BASIC CALLING TASKS

This document details how to perform basic calling tasks using the Cisco Webex Client installed on your computer. For advanced help please visit: https://help.webex.com/

DOWNLOAD THE DESKTOP OR MOBILE APP

You can get the Webex App for your computer, mobile device, or web browser. Install it on multiple devices and switch between them hassle-free because the app automatically knows which device you're using. Your content stays in sync because everything is stored in the cloud.

Go to https://www.webex.com/downloads.html to get Windows, Mac, iPhone, iPad, and Android.

DETERMINE YOUR PHONE NUMBER

If you need to check to see what your phone number is, you can click your profile picture at the top left side of the Webex app and see your name, phone number, and email address.

SEARCH THE DIRETORY

In Webex App, you can easily search, call, and meet with someone just by typing their name or email address in the search box at the top. If you're making a call to a room device, simply enter the video address and enjoy your meeting.

ANSWER A CALL

When you get a call, you get a notification that you can use to accept or decline it. The notifications appear o the devices that you use for the Webex App, such as your computer, mobile phone, or desk phone. If you use more than one, you can answer or decline the call from whichever device you prefer.

When you get an incoming call notification, choose the option that best suits you at the time:

- **Answer**—you're ready to answer the call. When you answer a call from another person who is using Webex App, the call starts with your video on.
- **Decline**—you don't want to take the call.
- **Message**—send a message instead of taking the call.
- **Hold meeting & answer**—you're in a Webex scheduled meeting, a Personal Room meeting, or a meeting associated with a space, but want to take the call. Your video and audio are paused in the meeting until you're finished with your call. Your name remains in the Participants list and you continue to see any content that's being shared in the meeting.
- **Send call to voicemail**—divert the call to voicemail. You'll see this option if you're set up with *Unified CM* and your administrator configures voicemail and enhanced immediate divert.

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CALL ANYONE WITH A PHONE NUMBER

If your organization has configured your Webex App account to let you call other people's phone numbers, you can call anyone who has a phone number. When you call like this, it's just like making a regular phone call from any other type of phone. If you want to call your favorite restaurant to make your lunch order, call them right from the app, and place your order.

Access to a dial pad is available if you're set up with a phone service such as Unified CM, Webex Calling, or Calling hosted by a Service Provider.

Go to  , enter a phone number in the dial pad, and then choose whether you want to make it an Audio or Video call.

You can even place a call from your app header. Just click  **Search, meet, and call**, enter the name, email address, or video address, and then press **Enter** to make the call.

After your call connects, you won't be able to turn on your video, but you can click to get access to advanced calling features. You can put your call on **hold** or **transfer** the person to someone else. With some configurations, you can also merge calls or start a **conference call**.

TRANSFER A PHONE CALL

When you're on a phone call, you can transfer that call to someone else and if you'd like, let that person know why you're transferring the call to them.

1. While you're on a phone call, select **MORE**  and then select **TRANSFER**.
2. Enter the name or number of the person you want to transfer the call to and then choose one of the following options:
   - **CONSULT FIRST** - chat with the person on the receiving end of the transfer first before completing the transfer. If you searched for someone by name, choose their mobile or work number and then choose whether you want to make it an audio or video call.
     Then, click **resume** to go back to the first call or just click **complete transfer**.
   - **TRANSFER NOW** (also known as blind transfer) - transfer a call right away with audio only. If you searched for someone by name, choose their mobile or work number to complete the transfer.

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FORWARD YOUR PHONE CALL

If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number. Or, if you don't want to be interrupted, you can send all your calls to voicemail instead. If you forward your calls to another number, you won't get called in Webex App anymore. So, be sure to turn call forwarding off when you're ready to take calls in the app again.

1. Click **SETTINGS** on the navigation sidebar, and then click **CALLING**.
2. Go to **CALL FORWARD** and then add a number to forward calls to or choose to forward your calls to voicemail.
3. After you've turned on call forwarding, **PHONE and FORWARDING SETTING** in the footer for your app turns green and stays that way until you change the setting back to **DO NOT FORWARD CALLS**. You can manage your call forwarding from there.

VOICEMAIL

No more overlooked voice messages in Webex App. When you have a voice message waiting for you, you see a red badge counter (Message Waiting Indicator) next to your Voicemail (desktop) or Calls (mobile) icon letting you know how many messages you have waiting for you. After you listen to your messages (from the app or your desk phone), the badge counter disappears. And if you have the right setup, you get transcriptions of your voice messages that you can read. You can also call into your voicemail number to set up greetings, send voice messages, and more.

The default voicemail passcode is 112233.

Go to Voicemail, choose a message, and then listen to the message in one of the following ways:

- Right-click the message and choose **Play voice message**.
- Click **Play** in the window that opens to the right.

You have a few other options at your fingertips: call the person back with audio or video, delete the message, or mark the message as read.

Your voice messages may show one of these indicators:

- Exclamation—Indicates an urgent, important voice message.
- Key—Indicates a private voice message. You cannot forward private messages to other people.
- Lock (Unified CM only)—Indicates a secure voice message. Each time you play the message, it is downloaded and then the local file is deleted when you're finished.