

Shaw) Business

SMARTVOICE WITH CISCO WEBEX

**OUTLOOK
INTEGRATION
GUIDE**

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SMARTVOICE WITH CISCO WEBEX SELF-SERVE OUTLOOK INTEGRATION GUIDE

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SMARTVOICE WITH CISCO WEBEX SELF-SERVE OUTLOOK INTEGRATION GUIDE

This user guide will show you how to connect Cisco Webex to Microsoft Outlook on desktop, schedule space and personal room meetings, and walk you through a self-serve option to synchronize your directory.

CALLING, MESSAGING AND MEETINGS.

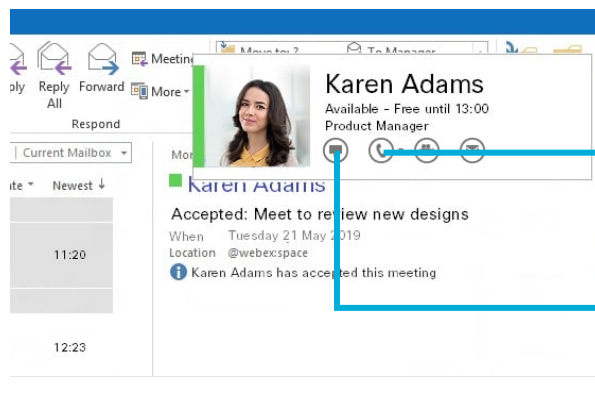
In this first section, we'll provide end users with the necessary links to help you connect your Outlook account, schedule meetings, and how to use the Cisco Webex Scheduler.

CONNECT WEBEX TO MICROSOFT OUTLOOK ON DESKTOP

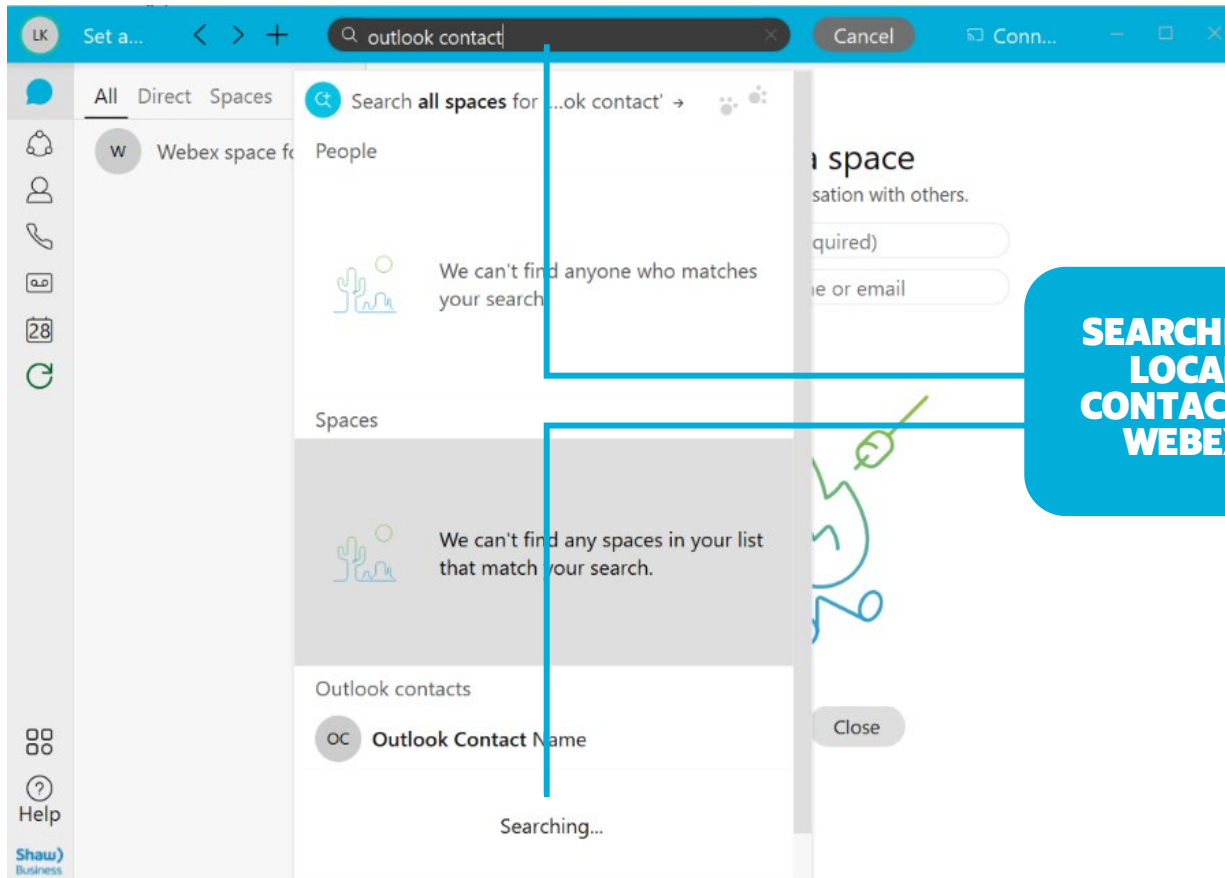
1. Connect Your Microsoft Outlook Account

You can connect your Microsoft Outlook account to your Webex app to make it easier for you to collaborate with your colleagues. Once you've connected Webex to your Outlook account, you will be able to see online statuses, and search, call or send chat messages to your Outlook contacts in Webex.

Before you can begin, your administrator needs to enable the Microsoft Outlook integration for you. Visit [Webex App | Connect Your Microsoft Outlook Account](#) to connect Outlook to Webex. If you're an IT administrator for your organization, visit [Administration – Webex App | Installation and Automatic Upgrade](#) to enable Outlook for your organization.



The screenshot shows the Microsoft Outlook interface. A contact card for Karen Adams is displayed, showing her profile picture, name, and status: "Available - Free until 13:00 Product Manager". Below the contact card, there is a meeting notification: "Accepted: Meet to review new designs" with details: "When Tuesday 21 May 2019" and "Location @webexspace". A blue callout box points to the "Call" icon on the contact card, labeled "CLICK TO CALL". Another blue callout box points to the "Chat" icon on the contact card, labeled "CLICK TO CHAT OR SEND A MESSAGE".



NOTE: If you're using a Mac operating system, make sure to check out [Webex Teams Outlook Integration on Mac](#) to troubleshoot any issues you may encounter while integrating Outlook.

2. Set Webex As Your Default Calling App

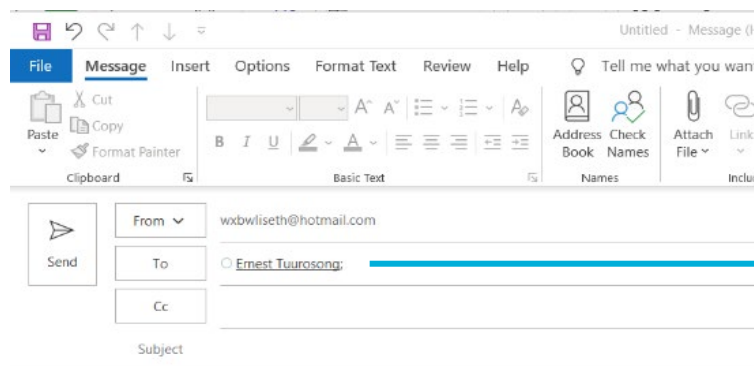
Once you've connected Webex to Outlook, you can set it as your default calling app. This will allow you to use Webex for any calls you make in Microsoft Outlook or whenever you click on a phone number on websites or in other apps.

Learn how to set Webex as your default calling app on Windows and Mac devices by visiting [Webex | Choose as Calling App](#).

3. Enable User Status

As an admin, you can enable your users' status to display in Microsoft Outlook. However, you must only maintain one app that integrates with Outlook for status. Having more than one app integrated with Outlook can cause conflicts. Before enabling Webex App status integration with Outlook, users must quit and unregister any other instant messaging apps that they use to connect with Outlook.

[Visit Enable Webex App Users' Status to Display in Microsoft Outlook](#) to learn how to connect your user's Webex App status. If your Microsoft Active Directory isn't synchronized, you will encounter user status issues including the user status missing from 'To' and 'CC' email composing fields. We'll walk through how to integrate your Azure Directory later in this document.



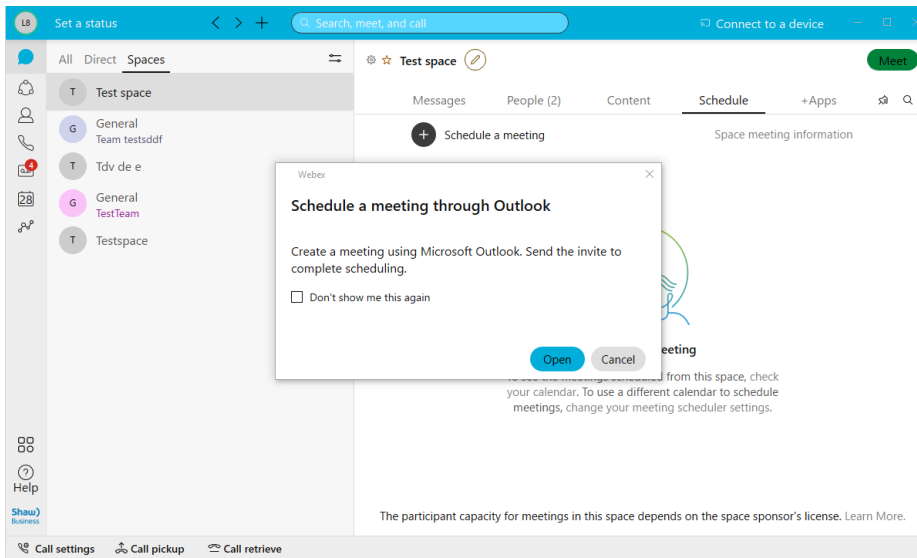
USER STATUS

SCHEDULE SPACE MEETINGS CROSS-LAUNCHING OUTLOOK CALENDAR

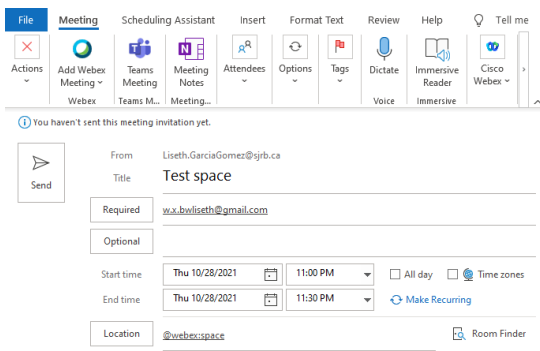
Choose the default meeting scheduler to let the Webex app know where you'd like to schedule your meetings by visiting [Webex | Choose The Meeting Scheduler](#).

1. Schedule Space Meetings

Once you have your default scheduler selected, you can go ahead and Schedule a meeting from a space.



Then you can complete and send the meeting invite in Outlook.



- Do not delete or change any of the following text. -

When it's time, join the Webex meeting here.

Meeting number (access code): 1466361613

[Join](#)

Join by Phone

Tap to call in from a mobile device (attendees only)
 +1-415-655-0001 US Toll
[Global call-in numbers](#) | [Toll-free calling restrictions](#)

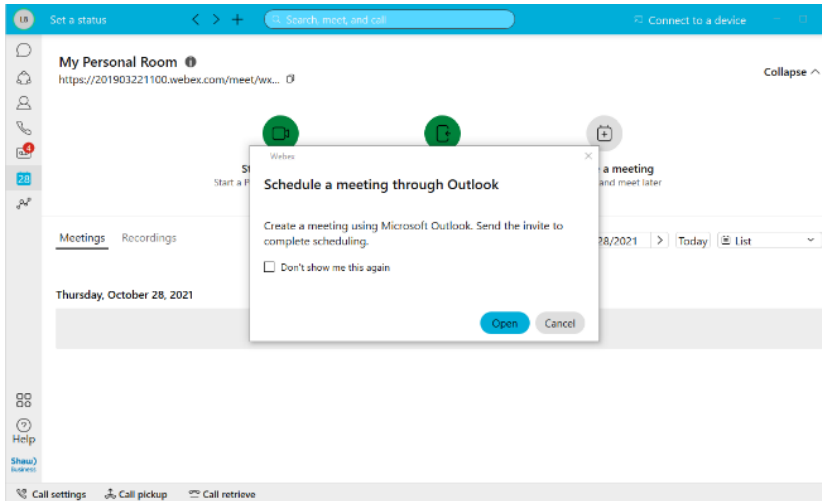
Join from a video conferencing system or application

Dial 1466361613.201903221100@lync.webex.com
 Skype 1466361613.201903221100@lync.webex.com

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2. Schedule Personal Room Meetings

You can also schedule a Personal Room meetings if the Outlook schedule meeting option is selected. To schedule Personal Room meetings, your seat will need the SmartVoice Meeting Add-On.



Then you can complete and send the meeting invite in Outlook.

Send

From: Liseth.GarciaGomez@sjrb.ca
 Title: Liseth 8865 1's Personal Room

Required

Optional

Start time: Thu 10/28/2021 11:00 PM All day Time zones
 End time: Thu 10/28/2021 11:30 PM Make Recurring

Location Room Finder

-- Do not delete or change any of the following text. --

Liseth 8865 1 is inviting you to a Webex Personal Room meeting.

[Join meeting](#)

More ways to join:

Join from the meeting link
<https://201903221100.webex.com/meet/wxbwliseth>

Join by meeting number
 Meeting number (access code): 146 174 8853

Tap to join from a mobile device (attendees only)
 +1-415-655-0001,1461748853## US Toll

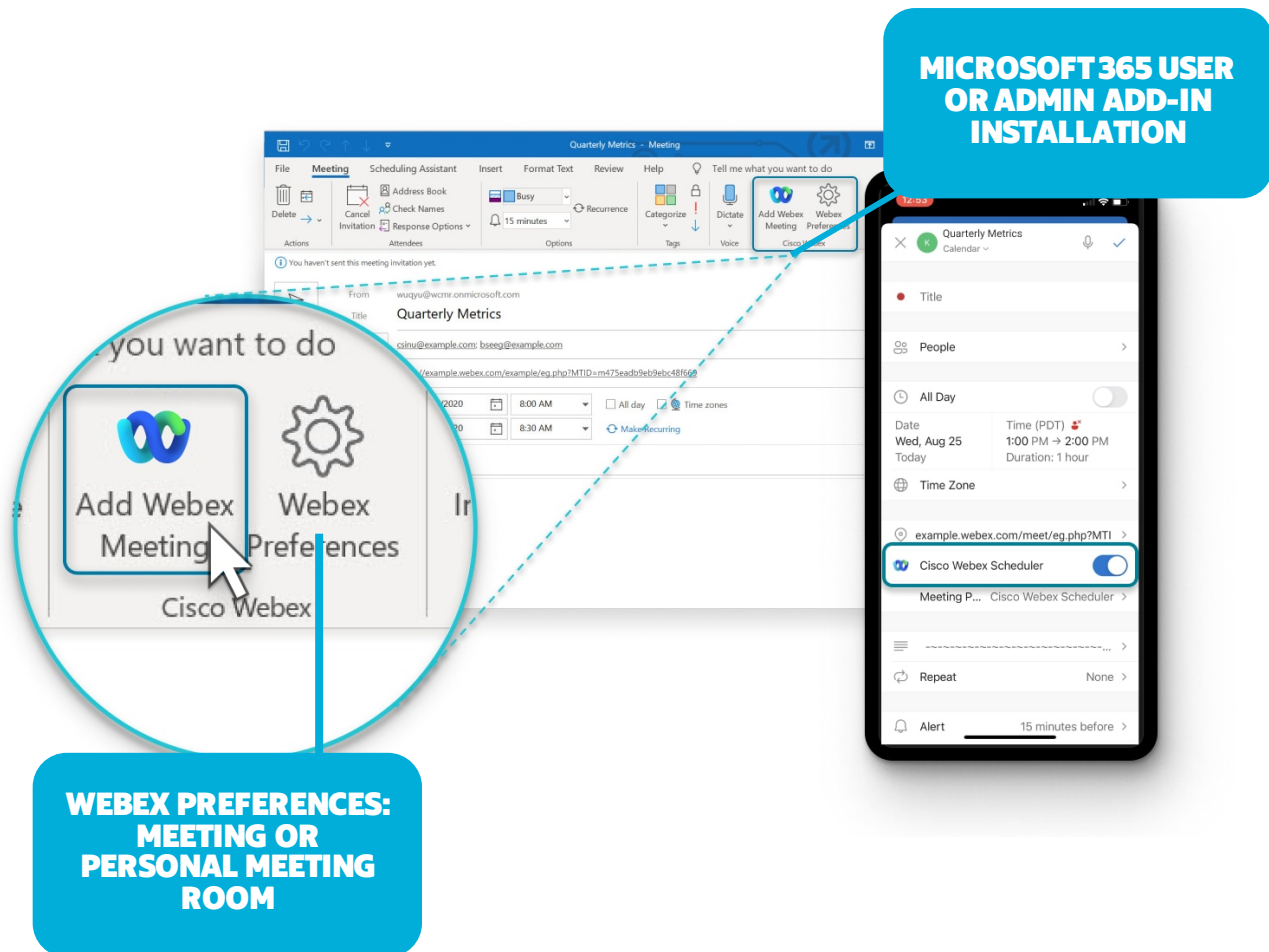
Join by phone
 +1-415-655-0001 US Toll

Global call-in numbers

Join from a video conferencing system or application
 Dial wxbwliseth@201903221100.webex.com You can also dial 173.243.2.68 and enter your meeting number.
 If you are the host, you can also enter your host PIN in your video conferencing system or

3. Cisco Webex Scheduler

If you have a standard license, you can add the Cisco Webex Scheduler to your Outlook. [Visit Webex | Explore The Cisco Webex Scheduler for Microsoft Outlook](#) to learn more about this helper, for both Microsoft 365 users and administrators.



4. Scheduler and Join Meetings With Cisco Webex Scheduler

The Webex Scheduler lets Microsoft 365 users schedule Webex meetings or Webex Personal Room meetings directly from Microsoft Outlook, in any browser. The calendar invite shows the Webex meeting details, including a link to join the meeting. Learn how to add the Webex Scheduler Add-In, schedule a Microsoft 365 meeting from Outlook, change the default meeting type and more by visiting [Webex | Schedule and join meetings with Webex Scheduler for Microsoft Outlook](#).

5. Replace Cisco Webex Productivity Tools

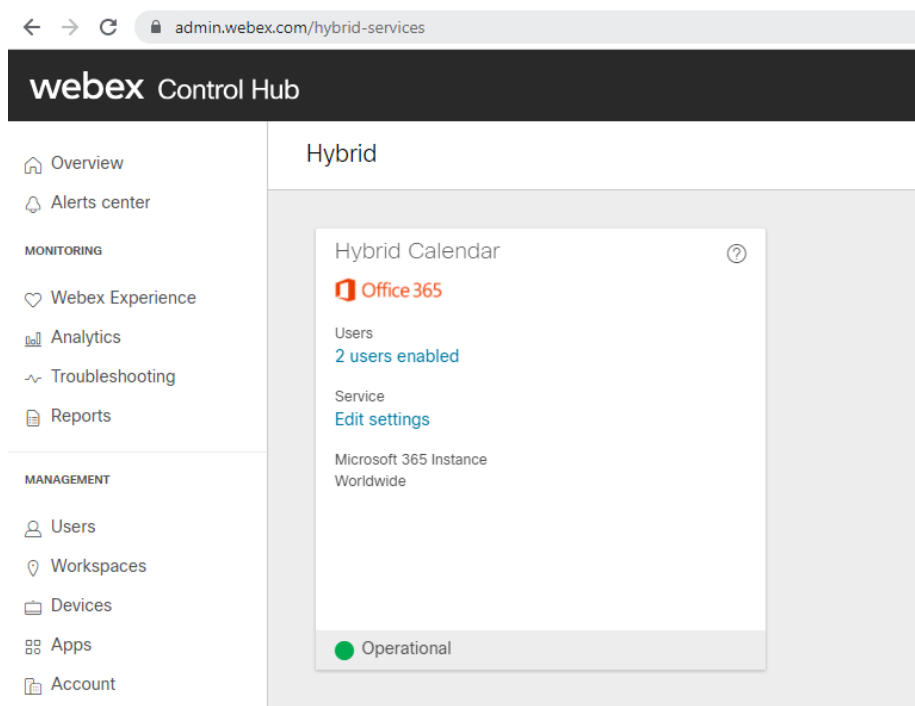
It is recommended that users who wish to schedule Webex team meetings from Outlook begin using the Cisco Webex Scheduler add-in, which will replace Productivity Tools in the future as it reaches end of support. Visit [Webex | Migrate from Productivity Tools to the Webex Scheduler Add-In](#) for a smooth migration from Productivity Tools to the new Webex Scheduler add-in.

CISCO WEBEX HYBRID CALENDAR INTEGRATION

Learn how to deploy the hybrid calendar by following the below steps. The Hybrid Calendar service allows your Cisco Webex calendar to fully synchronize with your Office 365 calendar. This means that any time you schedule a meeting or space in Cisco Webex, it will add the meeting details to your Outlook calendar.

1. Deploy Hybrid Calendar Office 365

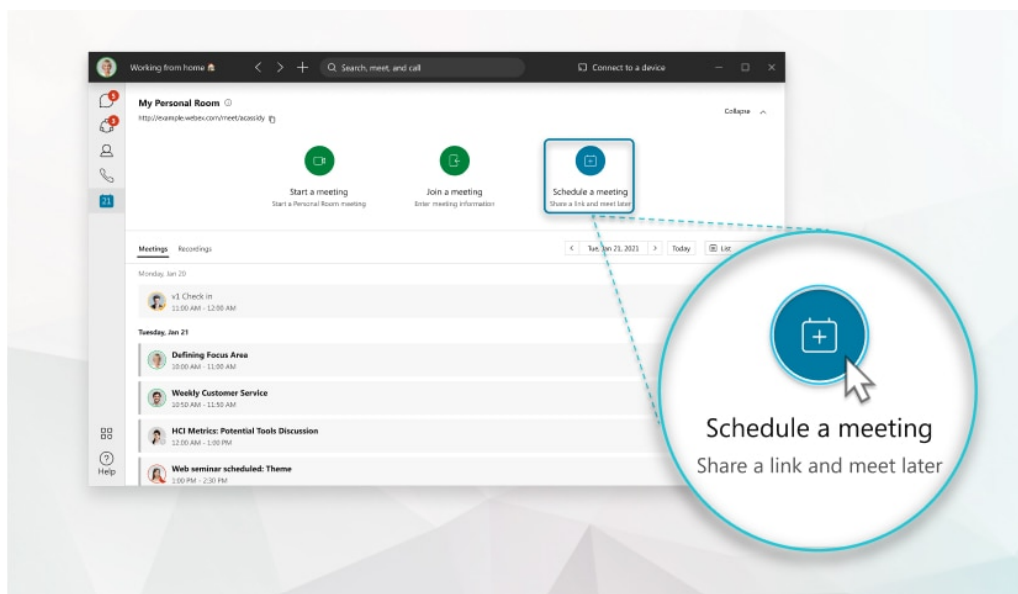
A user who has access as an Office 365 administrator and Webex Customer administrator will be required to deploy the Hybrid Calendar. This is usually your IT manager. Visit [Cisco | Hybrid Calendar Service with Office 365 Deployment Task Flow](#) to learn how to deploy Hybrid Calendar for your organization.



To learn how the Hybrid Calendar uses your data and to understand the provisioning process, visit [Webex | Cisco Webex Hybrid Calendar Service with office 365 Integration Reference](#).

2. Schedule A Meeting From A Space or Your Personal Room

Once you have your Hybrid Calendar integration it is easy to schedule a meeting from a space or your calendar. You can schedule a meeting from your Webex In-App calendar by following the [Webex | Schedule a Meeting from a Space](#) or [Webex | Scheduler A Meeting From the Meetings Calendar](#).



3. Using Keywords To Schedule Meetings

When you're scheduling a meeting in your work calendar, you can add a keyword to create a Personal Room meeting or a meeting associated with a space. This is only available once your account is set up with the Hybrid Calendar.

To learn how to schedule a meeting with keywords, visit [Webex App | Schedule A Meeting Using @Webex or @Meet.](#)

The screenshot shows a meeting scheduling interface. The 'To...' field is populated with 'Alison Cassidy' and 'Adrian Delamico'. The 'Subject' is 'Demo'. The 'Location' field is highlighted with a red box and contains '@webex'. The 'Start time' is 'Thu 5/3/2018' at '12:00 PM' and the 'End time' is 'Thu 5/3/2018' at '12:30 PM'. There is an 'All day event' checkbox.

DIRECTORY SYNCHRONIZATION

You can add Webex to Microsoft 365 Azure Active Directory (Azure AD) and then synchronize users from the directory to your organization managed in Control Hub. This syncs your Outlook and Webex Directory by importing your Outlook Directory users into Webex. This will also need to be completed by a user who has both Webex Customer Admin and Azure Administrator privileges – usually your organization’s IT manager.

















To learn how to integrate Active Directory users into the control hub, visit [Webex | Synchronize Azure Active Director Users into Control Hub.](#)

Azure Directory Imported User

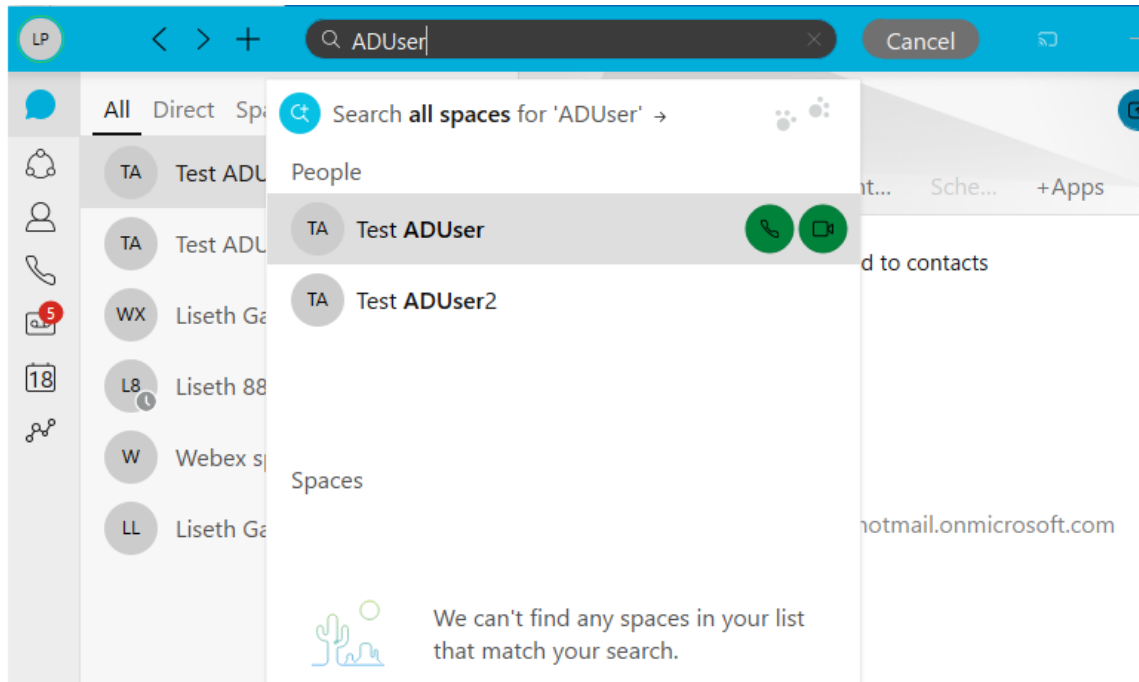
The screenshot shows the user profile page for 'Test ADUser' in the Microsoft 365 admin center. The user's email is 'TestADUser@wxbwiseth1hotmail.onmicrosoft.com'. The page shows various services and settings for the user, including Messaging (Basic Messaging), Meeting (Basic Space Meetings), Calling (Call on Webex (1:1 call, non-PSTN)), Hybrid Services (Calendar Service: Off), Roles and Security (Administrator Roles, Security).

License Type Based On Imported User

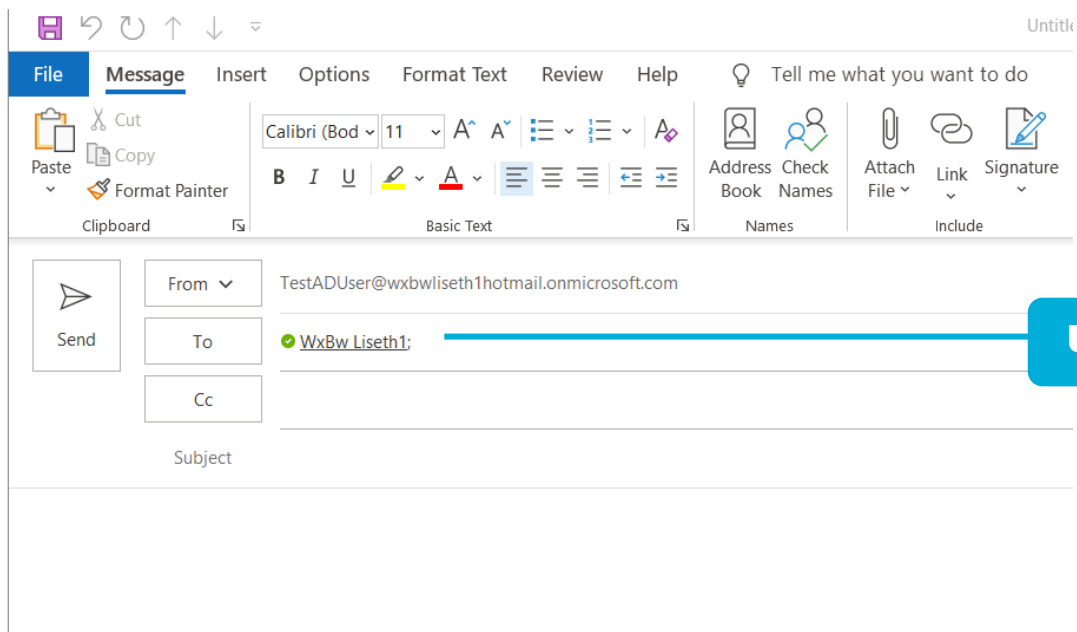
When the Azure Directory synchronization is completed, all the users the Microsoft Administrator decides to synchronize with Webex will be imported to Webex. If Webex finds an email address that doesn't have a Webex for Broadworks license, it will import this user for the purpose of synchronization only.

BASIC LICENSE	STANDARD LICENSE
<div data-bbox="162 672 747 1218"> <p>User Liseth CP7832  wxbwliseth3@wxbwliseth1.onmicrosoft.com </p> <hr/> <p>Services Edit Licenses</p> <ul style="list-style-type: none">  Messaging Messaging in Broadworks  Meeting Webex for BroadWorks Meetings  Calling Cisco BroadWorks Calling >  BroadWorks Basic Package > <hr/> <p>Hybrid Services</p> <ul style="list-style-type: none">  Calendar Service Activated >  Message Service Off > </div>	<div data-bbox="909 672 1494 1218"> <p>User WxBw Liseth1  wxbwliseth_1@wxbwliseth1hotmail.onmicrosoft.com </p> <hr/> <p>Services Edit Licenses</p> <ul style="list-style-type: none">  Messaging Messaging in Broadworks  Meeting Webex for BroadWorks Meetings >  Calling Cisco BroadWorks Calling >  BroadWorks Standard Package > <hr/> <p>Hybrid Services</p> <ul style="list-style-type: none">  Calendar Service Off >  Message Service Off > </div>

Azure Directory Users Are Searchable in All Webex Clients



User Status is now fully supported. You can now see your user status available in 'To' and 'CC' email composing fields.



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