



Business Calling with Webex 2025 Upgrade FAQs

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Frequently Asked Questions

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What is this upgrade?

altafiber is upgrading your current Hosted Voice service to our new advanced **Business Calling with Webex**. This enhanced platform offers improved performance and an updated Admin Portal.

Why is this upgrade happening?

We are upgrading our technology to bring you a more reliable and seamless experience. Your business will have access to the latest communication tools and a simple, all-in-one platform for calling, messaging, and meetings – without changing your pricing or contract terms.

When is this upgrade happening?

The Business Calling with Webex upgrade will start in October 2025. The cutover will occur during non-business hours between 7pm and 10pm ET.

Can I opt out of this upgrade?

No. This is a mandatory technological upgrade.

Will there be downtime?

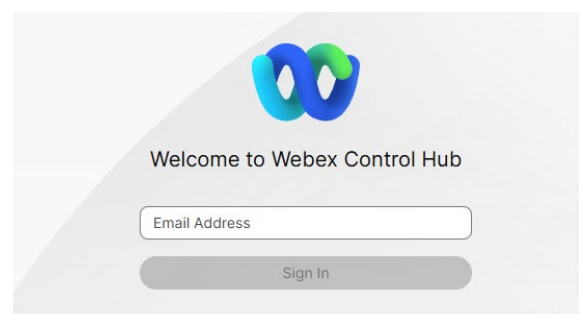
Yes. You may experience up to 30 minutes of downtime during the migration window of 7pm to 10pm ET.

Will my pricing or contract change?

No. Your current pricing and contract terms will remain the same.

Where can I find the new Admin Portal?

Your new Admin Portal, called Webex Control Hub, can be accessed at <https://admin.webex.com/login>. Please save this link for future use.



What do I need to do before my upgrade?

- **Save your messaging history – it will not carry over.**

How to save messaging history:

1. **Locate the Chat:** In a meeting, look for the “Chat messages” section to view the conversation.
2. **Select and Copy:** Hold the Shift key and click the first and last messages you wish to copy to select a range of messages.
3. **Paste to a Text File:** Right-click and choose “Copy” or use the keyboard shortcut Ctrl+C (Windows) or Cmd+C (Mac), then open a text editor (like a Notepad or TextEdit) and past the content using Ctrl+V or Cmd+V.

- **Save any important voicemails – your voicemail history will be deleted.**

How to save voicemails:

1. **Call into your voicemail:** From your phone, dial your voicemail.
2. **Listen to your saved messages:** Navigate through saved messages and play back any that you would like to keep.
3. **Save your voicemails:**
 - a. Record with another device: While playing the voicemail on speakerphone, record it using your cellphone, computer, or another recording device.
 - b. Write down important details: If you don't need the full recording, you can simply write down important information, such as phone numbers, dates, or instructions.
4. **Repeat as needed.**

- **Let your team know about this Business Calling with Webex upgrade and the expected changes.**

What do I need to do after my upgrade?

- **Update recurring meeting invites – your Webex URL will change.**

How to [update your meeting site](#) to the current URL:

1. Open your Webex App
2. Click your profile picture, then select **Settings > Meetings**.
3. Under Default Webex site URL, select **Edit**, choose which Webex site you want to use to start and schedule meetings, then click Update.

- **Set up your voicemail box.**

Once you're upgraded, you will need to [set up your voicemail box](#) again using the following instructions:

1. **Dial Voicemail Portal:** Dial your Webex number or voicemail extension.
2. **Log In:** Enter temporary passcode: **189291 and press #**.
3. **Set New Passcode:** Enter your new personal passcode (4-8 digits) and confirm.
4. **Record Greeting:** Choose **Personal Greeting** and record your greeting. Review and save.

Will my phone numbers change?

No. Your phone numbers and core calling features will stay the same.

What if my phones don't turn back on?

1. Unplug the phone (power cord or Ethernet cable).
2. Wait 10 seconds.
3. Plug back in and let it start up (this can take 2-3 minutes).
4. If it still isn't working, contact us at **513-562-8880**.

What about 911 calling?

After the upgrade, we will contact you to test your 911 functionality and ensure you have completed your E-911 form with accurate emergency location information.

How do I access the new features of Business Calling?

You can manage users, devices, call settings, features, analytics, and troubleshooting in the new admin site, [Webex Control Hub](#). See our [Webex Control Hub Guide](#) for more information.

Where can I find additional support resources?

- Visit altafiber.com/voice-support for step-by-step guides for utilizing Business Calling with Webex, such as Cisco phone guides, video tutorials for top features, and more.
- Call our support team at [513-562-8880](tel:513-562-8880) for assistance.