



Connect with Webex

*Soft Phone*

Quick Reference Guide

**MOMENTUM**

T E L E C O M

NEW22Q2\_6.15

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# GET STARTED WITH CONNECT WITH WEBEX

## About This Guide

The information in this guide focuses on how to do things within the Webex Soft Phone desktop application. Similar instructions may be used if you are working in the online Web version or the Smart Device applications (for iOS or Android). You can do some things exactly the same way no matter which application version you use, but some tasks have slightly modified steps and there are some tasks that are best completed or must be performed in the desktop application.

## Activation and Installation of Connect with Webex

An Upgrade Notice email sent by your Administrator provides access to the **User Activation Portal**

Make sure you have signed out of any Webex accounts (free, etc.) you may have.

1. Click the link in the email communication from the Admin to access the User Activation Portal and follow the prompts.

Enter the username and password credentials provided to you

Enter your complete work email address when prompted

The system sends a Verification link to the email address you just entered

2. Complete the Email Verification steps by clicking the **Join Now** link you received - the system will validate and then provision, and then the page will refresh to offer the download options, then download and install the Connect with Webex application.

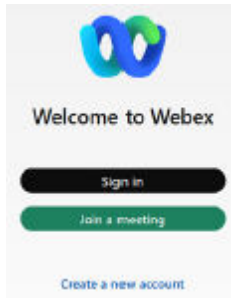
Click **Join Now** in the email you receive from the system

Wait while the system validates the email and provisions your upgraded account

Click the **Download for Windows 64 bit** button to begin the installation.

3. Launch the New Connect with Webex application and Sign In using your email and the same username and password credentials you always used.

Click the Sign In button



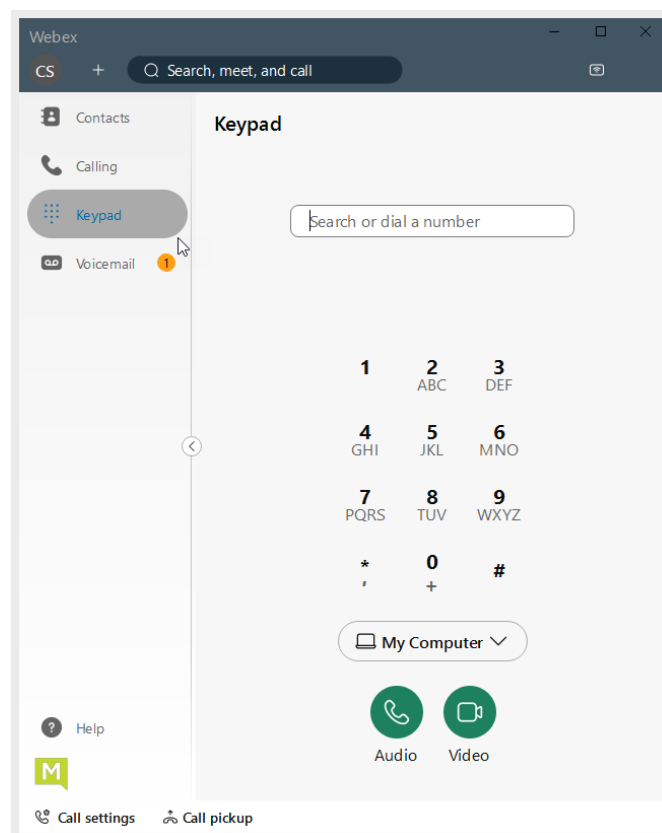
When prompted, enter your work email address



Enter your Username and Password



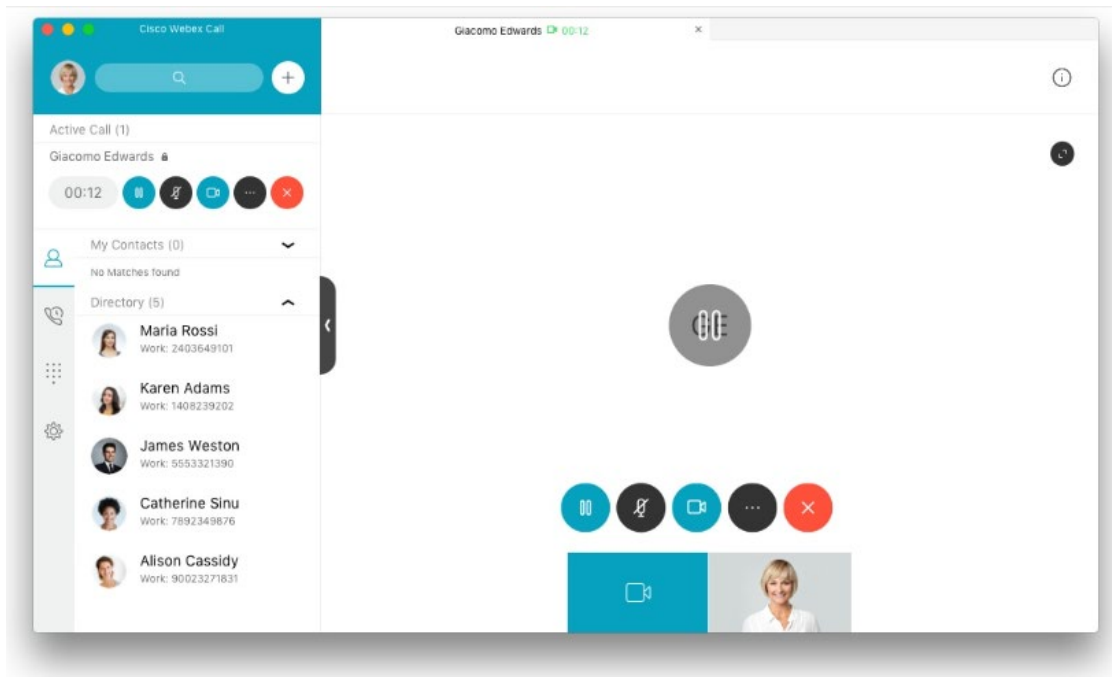
Welcome to your Webex!



## START WORKING IN CONNECT WITH WEBEX

Your organization's Connect with Webex subscription means you already have a licensed account and can install and start using the application right away. If you do not have an account yet, or you are unsure about your status, contact your organization's applications Administrator or the Service Provider to learn next steps.

When you sign in for the first time, you will be guided through some tips and instructions for using the app.



## Webex Documentation

All Webex documentation is available online. This site offers a fast and easy way to get answers, tips, and training on your Webex features and tools. You have links directly to this online help right from your Webex app. Here are some direct links to useful online Webex App Help and documentation, as well:

[Getting Started With the Webex App](#)

[Contacts](#)

[Calling](#)

[Voicemail](#)

## Find Help and Get Answers in the Application

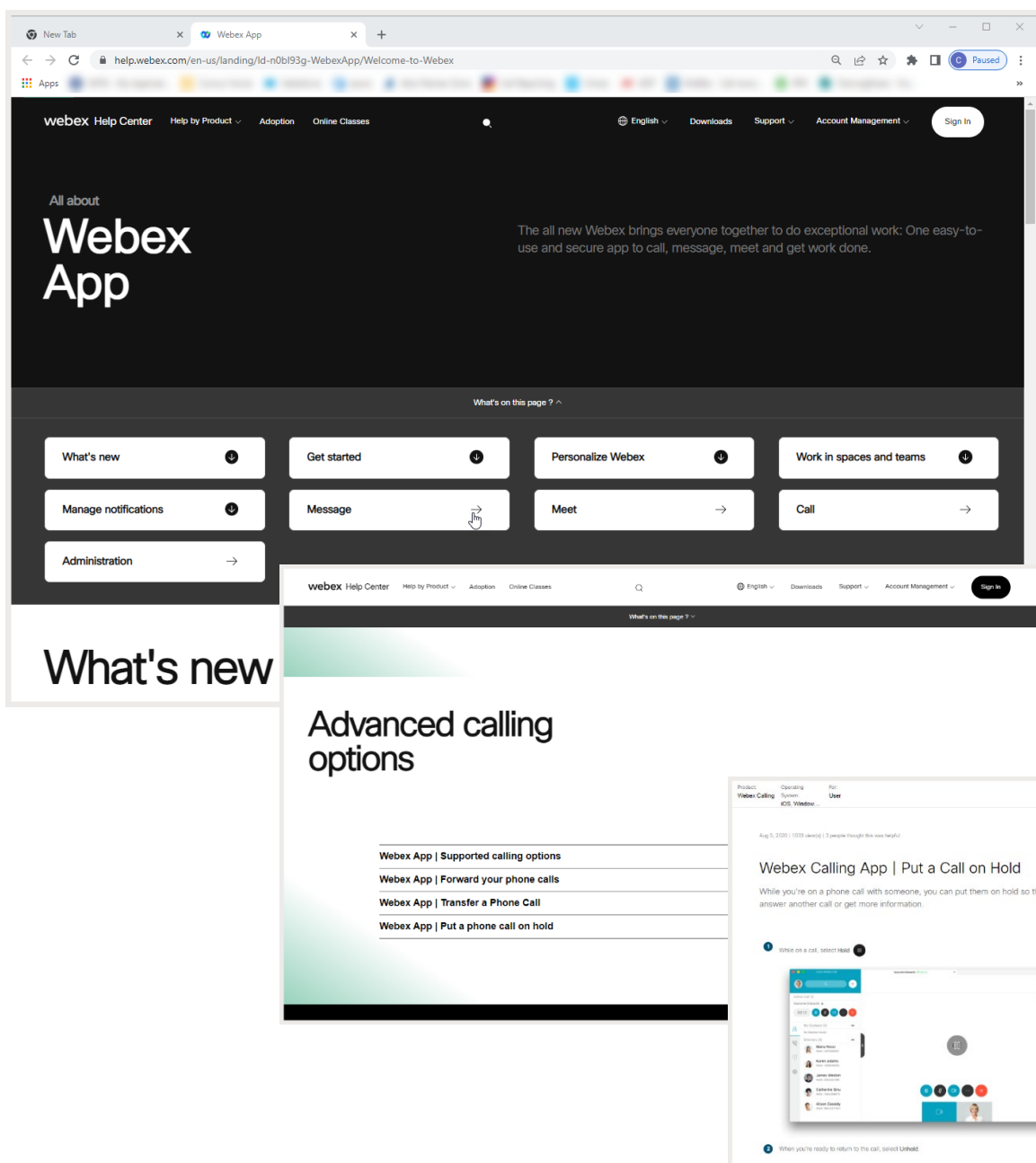
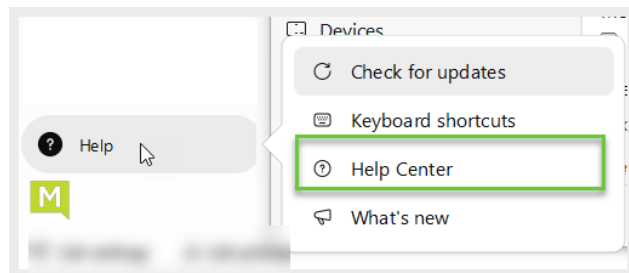
The first thing you should know is there is abundant help, and you have access to answers and Webex education tools right from your new Webex application.

Webex offers comprehensive documentation and help that is available 24/7 at the click of your mouse.

Simply click on the **Help** button toward the bottom of the application in the left navigation panel and select the **Help Center** option.

That action opens a web browser directly into the *Webex Help Center* site where you can find detailed instructions, tips, training, videos, and much more – any time you need it.

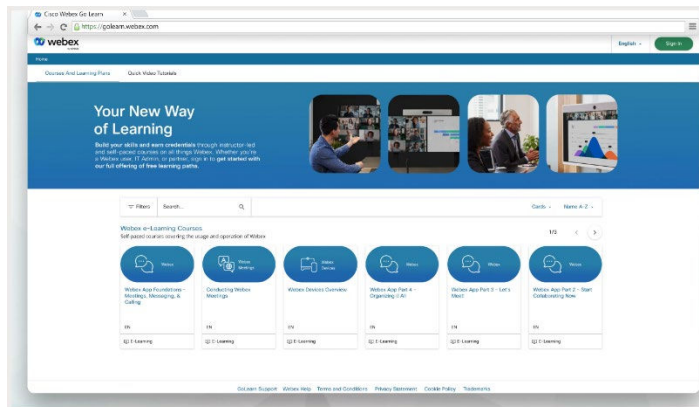
You will never be without help, training, or just more information whenever you want it.





## Training - Webex GoLearn Courses

After you have enabled your account, you can also check out the [GoLearn.Webex](https://golearn.webex.com) site and look for **User** courses. This is the new learning and training course site offered by Webex and it is filled with useful information for users.

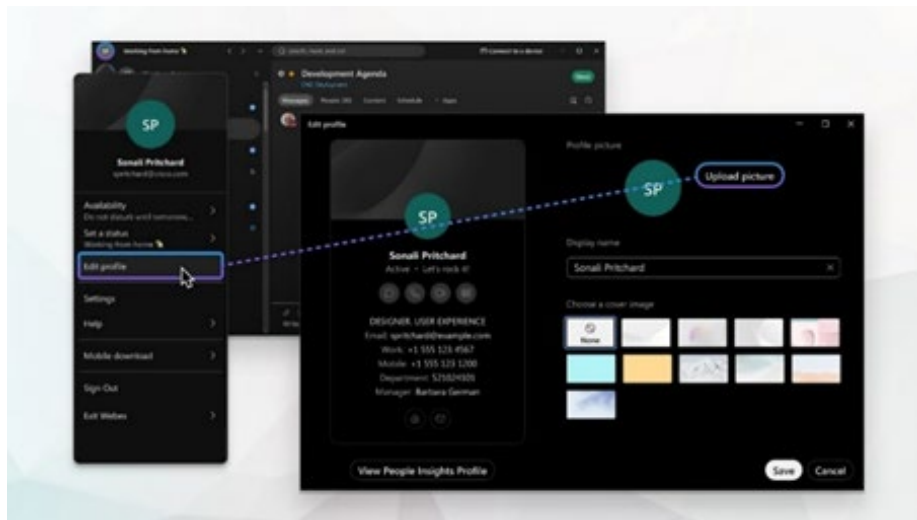


## Personalize Your Connect with Webex

Make the Webex App feel more like your own by personalizing it a bit. Start by adding your own photo as your profile picture so that other people can recognize you.

### Add Your Profile Picture

Note: Once you upload a profile picture it can only be replaced by another picture.

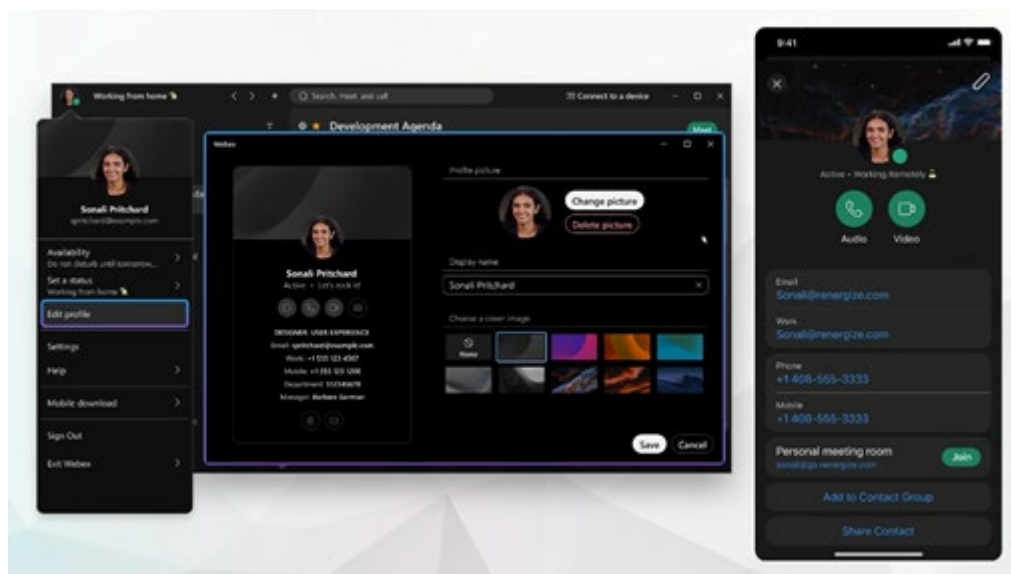


1. In the app header, click on your profile icon. If you have not already added a picture, your initials display.
2. Click Edit profile, then go to the Profile picture section.
3. Click Upload picture to browse for a picture to upload.  
If you already have a profile picture, click Change picture to change your current picture.
4. When you have made your changes, click Save.

## Change Your Display Name

You can change your display name for your Webex App profile to your preferred name. For example, if your name is Jennifer, but most people know you as Jenny – you can change how it displays and make it more 'You'.

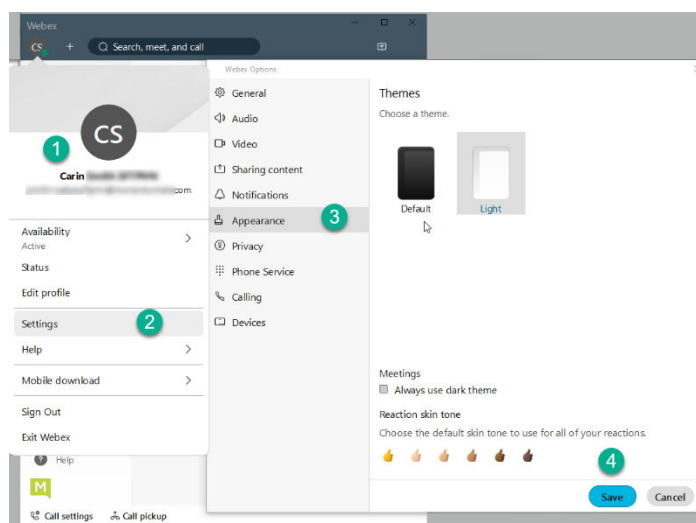
**Note:** If you cannot change your name, check with your organization's Administrator because the organization has likely set it that way on purpose.



1. Click on your profile picture/icon.
2. Click **Edit profile** and go to the **Display name** section.
3. Click on the **Name** field and make changes.
4. Click **Save** to update Webex.

## Change the Color Theme

You can choose a different color theme to personalize your Webex App experience. Each available theme uses a different color palette that can completely change the app's overall appearance and experience.

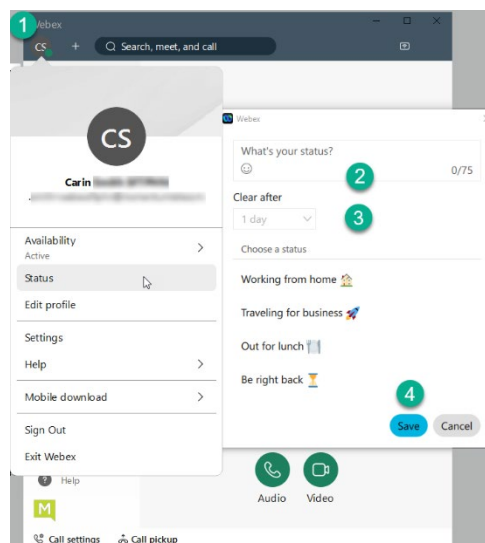


Note: In Windows or Mac, when you set an OS high contrast setting and in Connect, the Connect with Webex App will note that setting change and show the high contrast color palette that was selected. You can take the app out of high contrast by selecting a different theme from the list. If you restart or exit the app, it will remember the last theme you had selected prior to enabling your OS high contrast setting.

1. Click your profile picture
2. Click on **Settings**
3. **Click on Appearance**
4. Choose a theme and click **Save**.
5. Click **Restart Webex** when prompted to apply the changes now, or click **Later** to apply the changes the next time you open the app.

## Set a Custom Status

Create and share any status you want, so your colleagues know what you are up to and how quickly you can respond to messages. You can change your status to be something more descriptive. If you have to step out for a bit or you are busy, you can let people know just by changing your status in the app. For example, you can set it to **Be right back** or let people know you do not want to be disturbed. You can also make up a custom status, so people know what you are up to.



1. Click on your Avatar to open the Preferences and Settings menu and select Status
2. Select a status from the list or enter your status in the **What's your status?** field. You can add up to five status options to the list, so they are quickly available later. Each status has a maximum length of 75 characters and can also include emojis.
3. In the **Clear after** drop-down, choose from the following:
  - Select when you want your status to clear, by choosing a time from the list.
  - Click **Set a time**, to choose a specific date and time.

You can set a status for a maximum of 7 days, or a minimum of 30 minutes.
4. Click **Save**. You can always click **Clear** to remove a selected status.

## See Who Is Available

You can also see other people's availability so that you can find the right time to connect with them. For example, if you see a green circle around someone's profile picture, it means they have been using the app within the last 10 minutes, so chances are, you will get a response if you reach out.



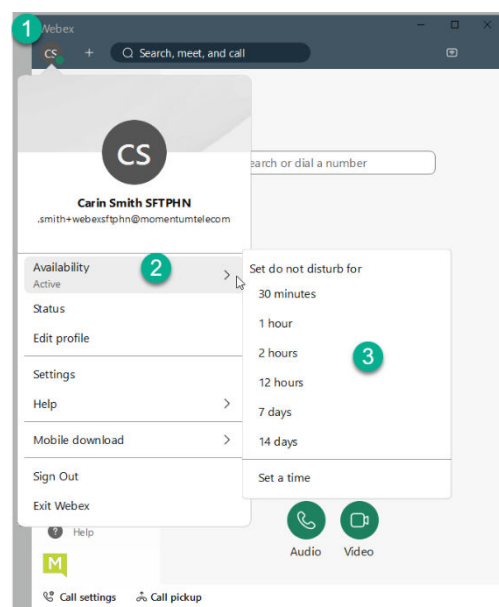
On the other hand, if you see someone does not want to be disturbed, you might want to wait before reaching out.

## Let People Know When You Are Busy

If you need some time to work without getting message or call notifications, you can set your **Webex Availability** to **Do Not Disturb (DND)**. This updates your status in Webex so that other users can instantly see that while you are working, you would prefer not to be interrupted on Webex.

Note: People can still call while you are in Webex DND mode. You will need to turn on Broadsoft DND to stop callers.

1. Click on your Avatar to open the Preferences and Settings menu
2. Select **Availability**.
3. Choose from the following:
  - Select the length of time DND will be turned on from the listed options, or
  - Click **Set a time** to define a specific end time *Today* or *Tomorrow* and click **Save**.
4. To change your availability note back to Active, click **Availability > Clear**, so that people know they can contact you again.
  - If you are set up with a calling service and also do not want to be notified about calls on your mobile app or desk phone, you need to turn on [DND in your Call Settings](#) in the Advanced Call Settings section in Calling settings. Tip: If you turned on DND in your calling settings, make sure you go back and turn it **off** there as well, so that you can resume getting phone calls on all your devices when you are again available.



## Stop Sharing Your Status

If you do not want people to see whether you are currently using your Webex App, you can turn off your status indicator. However, while this is in effect, you also will not be able to see other peoples' current status until you turn the status back on.

1. Click on your **Profile Picture** and then click on **Settings > Privacy**
2. Under **Availability and status**, uncheck the ☐ **Show availability and status** check box.
3. Click **Save** when finished. **Tip:** You can also specify individual people with whom you do not want to share your status by using the **Hide my availability and status from another person** tool in **Settings > Privacy**.



## START USING CONNECT WITH WEBEX CALLING

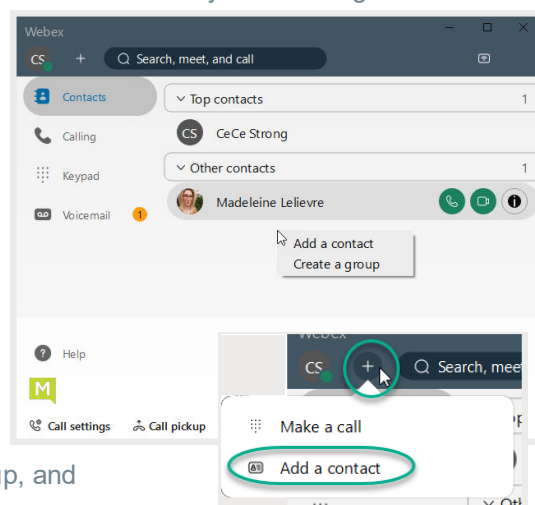
Your Connect with Webex app makes it easy to connect with the people that you contact the most and communicate with ease.


### Contacts

You can create a Contacts list, add up to 500 contacts of your choosing (including contacts that are local to your device), and then group them and customize the contact information. You can use the quick access **+** icon in the toolbar and select **Add a contact**, or simply click on the **Contacts** menu button in the left panel to open that section and start creating and manage contacts

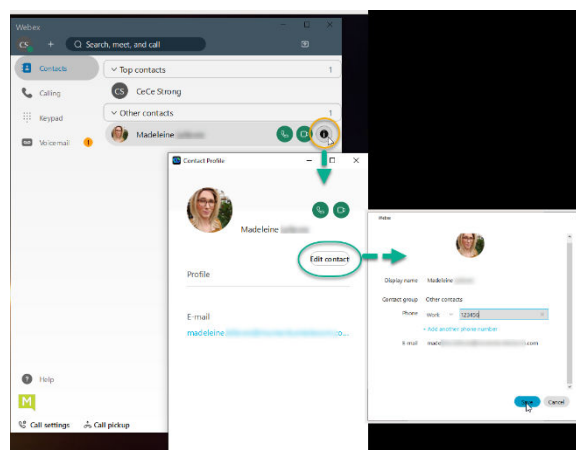
When you search for someone in Webex App, your search automatically includes your local Outlook contacts (Windows) or local address book (Mac) too, so you can easily find people not yet using the app and make a call. You just need to give the Webex App permission to access your address book if you are using a Mac.

1. Go to  **Contacts**
  2. Right-click at the bottom of the Contacts list (within the window) and select **Add a contact**
- Or click  in the app header, then select **Add a contact**.
- In Webex App for Windows, you can also right-click on a person's name in **Search** results and select to add them as a contact from the search results.
3. Choose one of the following options:
  4. Enter the person's name in the Search field, click the drop-down list to either assign the person to a default group (Top contacts or Other contacts) or Create New Group, and click **Add**.
  5. If you are creating a New Group, give the group a name and then click **Create**.
  6. Click **Create a custom or Other contact**, enter the person's information, and then click **Save**. Custom/Other contacts can be used for things like your favorite pizza parlor. Once created, you can call and order pizza directly from Webex App



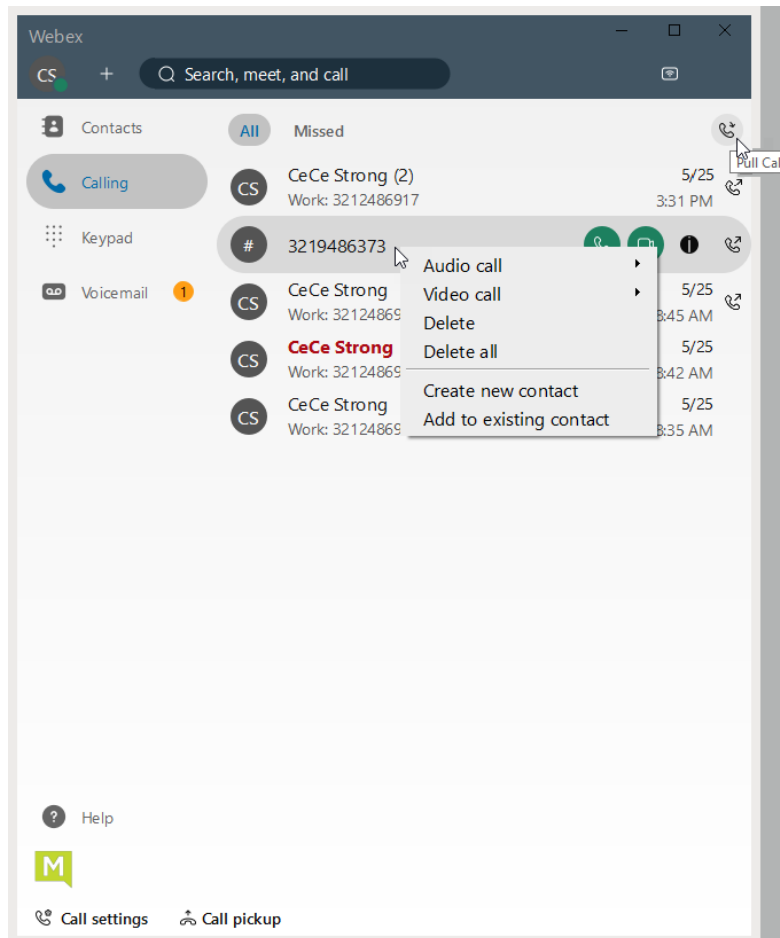
The person now appears in your **Contacts** list  under the appropriate group as you specified, and you can call them. You can add them to more groups by right-clicking the contact, choose **Copy to group**, then select the new group you want them to be in, as well. And, if you want to edit or add extra phone numbers to one of your saved contacts:

1. Open the contact by click on the Information icon.
2. Click **Edit contact**
3. Click **Add another phone number**. You can add multiple entries, and they will appear as number options to choose from the next time you place an audio or video call to your contact.
4. Click **Save** to update the contact information.



## Calling

The **Calling** section of Connect offers tools specifically for making calls or reviewing call history. If you have connected to a device (like a desk-phone) you have the option to use the device to dial out (the phone will ring, and you will pick up the desk phone to connect the line you dialed) or you can choose to do so directly from your Webex application on your computer using either audio or video calling.



The Calling section lists your recent incoming and outgoing calls as well as your missed calls.

## Supported Calling Options By Product

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.

You can make a call easily in your Webex App.

Just look for the  Audio or **Video**  call icons whenever you look at a [contact card](#), when you go to make or take a call, or even when you are entering a name, number, or email address, into the Search bar to look for someone.

- If you do not see the option to make a video call, it could be because your administrator only wants you making audio calls.

## Calls on Webex App


Anyone with a Webex App account (on desktop, mobile, or web) can call anyone else with a Webex App account. It does not matter whether they are part of the same organization or what type of calling service they use.

You do not need to use their phone number; you just need to be connected to them in the app to call or answer calls from someone with a Webex App account. In-call options can include adding others to the call to create a conference call, transferring the call, or placing the call on hold.

## Call Phone Numbers within Your Organization

Your administrator might set up your account so that you can call someone in your organization (work or mobile number) and answer their calls too. Click your manager's phone number and have a face-to-face call right in the Webex App to let them know about the success of your campaign.

## Call Anyone with a Phone Number

If your organization is using Unified CM or Webex Calling, you can also call anyone with a phone number or answer calls from anyone calling your work number. When you make these types of calls, it is just like making a regular phone call from any other phone. When it is time to make reservations for your team's celebration lunch, you can call the restaurant right from Webex App too. Just go to **Calling**  or Keypad and enter the phone number.

## Answer a Call

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


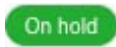
When you get an incoming call notification, choose the option that best suits you at the time:

- **Answer** - Click when you are 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** - Click when you do not want to take the call.
- **Message** - Click to send a message instead of taking the call.
- **Hold meeting & answer** – click to use if you have joined a Webex scheduled meeting but want to take a new incoming call. Your video and audio can be paused in the meeting until you are 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 while you attend to the call.
- If you are connected to a Cisco headset, you can also answer or decline the call from the headset.
- If you are set up with Unified CM and you answer the call on your desk phone with video support, you can see the person's screen share on your phone. If your phone does not support video, you can see the shared screen on your desktop app.




## Place a Call On Hold

If you are on a phone call with someone and you get interrupted with something else that you need to take care of, you can place the call on hold and resume it when you are free to talk again.

1. While on a phone call, select More  and then select Hold.
2. After you put the call on hold, your spaces list shows that the caller is on hold .

## Transfer a Call

When you are on a call, you can transfer that call to someone else.

1. While you are on an active 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** – (also known as a warm or consultative transfer) This option allows you to chat with the person you are transferring to 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.  
  
Note: If you choose an audio call and you wish to consult first, you can adjust your audio preferences if you need to before transferring the call. Just click **Audio Preferences** and make your option selections, then complete the transfer.
  - **Transfer now** (also known as a cold or blind transfer) This option transfers the call right away with audio only. If you searched for someone by name rather than number, choose their mobile or work number and then continue.
3. Then, click **Complete transfer**, or click **Resume** to go back to the call without transferring it.

## Park a Call

If Park lines are enabled for use on your account, you will have the option to park a call while in an active call:

1. Click on the **More...** button and select **Park**. The caller is placed on hold.
2. Enter the correct park line, ensuring that no other calls are parked on that line and submit.

## Retrieve a Parked Call

Once a call has been parked on a park line, you may click the **Retrieve Call** button at the bottom of the Webex dialog to take the call or take the call back if you parked it.

1. Click the **Retrieve call** button.
2. Enter the park line extension/number and submit.
3. The call is now active on your line, and you may begin speaking to the caller.

## Manage Basic Calling Settings

You can access your call settings right from Webex App.



1. You can click on the [Call Settings](#) link at the bottom of the application window and click **Open Call Preferences** which will open the full Settings window with the focus on the Calling settings.

OR

1. Click your Avatar to go to *Profile and Preferences*
2. Click on **Settings**.
3. Click on **Calling** to review and edit the settings available to you.

### *Incoming Calls*

Manage the following, as needed:

#### **Answer Calls with my Video On**

Click to place a check in this box if you wish to be on camera when you answer all of your calls. The default is set to ON.

#### **Call Forward (Basic)**

You have two options to access your basic Call Forward settings

- A. Click on the Call Settings button at the bottom of the Webex dialog and use the drop-down tool to forward to Voicemail (must be set up already – see step B) or select Do Not Forward.
- B. Go to the **Calling Settings** and use the drop-down selection tool under Call Forward to choose either Do Not Forward Calls or Voicemail. If **Voicemail** is selected, you may also enter a number in the text field below and use the plus/minus buttons to add or remove numbers in the field above.

See also: [Call Forwarding \(Advanced\)](#)

#### **Call Window Settings**

Choose when the incoming call on your computer should automatically come to the front (in full view). Here you will choose the behavior of the incoming call toast messages and the active call dialog. You can choose to send those call windows to the front for easy viewing or *minimize* and hide the windows after you answer when calls come to your line. Recommendation is to set to on all calls.

When using this computer for calls

Use the drop-down selection tool to select either **Auto-minimize calls** (call window is hidden) or **On all calls** (keep in front and in full view). You can move and manipulate the call windows as you like while viewing them.

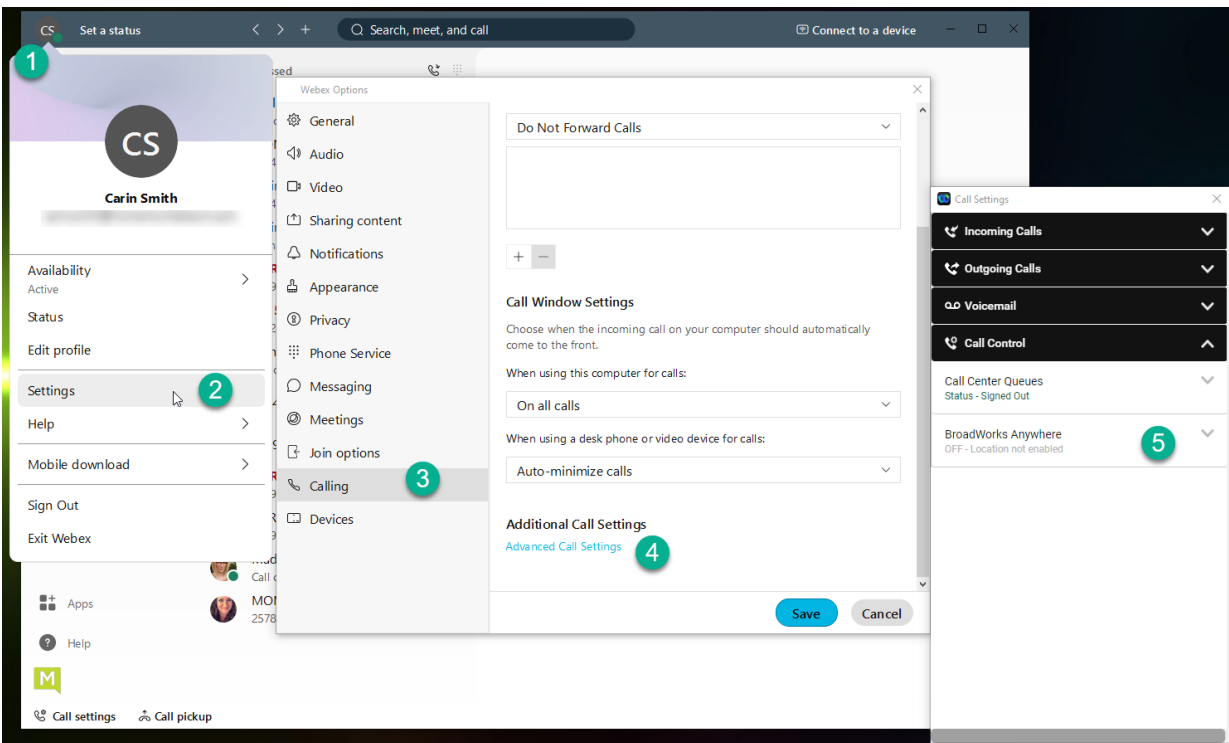
When using a desk phone or video device for calls

Use the drop-down selection tool to select either **Auto-minimize calls** (call window is hidden) or **On all calls** (keep in front and in full view). You can move and manipulate the call windows as you like while viewing them.

## **Manage Advanced Calling Settings**

*While working in Calling Settings:*

1. Scroll down to click on the **Advanced Call Settings** link to open a new view.
2. Click on the drop-down arrow next to the section you want to review or edit.  
Your section options include Incoming Calls, Outgoing Calls, Voicemail, and Call Control.
3. Close the dialog when you are finished with the advanced settings.
4. Always click **Save** before leaving Calling settings if changes were made in the section.



### *Do Not Disturb*

When you are busy and do not want to be disturbed by calls, you can turn on Do Not Disturb (DND) to silence incoming calls to Connect on all of your devices and send the calls directly to voicemail.

**Note:** The calling Do Not Disturb feature setting is completely separate from the Do Not Disturb **availability** setting found when you click your profile picture.

*While viewing Advanced Call Settings in the Webex application:*

1. Click on **Incoming calls** and click to slide the Do Not Disturb toggle to **ON**
2. Click the **Exit** icon to close the Advanced Call Settings dialog.
3. Click **Save** to update the Calling Settings.

Repeat to return and turn DND OFF

### *Reject Anonymous Calls*

The Anonymous Call Rejection feature automatically rejects calls with blocked IDs or unidentified numbers.

*While viewing Advanced Call Settings in the Webex application:*

1. Click on **Incoming calls** and click to slide the **Anonymous Call Rejection** toggle to **ON**  
Repeat to return to this view and slide the toggle to turn anonymous call rejection off.
2. Click the **Exit** icon to close the Advanced Call Settings dialog.
3. Click **Save** to update the Calling Settings. Repeat to return and set Anonymous Call Rejection to OFF.

### *Call Forwarding*

By allowing you to forward calls to a phone number other than your voicemail, Call Forwarding keeps you connected wherever you are. You can decide when calls are forwarded and to which phone numbers.

*While viewing Advanced Call Settings in the Webex application:*

1. Click on **Incoming calls** and click on the drop-down icon next to Call Forwarding.
2. Click to slide the toggle to **ON** for any of the following options:
  - **Always** - All calls are forwarded.  
If you would like to hear a notification whenever a call is forwarded, check **Ring splash**
  - **When No Answer** - Calls that are not answered after a set number of rings are forwarded.  
Use the **Number of rings** setting to specify how many times you want the call to ring before it is forwarded.
  - **When Busy** - When you are already on a call, all other incoming calls are forwarded.
  - **When Unreachable** - All unanswered and busy calls are forwarded.
3. Repeat to return to this view and slide the toggle(s) to off when necessary.

### *Sequential Ring*

When Sequential Ring is turned on, incoming calls ring a set of phone numbers one at a time until the call is answered. If the call still is not answered when the sequence is complete, it's transferred to another phone number or to voicemail, depending on your settings for unanswered calls. The caller hears a comfort message during the process, so they know the system is attempting to find you. You can choose the following settings when creating a Sequential Ring list:

- Set up to five phone numbers to ring in a set order.
- Choose the number of rings before the call is transferred to the next phone number in the sequence.
- Turn on Answer Confirmation, which requires the person who answers the call to confirm that they have accepted the call.
- Choose whether the Sequential Ring list rings if you're already on a call.
- Set a schedule for Sequential Ring (for example, turn it on at weekends).
- Allow callers to interrupt the call sequence at any time and be transferred to your unanswered calls process (for example, voicemail). This option is announced before callers are transferred to the ring list.

*While viewing Advanced Call Settings in the Webex App:*

1. Select **Incoming Calls > Sequential Ring**.
2. To set up your sequential list, select **Ring Numbers** and enter the phone numbers in the order that you want them to be rung. For each number, you can choose how many times the call rings before transferring to the next phone number in the sequence
3. Optional, place a check next to **Answer Confirmation** Required as desired for each number.
4. Choose the following additional (optional) settings:
  - **Ring Base Location First** - Turn on this option if you want your base location (primary phone) to always ring first. You can choose how many times the call rings before it's transferred to the next phone number in the sequence.
  - **Continue if Busy** - Check Continue if busy if you want calls to be transferred to the Sequential Ring list when you are already on a call at your base location.
  - **Caller May Cancel** - Turn this setting on if you want callers to be able to skip the normal call sequence and go directly to voicemail.
5. Click the **Exit** icon to close the Advanced Call Settings dialog.
6. Click **Save** to update the Calling Settings.

### *Call Waiting*

When Call Waiting is turned on, you hear a notification tone if another call is incoming while you're already on an active call. You can choose to put the active call on hold and answer the incoming call or you can ignore the incoming call.

*While viewing Advanced Call Settings in the Webex application:*

1. Select the drop-down arrow next to **Incoming Calls**.
2. Click to toggle **Call Waiting** to **ON**.
3. Click the **Exit** icon to close the Advanced Call Settings dialog.
4. Click **Save** to update the Calling Settings.

### *Block My Caller ID*

If you want to hide your phone number so it does not display to people that you are calling, you can block your own caller ID.

*While viewing Advanced Call Settings in the Webex application:*

1. Select Outgoing Calls.
2. Click to toggle Block My Caller ID to **ON** to enable.
3. Click the **Exit** icon to close the Advanced Call Settings dialog.
4. Click **Save** to update the Calling Settings.

### *Automatic Callback*

The Automatic Callback feature keeps checking busy phone numbers for you, so you can get on with other work. If Automatic Callback is turned on and you dial a busy number:

- You are offered a callback request (for example, press 1 to be notified when the line is available).
- If you accept, the phone number is continuously checked.
- When the line becomes available you receive a notification, and the number is automatically dialed for you.

*While viewing Advanced Call Settings in the Webex application:*

1. Select Outgoing Calls.
2. Click to toggle Automatic Callback to **ON**.
3. Click the **Exit** icon to close the Advanced Call Settings dialog.
4. Click **Save** to update the Calling Settings.

### *Anywhere Feature*

Use your selected phones as an extension of your business phone number and dial plan.

*While viewing Advanced Call Settings in the Webex application:*

1. Click the drop-down arrow next to **Call Control**.
2. Click the drop-down arrow next to **BroadWorks Anywhere**.
3. Click to toggle **Alert All Locations** to **ON** or OFF
4. Click the drop-down arrow next to **Ring numbers**.
5. Enter up to two numbers that will also ring and click the adjacent toggle to turn **ON** or OFF for each.
6. Click the **Exit** icon to close the Advanced Call Settings dialog.
7. Click **Save** to update the Calling Settings.

## Call Control (Call/Contact Center) Settings

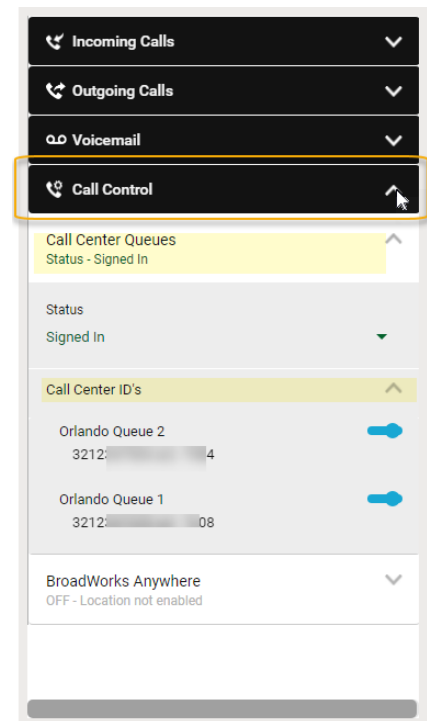
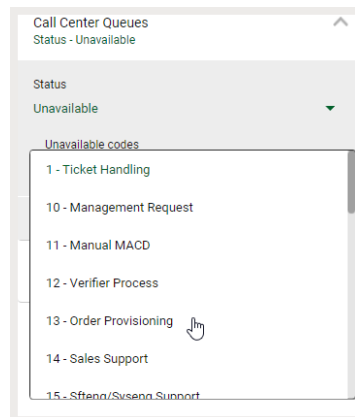
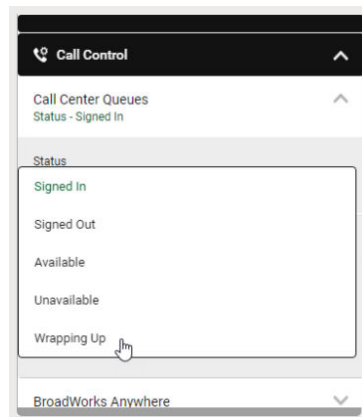
While in Settings > Calling > Advanced Call Settings, click the drop-down arrow next to Call Control to manage Call/Contact Center settings for queue access and availability.

### Call Center Queues

Click the drop-down next to Call Center Queues to sign in/out and define availability status.

#### Status (Queue Availability)

Click the drop-down arrow adjacent to Status and click on an option to update your queue availability.



If you select **Unavailable**, a new section displays to allow selection of the correct unavailable status code.

### Call Center ID's

Click the drop-down arrow next to Call Center IDs to toggle your assigned queues to **ON** or **OFF** (Active/Deactivated) – where authorized to do so by your organization.

#### Tip:

*If you want to keep your Call Control settings available to use after each call, you can open Calling > Advanced Calling Settings and then move those two dialogs out of your way, but somewhere that is easily accessible on your desktop. Those dialogs will remain open and available to you until you close them.*

## Call Pickup

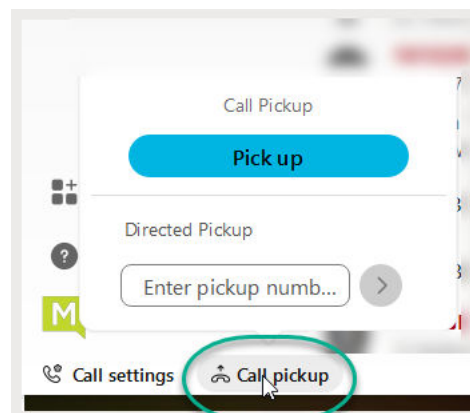
When your administrator makes you a member of a pickup group, you may be able to hear or see when someone on your team gets a call. If your coworker is busy, you can use Call Pickup to answer their call for them. Choose one of these options:

A. If you note an incoming phone call to a coworker's desk phone:

1. Click on the **Call Pickup** button in the footer of your app.
2. Click on the **Pick up** button to take the group call.

OR

1. Click the **Directed Pickup** option to pick up a call at a specific number by entering the phone number or extension in the field provided.
2. Click the **GO >** icon or press Enter.



B. If you get a call notification in Webex App that a coworker has an incoming call (Group Pickup):

1. Check the person's status on their profile picture.
2. If they are busy or unavailable, click **Call Pickup** and then click **Pick Up** to answer their call.

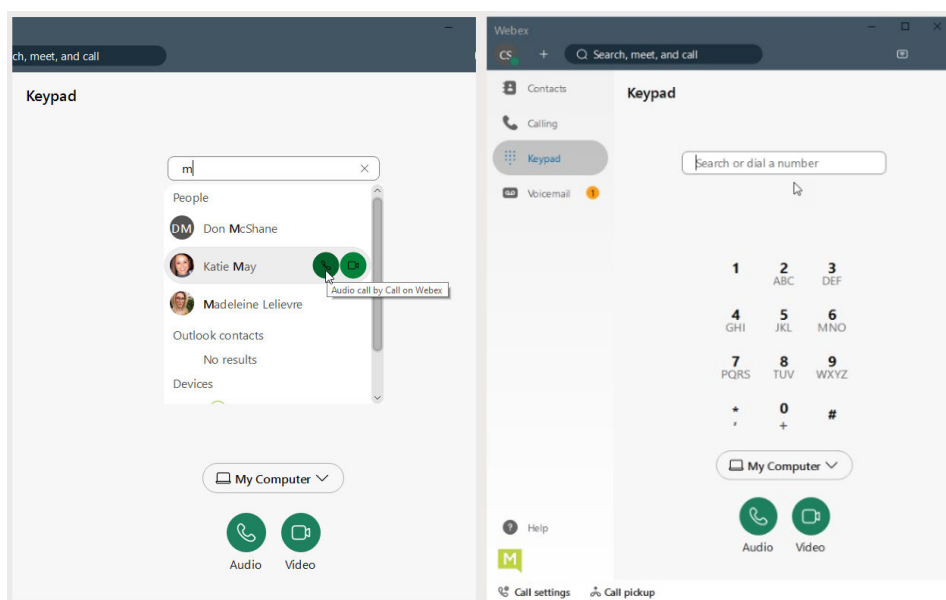
## Keypad

The **Keypad** section offers all the tools needed to start an audio or video call using Webex on your computer.

1. Use the **Search** tool to enter a name or number and then,
2. click on the adjacent audio or video button in the results list to initiate a call.

Or

1. Use the dial pad to type or click and dial the number.
2. Press Audio or Video to initiate the call, as desired.



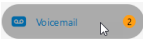

## VoiceMail

You never have to worry about missing important calls. If someone calls you and you are unable to answer that call at the moment, they can simply leave you a voice message. In Webex (with calling) a red badge counter displays right next to the Voicemail section to indicate how many messages you have waiting unheard for you to review. You can then check your voicemail directly in the app, which is (of course) super handy.

## Manage Voicemail Messages

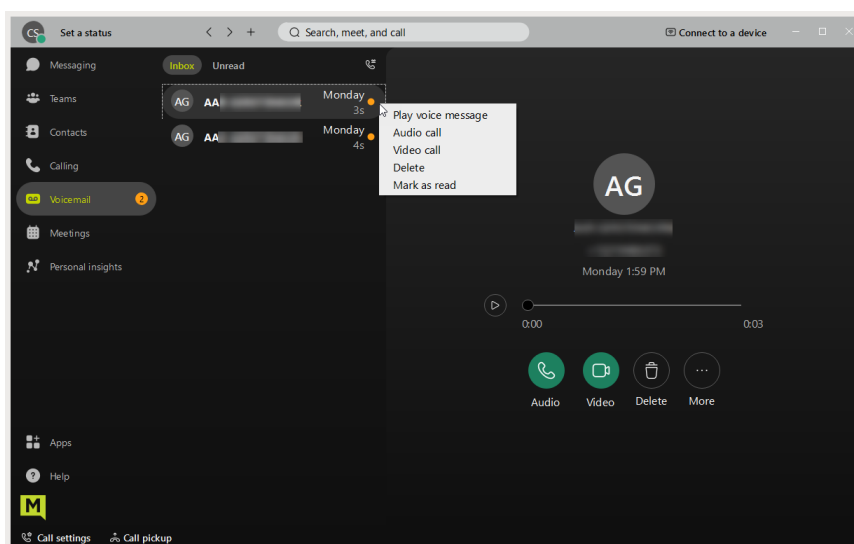
You can listen to your voice messages right from the app and what you do with them after that depends on your calling service. No more overlooked voice messages in Webex App. When you have a voice message waiting for you, a badge counter (Message Waiting Indicator) displays next to your Voicemail section icon letting you know how many voicemail messages you have waiting for you. After you listen to your messages (from the app or your desk phone), the badge counter disappears. You can also return a call from the Voicemail section.

You do not need a PIN to access voice messages while you are working in the Webex App.

1.  Click on Voicemail
2. Choose a message.
3. Then listen to the message in one of the following ways:
  - Right-click on 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 within the app:

- You can call the person back using Audio or Video calling
- You can delete the message
- You can mark the message as read (and keep it)



## VoiceMail Settings

At some point, you may need to make changes to your voicemail features. Typically, such tasks are performed in your Cloud Services Portal along with other BroadSoft calling features and settings on your account, or even directly on a desk phone/device – but there are some voicemail features that can also be managed from Webex, too. To review the settings for Voicemail to which you have access within Webex:



1. Click on your Avatar to open Profile & Preferences and select Settings > Calling.
2. Scroll to the bottom of the calling settings dialog and click on the **Advanced Call Settings** link.
3. Click on Voicemail to review the settings that can be managed here. These can include:
  - **Voicemail Service: On/Off** – Click to slide the toggle to turn voicemail ON or OFF
  - **Send Calls to Voicemail** – Click on **Set settings** to define when you want calls sent to voicemail (when no answer, when busy, or always) and click Ok - then select the number of rings to allow before a call is sent directly to your voicemail inbox.
  - **When a message arrives:** Click the drop-down to define whether the Message Waiting Indicator should be set to ON
  - **Email Notification:** Default OFF – Set to ON and enter the email address that will receive the notification.
  - **Email Carbon Copy:** Default OFF – set to ON and enter the email address that will receive the copy.
  - **Press '0' to transfer** (this setting option works only if configured for your organization)
4. When finished, click the Exit icon (top right) to close the *Advanced Calling Settings* dialog and then click **Save** in the Calling settings view to keep the changes to you just edited.

## CONNECT WITH WEBEX SETTINGS

### Access Settings

You can access your application Settings right from Webex App.

1. Click your Avatar in the toolbar to go to *Profile and Preferences*.
2. Click on **Settings**.

Or

For quick access, you can click on the **Call Settings** link at the bottom of the application window and click **Open Call Preferences** which will open the full Settings window but with the focus on the *Calling* settings.

### Settings Sections

#### General

The General tab in **Settings** offers access to manage the following setting options:

##### *Start Webex When My Computer Starts*

Click to place a check in the box if you want to start Webex automatically each time your computer starts.

##### *Connect Webex to Microsoft Outlook*

Click to place a check in the box to allow Webex to be connected to your Outlook for out of office or invitations to join meetings. Contact your organization's Administrator for assistance if you have issues getting this connection started.

##### *Landing Screen (preference)*

Use the drop-down selection tool to select the option that defines the view (Calling or Contacts.) you prefer to see first every time Webex opens.

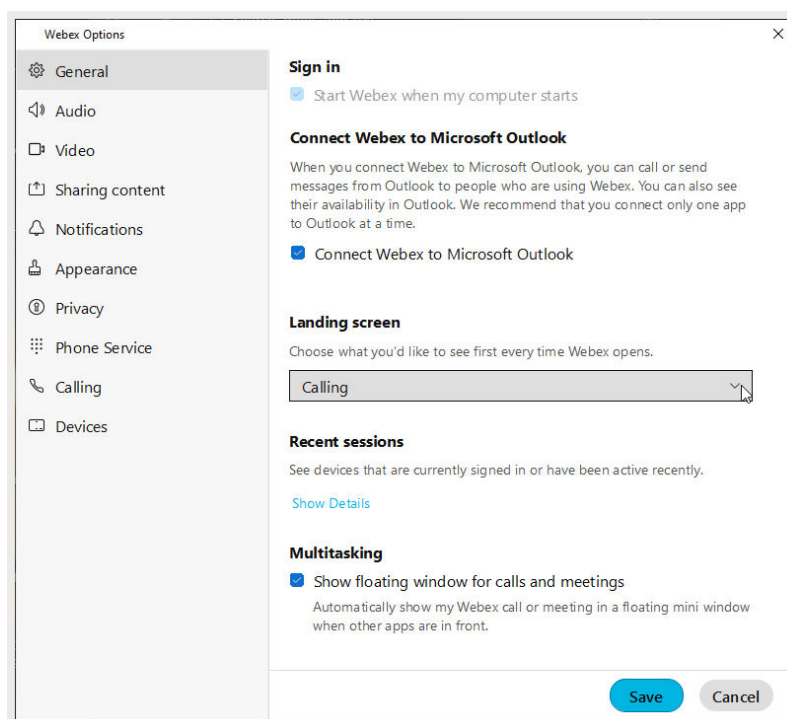
##### *Recent Sessions (activity detail log)*

Review the device access history for your account by clicking on the Show Details link.

##### *Show Floating Window for Calls and Meetings*

Click to place a check in the box to automatically see a pop-over display for Webex calls or meetings in a separate mini window when other apps are in front of your Webex app view.

**Always click **Save** before leaving the General view if you have made changes.**



## Audio

The Audio tab in **Settings** offers access to manage the following setting options:

### *Ringers and Alerts Device Selection and Volume*

- Click on the drop-down selection tool to choose from device options.
- Output level offers a visual gauge of the loudness level when testing.
- Click and move the **Volume** slider to the right to increase/left to decrease.
- Click on the adjacent **Test** button to check ringer and alert setting selections.

### *Speaker Selection and Volume*

- Click on the drop-down selection tool to choose from speaker options.
- Output level offers a visual gauge of the loudness level when testing.
- Click and move the **Volume** slider to the right to increase/left to decrease.
- Click on the adjacent **Test** button to check ringer and alert setting selections.

### *Microphone Device Selection and Volume*

- Click on the drop-down selection tool to choose from microphone options.
- Input level offers a visual gauge of the loudness level when testing.
- Click and move the **Volume** slider to the right to increase/left to decrease.
- Click on the adjacent **Test** button to check ringer and alert setting selections.

### *Automatically Adjust Volume*

Click to enable/disable.

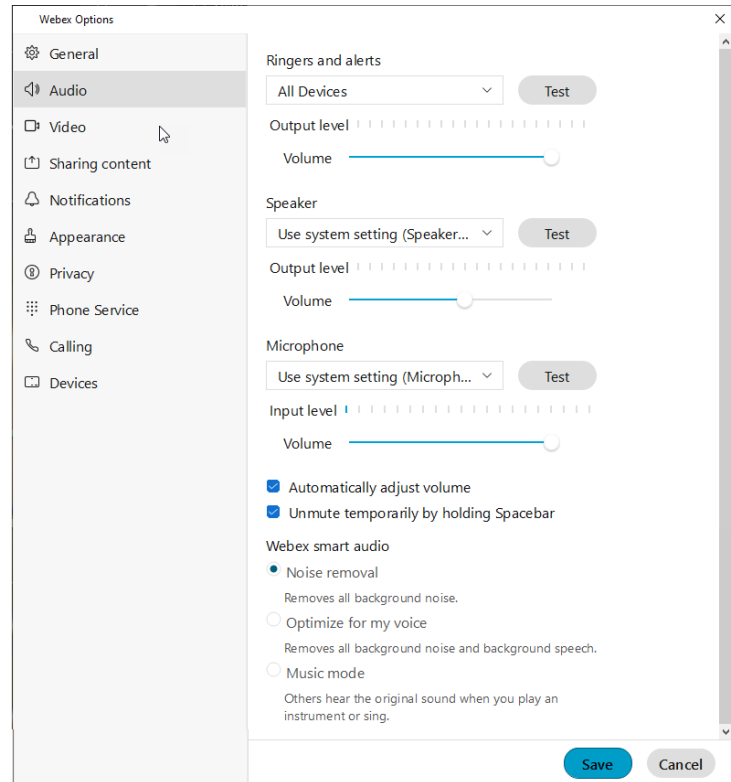
### *Unmute Temporarily by Holding the Spacebar*

Click to enable/disable.

### *Webex Smart audio*

- Noise removal (removes all background noise when enabled)
- Optimize for my voice (removes background noise/speech)
- Music mode (allows others to hear the original sound when music is played, or you sing).

Always click **Save** before leaving the Audio view if you have made changes.



## Video

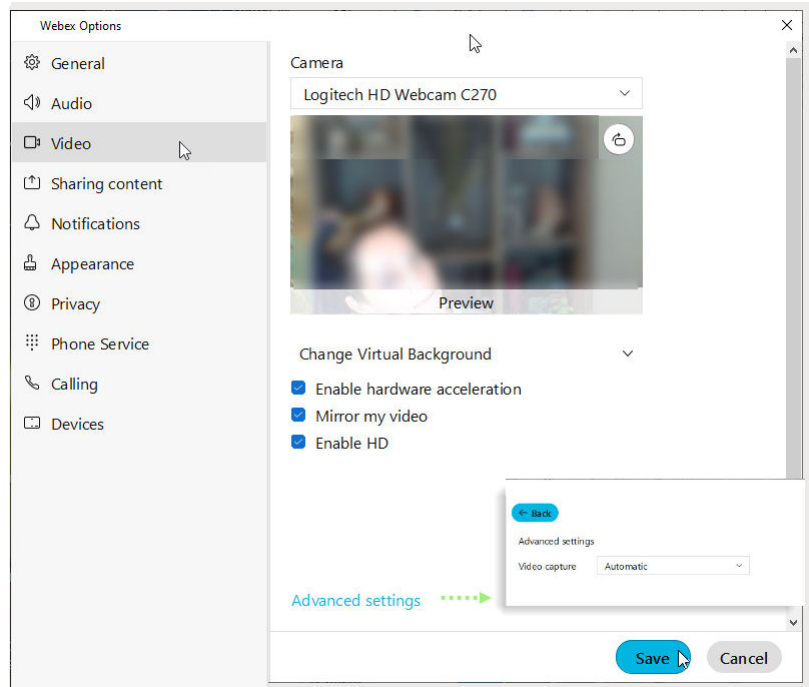
The Video tab in **Settings** offers access to manage the following setting options:

### Camera

- Click on the drop-down selection tool to choose from device options.
- The **Preview** window below offers a glimpse of what the selected camera sees and will show to others.
- The **Rotate** icon within the Preview window allows you to rotate 90°.

### Change Virtual Background

- Click on an option to select a different background when you are on camera.
- The **Preview** window above offers a glimpse of what others will see when you select a virtual background.
- Click the **+** option and follow prompts to add a background image.



### Enable hardware acceleration

Click to enable/disable.

### Mirror my video

Click to enable/disable.

### Enable HD Automatically Adjust Volume

Click to enable/disable.

### Advanced Video Settings – Video Capture

Click the **Advanced Video Settings** link and use the drop-down selection tool to choose the capture method.

**Always click **Save** before leaving the Video view if you have made changes.**

## Sharing Content

The Sharing Content tab in **Settings** is disabled in this version of Webex.

## Notifications

The Notifications tab in **Settings** offers access to manage the following setting options:

### *Meetings Notifications*

Scheduled Meetings - Set your notification preferences to occur prior to meeting start times or turn OFF.

### *In-meeting Notification Sound*

Select a sound to play or choose Off.

### *Participant Action Sounds*

Select sounds to play when you Join, Leave or Raise Hand in a meeting, or set to Off.

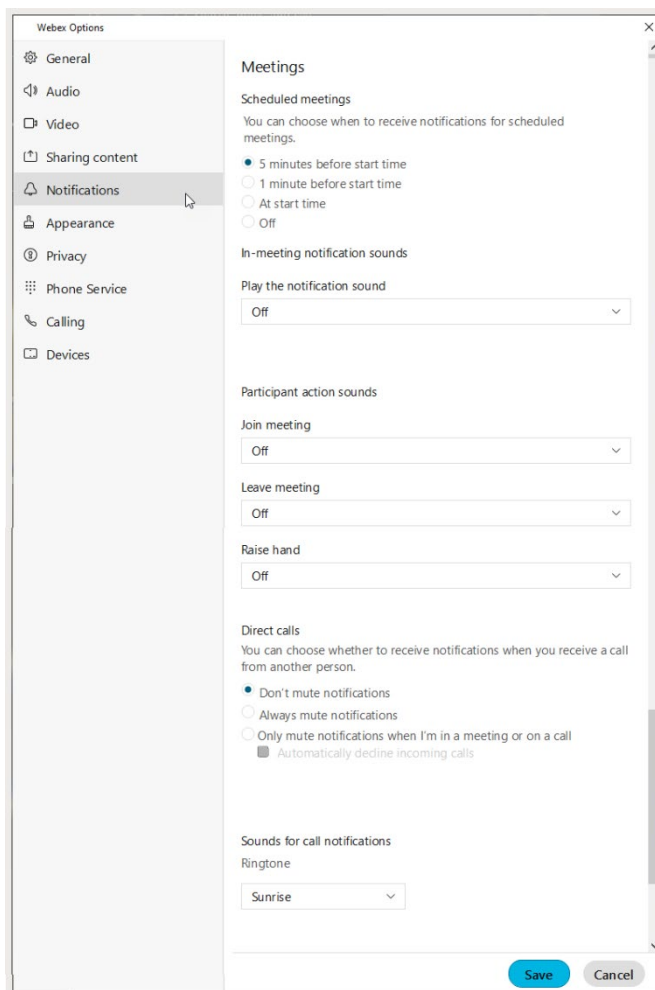
### *Direct Call Notifications*

Choose the notification behavior when receiving a call. Select from Always mute, Don't Mute, or only mute when in meeting or on a call – and if you select that last option, you can also set Webex to auto-decline incoming calls.

### *Sound for Call notifications*

Choose a ringtone you prefer for incoming calls or set to Off.

**Always click **Save** before leaving the Notifications view if you have made changes.**



## Appearance

The Appearance tab in **Settings** offers access to manage the following setting options:

### Themes

Click on an option to select the Dark (default) or Light theme.

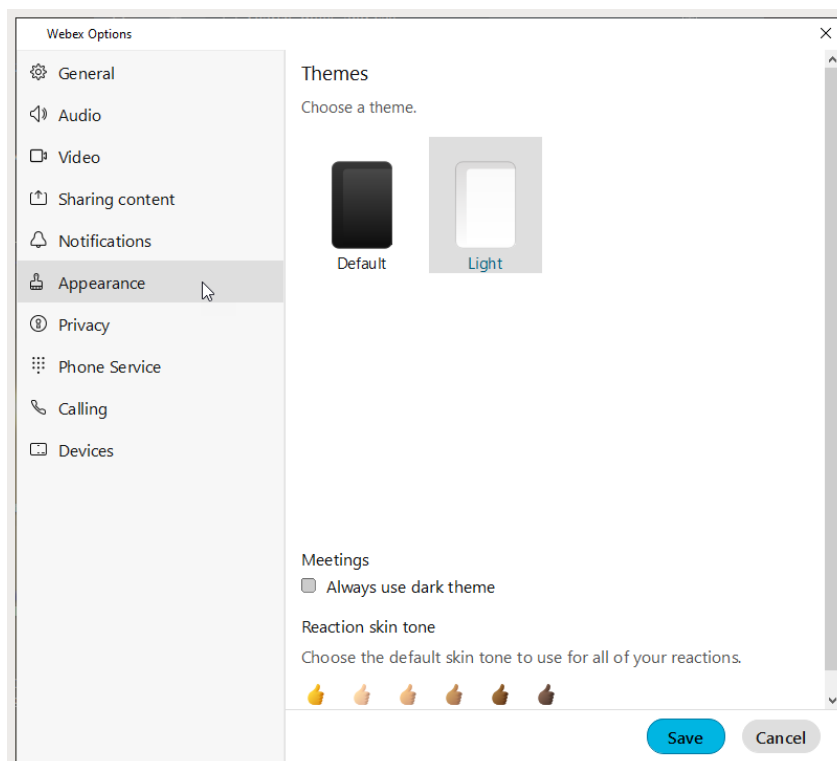
### Meetings

Click to place a check in the **Always use dark theme** check box to tell Webex to use the dark theme when you join a meeting.

### Reaction Skin Tone

Click on an emoticon with the color you prefer to choose the skin tone you wish to show for your reactions.

**Always click **Save** before leaving the Appearance view if you have made changes.**



## Privacy

The Privacy tab in **Settings** offers access to manage the following setting options:

### Availability and Status

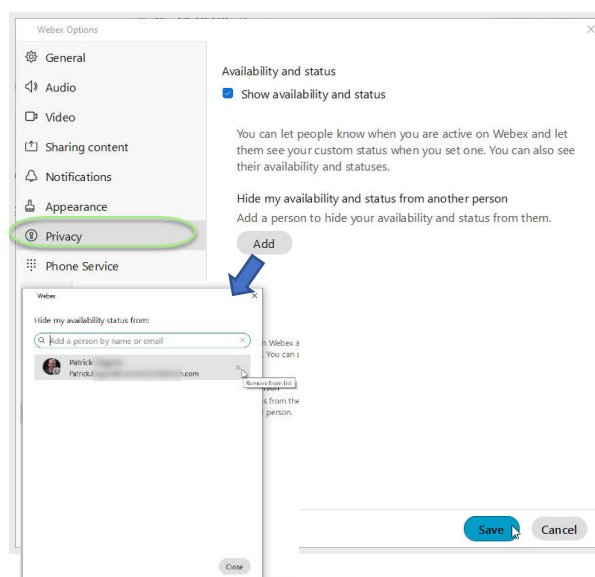
Click to place a check next to Show availability and status if you wish to display that information to others.

### Hide My Availability and Status From Another Person

You may also elect to define specific individuals you want hide your availability and status from as needed. You can always come back to Privacy to change these settings.

Click on the **Add** button and type the name of the person you wish to have no visibility to your availability, then click Close to exit the dialog.

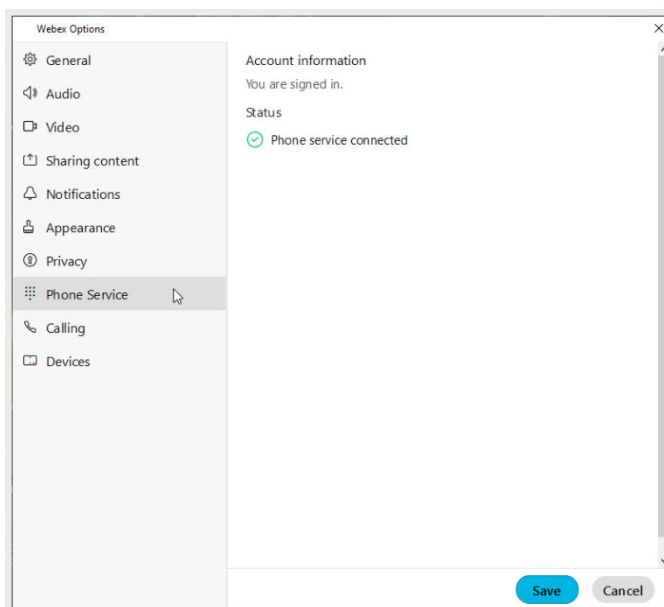
Return here to remove a person from the 'hidden from' list, as needed.



**Always click **Save** before leaving the Privacy view if you have made changes.**

## Phone Service

The Phone Service tab in **Settings** offers access to view the phone service connection status.



## Calling

See also: [Manage Basic Calling Settings](#)

The Calling tab in **Settings** offers access to manage the following setting options:

### *Incoming Calls*

Answer calls with my video on (enabled by default). Remove the check if you don't want video turned on when you answer calls.

### *Call Forward (Basic Setting)*

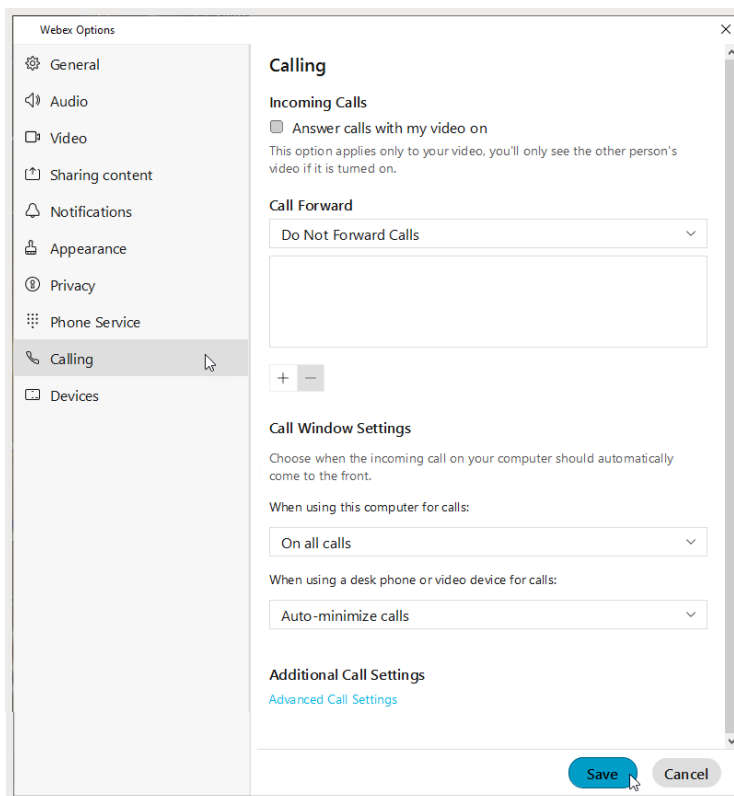
Configure basic call forward rules to either send to voicemail or do not forward. Use the Plus and Minus signs to add/remove phone numbers for call forward.

### *Call Window Settings*

Use the adjacent drop-down selection tool to define the call notification window display behavior for  
 When using this computer for calls and for  
 When using a desk phone or video device for calls

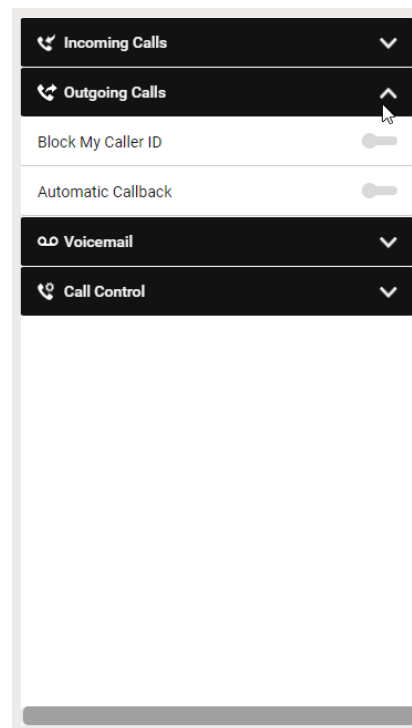
### *Advanced Call Settings*

See also: [Manage Advanced Calling Settings](#)



- Incoming Calls - DND, Anonymous Call Rejection, Call Forwarding, Simultaneous or Sequential Ring, Remote Office, Call waiting
- Outgoing Calls - Block My Caller ID, Automatic Callback
- Voicemail - On/OFF, Send calls to voicemail, When a message arrives, Email notifications, Press O to transfer
- Call Control - Call Center Queue status (Sign IN/OUT, Wrapping Up, Unavailable, Available), ADC Codes, Call Center Queue IDs, and BroadWorks Anywhere settings

Always click **Save** before leaving the Join Options view if you have made changes.



## Devices

The Devices tab in **Settings** offers access to manage the following setting options:

### Use Ultrasound

Webex devices use ultrasound signals. Click to enable this if you wish to use to have your microphone listen for compatible Webex devices.

### Connect to Nearest Device Automatically

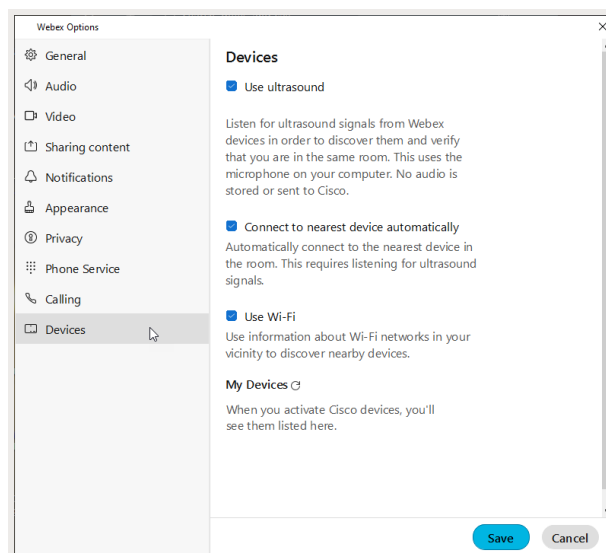
Click to enable if you wish to automatically connect to found devices in the room.

### Use Wi-Fi

Click to enable if you wish to use discovered Wi-Fi networks in your vicinity.

### My Devices

When Cisco devices are activated nearby, they are listed in this section. Click the refresh icon to check for updates to the list.



Always click **Save** before leaving the Devices view if you have made changes.



## KEYBOARD NAVIGATION AND SHORTCUTS

You can use keyboard navigation and shortcuts to make working in Webex App more accessible, based on your needs, and also to save time and reduce the number of mouse clicks.

### Find the Keyboard Shortcuts Menu

Press **Ctrl + /** to access the Shortcuts menu in the app. The most frequently used shortcuts for most Webex Applications are listed, and you'll also be able to search through the list.

### Keyboard Navigation

You can use your keyboard to navigate through Webex App.

Some keyboard shortcuts work in a specific context. For example, **Ctrl + B** toggles bold text when you're writing a message.

- Use **Ctrl** and a number, to move through the items in the navigation menu displayed to you. For example: **Ctrl + 1** brings you to the first item and **Ctrl + 2** brings you to the second item.
- Use the **Tab** key to navigate within your app, use **Shift + Tab** to navigate through items.
- Use **Alt** with the ← Left or Right → arrow keys, to navigate forwards and backwards through spaces and tabs, and mark items as read.
- Use the Spacebar or Enter keys to select items.

### General

Action	Keyboard shortcut
Advanced Search	Shift + Return
Copy Space information to Clipboard	Ctrl + Shift + K
Go Back/Forward in History	Alt + Left/Right arrow keys
Go to Calling	Ctrl + 2
Go to Contacts	Ctrl + 1
Go to Meetings	Ctrl + x
Go to Messaging	Ctrl + x
Go to Teams	Ctrl + x
Open Help Center	F1
Open Keyboard Shortcut Search	Ctrl + /
Search	Ctrl + F
Quit Webex	Ctrl + Q

## Messaging Shortcuts

Action	Keyboard shortcut
Add a Gif	Ctrl + G
Attach a File	Ctrl + O
Create a space	Ctrl + Shift + N
Add People	Ctrl + Shift + P
Go to All (Spaces and Direct) List	Alt + Shift + A
Go to Direct message List	Alt + Shift + B
Go to Spaces List	Alt + Shift + C
Go to Drafts	Alt + Shift + K
Go to @ Mentions to Me	Alt + Shift + F
Go to @ Mentions to All	Alt + Shift + G
Go to Flags	Alt + Shift + J
Go to Threads	Alt + Shift + I
Go to last message in Focus	Ctrl + H
Go to compose Message Area	Ctrl + Shift + I
Go to Notifications	Alt + Shift + D
Go to Unread	Alt + Shift + E
Leave the Space	Ctrl + Shift + E
Move up/down the spaces list	Alt + Down/Up
New Whiteboard	Alt + Shift + U
Search in a Space	Ctrl + Shift + J
Send a Direct Message	Ctrl + N
Show Right-Click Menu	Shift + F10
Add to Favorites	Ctrl + Shift + F
Edit Last Message	Shift + Up Arrow

## Formatting Shortcuts

Action	Keyboard shortcut
Add New Line in Message	Shift + Enter
Markdown	Alt + Shift + M
Bold	Ctrl + B
Italic	Ctrl + I
Underline	Ctrl + U
Bulleted List	Alt + Shift + U
Numbered List	Alt + Shift + O
Heading Size 1	Alt + Shift + 1
Heading Size 2	Alt + Shift + 2
Heading Size 3	Alt + Shift + 3
Undo	Ctrl + Z
Redo	Ctrl + Y
Copy	Ctrl + C
Cut	Ctrl + X
Paste	Ctrl + V
Add Emoji	Windows Key + .
Insert Personal Meeting Room link	Alt + Shift + P
Page Down	PgDn
Page Up	PgUp

## Calling and Meeting Shortcuts

You can use these global shortcuts to control Webex App even when you are using another application.

Action	Keyboard shortcut	Global
Answer a Call	Ctrl + Shift + C	✓
Answer with a Message	Ctrl + R	✓
End a Call	Ctrl + L	
Transfer a Call	Alt + Shift + T	
Decline a Call	Ctrl + D	✓
Add Guest	Ctrl + Shift + G	✓
Share Content	Ctrl + Shift + D	✓

Action	Keyboard shortcut	Global
Switch to Full Screen	Alt + Shift + Y	
Close Dialog Box	Alt + F4	
Zoom in/out when Sharing	Not supported	
Fit Shared Content to Width	Ctrl + Shift + W	
Sync Shared Content Display	Ctrl + Shift + Y	
Thumbnail View	Ctrl + T	
Stop Sharing	Ctrl + Shift + Z	✓
Show/Hide Menu bar	Ctrl + Shift + H	
Lock/Unlock a Meeting	Alt + Shift + L	
Dock/Undock Call Window	Ctrl + Alt + P	
Start Annotation	Alt + Shift + Z	✓
Pause or Resume Sharing	Alt + Shift + S	✓
Share Whiteboard	Ctrl + Shift + B	
Share an Application	Not supported	
Allow all Participants to Share	Not supported	
Mute all Participants	Ctrl + Shift + U	
Stop Annotation	Alt + Shift + X	
Open Dialpad	Ctrl + Shift + K	
Audio Mute/Unmute	Ctrl + M	
Video On/Off	Ctrl + Shift + V	
Show Meeting Controls	Ctrl + Shift + Q	
Browse to Open and Share a File	Ctrl + O	
Print Document being Shared	Ctrl + P	
Previous Slide when Sharing	PgUp	
Next Slide when Sharing	PgDn	
Raise/Lower your Hand	Ctrl + Shift + R	
Lower all Participants Hands	Ctrl + Shift + L	
Switch between Content and Tab View	F6	
Rotate Page Left when File Sharing	Ctrl + Shift + <	
Rotate Page Right when File Sharing	Ctrl + Shift + >	
Mute Meeting Participants	Ctrl + Shift + U	

Action	Keyboard shortcut	Global
Assign Privileges to Meeting Participants	Ctrl + R	
Make an Audio Call	Ctrl + Alt + C	
Make a Video Call	Ctrl + Alt + V	
Turn Music Mode On/Off	Ctrl + Shift + M	
Turn Screen Reader On/Off	Ctrl + Shift + C	
Transfer a File	Ctrl + Shift + T	
Copy Text from Chat Panel	Ctrl + A	
End Remote Desktop Control	Alt + Shift + V	✓
Start Remote Desktop Control	Alt + Shift + R	✓