



COMCAST
BUSINESS

MASERGY

Quick Start Guide

Masergy UCaaS with Webex[®]

June 2022

What is UCaaS with Webex?

Masergy UCaaS with Webex provides a fully integrated collaboration experience, combining Masergy's Hosted UC calling platform with Webex's advanced collaboration and messaging capabilities, all within a single application, Webex.

Masergy UCaaS with Webex provides a single easy-to-use and secure application to call, message and meet. The app allows individuals to:

- Stay connected anytime, anywhere and on any device
- Chat 1:1 or in groups
- Share and receive files or content
- Whiteboard or draw with your team and share the interactive content
- Intuitively search for messages and content with search filters
- Share presence info or create customize with custom status options
- Voice/Video Calling (Desk phone Control or Soft Client)

Install the Software

You can get the Webex app for your computer or mobile device, install it on multiple devices, and switch between them easily. This step may not be necessary if your company manages software for your devices.

Masergy provides links to all the installers on the [Masergy Software and Downloads](#) webpage. Alternatively, you can go directly to the [Webex Downloads](#) webpage.

- Microsoft Windows
 - Click to download the installer executable, double-click it, follow the installation instructions and launch the application.
- MacOS
 - Click to download the disk image, double click it to launch the installer, copy the application into the Applications folder and launch the application.
- Webex Mobile
 - Click the appropriate store or scan the QR code on your mobile device, install the application and launch the application.

Sign In

When you first launch the application, you are prompted to sign in.

- Your userID will be your Masergy email address
- Your password will be the same password you use when you login to your desktop and Google Suite application

Use Webex to Collaborate

Use Webex to make and receive phone calls, attend meetings, and collaborate with others.

Webex Desktop

Status & Preferences
In the app header click your profile to update your picture or name, access your settings and preferences, and set your availability.

Filters
Click to see the available filters. Then, select a filter to show just the messages or spaces you want to see.

Create a Space
Create a space to start a group conversation. Then, name and add people to the space.

Search
Search through the history of your conversations to find people you're talking to, spaces you're in, messages you received, and files.

Activities
Click the activity menu tabs to access messages, profile, content, schedule or view meetings, or add people.

Devices
Connect to your desk phone from to make calls and join meetings.

Share / Call / Meet
Share your desktop, call, or meet instantly. You can choose to start audio (phone) or video calls (camera).

Search in Space
Click to search through conversation history, messages, and files in the space you're in.

People & Spaces List
Your group work takes place in spaces, either in groups or in direct messages with another person.

Messages
Messages are where you chat with colleagues using secure messaging.

Navigation Menu
Switch easily among your message, team, call, and meeting views. Messages appear by default, but your teams, calls, and meetings are just a click away. When you have unread messages in your spaces or teams, you'll see counters next to Messaging and Teams.

Apps
Bring your tools to Webex spaces. Install apps from a variety of business categories to unify your work with your team interactions.

Help
On Windows and Mac, you'll see Help at the bottom of your spaces list. This will direct you to Masergy Support.

Call Settings
Control how your app handles calls. Quick access to call forward settings, single number reach (Anywhere), or open Call Preferences for further customization.

Message Editor
Type new messages, attach a file, format text, capture your screen, use emojis and symbols, send GIFs, or copy your personal room link to meet.

Webex Mobile

Webex mobile provides a similar experience to desktop and is optimized for iOS and Android mobile devices.

Search

Status and Preferences

Devices

Filters

Spaces

Actions

Navigation menu

Help

For more information regarding how to use Webex, please refer to the user guide and tutorial information below.

[Masergy UCaaS with Webex End User Guide \(PDF\)](#)

[UCaaS with Webex Softphone Video Tutorial](#)

[UCaaS with Webex Messaging and Softphone Video Tutorial](#)

Other guides and tutorials will be found at the Comcast Business | Masergy [Software and Downloads](#) page