

GET STARTED WITH WEBEX CALLING

In Webex App, you get assigned a calling option that works best in your organization or for your individual needs. So, when you make a call from the app, your calling experience depends on your account settings.

INITIATE VOICE AND VIDEO CALLS FROM THE WEBEX APP

Make voice and video calls to people within your organization or to anyone with a phone number. You can call within your organization by name, or external phone numbers just like making a regular phone call from any other phone. When it's time to make that call, just go to **Calls** and enter the phone number or name.

HOW TO CALL ANOTHER TEAMS USER

- Select the calling icon on the left menu.
- Above the dial pad in the search bar, type in the name of the contact or the phone number

VIEW OR ADD PHONE NUMBERS AS CONTACTS

Easily see contacts from the Contacts window by selecting Contacts on the left hand menu.

- Add a contact the [+] icon to the left of the search menu to add a contact
- or from the main window select “add a contact”

TURN A CALL INTO A GROUP OR CONFERENCE CALL

Seamlessly add participants to turn a one on-one call into a group call.

- From a call, select the [...] icon, choose the option “conference”, type a name or phone number, engage that call and then merge the calls together to create a conference call

MANAGE CALLS

Forward a call to another team member or phone number. Ensure a seamless call hand off by transferring with a consult. Place a user on hold to address other tasks by clicking the [...] and selecting “hold”.

- When on a call, select the [...], select “transfer”, type the name or number you would like to transfer to, then select either the “consult” button or the “transfer” button.
- Pull calls from other devices: In the top menu in the calling feature, choose the phone icon with the turn arrow

RETRIEVE VOICEMAILS AND TRANSCRIPTIONS BY SELECTING VOICEMAIL IN THE LEFT HAND MENU

Access audio file and transcription, call back or delete from voicemail history.

SET UP YOUR VOICEMAIL GREETINGS

- Your voicemail greeting is the message your callers hear when they reach your voicemail. There are two types of voicemail greetings - Busy and No Answer. The Busy greeting is played when you are on another call and do not have call waiting, and the No Answer greeting is played when you do not answer the call.
- You can set up and manage your voicemail greetings in the Calling User Portal.
- Go to settings.webex.com, click voicemail, click voicemail settings, scroll to greetings, choose your busy greeting between either the system default greeting or a personal file and select save.
 - Greetings can be recorded by dialing the Voice Portal, and entering the voice portal password

ACCESS ADDITIONAL SETTINGS

- Select “call settings” from the lower left hand corner of the Webex App
- Choose “open call preferences”
 - Adjust your settings as desired and even access additional options by selecting either/both “advanced caller settings” and “access user portal”

For more information about Webex Calling and its capabilities

SCHEDULE WEBEX CONSULTATION