

Use your VOIP phone for WebEx and Zoom

2052 Laurie Sherrod April 13, 2022 [WebEx](#)

You can use your VOIP phone to call into Webex or zoom meetings. Currently it will not work for Microsoft Teams meetings. The VOIP phone will join as a guest. You can use your computer to be the host, and use the phone for your audio and/or camera. It is recommended to use the phone for audio, not the computer. Or if you use the computer for audio and only need the phone's camera, take the phone handset off the hook, turn off the speaker phone, and mute the phone microphone.

Before we proceed, let's review meeting addresses. The format your VOIP phone understands is like an email address: #####@domain.com. Usually this is one of the meeting address formats included in a meeting invitation. ##### can be a meeting ID number, or it can be the ID number of the lobby where you can then enter a meeting number. Definitely save the lobby meeting ID number. When you use the meeting ID of the lobby you will need to enter the actual meeting ID number each time, but you can enter any meeting ID number for that service. In this guide we will use the meeting ID number of the zoom lobby, and also for webex. It may also make sense to save the meeting address of your personal meeting space or someone you call frequently, or a frequently used Webex space since those IDs never change.

Zoom lobby: [162.255.36.11@zoomcrc.com](tel:1622553611@zoomcrc.com)

Webex: [meet@clemson.webex.com](tel:meet@clemson.webex.com)

Specific zoom meeting: #####@zoomcrc.com

Specific webex meeting: #####@clemson.webex.com

The easy way to do this is add the meeting address or the lobby address to the VOIP phone speed dial list. You don't have to set a speed dial, but it is much easier since the alternative is to use the phone dial pad as a T9 keyboard.

To set a speed dial, first open your web browser to <https://phone.clemson.edu>. You must be on campus, on VPN, or using google Chrome in CUAPPS or SecureDesktop. If not, you will not connect to Edit Phone Settings. For more information on CUAPPS see: <https://hdkb.clemson.edu/phpkb/article.php?id=606>

Click **Edit Phone Settings**.

VoIP Phone Services | CCIT Web

ccit.clemson.edu/services/network-phones-cable/voip-phone-...


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VOIP PHONE SERVICES



Unified Communications

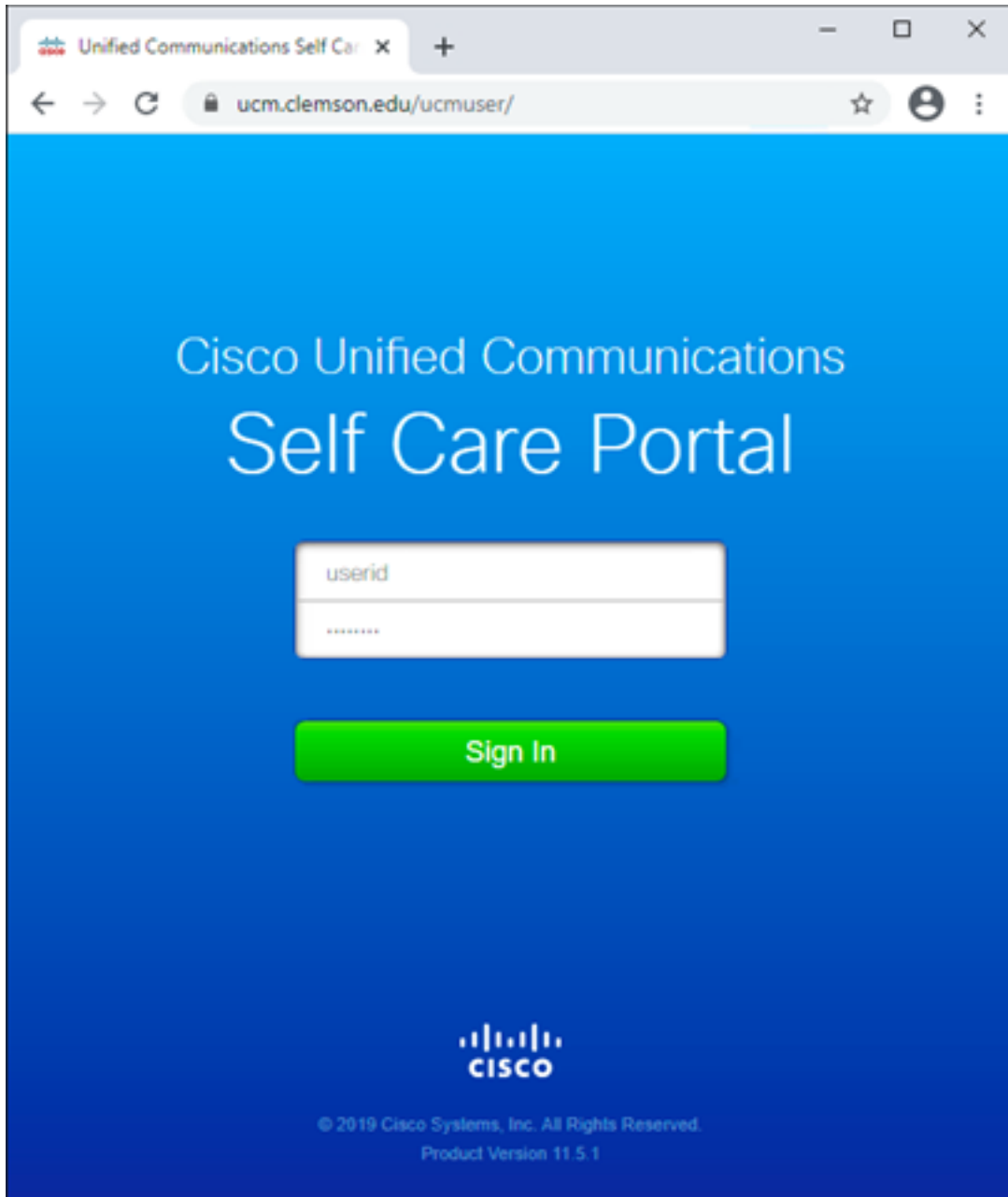
Use the services below to manage your VoIP phone and voicemail. Please note that these services require that you be on the Clemson network or utilizing VPN services for access.

[Visual Voicemail](#)


[Edit Phone Settings](#)

https://ucm.clemson.edu/ucmuser/

Log in with your Clemson credentials.



Click the **gear** next to your VOIP phone.

 Unified Communications Self Care Portal

PhonesVoicemailIM & AvailabilityGeneral SettingsDownload

My Phones




Phone Settings

Call Forwarding

My Phones

Company Phones



These are the phones provided to you by your company. You may set per




Cisco 8845 -
8646568

Additional Phones

Add other phones such as your home office phone or personal mobile pho

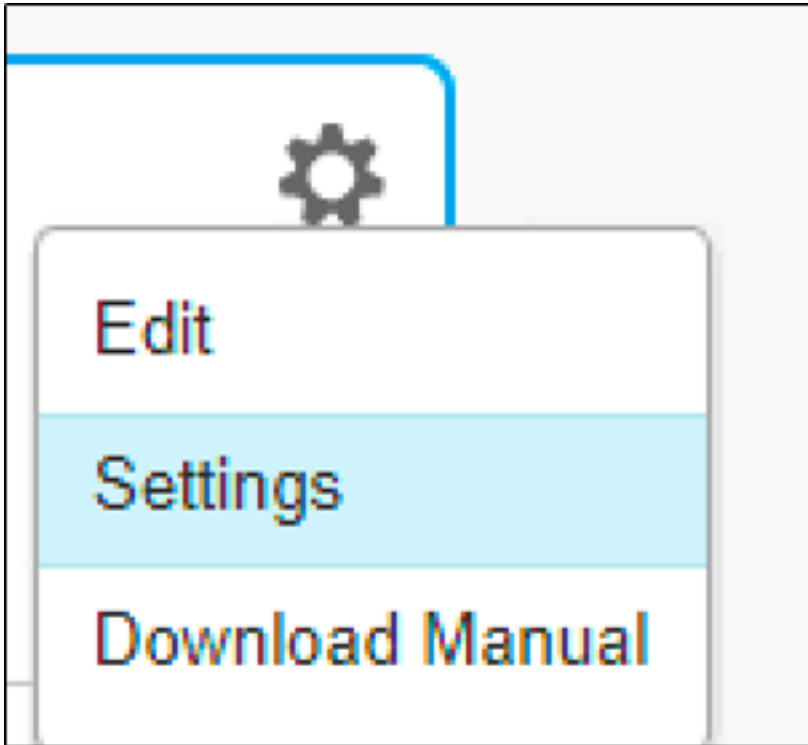


Cisco Spark Client
jibradf@clemson.call.ciscosp...



Add an additional phone so
you can be reached when
you are not at your desk

Choose **Settings** from the menu.



Expand the **Speed Dial Numbers** section and click **Add New Speed Dial**.

The screenshot shows the Cisco Unified Communications Self Care Portal. The browser address bar displays `ucm.clemson.edu/ucmuser/main#telephonypage`. The page header includes the Cisco logo and the title "Unified Communications Self Care Portal". The navigation tabs are "Phones", "Voicemail", "IM & Availability", and "General Settings". The left sidebar contains "My Phones", "Phone Settings" (highlighted with a green circle and the number 1), and "Call Forwarding". The main content area is titled "Phone Settings" (with a green circle and the number 2) and features a link "Speed Dial Numbers" with a plus icon and a sub-link "Add New Speed Dial". Below this is a table with columns "Dial" and "Label". A list of expandable sections is shown: "Services", "Ring Settings", "Voicemail Notification Settings", "Call History", and "Phone Contacts".

Enter the meeting address, give it a descriptive name, and choose a speed dial number, and click **Save**.

Add Speed Dial

Number/URI*

162.255.36.11@zoomcrc.com

Label (Description)*

Zoom Lobby

Speed Dial*

2

*Required

Save

Cancel

Repeat to add another, choosing a different Speed Dial number

Add Speed Dial

Number/URI*

meet@clemson.webex.com

Label (Description)*

Webex

Speed Dial*

1

*Required

Save

Cancel

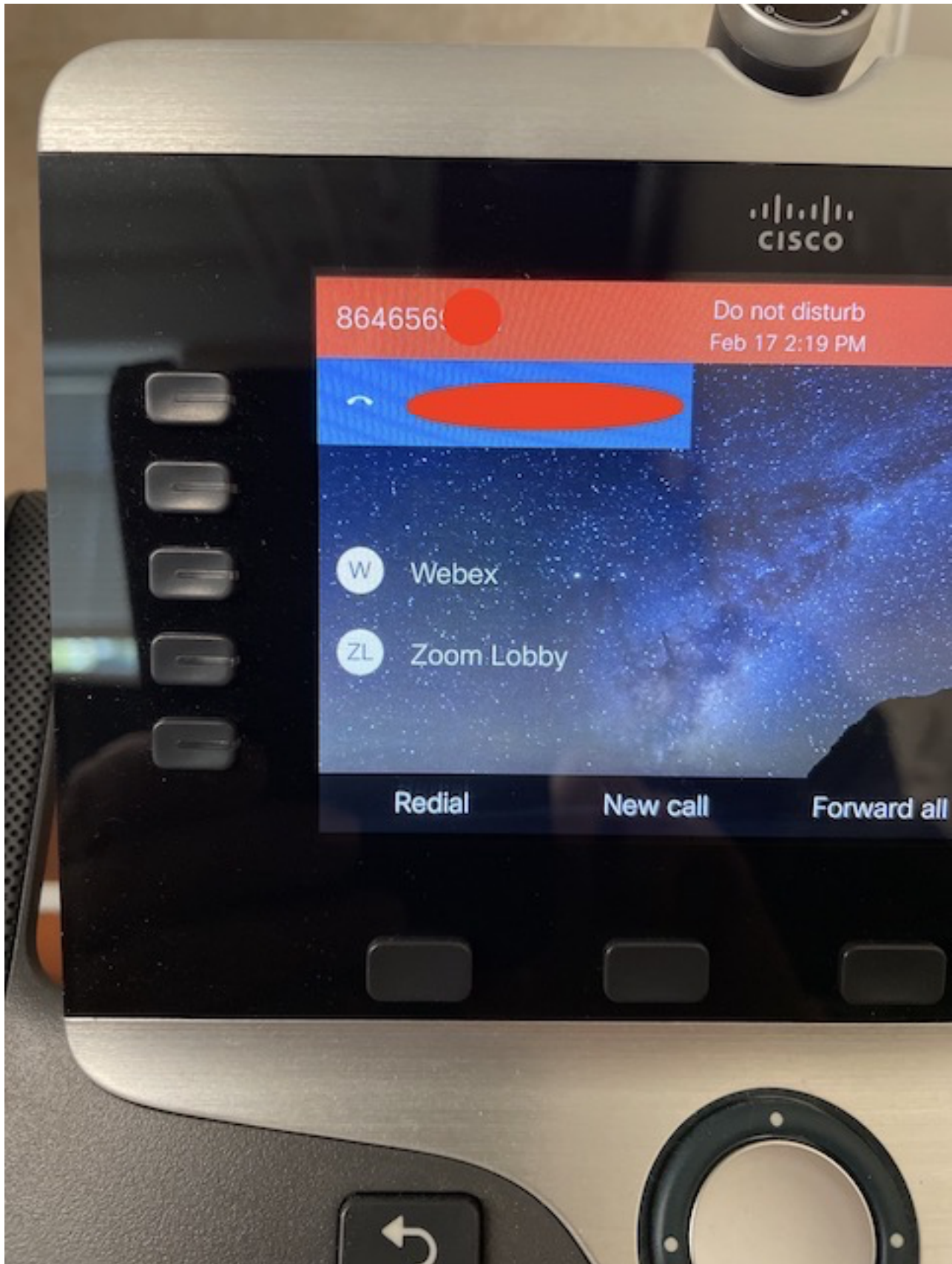
Once you've added all your Speed Dials, Sign Out of the website.

The screenshot shows the Cisco Unified Communications Self Care Portal in a web browser. The browser's address bar displays the URL `ucm.clemson.edu/ucmuser/main#telephonypage`. The page has a blue header with the Cisco logo and the text "Unified Communications Self Care Portal". A "Sign Out" button is visible in the top right corner. Below the header is a navigation bar with tabs for "Phones", "Voicemail", "IM & Availability", "General Settings", and "Downloads". The "Phones" tab is selected, and the left sidebar shows "My Phones" with "Phone Settings" highlighted. The main content area is titled "Phone Settings" and features a section for "Speed Dial Numbers" with a link to "Add New Speed Dial". A table lists two speed dial entries:

Dial	Label	Number
①	Webex	meet@clemson.webex.com
②	Zoom Lobby	162.255.36.11@zoomcrc.com

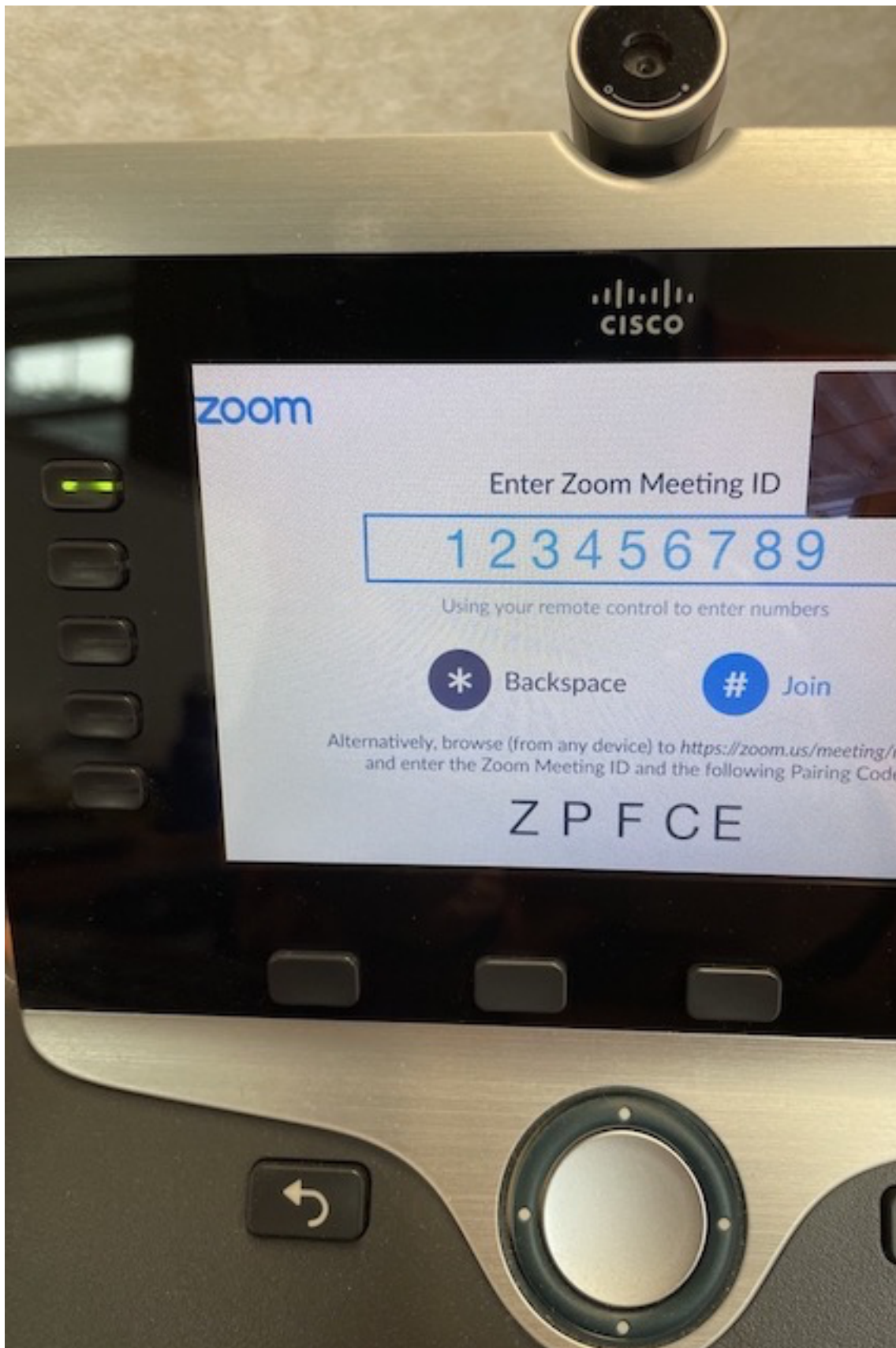
Below the table are expandable sections for "Services", "Ring Settings", "Voicemail Notification Settings", "Call History", and "Phone Contacts". At the bottom left, a message states: "Last login was on February 17 2021, 2:12:41 PM from 130.127.204.11". At the bottom right, the copyright notice reads: "©2009-2019 Cisco Systems, Inc. All rights reserved."

It may take a minute for your phone to update. Once it does you may see the new Speed Dials appear on the screen.

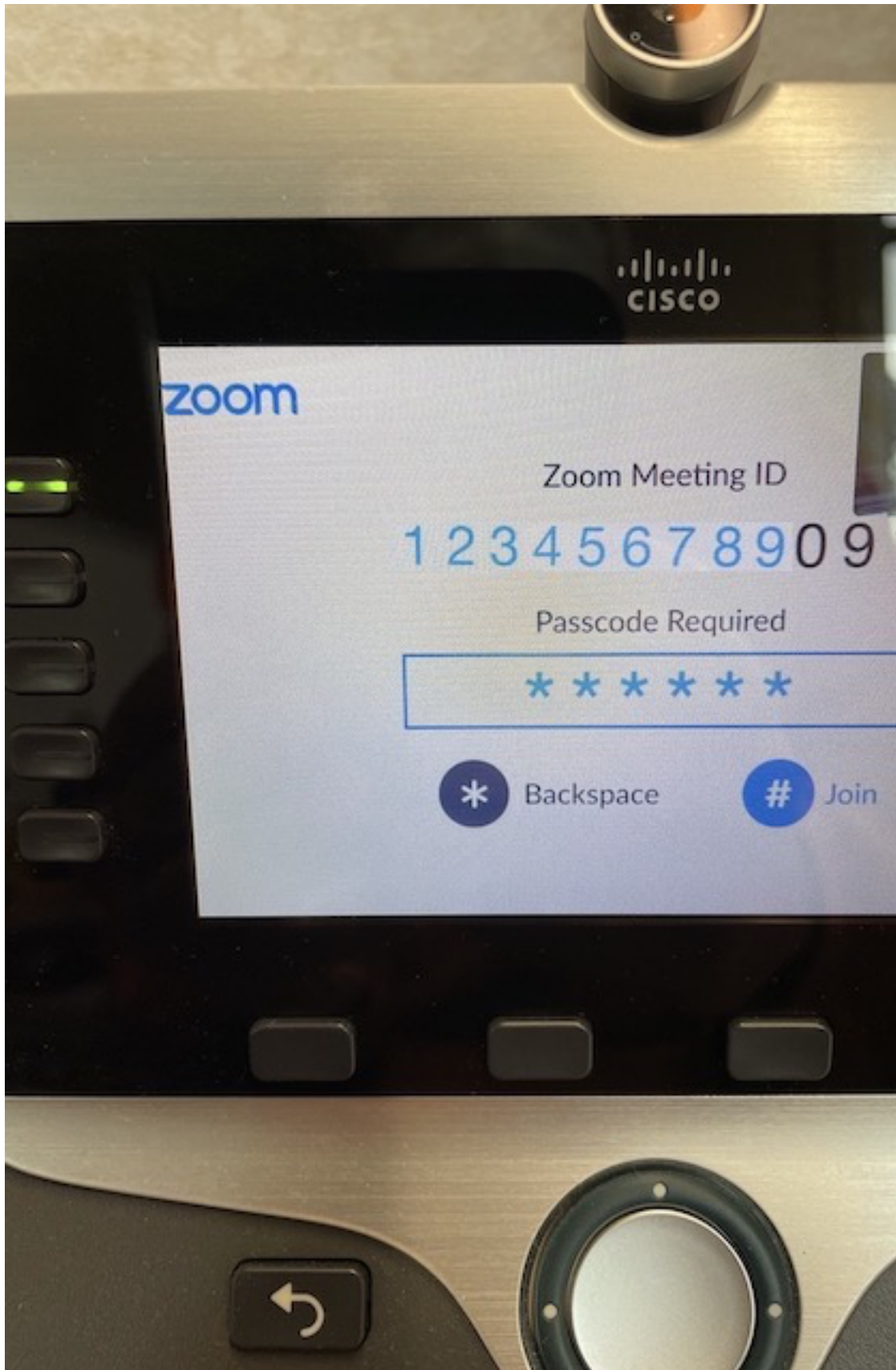


To use the Speed Dial, press the button next to the label. For the meeting lobby it will prompt you to enter the meeting ID number, then the meeting passcode if appropriate. If you saved a specific meeting ID number, it will prompt you for the meeting passcode if appropriate.

Meeting ID:



Meeting Passcode:



You will be joining as a guest. If the meeting has a waiting room the meeting host will have to let you in. If you are the meeting host, you will need to use your computer to let your phone in from the waiting

room.

Remember, it is recommended to use the phone for audio, not the computer. Or if you use the computer for audio and only need the phone's camera, take the phone handset off the hook, turn off the speaker phone and mute the phone microphone.

If you have more questions, email ITHELP@clermson.edu or call 864-656-3494.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=2052>