

# Evolve Anywhere with Webex - FAQ's - what to expect

## FAQs

**Audience:** Questions are intended for Evolve IP associates 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:** Platforms B,C,D,G will use this link [CLICK HERE](#) to get started.
- **U flow Verification:** Platform A will use this link [CLICK HERE](#) to get started.
- [Cisco Webex | Download & User Log in guide](#)
- [Download Links](#)
- [End User Email Templates](#)
- [Network Requirements](#)
- [Application Password Reset Link](#)
- [Webex APP Training Video](#)
- [Admin Link to Control HUB - IT Admins ONLY](#)

### I am the IT admin for my company, what do I need to do to start my migration?

For more info on how to start your migration Visit our [Evolve Anywhere with Webex](#) Knowledge Base. Here you can get started with downloads, email templates to send end users, application password guide, verification links to onboard and More!

### 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.

### 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 [CLICK HERE](#)

### How can I prepare for my upgrade?

There are three actions you can take to prepare for the upgrade:

1. Make sure you have your UC One **username and password** handy as you will need them to register for Evolve Anywhere with Webex.
2. Make sure you Use your company email address and NOT a personal one.
3. Delete any FREE accounts you may have with your company DOMAIN before setting up your seat.
4. Review your message history on UC One and **save any important chats** as they will not carry over when you upgrade.
5. Save important external **contacts** you've added to your Contacts list ON UC One, as you will want/need to manually enter them after the upgrade.

**Questions?** Contact us at [HERE](#) or your assigned POD support team

1 & 2	POD A	8882652870	4846795920
3 & 4	POD B	8882701370	4846795970
5 & 6	POD C	8882806460	4846807300
7	POD D	8882949430	4846807440
8	POD E	8883029470	4846807490

### **Do I have to upgrade? When does this need to be completed?**

Yes, IF you are a UC ONE USER.

The upgrade is required by April 30th for **SaaS Customers on Platform F ONLY**. 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 2022, Platform A,B,C,D, G & MN**. Each Enterprise has been scheduled for a **specific migration window** depending on your platform. Please contact your account manager if you need more info.

Evolve IP has been sending Weekly and Bi - Weekly Updates to Customers. If you have your migration already scheduled please disregard.

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](#)

### **What if I don't use UC ONE anymore? What if we have never used UC ONE Before?**

- If you have UC One assigned and have NOT used it, you will NOT be required to Migrate to Webex.
- If you do NOT have UC ONE and are not using it, you DO NOT need to migrate.
- If you would like to try Evolve Anywhere with Webex reach out to your account manager for more info on next steps.
- If you are currently using UC ONE you will need to migrate to Webex at your scheduled migration Phase.
- If you have scheduled your migration with your account manager already, you may continue with your migration plan.

### **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.

### **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.

### **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.

### **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).

### **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.

### **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!

**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.

**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.