

# Cisco WebEx Telepresence Portal

User Guide

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# Overview

# 1

The Cisco WebEx Telepresence WebEx Telepresence portal is your base for setting up subscriptions, managing contacts, and viewing subscriptions and company usage. It is also the place where your company's billing contact pays the account bills.

## What can I do on the WebEx Telepresence portal?

The features available to you on the WebEx Telepresence portal depend on whether you are your company's administrative contact or its billing contact.

**i** The same person can be both the administrative contact and the billing contact. For an explanation of the differences between the administrative contact and the billing contact, see [Administrative contact/billing contact](#).

At the end of the WebEx Telepresence order process, someone in your company—generally the administrative contact—uses the WebEx Telepresence portal's setup assistant to complete subscription setup (see [Set up your subscriptions](#)).

After setup is complete, the administrative contact has access to all of the following portal features:

- **Manage company directory.** Add and edit users, rooms, and bridges that appear in the directory on all your company's devices. See [Manage your company directory](#).
- **Manage device contacts.** Add, edit, and delete contacts that appear on individual devices. See [Manage your device contacts](#).
- **Call history.** View call history entries. See [Call history](#).
- **Account profile.** View and edit information related to your company and your administrative/billing contacts. See [Manage your profile information](#).

- **Account subscriptions.** View subscription information. See [Manage your subscription information](#)
- **Account usage.** View and download usage information. See [Manage your usage information](#).
- **Support.** Get help and learn more about WebEx Telepresence. See [Support](#).

The billing contact has access to the **Account** (profile, subscriptions, and usage) and **Support** sections of the WebEx Telepresence portal. On the Account profile screen, the billing contact only is presented with the option to pay the account bills (see [Pay your account bills](#)).

## Key terms

As you work in the WebEx Telepresence portal, you will come across certain terms such as different types of bridges and video addresses. This section describes these key terms.

### Administrative contact/billing contact

During the subscription purchase process, your sales partner entered someone to serve as your company's **administrative contact** for the WebEx Telepresence account, and someone to serve as the **billing contact**. The administrative contact is responsible for overall management of the account, including maintaining contacts and monitoring subscriptions and usage, while the billing contact can monitor subscriptions and usage and has the special task of paying the account bills. The same person can serve as both the administrative contact and the billing contact.

For detailed information on the WebEx Telepresence portal features available to the administrative contact and the billing contact, see [What can I do on the WebEx Telepresence portal?](#)

## Cisco WebEx Telepresence bridge/personal bridge

As part of your WebEx Telepresence subscription, each user receives a unique personal bridge. This feature enables users to set up a bridge that other WebEx Telepresence devices and Cisco Jabber Video users can join for a conference call. Note the following regarding the personal bridge feature:

- You can use your personal bridge to set up a conference with other WebEx Telepresence devices and Jabber Video users only. Other standards-based SIP or H.323 devices cannot join a personal bridge.
- Each device is assigned a unique personal bridge address in the format **[display name].mybridge@webex.com**, which appears in the device's contact list. To start the conference, the host dials his or her own personal bridge address.
- Each other party must dial the host's personal bridge address to join the conference.
- If the host leaves the conference, other users cannot join the call.

A WebEx Telepresence bridge is an optional, separate subscription that enables conference participation with both other WebEx Telepresence devices and Jabber Video users, as well as all standards-based SIP or H.323 video devices and standard PSTN telephones (for audio only). WebEx Telepresence bridge subscriptions are available in 6-port and 12-port configurations. With a WebEx Telepresence bridge subscription, your company receives a single bridge available for all users. The bridge appears in the company directory on all devices in the format **[display name].bridge@webex.com**.

## Video number/video address (assigned and custom)

Every bridge and device (whether assigned to a room or a user) in your WebEx Telepresence subscription is automatically assigned a video number. A video number is a 10-digit number in the format **1234567890**. You use the video number in the following circumstances:

- **Device activation.** When you activate a WebEx Telepresence device, you enter the video number and an activation code.
- **Inbound audio-only calls.** Every WebEx Telepresence subscription includes the ability to receive inbound audio calls from landline or mobile phones, as well as other video devices that have outbound audio calling enabled. These phones and devices dial a device's 10-digit video number to call it.
- **Outbound audio-only calls.** If your WebEx Telepresence subscription includes the optional VoIP out feature, your users can make outbound audio calls to other devices by dialing that device's 10-digit video number.

**i** If your subscription includes the VoIP out feature, your devices can also make audio calls to VoIP landline and mobile phones by dialing a 10-digit phone number.

As part of your subscription, each device also receives an assigned video address. You dial a video address to make a video call to another device or to join a bridge. The assigned video address format for a device is the 10-digit video number followed by @webex.com: **[video number]@webex.com**. For example, if the device's video number is **1234567890**, the assigned video address is **1234567890@webex.com**.

You cannot change a device's assigned video address. However, for any device, you can create a custom video address in the format **[display name]@webex.com**, where **[display name]** is any name you

choose that is not already in use. A custom video address lets you create a way for users to make a video call that is easier to dial and/or remember than the assigned video address. You can, for example, use the format **[first initial last name]@webex.com** to create easy-to-remember custom video addresses for all your users' devices.

For information on creating a custom video address, see [Add a directory entry](#) and [Add a device contact](#).

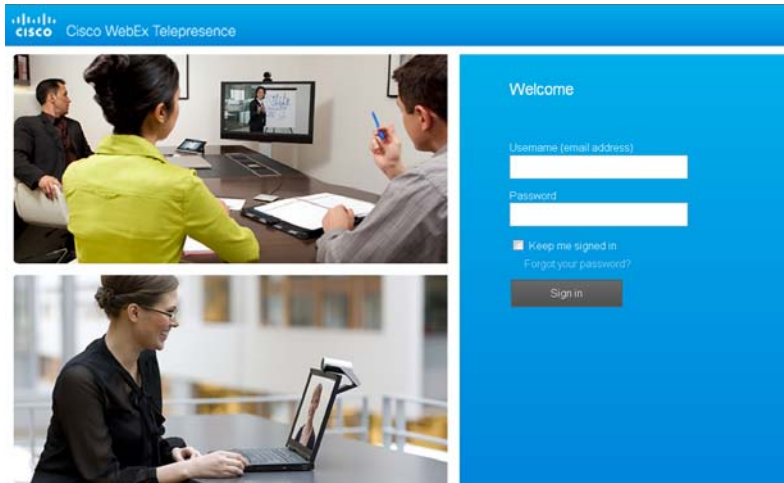
**i** Unlike devices, personal bridges and WebEx Telepresence bridges use a single video address only. Although this video address is assigned, it is not based on the video number (see [Cisco WebEx Telepresence bridge/personal bridge](#) for the bridge video address format). You can edit a bridge's video address (see [Edit user information](#) and [Edit WebEx Telepresence bridge information](#)), and you do not create a separate custom video address for a bridge.

## Sign in to the WebEx Telepresence portal

When you set up your WebEx Telepresence subscriptions (see [Set up your subscriptions](#)), at the end of the process you are automatically taken to the WebEx Telepresence portal. The next time you use the WebEx Telepresence portal, you need to sign in. For your username, you use the email address that was entered for you (as the administrative contact or the billing contact) during the WebEx Telepresence order process. For your password, use the password you created during subscription setup (see [Create your WebEx Telepresence portal password](#)).

When you sign in, you can choose to remain signed in for future visits.

1. Go to [myaccount.telepresence.webex.com](https://myaccount.telepresence.webex.com).



2. For your username, enter your administrative or billing contact email address.
3. Enter your WebEx Telepresence portal password.
  - i** If you forget your password, click **Forgot your password?** and follow the onscreen instructions.
4. (Optional) Check the **Keep me signed in** box to be signed in automatically when you visit the WebEx Telepresence portal in the future.
5. Click **Sign in**.

## Sign out of the WebEx Telepresence portal

- Click **Sign out** in the upper-right corner of any portal screen.

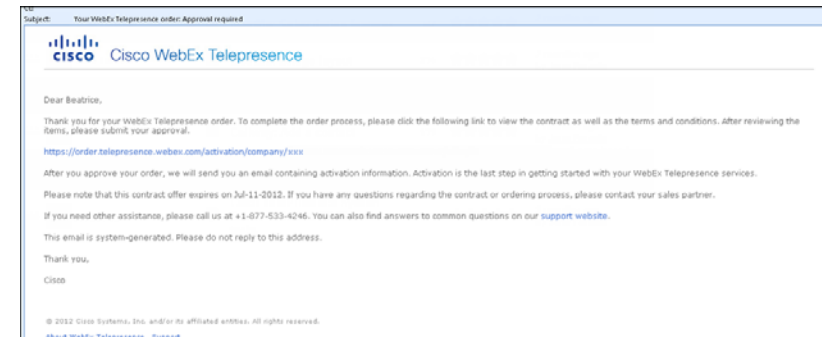
# Set up your subscriptions

## Before you begin

- When you place an order for Cisco WebEx Telepresence, your sales partner asks you for an administrative contact that will be the primary contact for your WebEx Telepresence account. This person receives all WebEx Telepresence subscription information, approves orders, and manages your service through the WebEx Telepresence portal.
- You can also designate a billing contact, if a different person will be the primary contact for billing matters. The billing contact pays your bill online through the WebEx Telepresence portal.

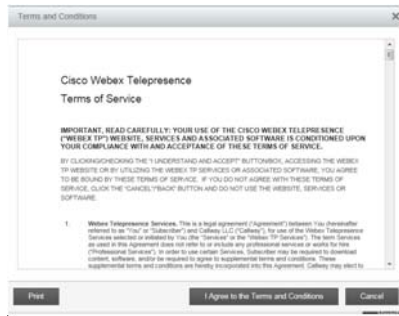
## Approve your order

1. As the company-designated administrative contact, you receive an email from **orders@telepresence.webex.com** containing a link to the WebEx Telepresence Terms and Conditions. Click the link.

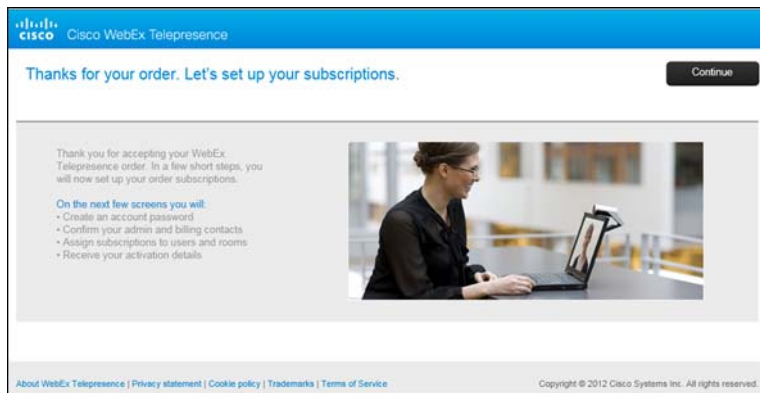


2. Review and Terms and Conditions, and click **I Agree to the Terms and Conditions**.





3. Click **Continue**.



The setup assistant now guides you through setup of your WebEx Telepresence subscriptions.

## Create your WebEx Telepresence portal password

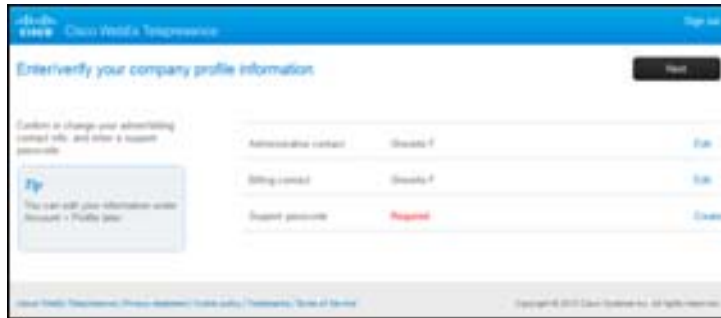
You will use the password you create here to log in to your account on the WebEx Telepresence portal.

1. Enter a password. Be sure to follow the password rules displayed onscreen.
2. Enter the password again to confirm it.
3. Click **Submit**.

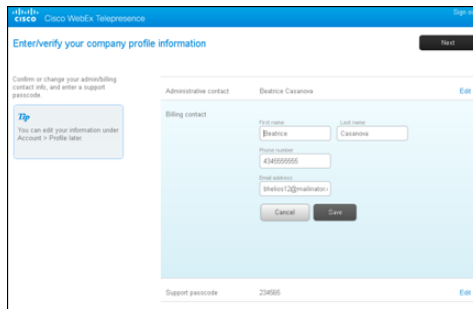
**i** If you place any WebEx Telepresence service orders in the future, you do not create another WebEx Telepresence portal password. Instead, you log in to the portal using your existing password and skip directly to assigning subscriptions (see [Assign subscriptions to users, rooms, or bridges.](#))

## Enter or verify your company profile information

Your company profile includes your administrative and billing contact information, as well as a support passcode you create. You need your support passcode if you contact WebEx Telepresence support to make any changes to your account.



1. The administrative and billing contact names are displayed. To make any changes to the contact name, phone number, or email address, click **Edit**. Change the information as needed and click **Save**.

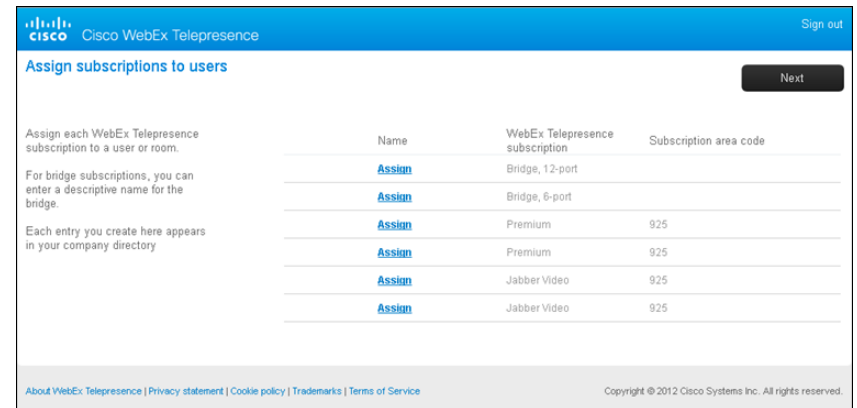


2. Click **Create** to enter a support passcode. Enter the passcode and click **Save**.
3. Click **Next**.

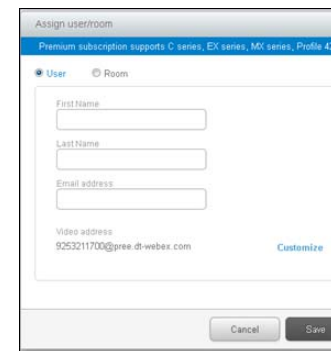
## Assign subscriptions to users, rooms, or bridges

You can assign a subscription to a user or a room. For Cisco WebEx Telepresence bridge subscriptions, you can enter a descriptive name

for the bridge. The information you enter here appears in the company directory that appears on all devices (see [Manage your company directory](#)).



1. Click **Assign**.
2. Do one of the following:
  - To assign a Premium subscription to a user: Select **User**. Enter the user's first name, last name, and email address.



- To assign a Premium subscription to a room: Select **Room**. Enter the room name.

- To assign a Cisco Jabber Video subscription to a user: Enter the user's first name, last name, and email address.
- For WebEx Telepresence bridge subscriptions: Enter a descriptive name for the bridge.

- To edit or customize the displayed video address, do one of the following:
  - If an assigned video address [video number@webex.com] is displayed for a user or room, and you want to create a custom video address in the format [display.name@webex.com]: Click **Customize**. Enter the custom video address you want. Click **Check availability** to make sure this address is not already being used. Click **Add**.
  - If a custom video address is displayed and you want to change it: Click **Edit**. Enter the custom video address you want. Click **Check availability** to make sure this address is not already being used. Click **Add**.
- Click **Save**.

- i** You can assign as many subscriptions as you want. If you leave some subscriptions unassigned, an alert appears. You can assign the rest of them now, or click **Not now** and assign them at any time (see [Assign an unassigned subscription to a user, room, or bridge](#)).

## Activate devices

The final setup screen displays activation information for each subscription. For Cisco Jabber Video subscriptions, activation information includes the account username and password. For other WebEx Telepresence subscriptions assigned to a user or room, activation information includes the video number and activation code.

- i** WebEx Telepresence bridge subscriptions do not require activation.

You can choose to print the activation information, email the information to individual users, or email the information to all users.

- i** Activation takes place on the device itself. See the device documentation for specific activation instructions.

Name	Video number	Activation code	Email user
Unassigned	9253211702	5087544944	
Glowfish	9253211700	6378394215	


  

Name	Username	Password	Email user
Unassigned	9253211701	3597147512	
John Alan	9253211699	5906735550	<input type="checkbox"/>

- Do any of the following:
  - To print the activation information for reference: Click **Print activation info**.

- To send activation info to all users: Check the **Email all** box.
- To send activation info to individual users: Check the box for each user you want to email.

2. Click **Done**.

 It can take up to 2 minutes for the service to activate your subscriptions and for the subscriptions to appear on the **Account > Subscriptions** tab.

# Contacts

The Cisco WebEx Telepresence WebEx Telepresence portal lets you manage two types of contacts:

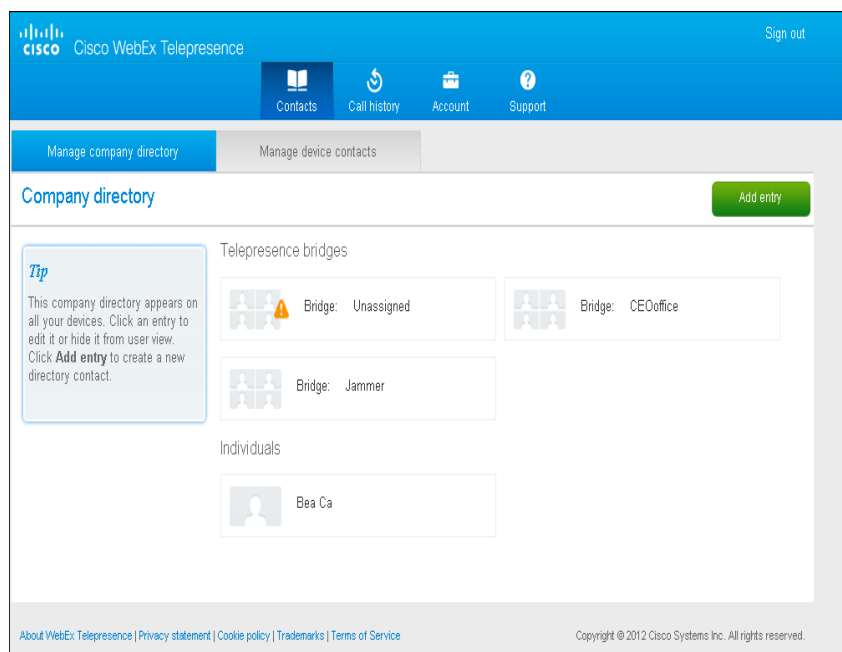
- Contacts in your **company directory** appear on all devices, unless you choose to hide a particular contact from view. See [Manage your company directory](#).
- **Device contacts** appear on individual devices. You can add a device contact to more than one device. See [Manage your device contacts](#).

## Manage your company directory

Your WebEx Telepresence subscription purchase process includes entering contacts that appear as your company directory. The company directory appears on all devices included in the subscription. Company directory contacts include your company's Cisco WebEx Telepresence bridge (if you purchased this type of subscription) and individual subscriptions assigned to rooms or users.

In the WebEx Telepresence portal only, the company directory also displays any subscriptions you have not yet assigned. These subscriptions do not appear in the directory on end user devices.

-  Click a user's company directory entry to view detailed information, including that user's personal bridge.



## Add a directory entry


Any entry you add here appears in the directory on all your company's devices, unless you choose to hide it. Add entries to the company directory if you want all your users to have access to them—for examples, customer or partner video addresses or the custom video addresses for free Cisco Jabber Video for TelePresence users.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts** > **Manage company directory**.
3. Click **Add entry**.


4. Enter the contact's first and last name.

**i** If you want to add a room, a personal bridge, or a WebEx Telepresence bridge, enter **Room**, **My bridge**, or **Bridge** as the first name, and then enter the actual room or bridge name as the last name. Note that any directory entry you add appears on the Manage company directory screen under Individuals, regardless of the entry type.

5. Enter at least one video address for the contact. Note the following:
  - You must enter at least one video address.
  - The available video address types are **WebEx** (for a WebEx Telepresence video address that ends in @webex.com), **Jabber** (for a Cisco Jabber Video for TelePresence video address that ends in @jabber.com), and **Other** (for a video address for other SIP or H.323 devices, or for a 10-digit phone number).
  - Use the default video address types displayed, or click ▼ to select a different type. For example, to enter two WebEx Telepresence video addresses for the contact, enter one in the

WebEx field that is displayed, and use  to select **WebEx** for a second field.

- If you select **WebEx**, you can enter either the assigned video address ([video number]@webex.com), or the custom video address ([display name]@webex.com) if the user created one.
- If you select **Other** for a SIP or H.323 device, enter the full video address for the device, including the domain—for example, **address@company.com**. Alternatively, enter a 10-digit phone number for outgoing audio calls.

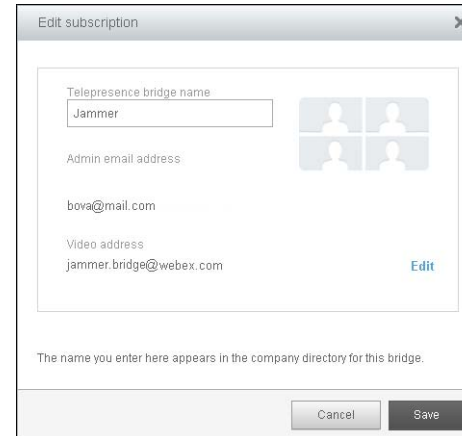
 If your WebEx Telepresence subscription includes the optional VoIP out feature, users can make audio-only calls to any landline or mobile phone using the 10-digit phone number.

6. Click **Save**.


## Edit WebEx Telepresence bridge information

If your company purchased a WebEx Telepresence bridge subscription, you can edit the bridge name. You can also create a custom video address for the bridge, or edit a custom video address you already created—for example, to change it to something easier to remember or to fix a spelling error.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts > Manage company directory**.
3. Under **Telepresence Bridges**, click the entry.
4. Click **Edit Subscription**.
5. Do any of the following:



- To edit the bridge name, click the **Telepresence bridge name** field and enter a new name.
- To edit the bridge video address: Click **Edit** to the right of the existing video address. Enter the new video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.

 You can also edit the details of the subscription assigned to this bridge by clicking the bridge name on the **Account > Subscriptions** tab and then clicking **Edit subscription** (see [Edit subscription details](#)).

6. Click **Save**, and then click **Save** again.

## Edit room information

You can edit a room name if, for example, you move a device to a different room. You can also create a custom video address for the room, or edit a custom video address you already created—for example, to change it to something easier to remember or to fix a spelling error.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts > Manage company directory**.
3. Under **Rooms**, click the entry.
4. Click **Edit Subscription**.
5. Do one or both of the following:
  - To edit the room name: Click the **Room name** field and enter the new name.
  - To edit an existing custom video address: Click **Edit** to the right of the existing video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.
  - To add a custom video address for an existing assigned video address: Click **Customize** to the right of the existing assigned video address. Enter the custom video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.

**i** You can also edit the details of the subscription assigned to this room by clicking the room on the **Account > Subscriptions** tab and then clicking **Edit subscription** (see [Edit subscription details](#)).

6. Click **Save**, and then click **Save** again.

## Edit user information

You can edit a user's information if, for example, a user changes his or her name, you want to change the video address to something easier to remember, or you want to reassign the subscription to a different user.

You can also edit a user's personal bridge video address.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts > Manage company directory**.
3. Under **Individuals**, click the entry.
4. To edit the user's name or an existing video address: Click **Edit Subscription**.
5. To edit the user's name or email address: Click the **First name**, **Last name**, and/or **Email address** fields and enter the new information.


6. To edit a video address, do one of the following:
  - To edit an existing custom video address or personal bridge video address: Click **Edit** to the right of the existing video address. Enter the new video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.
  - To add a custom video address for an existing assigned video address: Click **Customize** to the right of the existing assigned video address. Enter the custom video address. (Optional) Click

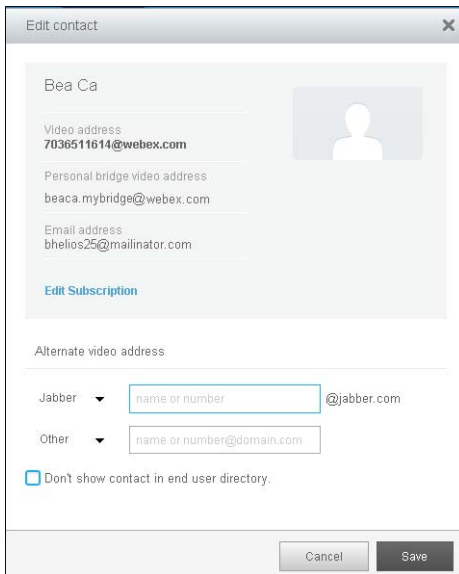


**Check availability** to confirm that the video address is not already being used. Click **Add**.

7. Click **Save**.

**i** You can also edit the details of the subscription assigned to this user, including the personal bridge video address, by clicking the user's name on the **Account > Subscriptions** tab and then clicking **Edit subscription** (see [Edit subscription details](#)).

8. To add a new video address: Click  and select the video address type if it is not already displayed. Enter the new video address. For example, if a user has both a WebEx Telepresence device and a Jabber Video subscription, you can add the second video address to the contact entry.



9. Click **Save**.

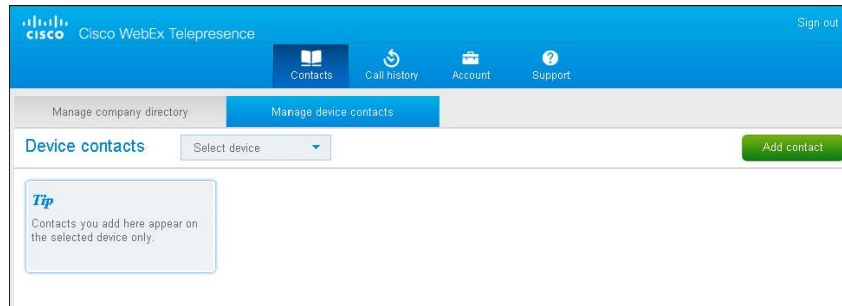
## Hide a directory entry from devices

You can hide any bridge, room, or user entry that exists in the default company directory so that it doesn't appear in the directory on company devices. Because you cannot delete default company directory entries, hiding is a way to make them invisible to users. Note the following:

- Hiding an entry does not delete it from the company directory on the WebEx Telepresence portal. Is it still visible there.
- You cannot hide an entry on specific devices. An entry either appears on all user devices or is hidden from all user devices.
- If you add an entry to the company directory, you cannot hide it. Instead, you delete it the same way you delete a device contact (see [Delete a device contact](#)).

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts > Manage company directory**.
3. Click the entry.
4. Check the **Don't show contact in end user directory** box.
5. Click **Save**.

# Manage your device contacts



## Add a device contact

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts** > **Manage device contacts**.
3. Click **Select device**, and then click the device to which you want to add the contact.

**i** You cannot add device contacts to bridges or to Cisco Jabber Video subscriptions.

4. Click **Add contact**.

5. Enter the contact's first and last name.

**i** If you want to add a room, a personal bridge, or a WebEx Telepresence bridge, enter **Room**, **My bridge**, or **Bridge** as the first name, and then enter the actual room or bridge name as the last name. Note that all device contacts appear in a single group on the Manage device contacts screen, regardless of the entry type.

6. Enter at least one video address for the contact. Note the following:
  - You must enter at least one video address.
  - The available video address types are **WebEx** (for a WebEx Telepresence video address that ends in @webex.com), **Jabber** (for a Cisco Jabber Video for TelePresence video address that ends in @jabber.com), and **Other** (for a video address for other SIP or H.323 devices, or for a 10-digit phone number).
  - Use the default video address types displayed, or click ▼ to select a different type. For example, to enter two WebEx Telepresence custom video addresses for the contact, enter one in the **WebEx** field that is displayed, and use ▼ to select **WebEx** for a second field.

- If you select **WebEx**, you can enter either the assigned video address ([**video number**]@webex.com), or the custom video address ([**display name**]@webex.com) if the user created one.
  - If you select **Other** for a SIP or H.323 device, enter the full video address for the device, including the domain—for example, **address@company.com**. Alternatively, enter a 10-digit phone number for outgoing audio calls.
- i** If your WebEx Telepresence subscription includes the optional VoIP out feature, users can make audio-only calls to any VoIP landline or mobile phone using the 10-digit phone number.

7. Click **Save**.

## Edit a device contact

If a device contact's name or video address changes, you can edit the directory entry with the new information. If the contact appears on more than one device, the edits you make appear in the contact entry for the selected device only.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts > Manage device contacts**.
3. Click **Select device**, and then click the device containing the contact.


4. Click the contact.


5. To edit the contact's name: Click the **First name** and **Last name** fields and enter the new name.
6. To edit the video address, do one of the following:
  - To edit an existing video address: Click **Edit** to the right of the existing video address. Enter the new video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.
  - To add a custom video address for an existing assigned video address: Click **Customize** to the right of the existing assigned video address. Enter the custom video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.
  - To add a new video address: Click **+** and select the video address type if it is not already displayed. Enter the new video address.
7. Click **Save**.

## Delete a device contact

If you delete a contact from a device, you remove it from that device's contact list only. If the contact appears on other devices, it remains visible on those devices.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Contacts** > **Manage device contacts**.

 If you are deleting a contact you added to the company directory, select **Manage company directory** instead.

3. Click **Select device**, and then click the device containing the contact.
4. Click the contact.
5. Click .
6. Click **Delete** to confirm the deletion.

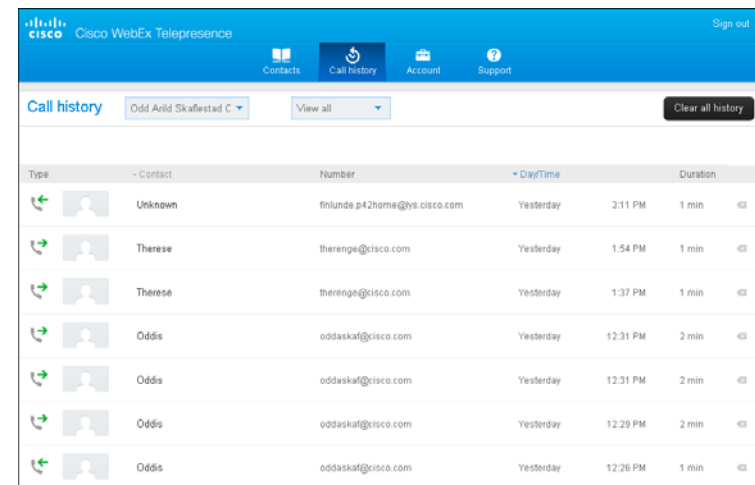
# Call history








# 4

## View your call history

**i** Your call history does not include entries for Cisco Jabber Video calls.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Call history**.



Type	Contact	Number	Day/Time	Duration
	Unknown	finlunde.p42home@sys.cisco.com	Yesterday 2:11 PM	1 min
	Therese	therenge@cisco.com	Yesterday 1:54 PM	1 min
	Therese	therenge@cisco.com	Yesterday 1:37 PM	1 min
	Oddis	oddaskat@cisco.com	Yesterday 12:31 PM	2 min
	Oddis	oddaskat@cisco.com	Yesterday 12:31 PM	2 min
	Oddis	oddaskat@cisco.com	Yesterday 12:29 PM	2 min
	Oddis	oddaskat@cisco.com	Yesterday 12:26 PM	1 min

3. (Optional) To filter the display, do either or both of the following:
  - To view the call history for a particular device: Click **Select device** and click the device.
4. To view only incoming, outgoing, or missed video calls: Click **View all** and click the video call type.

# Account

# 5

## Manage your profile information

The screenshot shows the 'Account' section of the Cisco WebEx Telepresence portal. The 'Profile' tab is selected. On the left, a 'Tip' box advises contacting a sales partner for changes. The main area contains a table with account details:

Company	Beatrice Test	<a href="#">View</a>
Password	*****	<a href="#">Change</a>
Administrative contact	Bea Casava	<a href="#">Edit</a>
Billing contact	Bea Casava	<a href="#">Edit</a>
Support passcode	1234	<a href="#">Edit</a>
Marketing	<input type="checkbox"/> I would like to receive emails about Cisco WebEx Telepresence and other offerings from Cisco and its family of companies. <input type="checkbox"/> I would like to receive emails from Cisco-approved business partners about their products and offerings.	

At the bottom, there are links for 'About WebEx Telepresence', 'Privacy statement', 'Cookie policy', 'Trademarks', and 'Terms of Service', along with a copyright notice for 2012 Cisco Systems Inc.

## View your company information

Company information includes the company name and street address.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.
3. Click **View** to the right of the **Company** entry.

This screenshot shows the expanded view of the company information. It displays the company name 'B4 Active Mail(Customer0)' and the company address '771 alder dr, san jose, CA 95134, United States'. A close button (X) is visible in the top right corner of the expanded view.

4. Click **X** to close the expanded company view.

## Change your account password

Your account password is the password you use to sign in to the WebEx Telepresence portal.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.
3. Click **Change** to the right of the **Password** entry.

4. Enter your current account password.
5. Enter your new account password, and enter it again to confirm.
6. Click **Submit**.

## View/edit your administrative contact information

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.

3. Click **Edit** to the right of the **Administrative contact** entry.

4. Click any of the following fields and enter new information as needed for the administrative contact: first name, last name, and/or phone number.

**i** To assign the role of administrative contact to someone else in your company, change the administrative contact email address (see [Change your administrative contact](#)).

5. Click **Save**.

## Change your administrative contact

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.
3. Click **Edit** to the right of the **Administrative contact** entry.
4. Enter the email address of the person you want to assign as the administrative contact.

- On the alert screen that appears, click **Yes**.
- Click the remaining fields and enter new information as needed for the administrative contact first name, last name, and/or phone number.
- Click **Save**.

**i** When you change the administrative contact, the existing contact is logged out of the WebEx Telepresence portal and cannot log in again. The new administrative contact receives an email message notifying him or her about his or her new role.

## View/edit your billing contact information

- Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
- Click **Account > Profile**.
- Click **Edit** to the right of the **Billing contact** entry.

- Click any of the following fields and enter new information as needed for the billing contact: first name, last name, and/or phone number.

**i** To assign the role of billing contact to someone else in your company, change the billing contact email address (see [Change your billing contact](#)).

- Click **Save**.

## Change your billing contact

- Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
- Click **Account > Profile**.
- Click **Edit** to the right of the **Billing contact** entry.
- Enter the email address of the person you want to assign as the billing contact.
- On the alert screen that appears, click **Yes**.
- Click the remaining fields and enter new information as needed for the billing contact first name, last name, and/or phone number.
- Click **Save**.

**i** When you change the billing contact, the existing contact is logged out of the WebEx Telepresence portal and cannot log in again. The new billing contact receives an email message notifying him or her about his or her new role.

## Manage marketing messages

You can choose to receive news and offers from Cisco and/or from Cisco-approved business partners. You can also choose not to receive any of this info.



1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.
3. In **Marketing**, check or uncheck the boxes to select which types of marketing messages you want to receive.

## Pay your account bills

Only the billing contact can pay account bills.

**i** To see your company's billing contact, go to **Account** > **Profile**. To change your billing contact, see [Change your billing contact](#).

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Profile**.
3. Click **Pay bills** and follow the onscreen instructions. This button appears for the billing contact only.

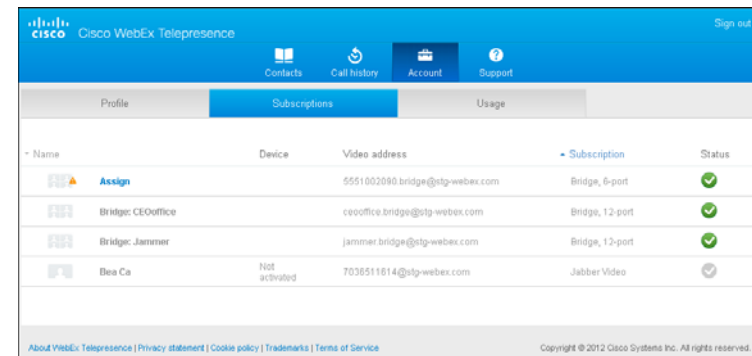
**i** The **Pay bills** button is active only if you have at least one activated subscription.

## Manage your subscription information

You can view subscription details, assign subscriptions, assign custom video addresses to users who don't have one, and change the user or device to which a subscription is assigned.

## View all your subscriptions

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Subscriptions**.



Name	Device	Video address	Subscription	Status
<b>Assign</b>		5551002080.bridge@stg-webex.com	Bridge, 6-port	✓
Bridge: CEO Office		ceooffice.bridge@stg-webex.com	Bridge, 12-port	✓
Bridge: Janner		janner.bridge@stg-webex.com	Bridge, 12-port	✓
Bea Co	Not activated	7036511614@stg-webex.com	Jabber Video	✓

3. (Optional) Click any column header that displays or to sort the display by that column in ascending or descending order. Click the header again to sort the display in the reverse order.

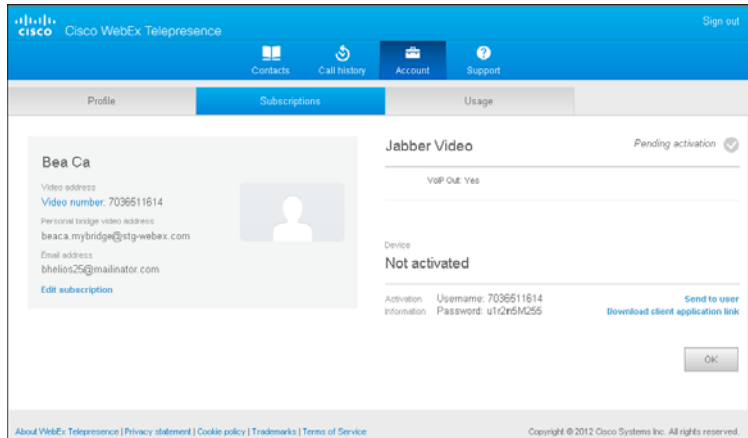
## View detailed information about a subscription

You can view details about a subscription including name and video address, subscription type, activation information, and status.

For bridges, subscription information includes the audio-only dial-in conference number. If a subscription includes the VoIP Out feature, that information is displayed also.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Subscriptions**.
3. Click a subscription name.

- i** In the **Status** column, a green icon indicates an active subscription, and a gray icon indicates an inactive subscription. Click an inactive subscription name to view the activation information.



## Assign an unassigned subscription to a user, room, or bridge

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account > Subscriptions**.
3. Click **Assign** in the left column for any unassigned subscription.
4. Follow the steps in [Assign subscriptions to users, rooms, or bridges](#) to assign the subscription.

## Edit subscription details

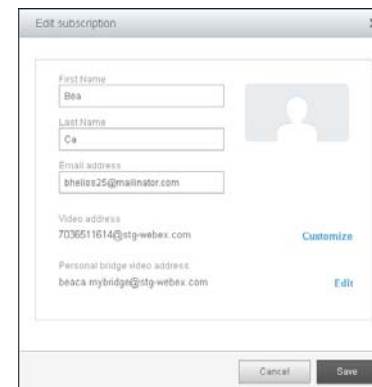
You can change the name of the user, room, or bridge associated with a subscription so that it appears differently in your company directory;

modify a subscription's video address; or switch a subscription assignment between a user and a room.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account > Subscriptions**.
3. Click the subscription name.
4. Click **Edit subscription**.

- i** You can also access the edit subscription details screen by clicking the name of the user, room, or bridge assigned to the subscription in your company directory and then clicking **Edit subscription** (see [Manage your company directory](#)).

5. Do any of the following:



- To switch the subscription between a user and a room: Select **User** or **Room** and enter the correct information.
- To change the name that appears in the company directory: Click in a name field and enter the new name.

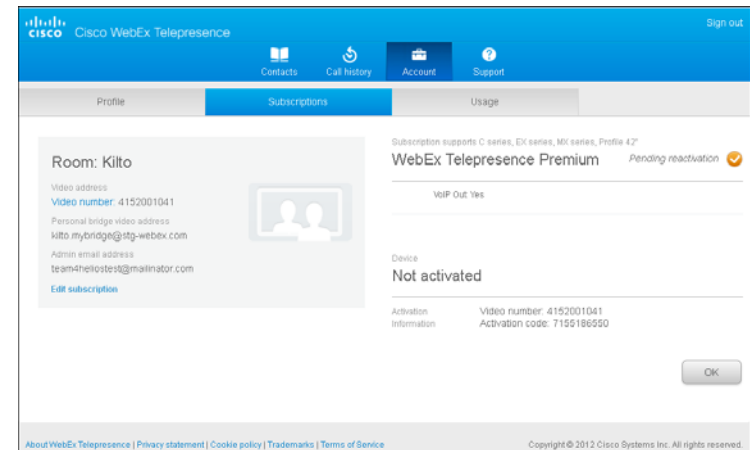
**i** You can change the name of an existing user if that person changes his or her name. You can also enter a different user's name to transfer the subscription to that user. In either case, the name you enter here now appears in the company directory for this subscription.

- To edit an existing custom video address: Click **Edit** to the right of the existing video address. Enter the new video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.
- To add a custom video address for an existing assigned video address: Click **Customize** to the right of the existing assigned video address. Enter the custom video address. (Optional) Click **Check availability** to confirm that the video address is not already being used. Click **Add**.

6. Click **Save**.

## Transfer a subscription to a different device: Premium subscription

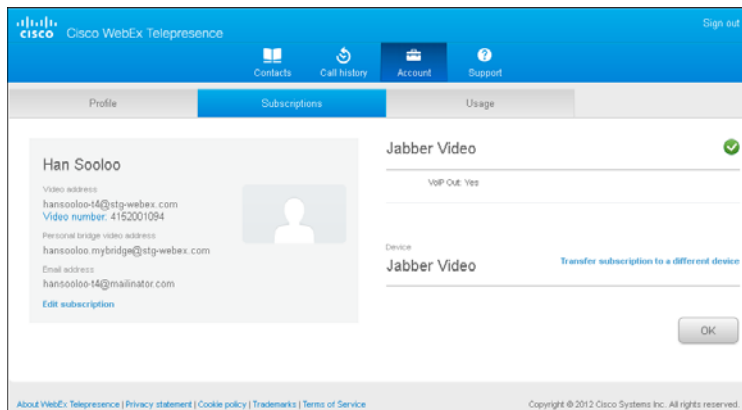
1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Subscriptions**.
3. Click the subscription name.
4. Click **Transfer subscription to a new device**.
5. Click **Transfer** on the alert screen.
6. Do one of the following:
  - To activate the user's device yourself: Note the device activation information from the subscription details screen. On the user's device, enter the activation information. See the device documentation for specific activation instructions.



- To have the user complete activation him- or herself: Click **Send to user** to generate an email message containing the subscription activation information. Send the email to the user associated with the new device.

## Transfer a subscription to a different device: Jabber Video subscription

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account** > **Subscriptions**.
3. Click the subscription name.
4. Click **Transfer subscription to a new device**.



5. Click **Transfer** on the alert screen.
6. Do one of the following:
  - To activate Jabber Video on the user's computer yourself: On the user's computer, uninstall any installed versions of Jabber Video. Log in to the WebEx Telepresence portal and open the subscription details screen. Click **Download client application link** to download the Jabber Video application. Enter the activation information shown on the subscription details screen.
  - To have the user complete activation him- or herself: Click **Send to user** to generate an email message containing the Jabber Video download link and the subscription activation information. Send the email to the user associated with the new device. The user must uninstall any installed versions of Jabber Video before downloading the new version of the app.

## Assign a custom video address to a user who does not have one

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).

2. Click **Account > Subscriptions**.
3. Click **Customize** in the **Video address** column for any user who does not have a custom video address, and do the following:
  - Enter the custom video address.
  - Click **Check availability** to see if the video address is already being used.
  - Click **Add**.

## Manage your usage information

You can check usage details and download your usage history as a Microsoft Excel spreadsheet.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Account > Usage**.

The screenshot shows the Cisco WebEx Telepresence Account page. The top navigation bar includes 'Contacts', 'Call history', 'Account' (selected), and 'Support'. The main content area is titled 'Usage' and shows data for 'April 2012'. A 'Download history' link is in the top right. The table below lists usage for various entities, including 'cust admin mov1', 'custadmin mov2', 'Prihi Narang mov1', and summary rows for 'Jabber Video', 'WebEx Telepresence Premium', and 'WebEx Telepresence bridge'. The 'TOTAL' row at the bottom shows 117 minutes, 7 calls, and 17 average call duration.

Name	Usage (minutes)	Number of calls	Average call duration
cust admin mov1			
Personal bridge			
custadmin mov2			
Personal bridge			
Prihi Narang mov1	117	7	17
Personal bridge			
<b>Jabber Video Summary</b>	<b>117</b>	<b>7</b>	<b>17</b>
Prihi Narang			
Personal bridge			
Room: custid stand			
Personal bridge			
<b>WebEx Telepresence Premium Summary</b>	<b>0</b>	<b>0</b>	<b>0</b>
Bridge: custid mm			
<b>WebEx Telepresence bridge Summary</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>117</b>	<b>7</b>	<b>17</b>

3. (Optional) To change the time period displayed, do the following:

- Click the currently displayed month and year in the upper-left corner.
- Click the year you want.
- Click either **Total [year]** or the month you want.

**i** The personal bridge and VoIP out totals shown here are a subset of the total usage for the subscription. So if a user shows 10 total video calls and 2 personal bridge video calls, that means 2 of the 10 are personal bridge video calls, and 8 are not.

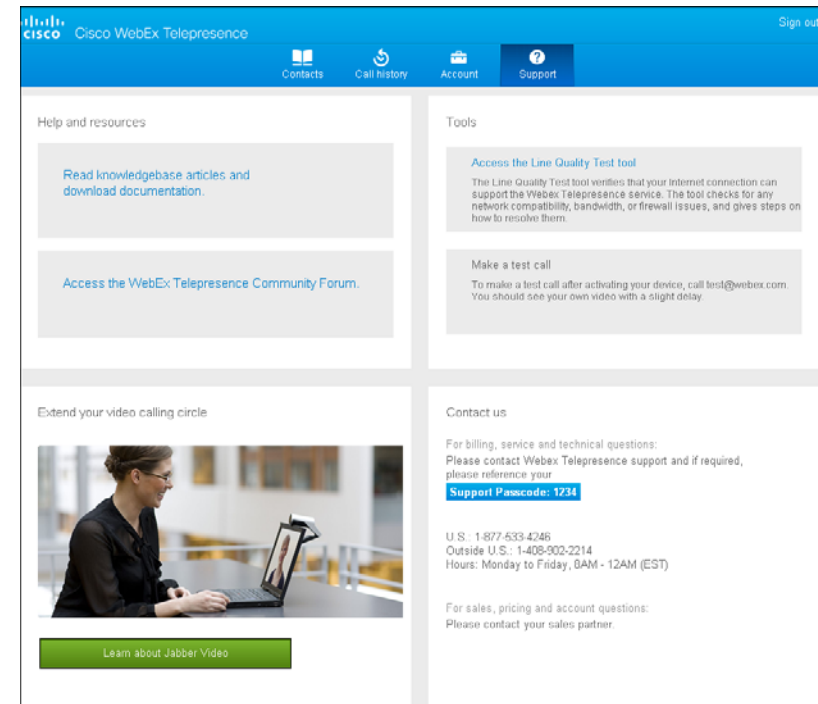
4. (Optional) To download your usage history as a spreadsheet, click **Download history**, and then click **Open** or **Save**.

# Support

# 6

The WebEx Telepresence portal support page offers links to additional resources and tools for the Cisco WebEx Telepresence service and other Cisco offerings. It also contains support contact information.

1. Sign in to the portal if you are not already signed in (see [Sign in to the WebEx Telepresence portal](#)).
2. Click **Support**.
3. Review the support offerings and click any links or buttons to learn more.



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