

Webex Calling FAQ

Lilly Cordova - 2025-11-17 - Comments (0) - WebEx

What is Webex Calling?

Webex Calling is the cloud application for voice calling. If you have used Cisco's Jabber softphone, Webex Calling is the latest iteration. It replaces Jabber and allows you to make and receive phone calls

Do I still need to have a physical phone at my desk?

No, you do not need to have a physical phone. You can easily work using only the Webex app. If you need to keep your physical phone, you can and it will work as it has in the past. The only thing you may notice is that the phone screen will go dark after 30 minutes of non-use. This is a power saving feature which helps reduce energy costs and increase the life of your phone.

How do I make calls? Is it the same as Jabber and my desk phone?

For calls to others on campus, dial the person's 5-digit extension just as you have been doing. For calling people off campus, you can dial 1 plus the 10-digit calling number (ex: 1.401.555.1234). You can still dial 8 before the number (8+1.401.555.1234), but you no longer have to dial 8 first.

How do I access my voicemail?

To access your voicemail, go to the Voicemail tab in the app. If you want to check your voicemail from another phone on campus, dial extension 39000 and enter your voicemail credentials (mailbox number and password).

Can I get my voicemail message transcribed?

Yes. On the Webex app, you will have the audio file and transcription. Additionally, we have configured voicemail messages to be sent to your email address and the transcription will be present in the email. Please note that your email and voicemail are not synchronized. Review the next question for more on synchronization.

Knowing I get an email if someone leaves me a voicemail message, what happens if I delete the email? Will the voicemail get deleted?

Unfortunately, email and voicemail are not synchronized. Deleting your email does not delete your voicemail message. It will remain on Webex until you delete it through the app. Listening to your voicemail through email DOES NOT sync back, either. Your Webex app/phone will still show a new unread message until you review it in Webex. Your

voicemail indicator light will stay active as though you have not listened to the voicemail message. There is already a request for a feature improvement asking for synchronization between email and Webex. Should unified messaging be implemented by Webex, you will be notified.

Will Webex replace Zoom for meetings?

No. At this time, Brown University will utilize Zoom as its primary meeting solution. You should not use Webex meetings unless a party outside of Brown University uses it for its solution and has invited you to a Webex meeting. Continue to use Zoom for your meetings.

Should I use Webex for messaging and chat?

No. At this time, continue to utilize Google Chat or Slack for IM and chatting.

I see there is a button to make a video call. Should I be using that?

You can use this feature, but please note that this will only work if you are calling another Webex user. If you are going to have a video call with someone who is not a Webex user, you are best served setting up a Zoom meeting so that you and your guests can have a more effective call. Webex Calling is the Jabber replacement. Use it as you do Jabber.

How do I make sure my emergency address is up to date?

Please refer to this article for E911 information with Webex:

<https://help.webex.com/en-us/article/nd29pk1/Webex-App-%7C-Update-your-location-for-emergency-services>

In the E911 screen, the Tab key won't advance into all fields. It looks like something is amiss.

We have brought this to the attention of Cisco, and we were told that the software was designed for mouse use only. Using the Tab key to advance will not work for all fields. We have requested that they enhance the software to make it workable with the Tab key. Please use your mouse to click into the address fields and you will be able to successfully add your address.

When I use the "Search or Dial" field, how come I can see some of my colleagues and not see others across the Brown campus?

The only colleagues you will find when using "Search or Dial" are those who have been moved to Webex Calling. Those who are still on our legacy phone system are not visible. Once they are moved to Webex Calling, you will be able to search and find them in the application.

If something is not working correctly, who do I inform to get it fixed?

Your first action would be to contact your IT support professional. They are there to help you and may be able to resolve issues quickly. If they are unable to assist, you can always create an IT help request at help.brown.edu

What is the Webex portal? How do I login and what can it do for me?

The Webex portal - user.webex.com - will allow you to make modifications to your Webex calling application (eg., resetting your voicemail PIN). To login, click on the link and enter your full Brown University email address. You will be prompted to enter your Brown credentials. Brown's SSO will verify you. When you login, the portal will default you to the "Meetings" page. Please note that you will not be using Webex for meetings.

Where can I get more information on using the solution, settings, etc.?

Additional info can be found at...

<https://ithelp.brown.edu/kb/articles/getting-started-with-webex-calling>