



**Getting started guide
for ONE NET BUSINESS
with Webex**



Further together
vodacom
business

Dear One Net Business Customer,

We are proud to announce that we have renewed our partnership with Cisco, a global leading provider in collaboration, conferencing and messaging solutions, to bring you an innovative experience that refreshes your Vodacom VoIP calling service and introduces new Webex capabilities. With this renewed partnership, you can enjoy everything you love about One Net Business and so much more.

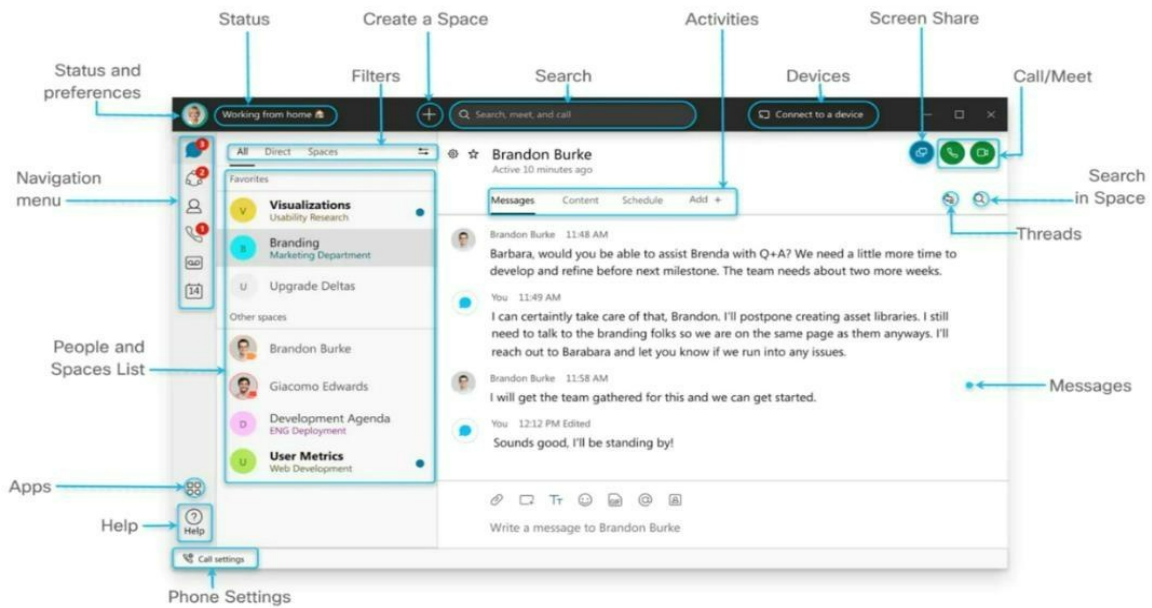
We have been busy for several months integrating One Net Business with Webex.

All the One Net Business mobile, desktop and tablet users have been migrated to the new Webex collaborate suite, and will now have access to the new One Net Business with Webex app.


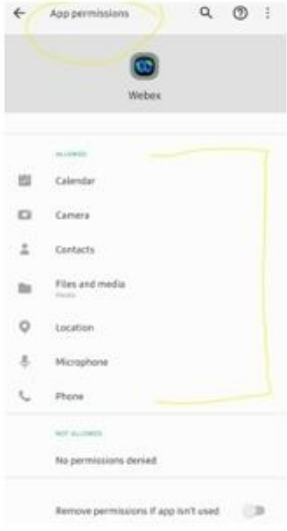
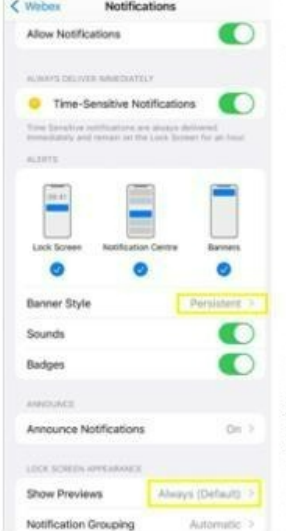
Table of Contents

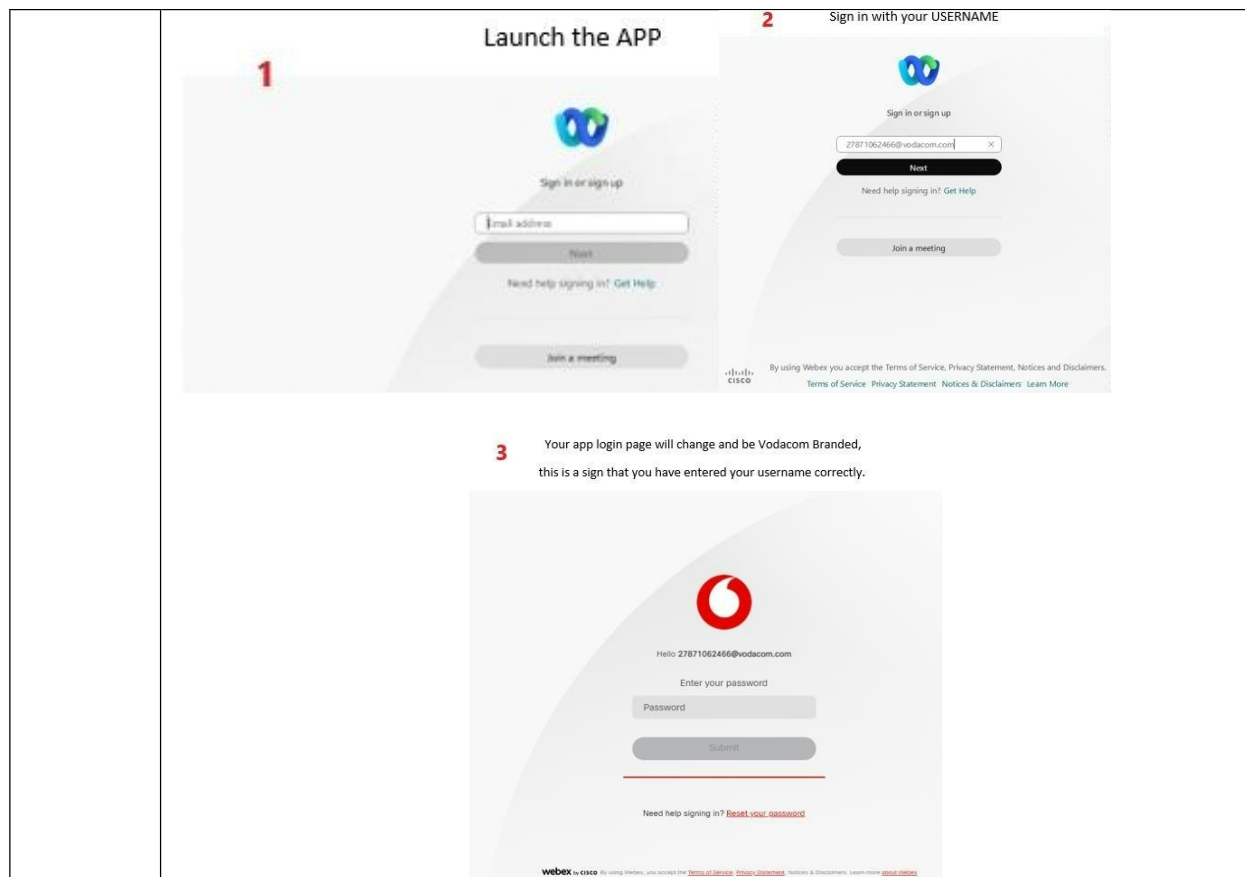
1. GETTING STARTED	4
2. HOW TO LOG INTO YOUR NEW ONE NET BUSINESS WITH WEBEX APP	5
a) VERY IMPORTANT NOTE	6
3. CUSTOMIZE THE APP (DESKTOP / MOBILE)	7
a) <i>Add a profile picture.</i>	7
b) <i>To manage notifications, your camera and audio settings, click on your profile picture and select Settings.</i>	8
c) <i>How to access your advance call settings.</i>	10
d) <i>How to access and link your One Net Business Call Center Agents / Supervisors to the Webex Desktop or Mobile app.</i>	11
4. CREATE TEAMS AND SPACES TO MANAGE ALL YOUR COMMUNICATION AND COLLABORATION NEEDS (DESKTOP / MOBILE)	12
a) <i>Creating a Team on the Desktop App</i>	12
b) <i>Creating a Team on the Mobile App</i>	14
c) <i>Creating a Space</i>	16
5. MAKING THINGS HAPPEN WITH MESSAGING AND SEARCH	18
a) Powerful messaging	18
b) Sort / filter Message	18
c) Mobile app View	19
d) Search messages, Files and People	19
e) VERY IMPORTANT NOTE	19
f) How to search for people or spaces on the Desktop App	20
g) How to search for people or spaces on the Mobile App	20
h) Search for content in a chat or space on the Desktop App	20
i) Search for content in a chat or space on the Mobile App	21
j) Tip	21
6. GETTING WORK DONE WITH CALLING AND SCHEDULING	22
a) Starting and answering calls (Desktop and Mobile App)	22
b) Put a call on hold (Desktop or Mobile)	24
c) Transfer a call (Desktop or Mobile App)	26
d) Starting meetings in a space	29
e) Invite someone from within a call using your Mobile or Desktop App	30
f) Co-create with white boarding and screen sharing	32
g) Share Screen	37

1. GETTING STARTED



2. HOW TO LOG INTO YOUR NEW ONE NET BUSINESS WITH WEBEX APP

Step 1	<p>Sign out of all the old apps to prevent duplicate registrations that can cause issues, then remove/delete/uninstall the old One Net Business app from your existing desktop, mobile or tablet.</p> 
Step 2	<p>Download the new Webex Desktop / Mobile / Tablet app by using the below link.</p> <p>https://www.webex.com/downloads.html</p>
Step 3	<p>When logging into the Webex app Mobile / Tablet app for the <u>first time</u>, please make sure that app Permissions are allowed on your smartphone as per the example indicated below.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="347 1218 635 1800"> <p>Android:</p>  </div> <div data-bbox="667 1218 954 1800"> <p>Apple:</p>  </div> </div>
Step 4	<p>Login by using your existing One Net Mobile App log-in details (username Example below in red).</p> <p>Username / Email: 278*****@vodacom.com</p>



a) VERY IMPORTANT NOTE

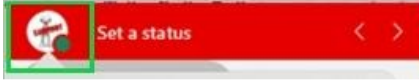

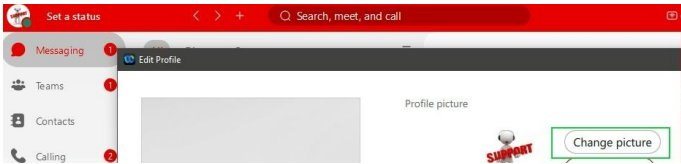

Ensure your users know that they must click the Contacts tab on the Webex App at least once to turn on the Enterprise Directory Search feature on the Webex App.

This needs to be completed once only.

3. CUSTOMIZE THE APP (DESKTOP / MOBILE)

a) Add a profile picture.

A clear picture of you makes it easier for others to reach out to you.

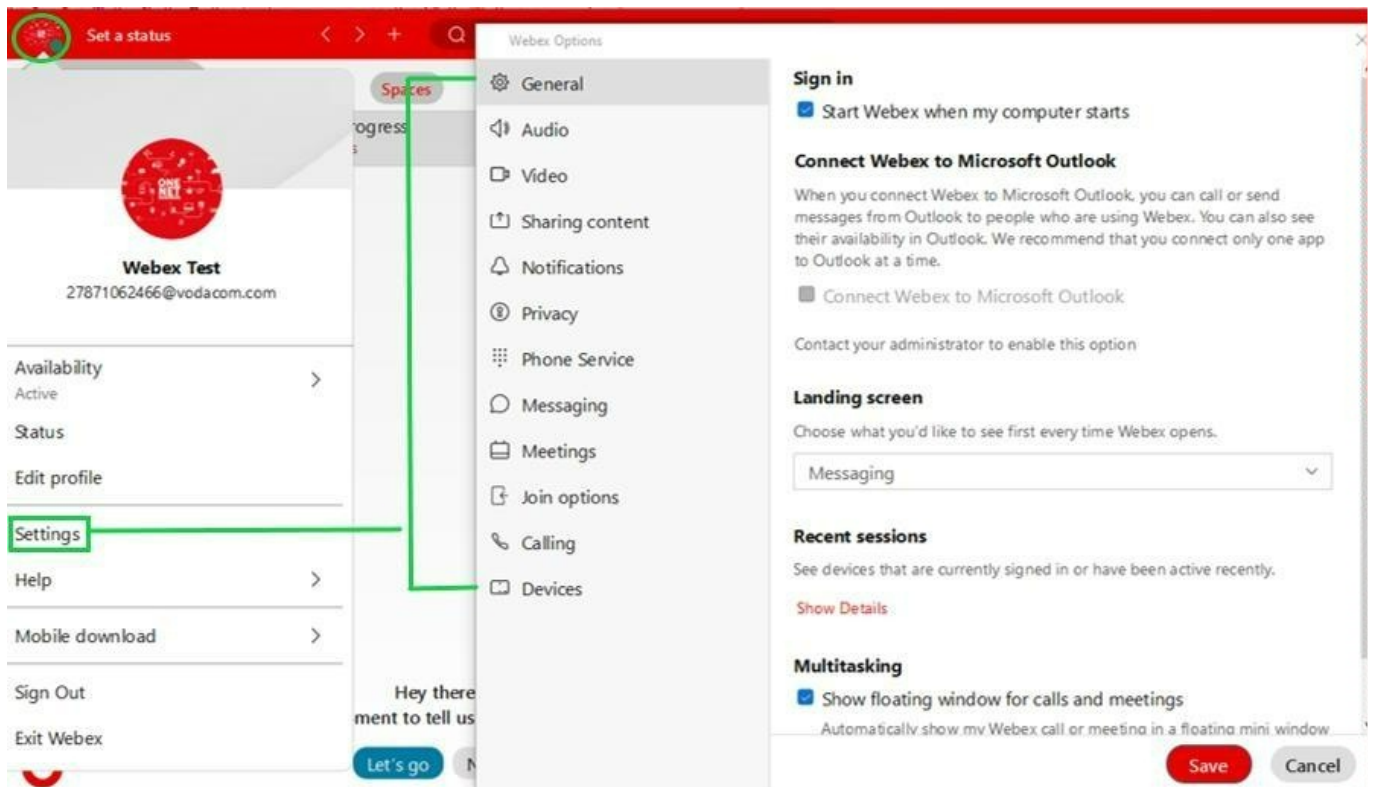
Step 1	<p>Click on your initials on the top left corner.</p> 
Step 2	<p>Click on edit profile</p> 
Step 3	<p>Click on change Picture, choose your new picture.</p> 
Step 4	<p>Click Save</p> 

b) To manage notifications, your camera and audio settings, click on your profile picture and select Settings.

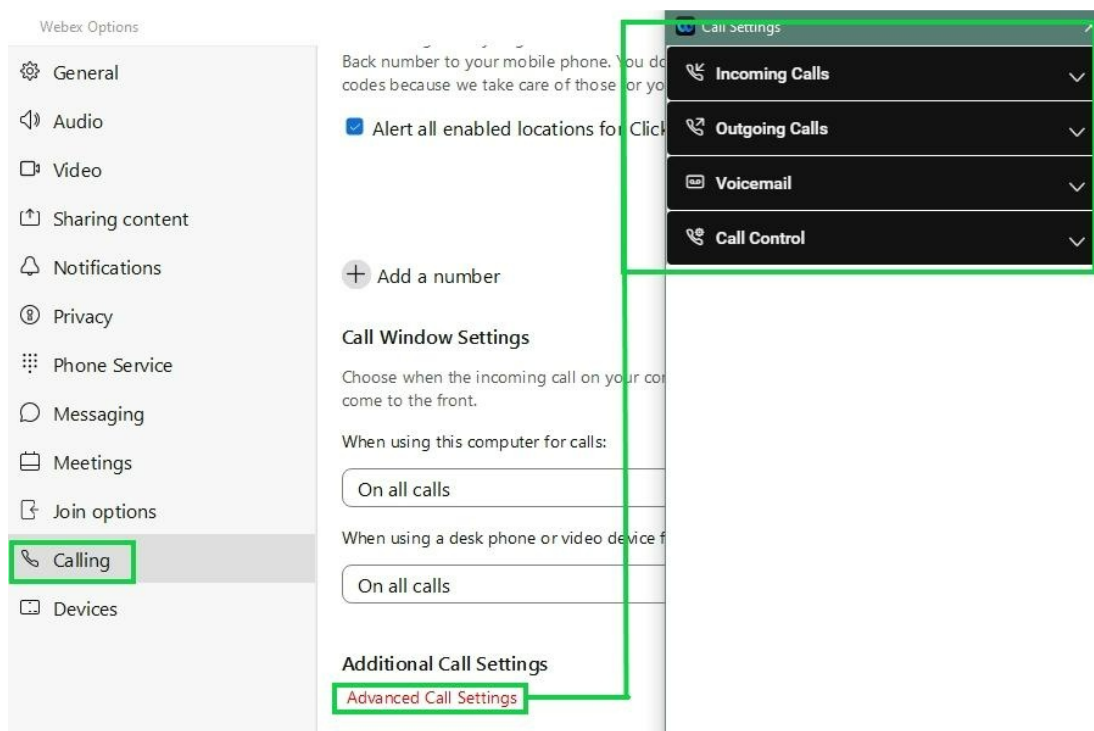
Notifications Set your notifications to stay up to date.	
Step 1	Click on Notifications.
Step 2	Select the notifications for your spaces, scheduled meetings, and calls.
Step 3	Select your notification sounds.
Step 4	Click Save.

Check your camera Select which camera you want to use in calls and meetings if you have more than one connected to your computer (in-built, external).	
Step 1	Click Video.
Step 2	Select your webcam from the drop-down list.
Step 3	Click Save.

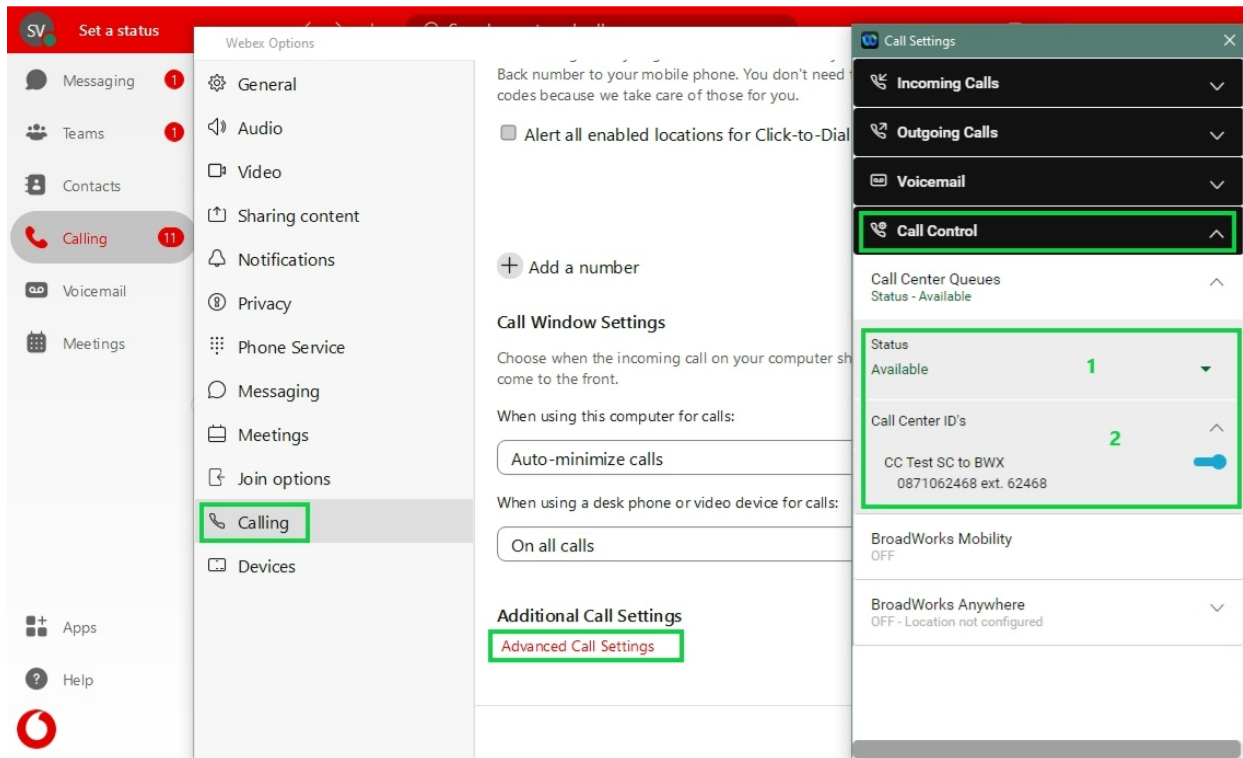
Test your Audio Make sure it is working properly and that you always hear the audio notifications.	
Step 1	Click Audio.
Step 2	Select which device will be used for the microphone, speaker, and ringer.
Step 3	Click Save.



c) *How to access your advance call settings.*



d) How to access and link your One Net Business Call Center Agents / Supervisors to the Webex Desktop or Mobile app.



- Make sure that the users are signed in and available on the status.
- Then choose the call center that the users should be linked to.

4. CREATE TEAMS AND SPACES TO MANAGE ALL YOUR COMMUNICATION AND COLLABORATION NEEDS (DESKTOP / MOBILE)

Team

A team is a group of people who are connecting for a longer-term community, a larger project or business objective.

Each team has a space called **General** that everyone belongs to.

You can add any number of additional spaces to the team to divide up projects or priorities within the team.

Space

A space is a group of people who have been invited to work together.

Spaces typically have names that describe what they're for or are named after the people in them if they're one-on-one.

A space can either be standalone or associated with a team. They can grow or shrink as needed.

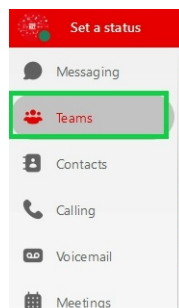
a) Creating a Team on the Desktop App

How to create a Team on the Desktop App

In One Net Business with Webex, Teams assists you to keep everything organized by categorizing multiple Spaces under a common theme.

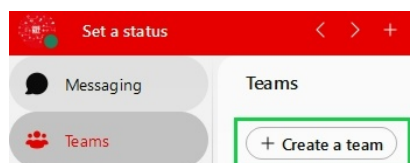
Step 1

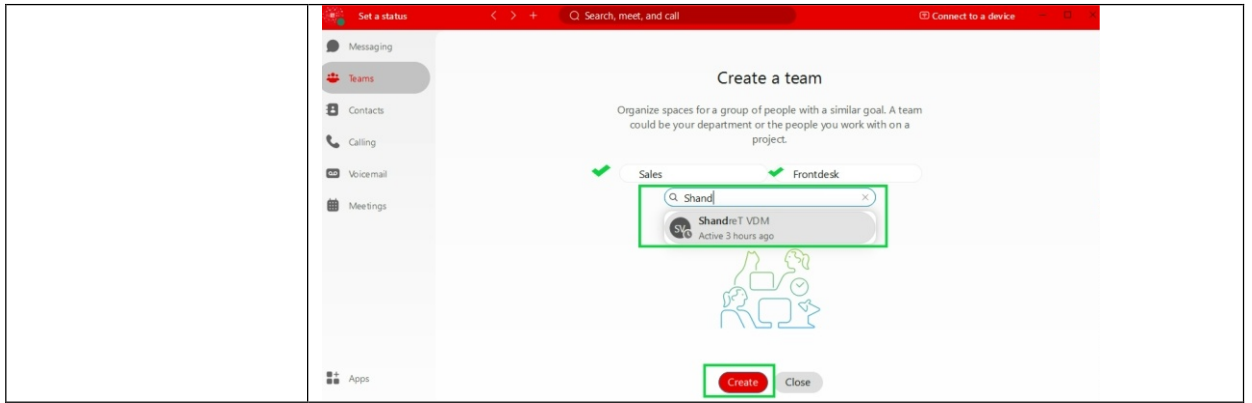
Go to Teams.



Step 2

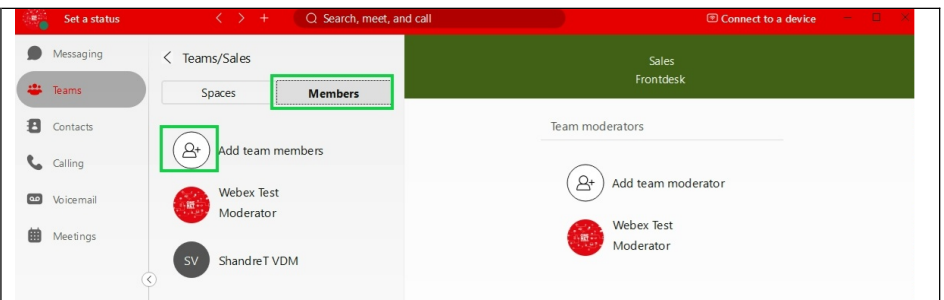
Choose the Plus icon, name the team, search, and add people, click Create.





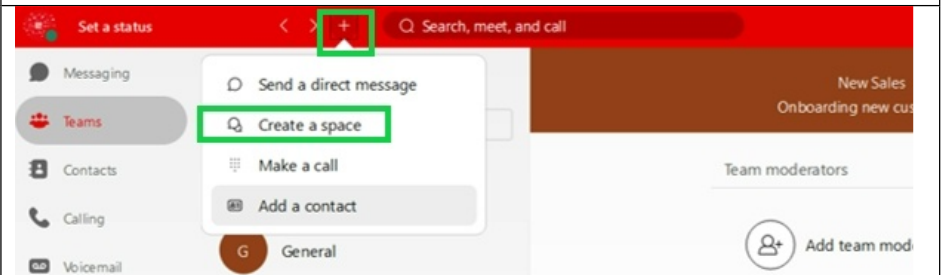
Step 3

Use the search bar to add team members.
Enter a name or email address and pick from the results list.
People get added to the General space automatically, but then can join any team spaces on their own.



Step 4

Click Create.
To create more spaces for the team, click Create a space and add the space name.

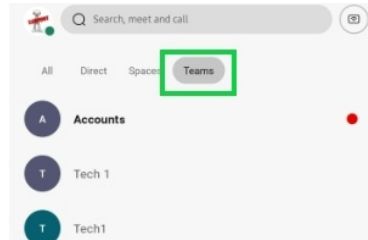


b) Creating a Team on the Mobile App

In One Net Business with Webex, teams help you keep everything organized by categorizing multiple Spaces under a common theme.

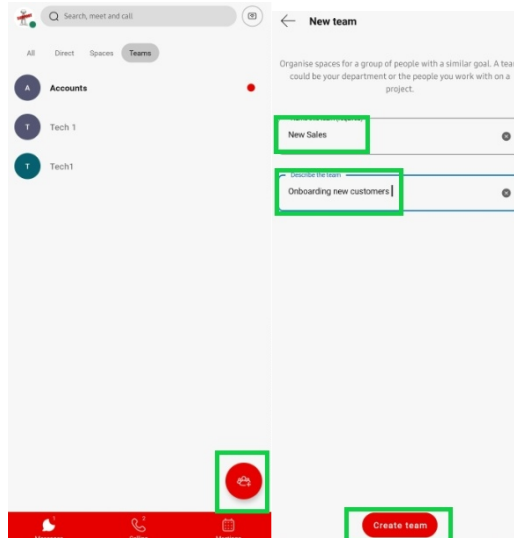
Step 1

Go to Teams.



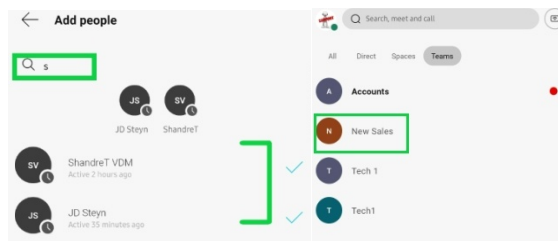
Step 2

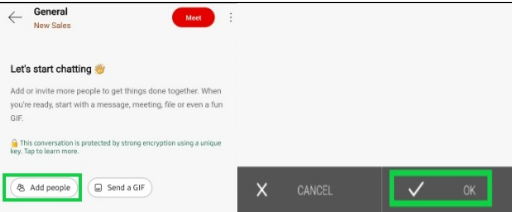
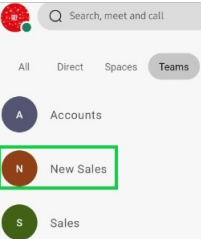
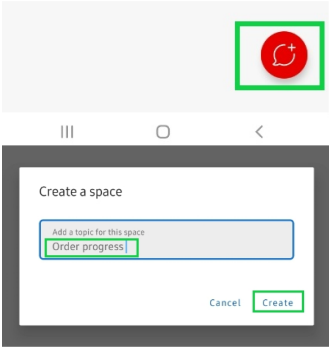
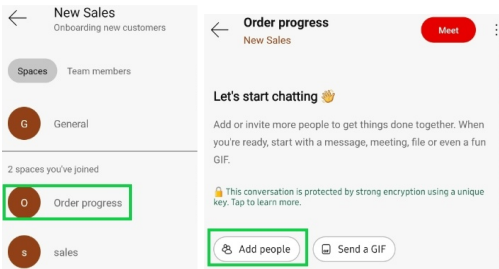
Choose the Plus icon, name the team, and click Create.



Step 3

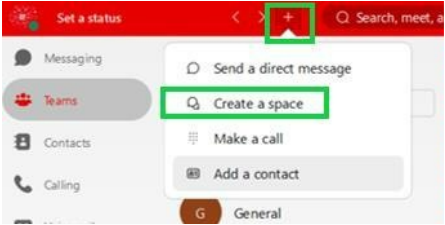
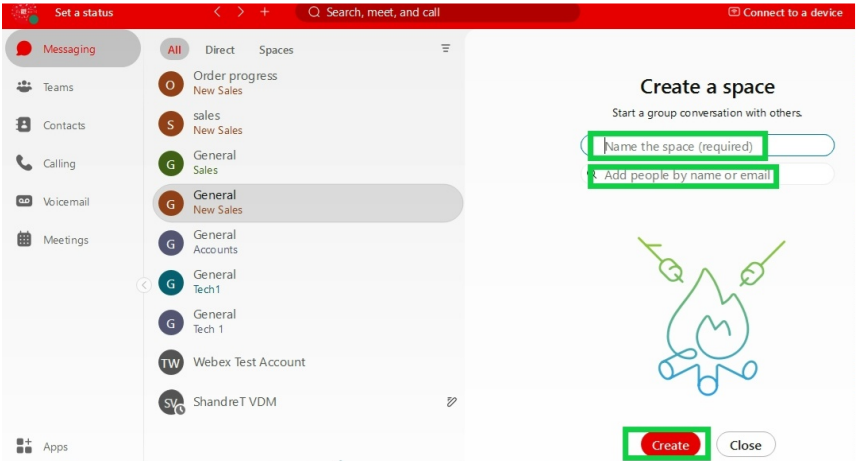
- Go to the newly created team.
- Click on add People, enter a name, or email address and pick from the results list.
- People get added to the General space automatically, but then can join any team spaces on their own.

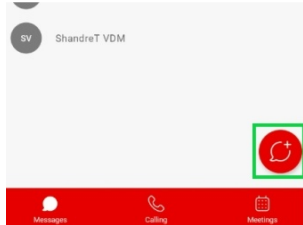
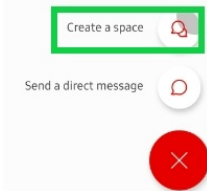
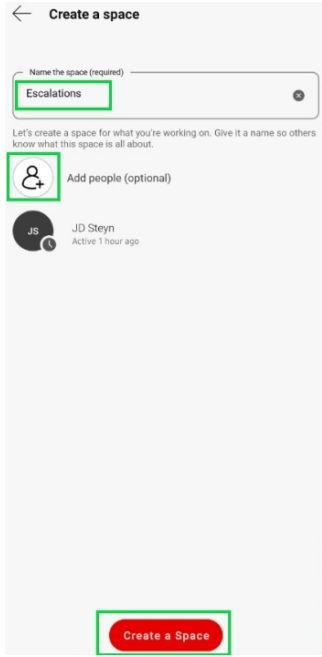


	
Step 4	<p>To create more spaces for the team, go to your newly created team.</p> 
	<p>Click on the plus icon, create a topic, click create.</p> 
	<p>Click on the newly created space and add your people.</p> 

c) Creating a Space

In One Net Business with Webex, you can interact 1-1 or you can collaborate with a group of people using spaces.

How to create a space on a Desktop App	
Step 1	<ul style="list-style-type: none"> Click the + sign next to the Search field. Click Create a space. 
Step 2	<ul style="list-style-type: none"> Type a name for your space. Enter the names of people you want to invite. Click Create. 
Tip	<p>Create a 1:1 space with a co-worker or client to have conversations, meetings, and share files anytime.</p> <p>Create 1: many spaces to share files, chat and meet with your teams to keep project velocity at top speed.</p>

How to create a space on a Mobile App	
Step 1	<p>Click the + sign on the bottom right corner.</p> 
Step 2	<p>Click Create a space.</p> 
	<ul style="list-style-type: none"> • Type a name for your space. • Enter the names of people you want to invite. • Click Create. 
Tip:	<p>Create a 1:1 space with a co-worker or client to have conversations, meetings, and share files anytime.</p> <p>Create 1: many spaces to share files, chat and meet with your teams to keep project velocity at top speed.</p>

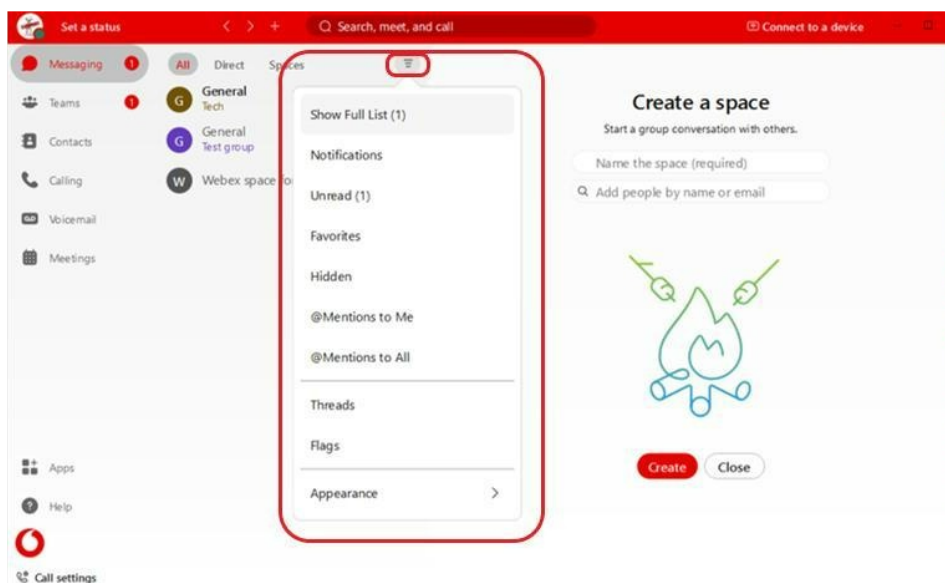
5. MAKING THINGS HAPPEN WITH MESSAGING AND SEARCH

a) Powerful messaging

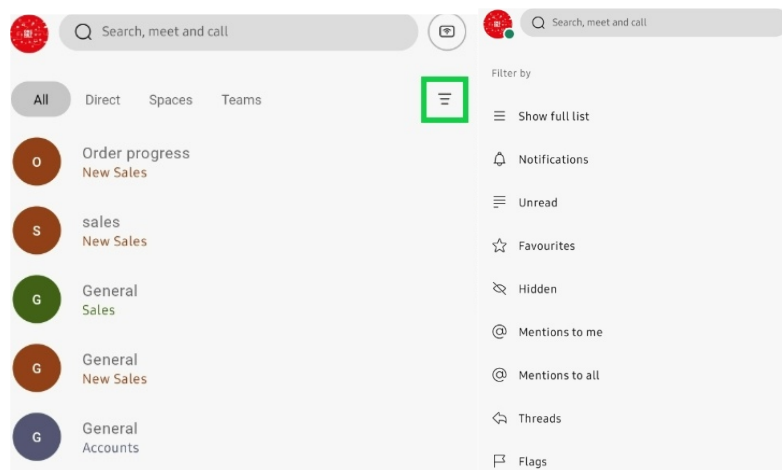
	Description	Icon
@mention	To get someone's attention, @mention their name. They will see @ against the Space, showing that their name has been tagged.	
Send someone a message	You can easily contact internal or external people using the chat panel for 1:1 interactions or group communications in spaces. Type the name of the person or space in the Search field. Click the person or space name. Type your message and press the enter key.	
Edit messages	Made a typo? Not a problem, simply hover over your message and click Edit message. Then, make your changes and click update. After you update the message, you'll see (Edited) next to it in the space	
React to messages	Want to add a quick reaction to a message? Hover over the message you'd like to react to and click the Add reaction icon.	
Answer a specific message in a thread	Slide your mouse above the message and use the arrow option.	

b) Sort / filter Message

To help zoom in on priority items and avoid information overload, simply click the Filter icon, and select Desktop View



c) Mobile app View



- **Notifications:** Shows a list of all spaces where you have notifications selected and something new happened.
- **Unread:** Shows all unread messages.
- **Favorites:** Shows a list of all spaces you marked as favorites.
- **Hidden:** Shows all your hidden spaces. Hidden spaces no longer show in your spaces list.
- **@mentions to me:** Shows a list of all messages you have personally been @mentioned in.
- **@mentions to all:** Shows a list of all messages where everyone was @mentioned in spaces you are a member of.
- **Threads:** Shows a list of threads within chats and spaces.
- **Flags:** Shows a list of all messages you've flagged.
- **Drafts:** Shows a list of your drafted messages.

d) Search messages, Files and People

Thanks to the advanced search feature, you can easily rediscover people, spaces, messages, and files.

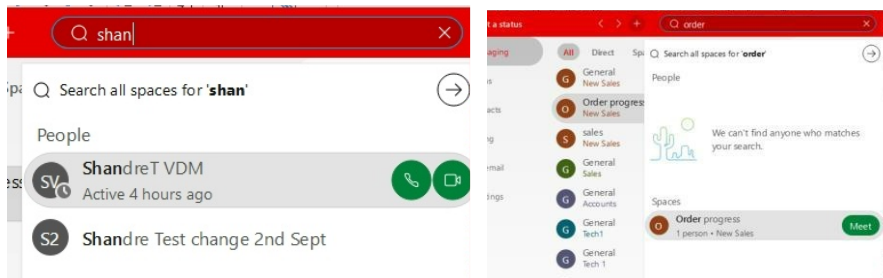
e) VERY IMPORTANT NOTE

Ensure your users know that they must click the **Contacts** tab on the Webex App at least once to turn on the Enterprise Directory Search feature on the Webex App.

This needs to be completed once only.

f) How to search for people or spaces on the Desktop App

Start typing the person or space name into the Search field.

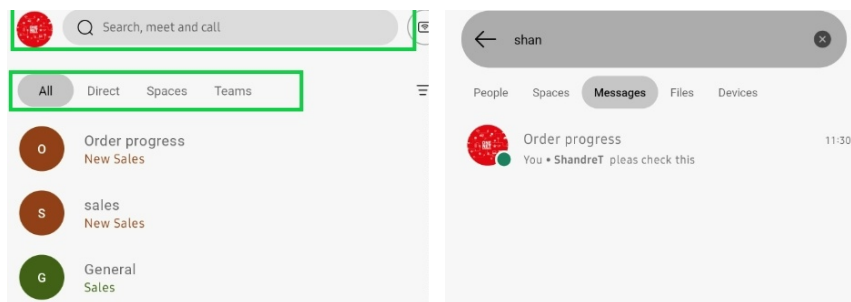


Please note that

- **You can** search the user by name (First or Last name)
- **You can** search full number with the 27 format (example 27823184729) or the 1st few digits of the number (example 2782318)
- **You can't** search your own number while logged into the Webex app (your profile)
- **You can't** search via extension (last 4 or 5 digits of the number) – Cisco has escalated this to their BU, they have noted and received the request, but no committed date received.
- **You can't** search the full number with the 'o' format (0823184729) – Cisco has escalated this to their BU, they have noted and received the request, but no committed date received.

g) How to search for people or spaces on the Mobile App

Start typing the person or space name into the Search field.

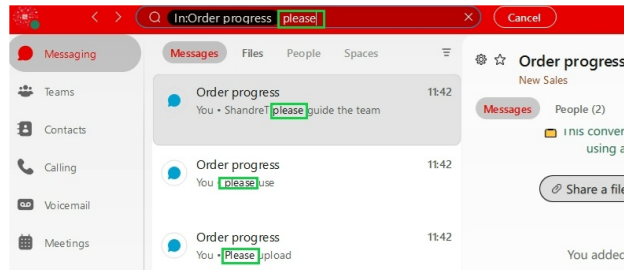
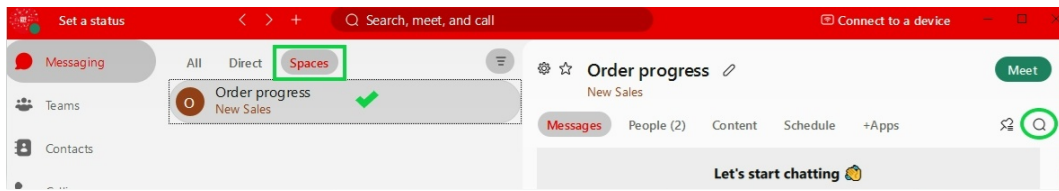


Please note that

- **You can** search the user by name (First or Last name)
- **You can** search full number with the 27 format (example 27823184729) or the 1st few digits of the number (example 2782318)
- **You can't** search your own number while logged into the Webex app (your profile)
- **You can't** search via extension (last 4 or 5 digits of the number) – Cisco has escalated this to their BU, they have noted and received the request, but no committed date received.
- **You can't** search the full number with the 'o' format (0823184729) – Cisco has escalated this to their BU, they have noted and received the request, but no committed date received

h) Search for content in a chat or space on the Desktop App

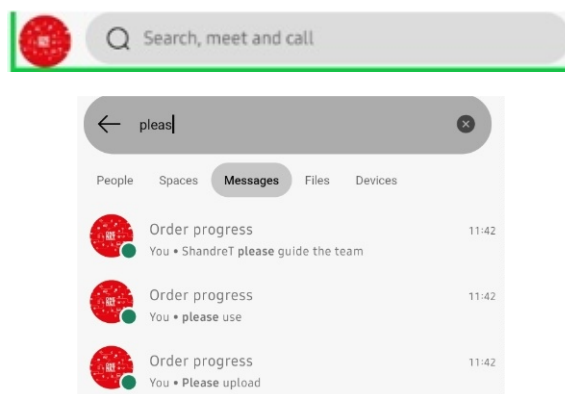
If you are looking for a chat message or file, click the Search icon within the chat or space. Then enter the keywords or document name in the search field.



i) Search for content in a chat or space on the Mobile App

If you are looking for a chat message or file, click the Search icon on top.

Then enter the keywords or document name in the search field, and select the different options (People, Spaces, Messages, Files, Devices).



j) Tip

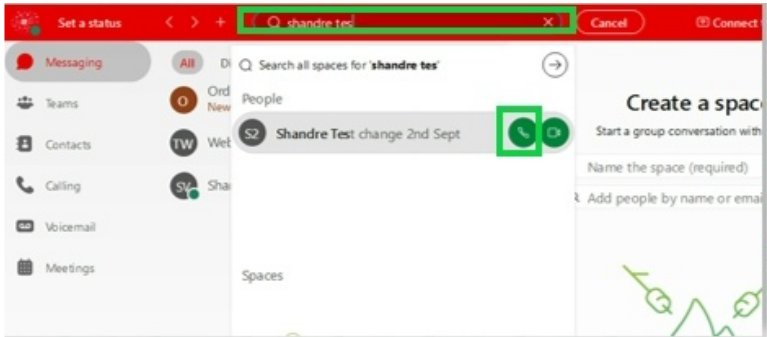
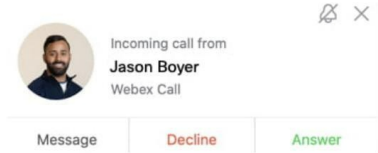
If needed, refine your search by first typing one of the following:

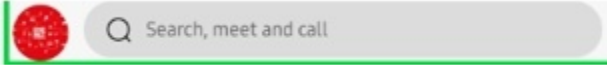
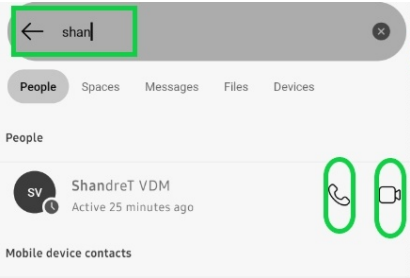
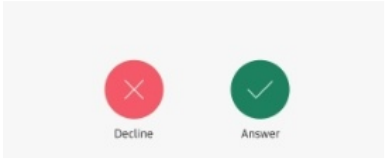
- **In:** Enter the name of the space and choose a space from the list.
- **From:** Enter the person's name and select the person from the list.
- **With:** Enter the person's name and select the person from the list. The results include spaces you are in with this person.

6. GETTING WORK DONE WITH CALLING AND SCHEDULING

a) Starting and answering calls (Desktop and Mobile App)

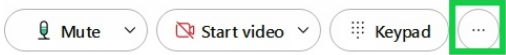
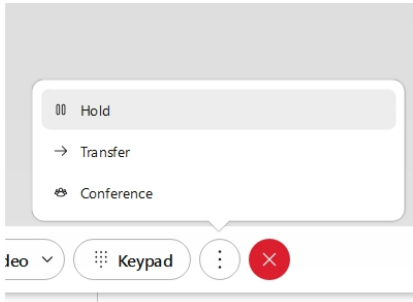
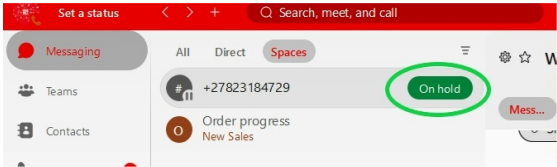
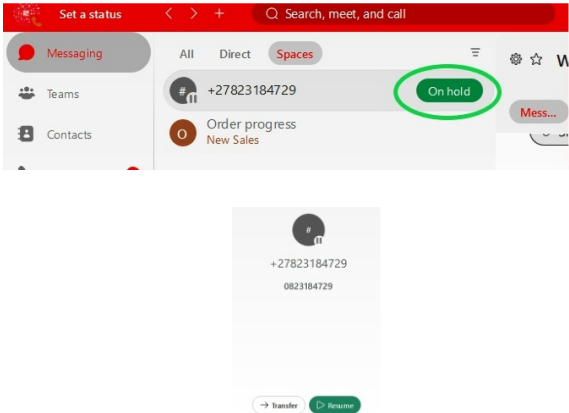
You can start video and audio calls with individuals from 1:1 space.

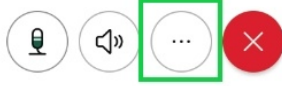
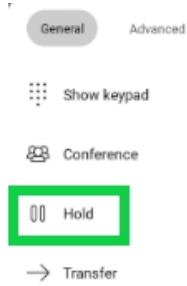
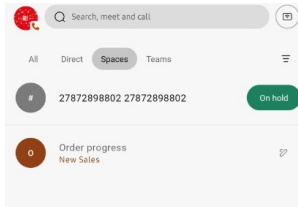

How to start or answer a call on the Desktop App There are different ways to call in One Net Business with Webex. One easy way is to:	
Step 1	<div>Initiate a Call<ul style="list-style-type: none">Click the Search field.Start typing the name of the person or space you want to call.Click the name of the person or space in the results list.Click the Audio Call or Video Call icon at the top right of the space.</div> <div></div>
	<div>Answer a Call<p>When you receive a call, you will see a notification allowing you to:</p><ul style="list-style-type: none">Answer: To take the call.Decline: If you can't answer now.</div> <div></div>

How to start or answer a call on the Mobile App	
Step 1	<p>Click the Search field.</p> 
Step 2	<p>Start typing the name of the person or space you want to call. Click the Audio Call or Video Call icon.</p>  <p>Answer a Call</p> <p>When you receive a call, you will see a notification allowing you to:</p> <ul style="list-style-type: none"> • Answer: To take the call. • Decline: If you can't answer now. 

b) Put a call on hold (Desktop or Mobile)

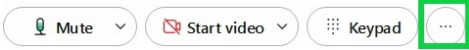
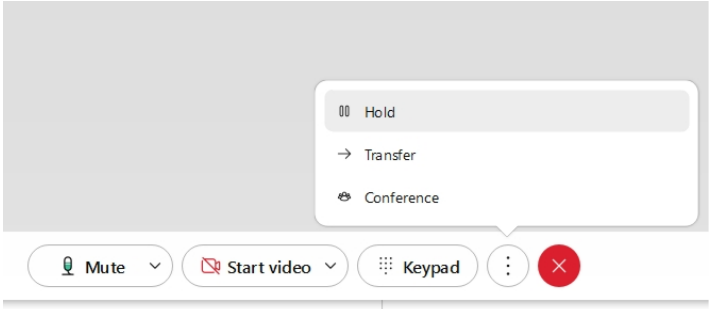
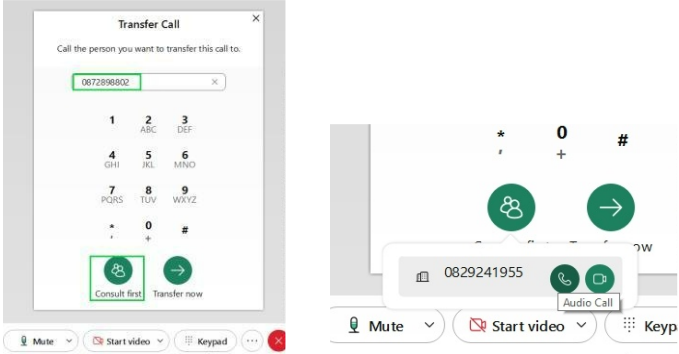
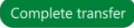

If you are on a phone call with someone and you get interrupted with something else that you need to take care of, you can put the call on hold and resume it when you are free to resume the call.

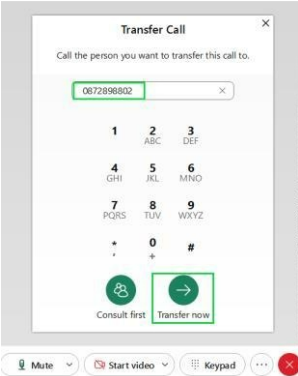
How to put a call on hold when using the Desktop App	
Step 1	<p>While on a call, select more.</p> 
	<p>Select Hold.</p> 
	<p>After you have placed the call on hold, your spaces list shows that it's on hold.</p> 
Step 2	<p>To go back to your held call, select it from the spaces list and then select Resume.</p> 

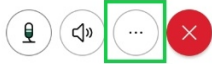

How to put a call on hold when using the Mobile App	
Step 1	<p>While on a call, select more.</p> 
	<p>Select Hold.</p> 
	<p>After you have placed the call on hold, your spaces list shows that it's on hold.</p> 
Step 2	<p>To go back to your held call, select it from the spaces list “On Hold” and then select Resume.</p> 

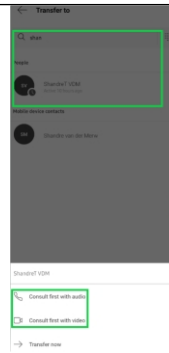
c) Transfer a call (Desktop or Mobile App)

When you are on a call, you can transfer the call to someone else.

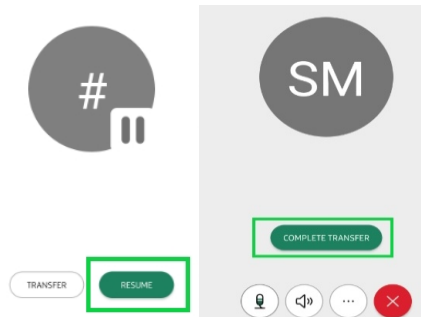
How to transfer a call when using the Desktop App	
Step 1	<p>While on a call, select more.</p> 
Step 2	<p>Select Transfer.</p> 
Step 3	<p>Enter the name or number of the person you want to transfer the call to and then choose one of the following options:</p> <p><u>Consult first</u> – talk to the person on the receiving end of the transfer first before completing the transfer.</p> <p>If you searched for someone by name, choose their mobile or work number and then choose whether you want to make it an audio or video call.</p> 
	<p>Then, click Resume to go back to the first call or just click Complete transfer.</p> <p>0829241955</p>  
	<p><u>Transfer now (also known as blind transfer)</u></p>

	<p>Transfer the call right away with audio only.</p> <p>If you searched for someone by name, choose their mobile or work number to complete the transfer.</p> 
--	--

How to transfer a call when using the Mobile App	
Step 1	<p>While on a call, select more.</p> 
Step 2	<p>Select Transfer.</p> 
Step 3	<p>Enter the name or number of the person you want to transfer the call to and then choose one of the following options:</p> <p><u>Consult first</u> - chat with the person on the receiving end of the transfer first before completing the transfer. If you searched for someone by name, choose their mobile or work number and then choose whether you want to make it an audio or video call.</p>

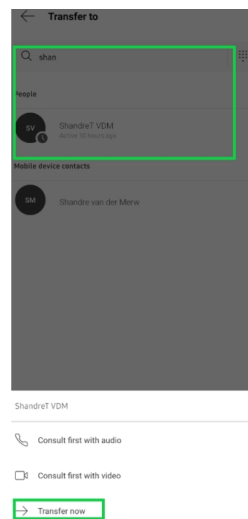


Then, click Resume to go back to the first call or just click Complete transfer.



Transfer now (also known as blind transfer)

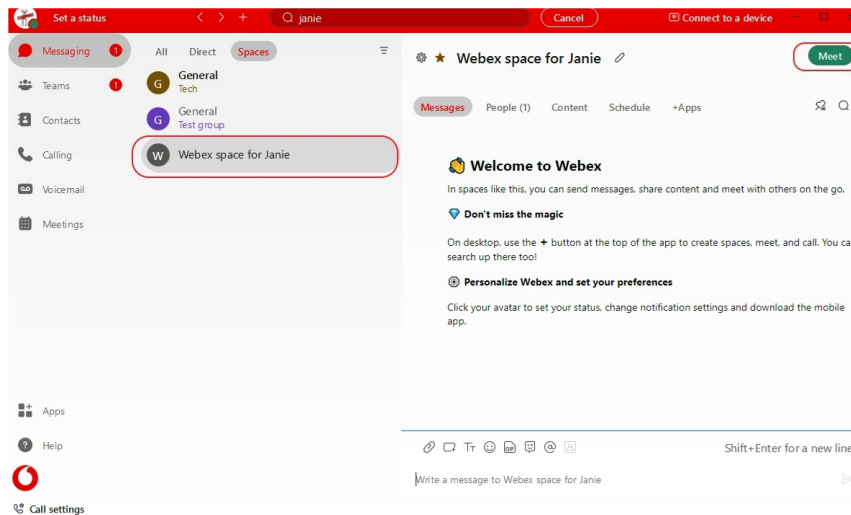
Transfer the call right away with audio only. If you searched for someone by name, choose their mobile or work number to complete the transfer.



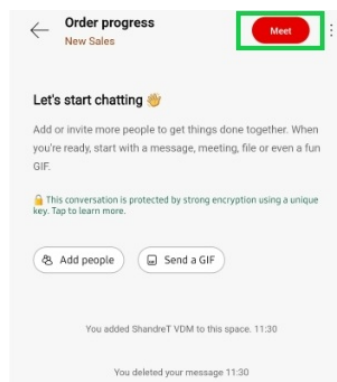
d) Starting meetings in a space

You can start a meeting directly from a space. Need to escalate from messaging to a meeting? You can also initiate an ad-hoc meeting just by clicking Meet in your space.

Desktop App View



Mobile App view



Tip:

- Any member of the space can start the meeting.
- All team members that have “Smart Notifications” set up will get a ping that their team is meeting!
- The green meet button will appear next to the space.
- They only need to click to join in!

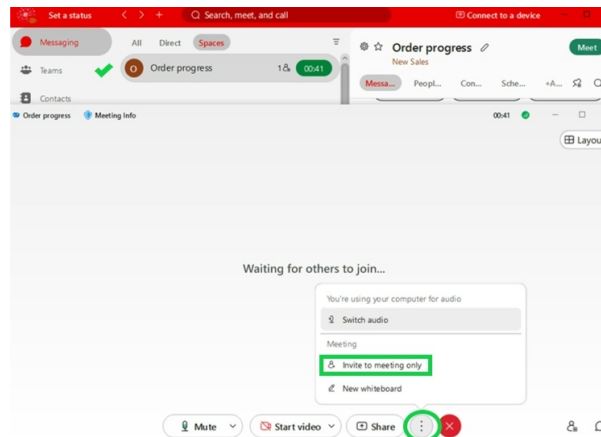
e) Invite someone from within a call using your Mobile or Desktop App

When a call is running in a space, you may wish to invite someone as a guest but not add them to the space. To do this when on the call:

How to Invite someone from within a call when using the Desktop App

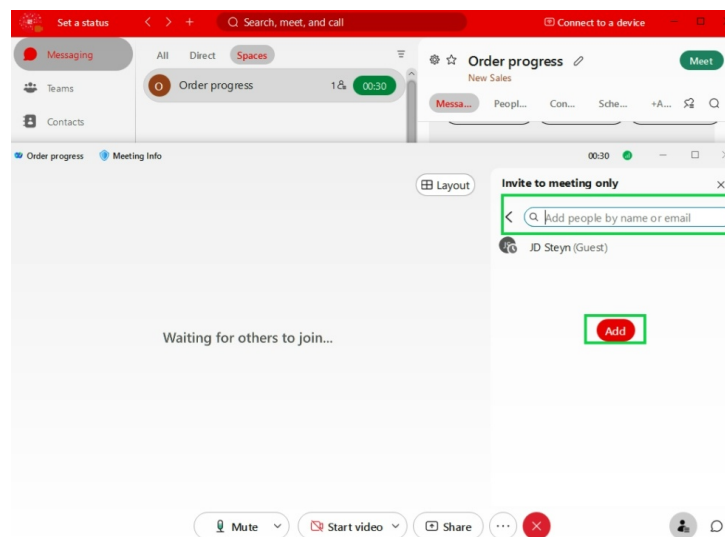
Step 1

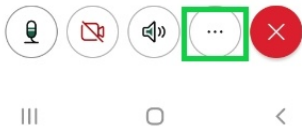
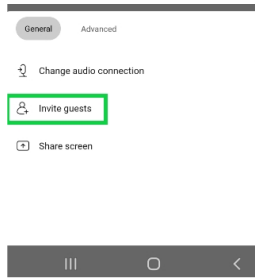
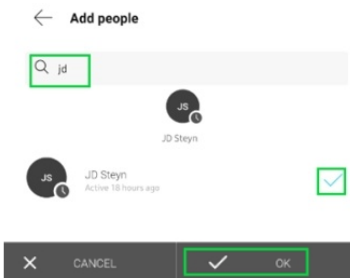
- Click the menu icon in the meeting window next to share.
- Click Invite guests to meeting only.



Step 2


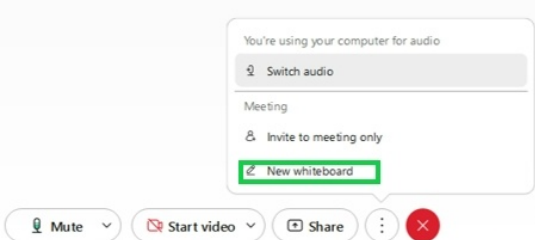
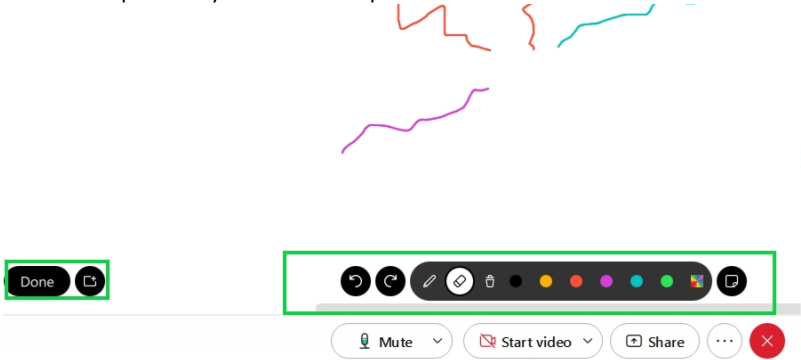
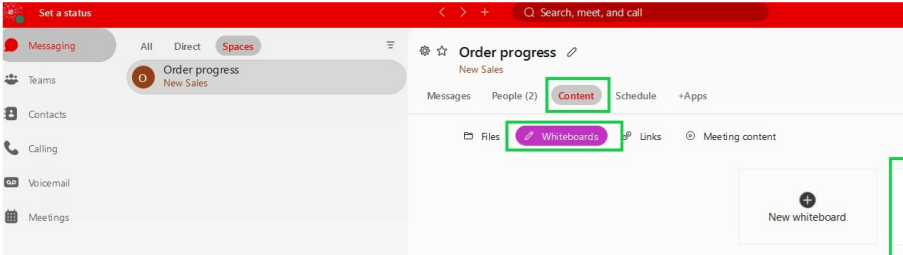
Type the name of the person you want to invite or their email address.



How to Invite someone from within a call when using the Mobile App	
Step 1	<p>Click the menu icon in the meeting window</p> 
Step 2	<p>Click Invite guests to meeting only.</p> 
Step 3	<p>Type the name of the person you want to invite or their email address. Then click OK to add you guest to the meeting.</p> 

f) Co-create with white boarding and screen sharing

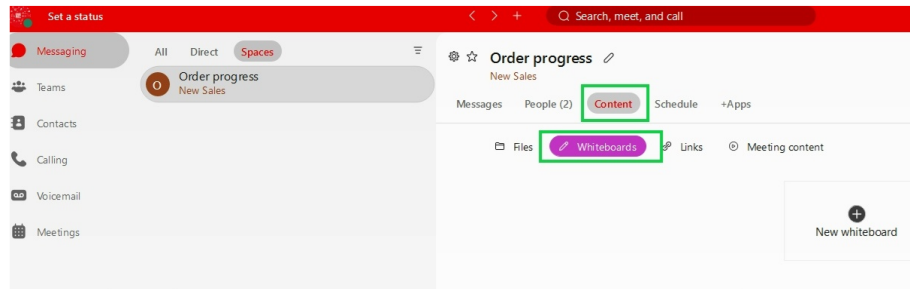
Whiteboards are powerful and simple tools to convey visual ideas and brainstorm on projects. Within One Net Business with Webex, you can share whiteboards both during and outside a meeting.

How to use the whiteboard on your Desktop App <u>Within</u> a meeting	
Step 1	<p>Click the menu icon in the meeting window</p> 
Step 2	<p>Click New whiteboard.</p> 
Step 3	<p>Use the annotation tool to draw on the whiteboard. You can also continue an existing whiteboard previously shared in the space.</p> 
Tip	<p>To access the saved white board, just go the space, teams, or meeting where you have arranged or initiated the meeting from.</p> 

How to use the whiteboard on your Desktop App Outside a meeting

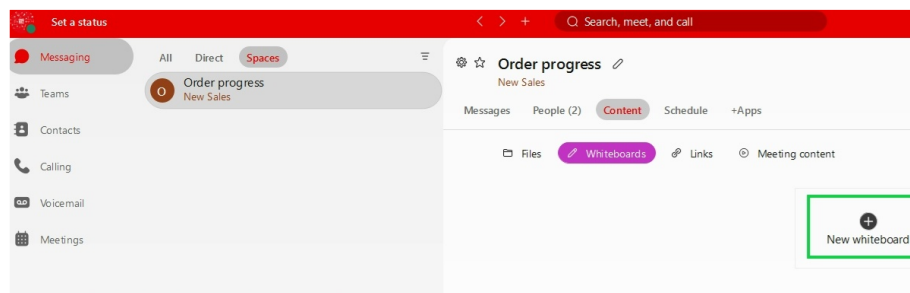
Step 1

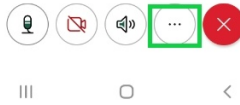
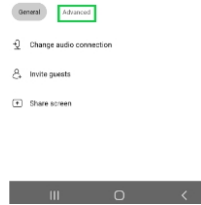
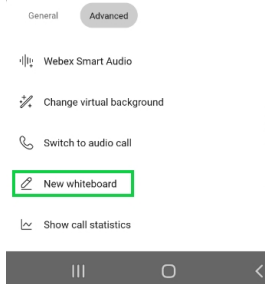
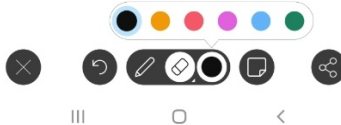
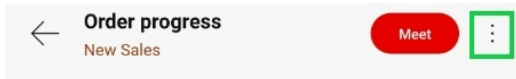
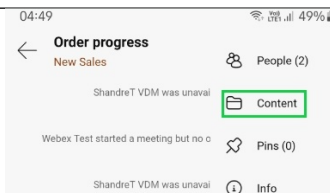
- Click the space where you want to share the whiteboard.
- Click the Content tab.
- Click Whiteboards.

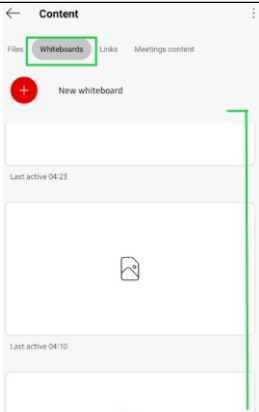


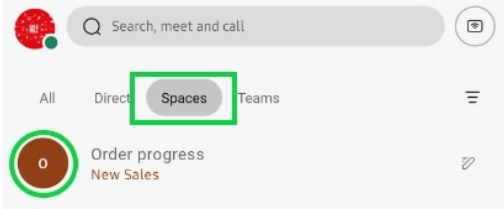
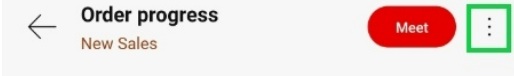
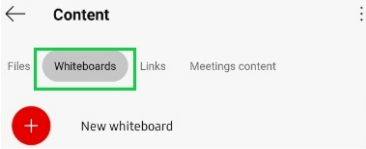
Step 2

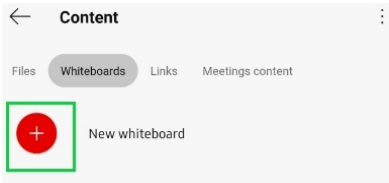
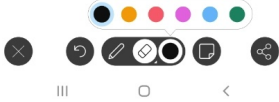

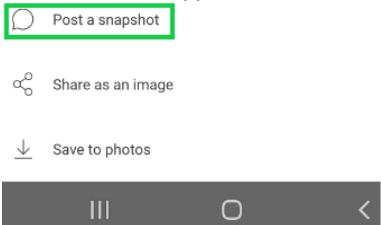
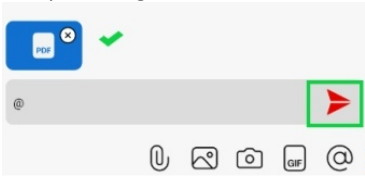
Click New whiteboard.
Alternatively, you could re-open a whiteboard already shared in that space.



How to use the whiteboard on your Mobile App <u>Within</u> a meeting	
Step 1	<p>Click the menu icon in the meeting window.</p> 
Step 2	<p>Click Advanced.</p> 
Step 3	<p>Click New whiteboard.</p> 
Step 4	<p>Use the annotation tool to draw on the whiteboard.</p> 
Tip	<p>To access the saved white board, just go the space where you have arranged or initiated the meeting from.</p> <p>Click on the top right menu option.</p>  <p>Click on Content.</p>
	

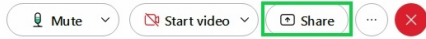
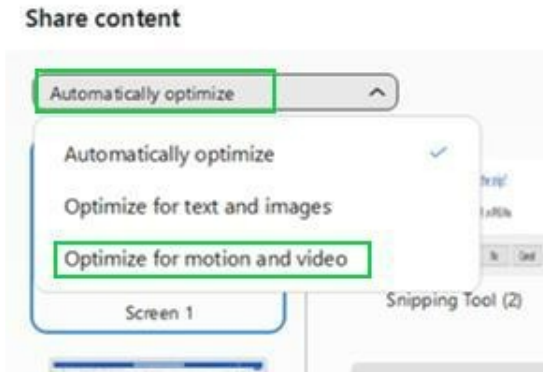
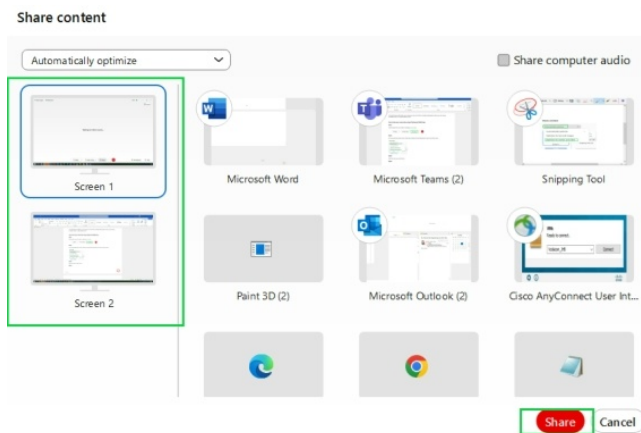

	Click on whiteboard, here you can access all whiteboards.
	

How to use the whiteboard on your Mobile App <u>Outside</u> a meeting	
Step 1	Click the space where you want to share the whiteboard.
	
	<p>Select the menu option</p> 
	<p>Click on Content</p>  <p>Click on whiteboard, here you can access all whiteboards</p>

Step 2	<p>Click New whiteboard. Alternatively, you could reopen a whiteboard already shared in that space.</p> 
Step 3	<p>Use the annotation tools to draw on the whiteboard.</p> 
Step 4	<p>Click the Share icon. Bottom right corner.</p> 
Step 5	<p>Click Post snapshot for your whiteboard to appear in the chat thread.</p> 
Step 6	<p>Type your message and submit you changes.</p> 

g) Share Screen

In One Net Business with Webex, you can share your screen with others, including streaming videos. Share your screen during a meeting or even in a 1:1 space outside of a call.

How to share your screen when using a Desktop and Mobile App	
Step 1	<p>Click the Share screen icon while in a meeting or a 1 on 1 call</p> 
Step 2	<p>If you are planning to share a video, check Share computer audio and Optimize for video on top of the screen.</p> 
Step 3	<p>Choose the screen you want to share and then select Share.</p> 
Step 4	<p>To stop, click Stop in the orange bar at the top.</p> 



vodacom
business

Further together