

Webex End User FAQ's

FAQs

Audience: Questions are intended for Evolve IP team to support end user inquiries

I received an email about the webex migration but have no idea what you're talking about?

We released a new upgrade to UC One a version of Evolve Anywhere with Webex that includes many enhancements and features that you didn't have before. To get started, follow these steps:

- **U flow Verification:** [Click here](#) to get started. [Cisco Webex | Download & User Log in guide](#)

2. Is this a Cisco product that we're using?

This is a Evolve IP product brought to you in partnership with Cisco, the global leading provider in video conferencing solutions. Together we bring you a fully integrated collaboration experience, seamlessly delivering our calling that you rely on with Webex advanced messaging and meetings capabilities, all within in a single app.

3. Can I still contact you for support?

Yes, absolutely! Please continue to contact Evolve IP for any questions related to Evolve Anywhere with Webex. Additionally, there is an [online help center](#) you can bookmark for any feature related questions. Feel free to also visit our Knowledge Base for additional info [here](#)

4. Do I have to upgrade? When does this need to be completed?

Yes, the upgrade is required by April 30th for **SaaS**. After that date, you will no longer be able to access to your UC One app as we will be shutting down access to the old service.

Specific Collab Users have until the end of September of 2022. Each Enterprise has been scheduled for a specific migration window depending on your platform. Please contact your account manager if you need more info.

Cisco has communicated that the UC One platform will no longer be available after this year. Reminders will be shared as we approach your upgrade date. To learn more about Evolve Anywhere with Webex and the actions you as an administrator need to take to support this upgrade visit our Knowledge Base. Here you will be able to sign up for live trainings, find end user documentation, FAQ's and more! click [here](#)

5. I downloaded the new Evolve Anywhere with Webex. What's next?

Great! make sure you are signed in and Start searching for colleagues to send them a chat or give them a ring. Keep in mind that in order to communicate with your colleagues, they must also be using the new Evolve Anywhere with Webex App.

6. Do I need to access my current UC One app or can I delete it?

Once you've retrieved all your contacts and added them to your new app and saved any old messages, you'll have no need to continue to login to the old service.

UC-One is integrated with your corporate directory make sure have all updated contact info as this will not carry over to your Webex app. For Windows users that use Microsoft Outlook, your contacts are also searchable. To find a colleague, type in a first or last name in the universal search field and hit enter.

7. I can't remember my username & password

If you do not know your User ID, email or application password please contact your administrator. You will need this to log into Webex and be able to find colleagues in your organization.

8. I downloaded the new app but now I don't see any of my contacts?

Awesome! You're almost there. When you downloaded the new app, old contacts did not migrate over. With Evolve Anywhere with Webex, all you need to do is search for a co-worker and then start a chat. Once chat is initiated, your chat message will appear in the activity feed (second column).

9. I downloaded the app but don't see my message history

When you downloaded the new app, your old message history did not migrate over. Please log in to UC One by your scheduled migration date to retrieve and save any old messages you need to save.

10. I downloaded the new app, logged in, but I'm not able to see or find my co-workers.

I am guessing that your colleagues have not yet downloaded and logged into the new app yet. Next step is to get everyone in your company to take the same steps you did so everyone can start experiencing the power of Webex!

11. I downloaded both the desktop & mobile apps. Will my chats be synchronized?

Yes! All activity from your messages and call history will be synched. You can seamlessly move between desktop and mobile and always have the most recent activity captured.

12. I can't complete my registration. It says my email is in use.

Webex requires a unique email address to complete your registration. If you have an existing account, you'll either need to delete that free account or provide us with a new email address. You can [follow these instructions](#) to complete your registration.

13. After Logging in I am unable to make outbound calls and cannot receive inbound calls

Contact your IT administrator- They will be able to open an Evolve IP ticket

14. After logging into the app it says my phone services are NOT active

Contact your IT administrator- They will be able to open an Evolve IP ticket