



Welcome to Spark with Webex mobile integration

Get your business calls, voicemail and call
management in your pocket.

What is Webex mobile integration?

With Spark's Webex mobile integration, your Spark mobile becomes part of your Webex phone system – no extra app needed.

- ✓ Choose to display your business number on outgoing calls while keeping your personal number private.
- ✓ Transform your mobile into a full-featured desk phone with features like hunt groups, extension dialing, and call recording.
- ✓ Keep colleagues informed with automatic Webex status updates when you're on calls.
- ✓ Enjoy New Zealand's most reliable mobile network with the widest coverage*.

*As awarded by Opensignal in the September 2024 NZ Mobile Network Mobile Experience Report.

What you can do

Get started in 4 steps

Make and receive business calls
anywhere using your Spark mobile.

2

Choose your caller ID – use your direct line, location number, or team line for each call.

3

Manage your voicemail – listen, record greetings, and access messages on mobile or browser.

4

Know your recording status – understand how your company's recording policy works.

5

Managing your outbound caller ID

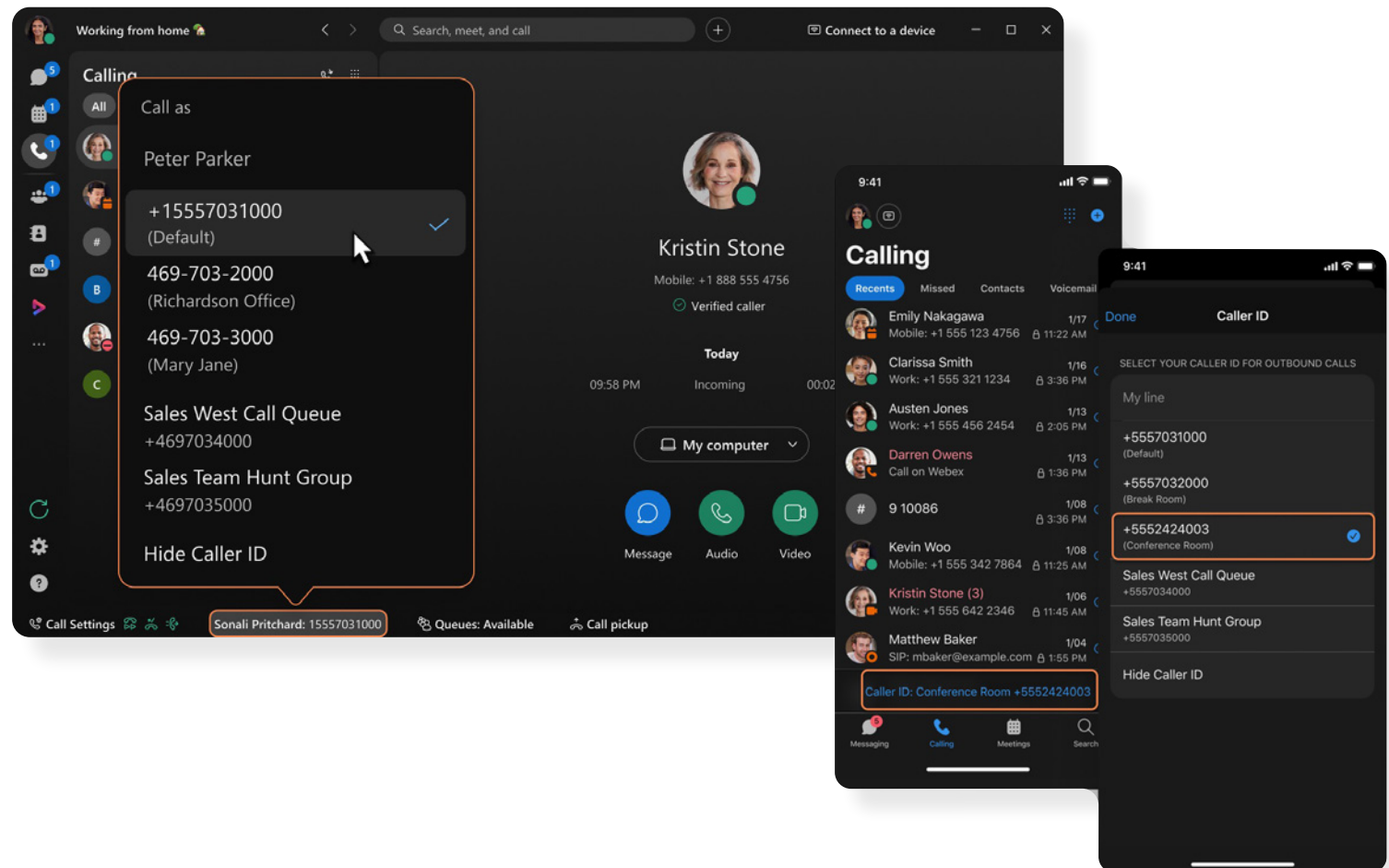
As a user

(on mobile or desktop with Webex App)

1. Open the Webex App and sign in.
2. At the bottom of the screen (or in the dial-pad screen) tap the **"line number / caller ID"** selector.
3. When multiple caller-IDs are available, choose which number to use.

The person you call will see the caller ID you selected.

The caller ID can be a direct line number, location number, call queue number, hunt group number, or any other number within your organisation. When you make a call to somebody, they see this caller ID.



Getting started with Voicemail

Go to: [Set up your voicemail](#)

For more information on group mailbox configuration, refer to [Cisco's documentation for administrators](#).

How to access your voicemail (Three ways)

Option 1: From your phone's dialler

1. Dial ***86** and follow the audio prompts
2. Press **1** to listen to your messages
 - then **#** to save, **7** to erase, **2** to repeat, **9** for more options
3. Press **2** to change your busy greeting
4. Press **3** to change your no answer greeting
5. Press **4** to change your extended away greeting
6. Press **5** to compose and send a new message
7. Press **7** to delete all messages
8. Press **#** to repeat the menu.

Option 2: Use the Webex App

Open the Webex App, go to Calling, then tap Voicemail and select a message to listen.

Option 3: Use your browser

Go to <https://user.webex.com> and sign in, then open the Voicemail section.



How do I access my old voicemails?

- Use the **Spark Voicemail app**
- Or dial **083210**. If the phone you're calling from also has voicemail, **press **** when you reach the main menu. You'll then be prompted for your mailbox number and PIN.

Pro tip: Using the app or browser, you can view the AI summary of the recording, read the full transcript, and download a copy of the recording.

What should I know about call recordings?

The call recording settings for your calls are controlled by your administrator, and your mobile-integrated phone will follow the same settings as your Webex profile.

It is important to note that recording controls are only available in the Webex app or browser, and are not available in your mobile phone's native dialler.

There are multiple call recording options, such as Always-on recording or user-controlled recording. Depending on your company's compliance policy, these settings may be enforced for you.

If always-on compliance recording is required for your role but you also need to make private calls, it may be better to have a separate business line added to your phone via dual SIM/eSIM. Please speak to your local Business Hub for options.

Only you and specific team leads with a Compliance Office role can access recordings; they are not open to all administrators.

