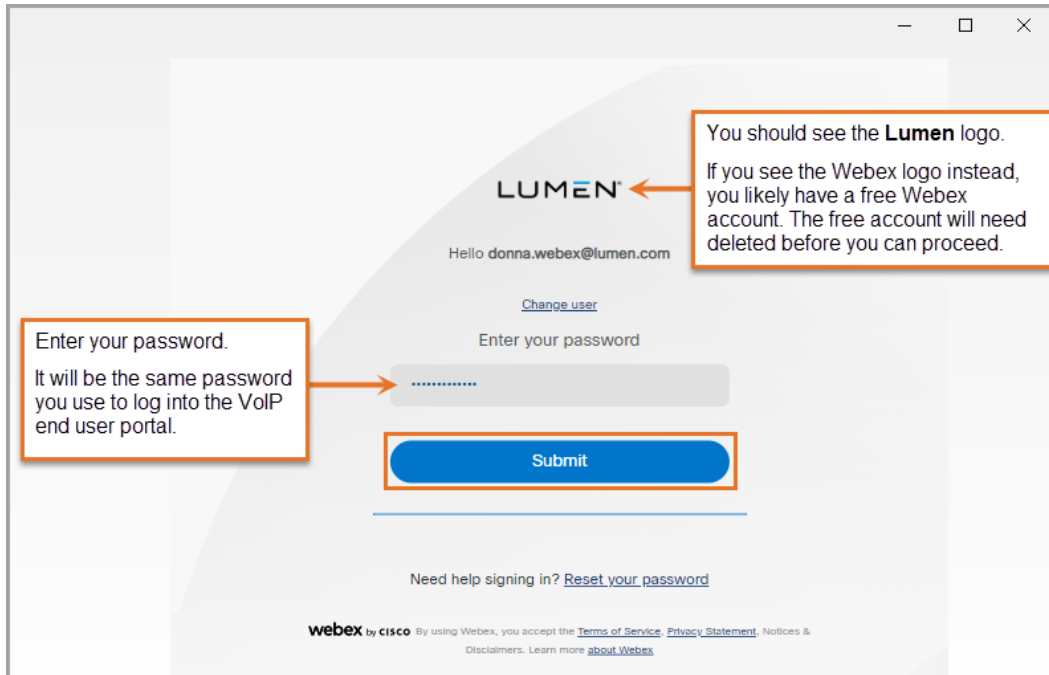
Join a meeting

By using Webex you accept the Terms of Service, Privacy Statement, Notices and Disclaimers.
[Terms of Service](#) [Privacy Statement](#) [Notices & Disclaimers](#) [Learn More](#)

3. Enter your **password**.

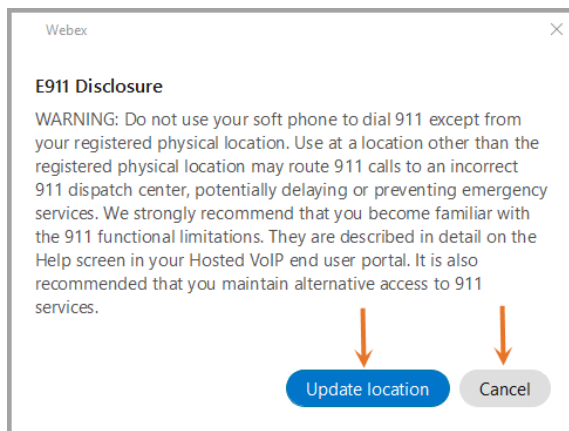
- If you do not see the Lumen logo on this screen, you are not in the right Webex account. You may be in a free Webex account. Instructions to delete a free account can be found on Cisco's help menu at [Webex free plans | Delete your free account](#).
- If you forget your password, click **reset password**. This will take you to the login page for the end user portal. Refer to the [accessing the end user portal](#) section of this guide for more information.

4. Click the **submit** button.



5. Read the **e911 disclosure** in the pop-up box and click on the appropriate option.

- **Update location** – this option will take you to the login page of the VoIP end user portal, where your address is maintained. Refer to the [accessing the end user portal](#) section of this guide for more information.
- **Cancel** – this option will proceed to open the Webex app.



Accessing the end user portal

The Lumen Hosted VoIP end user portal is where you can update your 911 address, access call logs, and manage features associated to your Hosted VoIP number. The password you use to log in to your end user portal is the same one you will use to log in to Webex. If you need to reset the password, you will do that in the end user portal as follows.

1. Go to the end user portal: [Control Center : VoIP Portal \(lumen.com\)](https://lumen.com/ControlCenter/VoIPPortal).
2. Click the **log in** button.

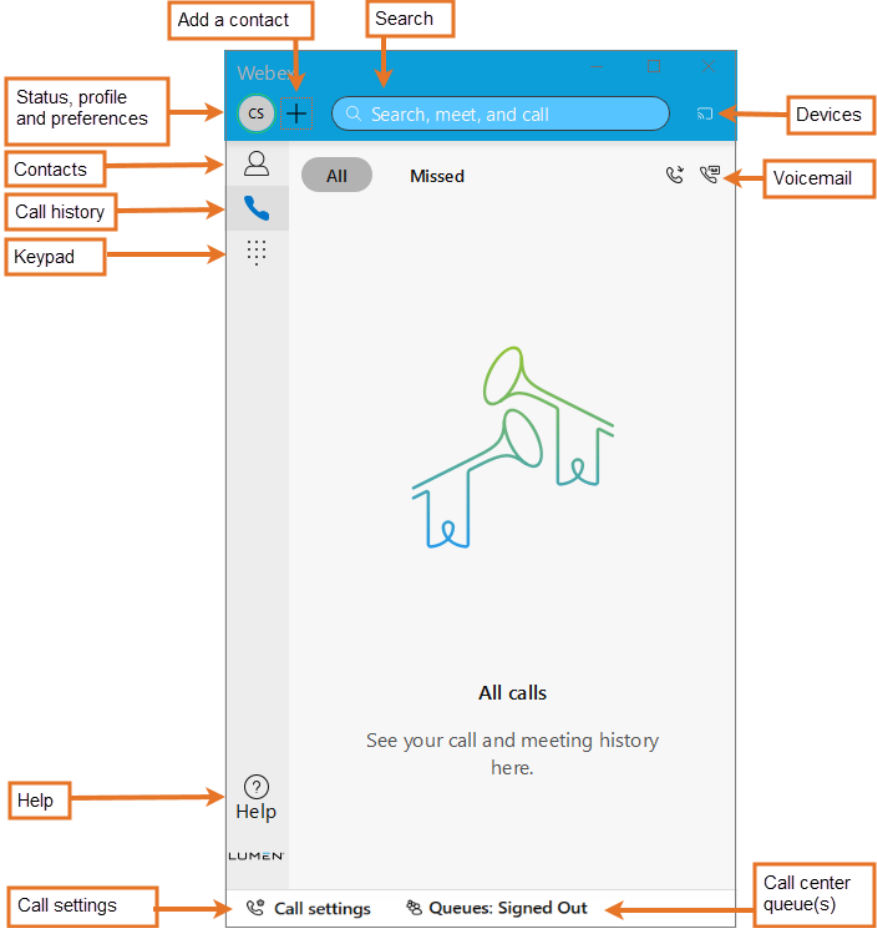
3. Click the **forgot password** button. (You can also click **sign in help** for more help.)

4. Enter your **user ID** for the end user portal.
5. Click **submit**.

6. A temporary password will be sent to the email on record for the user ID you entered.
7. Once received, navigate to the end user portal log in page: [Control Center : VoIP Portal \(lumen.com\)](https://lumen.com/ControlCenter/VoIPPortal)
8. Enter your **user ID** and **temporary password**.
9. Create a new password when prompted and click the **submit** button.

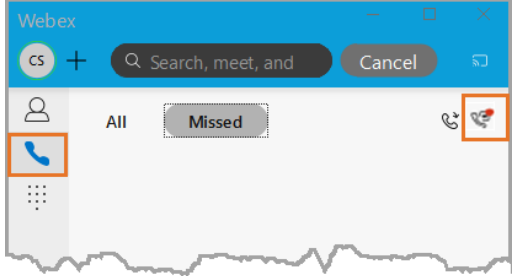
Webex user interface – Softphone Only package

The Webex Softphone Only package offers users voice and video calling using BroadWorks. Below is an overview of the user interface for the **Webex Softphone Only** package.



Voicemail

The **voicemail** icon is only visible when you click on the **call history** icon. A red badge (message waiting indicator) will appear next to your **voicemail** icon letting you know you have messages.

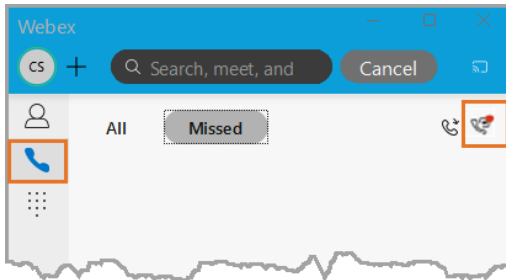


If you have voicemail, you will receive an email from your administrator notifying you. The email will include all the information you need to access and initialize your voicemail including a voice mail retrieval number, your temporary PIN and your phone number

Access and set up your voicemail

You can access and set up your voicemail from your desk phone or Webex. Follow the steps below to set up from Webex.

1. Before beginning, determine your permanent voicemail PIN following the below criteria:
 - PIN must be 6-15 numeric digits in length
 - PIN cannot solely consist of your telephone number or any part of your telephone number
 - The same digit cannot be repeated more than twice
 - Examples that are allowed: 11xxxx, xxx88xxx, xxxxxx99
 - Examples that are not allowed: 222xxx, xxx444xx, 777777
 - The entire PIN value cannot be sequential, either ascending or descending
 - Examples that are allowed: 012347, 98761, 01234560
 - Examples that are not allowed: 123456, 0123456789, 9876543210
2. Access your voicemail.
 - Click on the **call history** icon on the left menu.
 - Click the **voicemail icon** to open an active call window.



3. When prompted, enter your temporary PIN followed by #.
4. When prompted, enter the new PIN you created in step 1 followed by #.
 - You will be prompted a second time to enter your new PIN followed by #.

For the remaining steps, listen and follow the voicemail prompts.

5. When prompted, record your name followed by #.
 - Your recorded name will be played back to you.
 - Follow the prompts to accept or re-record.
6. Choose a greeting to play when callers receive your voicemail. You will have three options to choose from. Your greeting plays 24/7.
 - Option 1:** Record your Personal Greeting, up to 3 minutes long
 - Follow the prompts to record your greeting.
 - Your recorded greeting will be played back to you.
 - Follow the prompts to accept the recording or re-record.
 - Option 2:** Play system greeting with recorded name
 - Option 3:** Play system Greeting with phone number

For more details on voicemail options, click here to access the [voice mail quick reference guide](#).

Devices

Click on the **devices** icon to connect automatically to your desk phone so you can make calls.

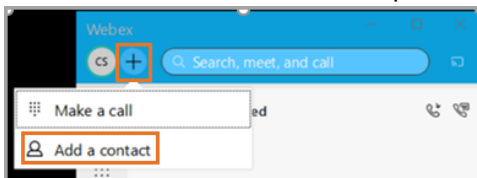
Search

Click in the search box and type a name to search for a contact. All Webex users will be immediately available in search. Non-Webex users will be available after a weekly update occurs. The day of week is based on when the first Webex was assigned to a user in your company's tenant.

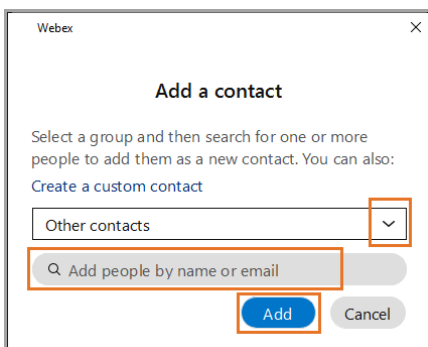
Add a contact

All Webex users will be immediately available to add to your contact list(s). Non-Webex users will be available after a weekly update occurs. The day of week is based on when the first Webex was assigned to a user in your company's tenant.

1. Click on the **plus sign** icon.
2. Click **add a contact** from the drop-down menu.



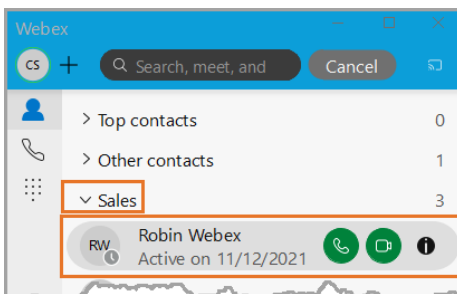
3. Click the down arrow next to **other contacts** to select which group you would like to add the contact. Select from an existing group or **create a new group**.
4. Type the name of the person you would like to add in the **add people by name or email** field.
5. A list of matching selections will be presented. Click the one you would like to add.
6. Click the **add** button.



If you have access to the end user portal, you can upload a list of contacts. They will become searchable in Webex and can be added to your contact list in Webex. Refer to the contacts section of the [End User Portal Guide](#) .

Contacts

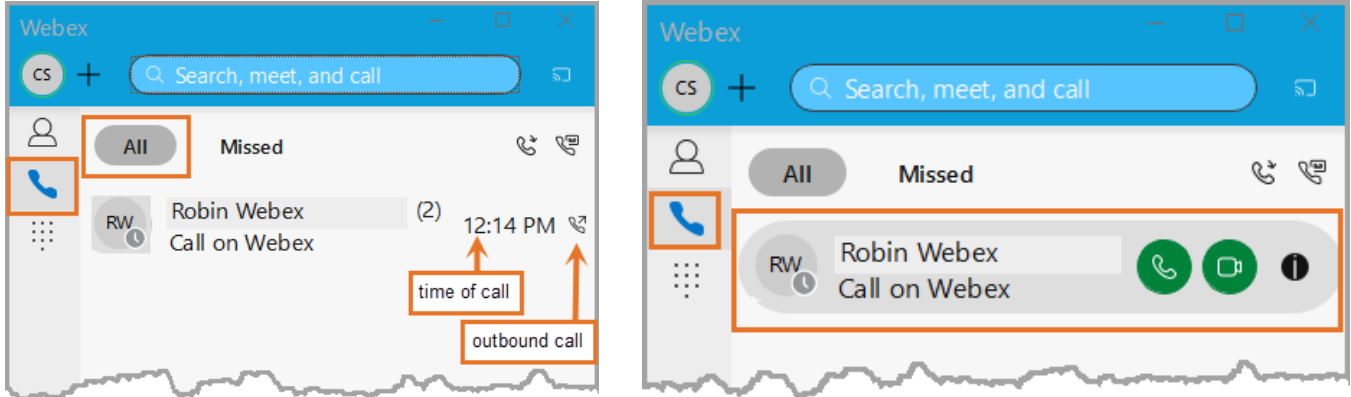
Click on the **contacts** icon to access and call those you have added to contacts. When you click on a contact, you will be given the option to start a voice call, video call or see contact information.



Call history

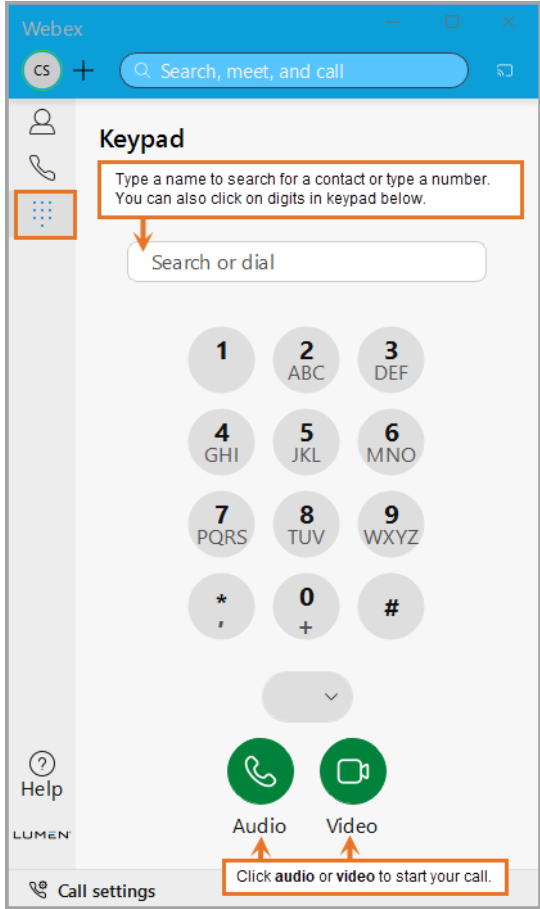
Click on the **calling** icon to see your call history. Select **all** to see missed, made and received calls. Select **missed** to see only missed calls. Click on the call for options to make a voice call, video call or see caller information.

Note: Missed calls will not show in the Webex call logs if you have call forwarding or do not disturb enabled, or when you are logged out of the app. These calls will show in the call logs section of the end user portal, though.



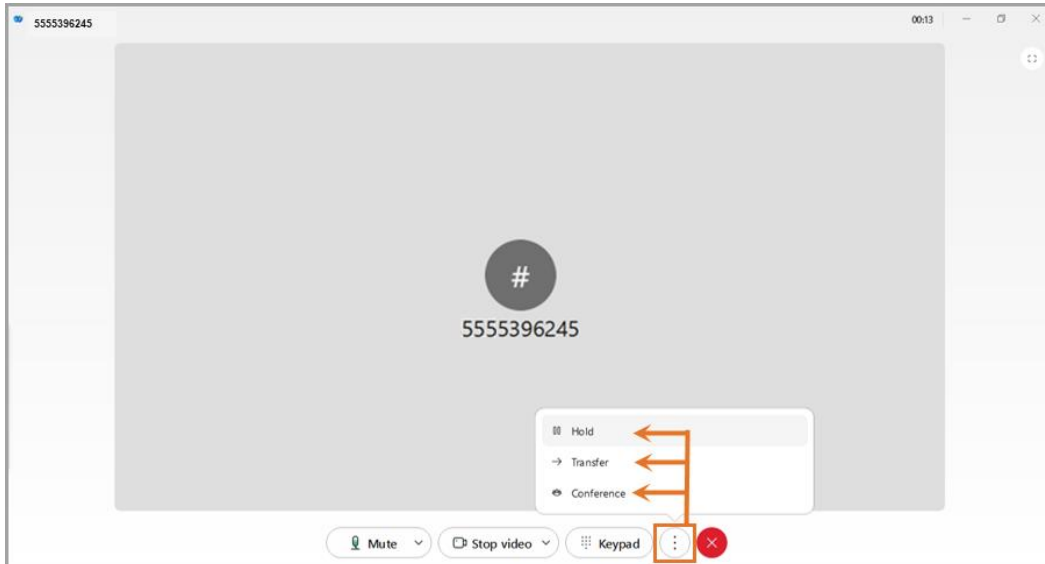
Keypad

Click the **keypad** icon to make a call.



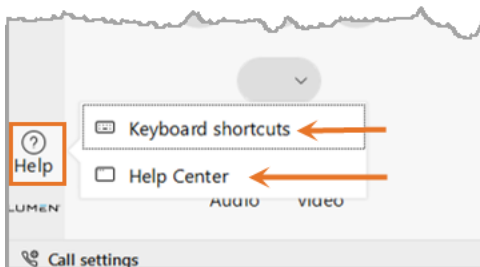
Active Call Controls

During an active call, options to mute yourself, control your video or access a keypad are immediately visible. Click on the ellipses to make options to hold, transfer or start a conference call visible.



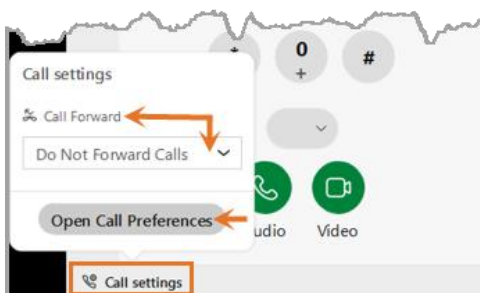
Help

Click the **help** icon to access **keyboard shortcuts** or to open the Cisco Webex **help center**.



Call settings

Click the **call settings** icon to quickly forward all incoming calls into voicemail or another number. Click **open call preferences** to control settings for audio, video and more. Call preferences can also be accessed by clicking on the **profile and preferences** icon, then **settings**. Refer to the [settings](#) section of this guide for more details.

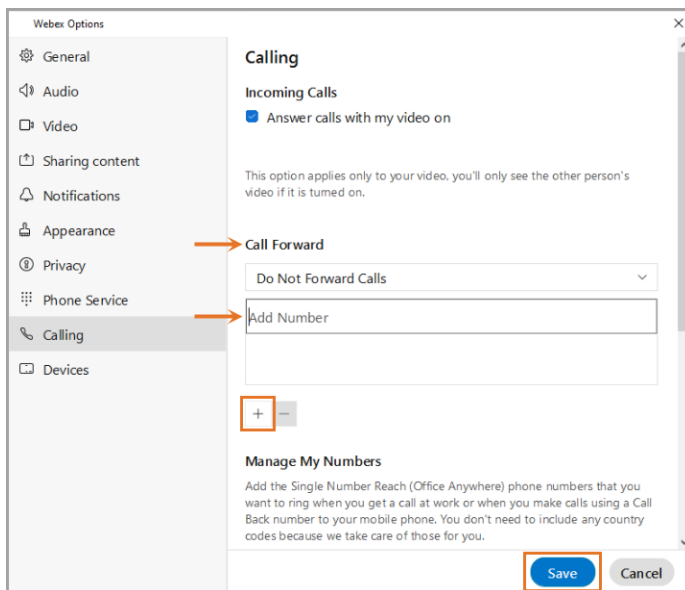


Call forwarding

You can enable call forwarding to voicemail. Before enabling call forwarding to another number, you will need to establish call-forward-to numbers in the **calling** section of **settings**. Once that is completed, you can easily enable/disable call forwarding to other numbers from **call settings**.

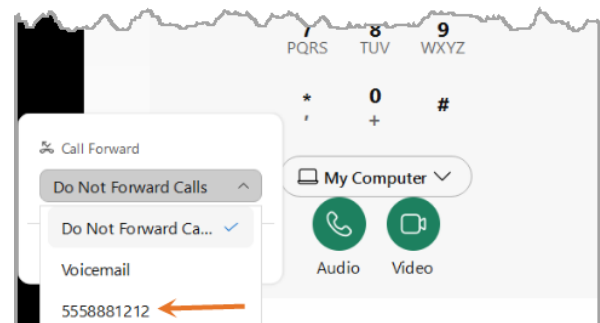
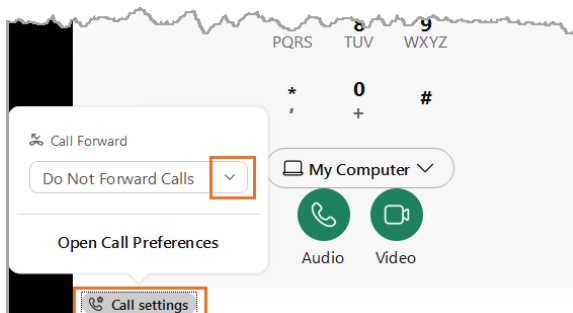
Establish call forward to numbers

1. Click on **call settings** then click on **open call preferences**. (Screenshot above.)
2. Locate the **call forward** section and click the **+** (plus) icon below it.
3. In the **add number field**, enter the 10-digit number you would like to forward to. (No spaces/special characters.)
4. Click the **+** icon to add more numbers.
5. Click **save**.



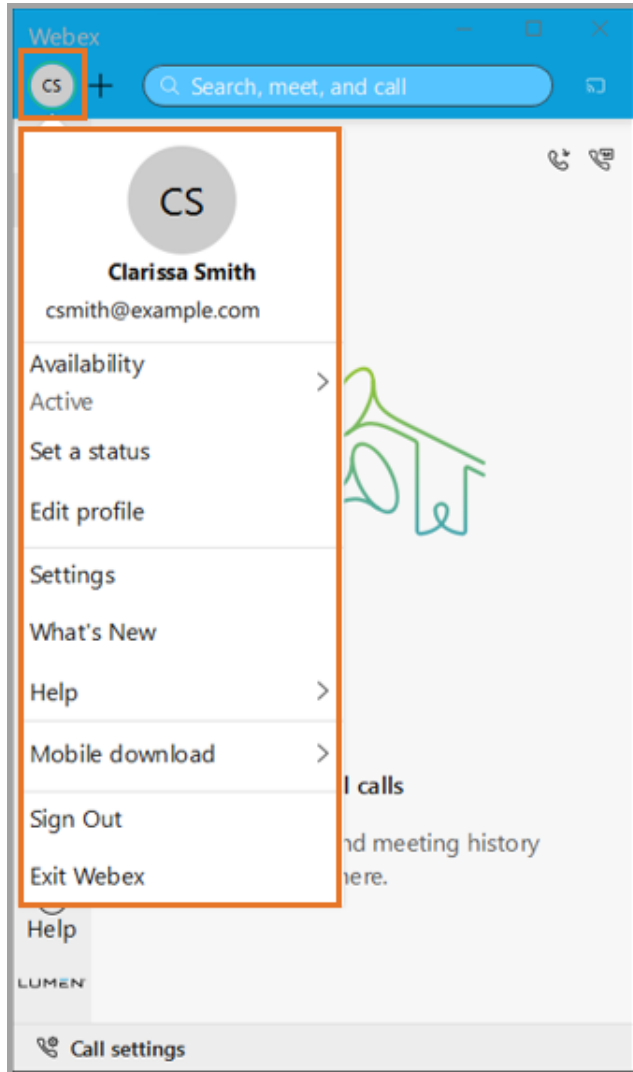
Enable and disable call forwarding

1. Click on **call settings**.
2. Click the down arrow next to **do not call forward**.
3. You will see the list of call forward to numbers you entered in the previous step.
4. Select the appropriate number to enable call forwarding.
5. To disable, select **do not forward calls**.



Status, profile and preferences

In the app header click the **profile and preferences** icon to update your picture or name, access your settings and preferences, set your status and availability.



Availability

Turn on do not disturb for a defined period of time.

Set a status

Set your status for a defined period of time. Choose from a list of statuses or enter your own.

Edit profile

Add a profile picture or update your display name. Choose a cover image to show behind your contact information.

Settings

Control settings for audio, video and more. (See below for more details on this option.)

What's new

Read about the most recent updates to your Webex.

Help

Access key board shortcuts or a link to Cisco's help center.

Mobile download

Access and scan a code to easily download the Webex mobile app.

Sign out

Signs you out of your Webex app and returns you to the Webex sign in page.

Exit Web

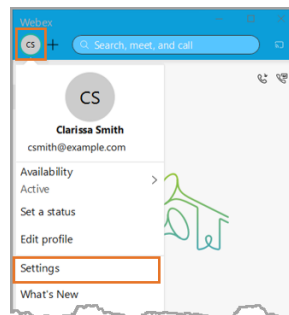
Sign out of your Webex app and close the Webex sign in page.

Settings

Select from the **settings** sub-menu to control settings for audio, video and more.

To access the sub-menu:

1. Click on your **profile and preferences** icon.
2. Click on **settings**.



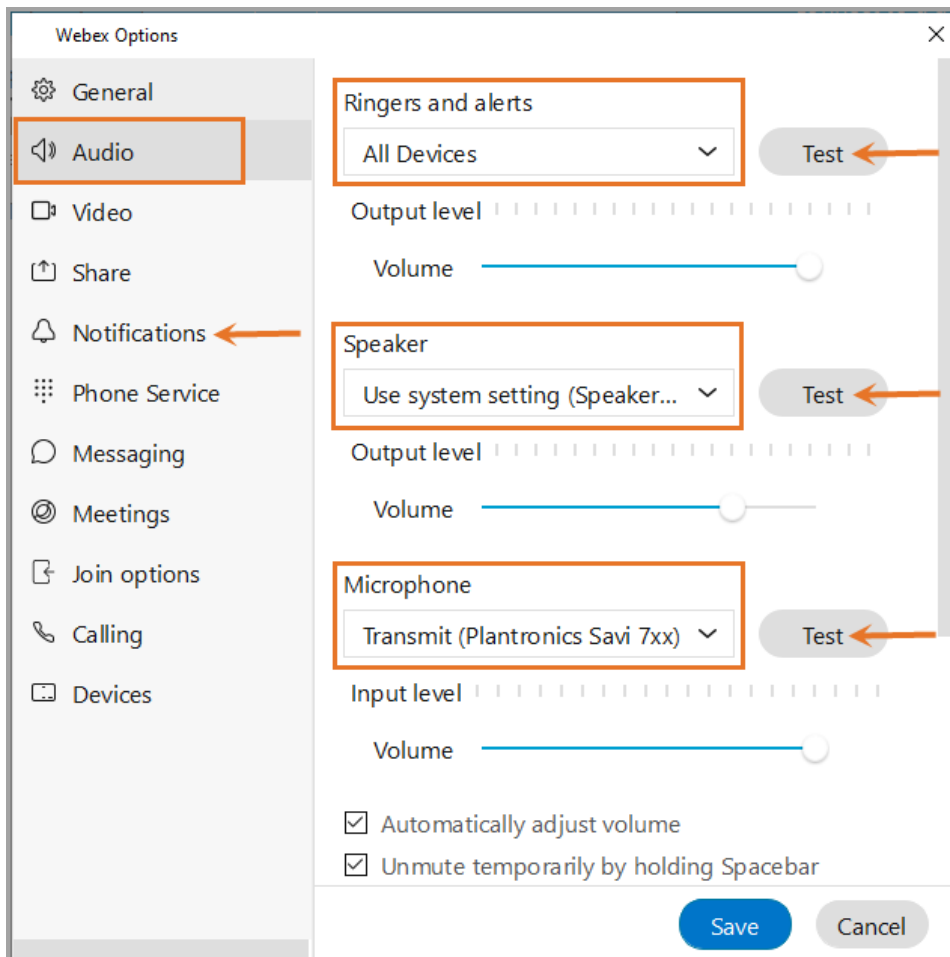
General

General settings give you to options to:

- Automatically sign in to Webex when you start your computer.
- Show availability and status when active on Webex.
- If enabled by your administrator, connect Webex to Microsoft Outlook.
- Choose what you see on your landing screen when you log into Webex.
- See devices that are currently signed in or have been active recently.
- Show a call or meeting in a floating window when other apps are in front.

Customize your audio preferences

1. Click on **audio** in the settings sub-menu.
2. Choose the devices to use for **ringers and alerts**.
 - Adjust and **test** the volume of incoming call ringtone and message alert sounds.
 - You can choose the ringtone and notification sounds played in **notifications**.
3. Choose the devices to use for your **speaker** and the **microphone**.
 - Adjust and **test** the volume.
 - Check the **automatically adjust volume** check box.
4. Check the **unmute temporarily by holding spacebar** box to unmute yourself temporarily during a meeting.



5. Under **Webex smart audio**:

- Select **noise removal** to join your meetings and calls without worrying about background noise, such as keyboard typing and doorbells. You can also remove background noise during your active call or meeting.
- Select **optimize for my voice** to remove background speech and noise when you're in a noisy environment where others are talking, such as a coffee shop. You can also remove background speech and noise during your active call or meeting.
- Select **music mode** to preserve your microphone's original sound when using your computer for audio, making virtual concerts or music lessons even better. You can also enable music mode during your active call or meeting.

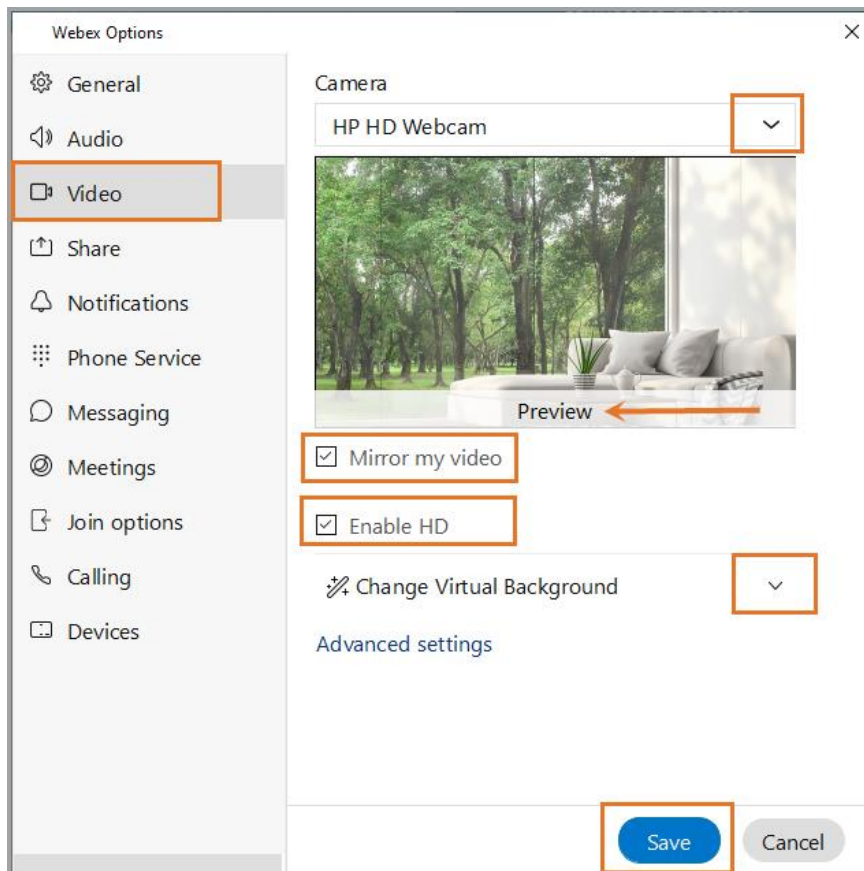
6. Click **save**.

NOTE: You can change your audio options from your call controls. Click the drop-down arrow next to **mute**, choose **settings** and make your selections from there.



Customize your video preferences

1. Click **video** in the settings sub-menu.
2. Choose the camera you'd like to use from the **camera drop-down list**.
3. If preferred, select **mirror my video**.
4. If preferred, select **enable HD**.
5. If preferred, choose a background image from **change virtual background** drop-down list.
6. Check the **preview** to see how your settings will look.
7. Click **save**.



Calling

This section allows you to set call preferences.

- **Answer calls with my video on** is the default setting. It can be toggled off if preferred.
- Activate feature to forward all incoming calls to your voicemail,
- **Manage my numbers** lets you add the single number reach (Anywhere number) phone numbers that you want to ring when you get a call at work.
- Select **advanced call settings** to manage incoming calls, outgoing calls and call controls:

Incoming calls

- Do not disturb
- Anonymous call rejection
- [Call forwarding](#)
- Simultaneous ring
- Sequential ring
- Remote office
- Call waiting

Outgoing calls

- Block caller ID
- Automatic callback

Call control

- [Call center queues](#)
- Mobility
- Anywhere

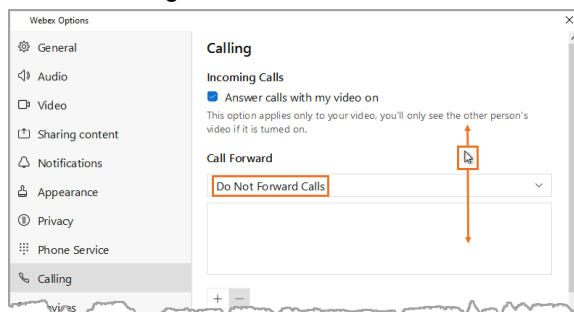
Devices

This section allows you to activate and find all Cisco devices. Once located, they will be listed here. By clicking on the **devices** icon (top, right of app), you can automatically connect these devices to your desk phone so you can make calls.

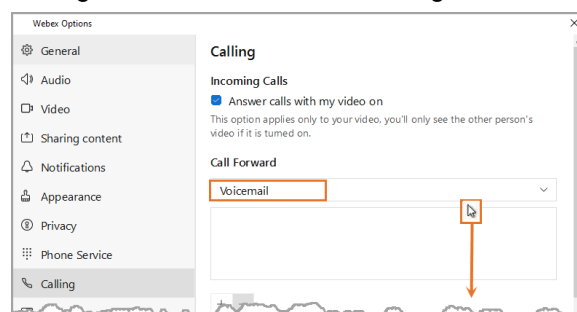
Caution: Scrolling through settings

If you have scrolling enabled on your mouse, you may inadvertently change settings if you scroll outside the built-in scroll bar on the right side of the page. For example, notice the call forward settings in the screenshots below.

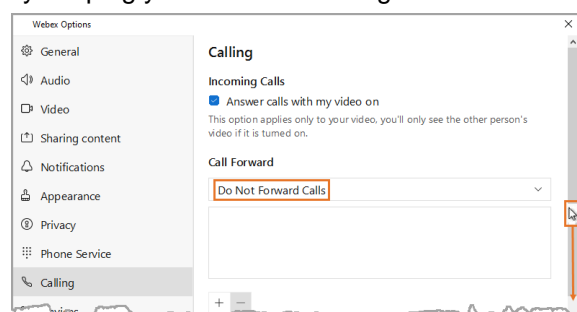
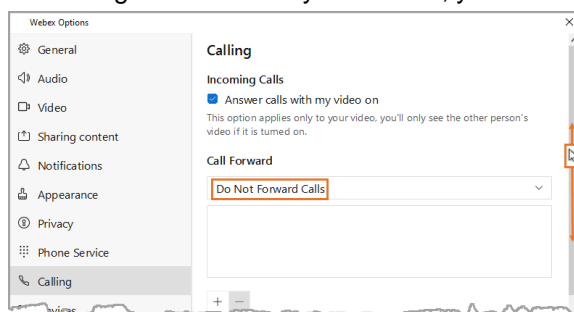
Default setting is **do not forward**.



Changed to **voicemail** after scrolling over the drop-down.



If scrolling is enabled on your mouse, you can avoid this by keeping your mouse in the righthand scroll bar.



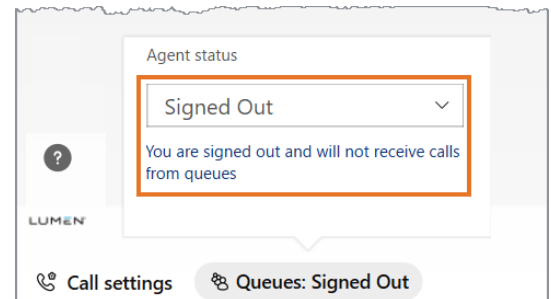
Call center queues

If you are a member of a call center queue, you will see your status in a queue at the bottom of your softphone app. To change your status for the queues in which you are a member:

1. Click on the **queues** button.

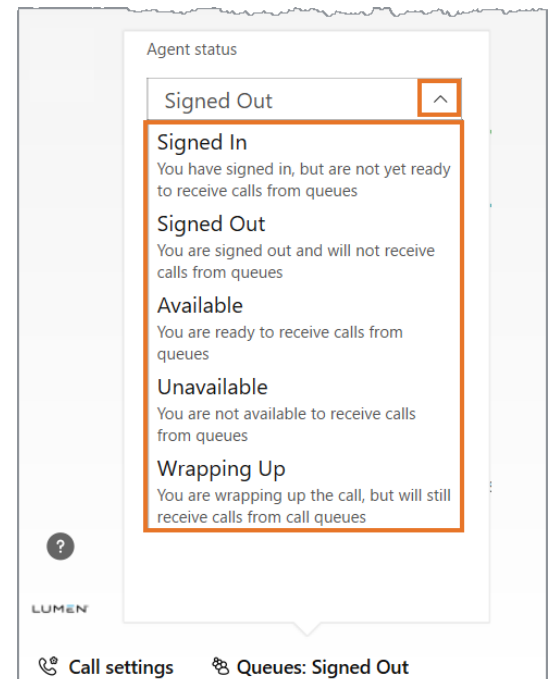


2. You will see a definition of your current status.



3. Click the drop-down arrow to see all options available to you.
4. Select the appropriate option.

Note: The options you see will depend on which type of contact center feature. As such, you may not see all these options.



Additional resources

For more information, our partner, Cisco, also provides an array of guides in the help section of their website, which you can access at [Cisco Webex](#).