KONICA MINOLTA

WELCOME `Visit Resource`

The resources listed here are helpful articles on Cloud PBX with Webex. For a guide on getting started with Webex, visit the link above. **Access the Webex Control Hub**.

MANAGING PHONE NUMBERS `Visit Resource`

Administrators can manage phone numbers in Control Hub. You are able to view and activate phone numbers for your organization, as well as move phone numbers from one location to another.

CALL QUEUE `Visit Resource`

You can create multiple call queues for your organization so that when customers' calls cannot be answered, they are provided with an automated answer, comfort messages, and/or hold music until someone can answer their call.

AUTO ATTENDANT `Visit Resource`

Ensure that calls are answered and that callers' needs are met. You can add greetings, set up menus, and route calls to an answering service, a hunt group, a voicemail box, or a real person. You can create a 24-hour schedule or provide different options when your business is open or closed.

SET UP A SCHEDULE `Visit Resource`

Create and configure a schedule in the Webex Control Hub.

CONFIGURE A DEVICE `Visit Resource`

Learn how you can add desk phones or analog telephone adapters to users in the Webex Control Hub.

VOICEMAIL `Visit Resource`

Enable a user's voicemail and voicemail settings in Control Hub by giving them the ability to send calls to voicemail when they're busy or can't get to the phone, to enable voicemail notifications via email or text, or store voice messages in a preferred location.

HOW-TO VIDEOS
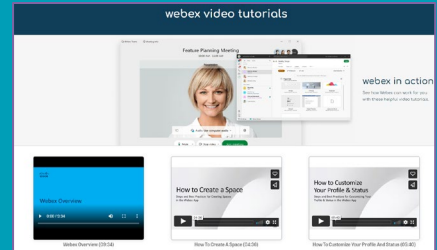
1. **Getting Started: Webex App**
2. **How to Customize Your Profile & Status**
3. **How to Make a Call**
4. **Messaging Basics**
5. **How to Create a Space**
6. **Getting Started: Webex Meetings**
7. **How to Schedule a Meeting**
8. **How to Start & Join Meetings**
9. **How to Manage Audio & Video**
10. **How to Record a Meeting**
11. **How to Share Your Screen**
12. **How to Share PowerPoint**

DESK PHONE VIDEOS

Cisco IP 6800/7800 Series Desk Phone

Cisco IP 8800 Series Desk Phone

MANAGE CALLER ID

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In Control Hub, you can specify the caller ID (CLID) information shown when an external call is made from a workspace or when a user makes an external call.

CONFIGURE CALL PARK AND RETRIEVE

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The Call Park service allows a user to park a call against a user's extension or to a Call Park Extension. While the call is parked, the user can make and receive other calls freely and invoke other features without limitation.

SHARED LINE APPEARANCE

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Shared line feature is about assigning one phone number to multiple devices. This allows calls made to that phone number to be answered by multiple devices. Answered calls can be handed off to other devices sharing the same phone number.

CONFIGURE CALL SETTINGS FOR YOUR USERS

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You have complete control and flexibility as an administrator in managing different calling deployments with these call settings features in Control Hub. Enable and prioritize different calling options and set single click-to-call for users.

DIAL PLANS AND ROUTING

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The articles in this section describe dial plans and call routing in the Control Hub.

EMERGENCY CALLING

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The enhanced emergency (E911) service for Webex Calling provides an emergency service designed for organizations with a hybrid or nomadic workforce. It provides dynamic location support and a network that routes emergency calls to Public Safety Answering Points (PSAP) around the US, its territories, and Canada.

ASSIGN ORGANIZATION ACCOUNT ROLES IN CONTROL HUB

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You can set up users in your organization with different administrator roles. Users can become full administrators, or a combination of support administrators, user and device administrators, device administrators, read-only administrators, or compliance officers. You can also see a list of all or specific administrators in Control Hub, including device administrators and compliance officers.