

Webex Unified Calling – Integration with UMB’s Telephone System

UMB has standardized on Cisco products for telephony and collaboration services. Enabling Unified calling allows the Webex mobile and desktop applications to act as a soft phone.

Downloading Webex

- 1) Using your personal computer while teleworking, download the application to your local device by visiting <https://webex.com/downloads>
- 2) Using your mobile device or tablet, visit the Google Play Store or Apple Store and download Webex.
- 3) Using a managed UMB computer/laptop, Webex should be installed. If unavailable, please contact your respective Desktop Support team for your school or department.

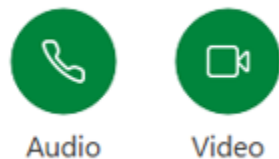
“How to use” Cisco Webex Unified Calling

Desktop Application

- 1) Open the Webex App on your device or computer. Login with your UMB email and credentials.
- 2) Click on the Call button (left) and the Dial pad appears on the right.

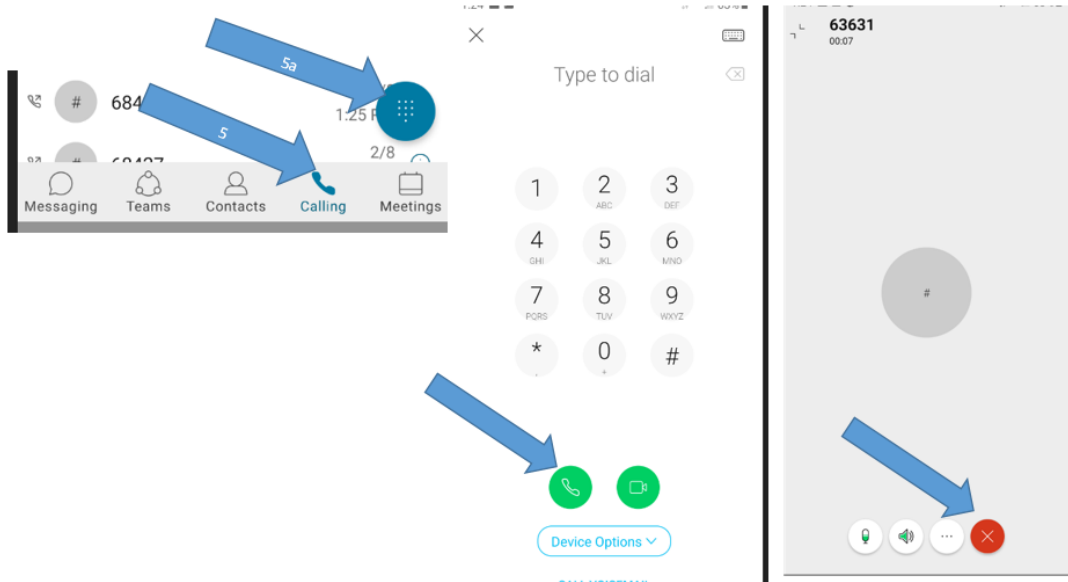


- 3) **Please note:** Even without Cisco Unified Calling, you may call another Webex licensed user by typing their name or email address.
- 4) Users with Cisco Webex Unified Calling enabled can dial any number (5-digit dialing on-campus, dial 9 + local number, and dial 9, 1 + long distance number). Please do not dial 911 from Webex.
 - a. After entering the number, click Audio or Video.



Cellular Phone or Mobile Device

- 5) From your mobile device, click on the Calling tab.
 - a. Click on the 10 little dots in the bottom right corner.



- b. Enter 5-digit extension (UMB campus) or 91 +10-digit number for external calls (91-xxx-xxx-xxxx).
 - i. **Do not dial 410-706-xxxx, it will NOT work. Use 5-digit dialing**
 - c. Select Audio call
 - d. Be sure to “Press the RED **X**” to **END** the call.