



# Getting started with Cisco Webex

Softphone quick start guide

[btwholesale.com/ciscowebex](https://btwholesale.com/ciscowebex)

# Overview of the Webex App

## Calling in Webex App

Webex brings everyone together to do exceptional work with one easy-to-use and secure app for calling, meetings, and messaging to get work done. In real-time or anytime, Webex is the engaging, intelligent and inclusive app that creates exceptional experiences and makes working together distinctly better.

## Enabling continuous collaboration from a simple call

Communication and collaboration go hand in hand. When you call on the Webex App—in the office, at home, or on the go—you'll have the same calling features to keep your business moving. If you're on a phone call you can easily elevate it into a full-featured meeting to take advantage of AI transcriptions, real-time translations, notes and action items, and recordings. Stay connected and productive with Webex.

## Benefits

### Work from anywhere

Make and receive business calls wherever you are, on any device.

### Easily transition to the cloud:

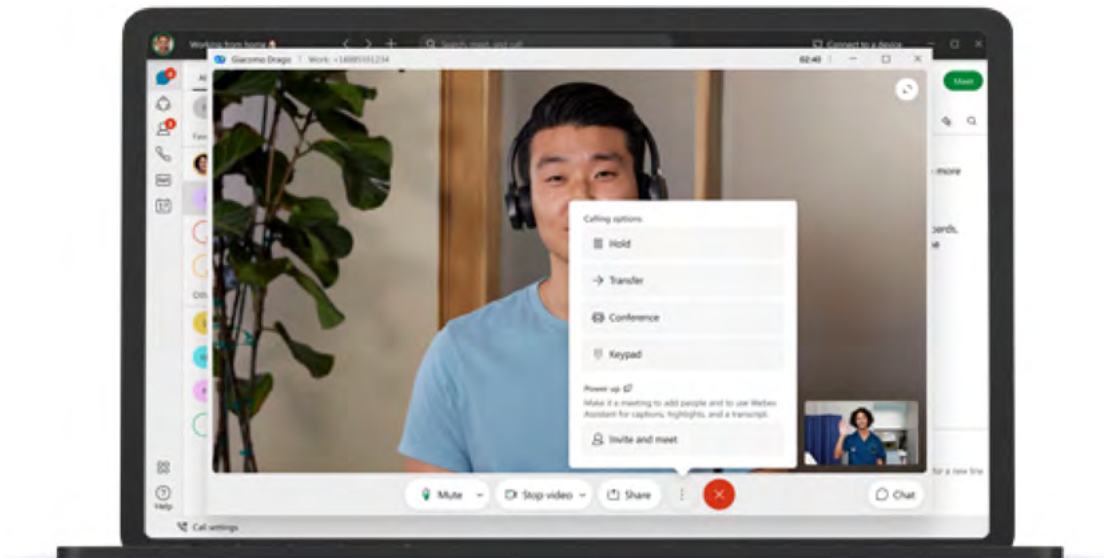
On-premises and cloud calling customers enjoy the same app experience.

### Calling features you expect:

Get enterprise-grade calling features in a seamless collaboration experience.

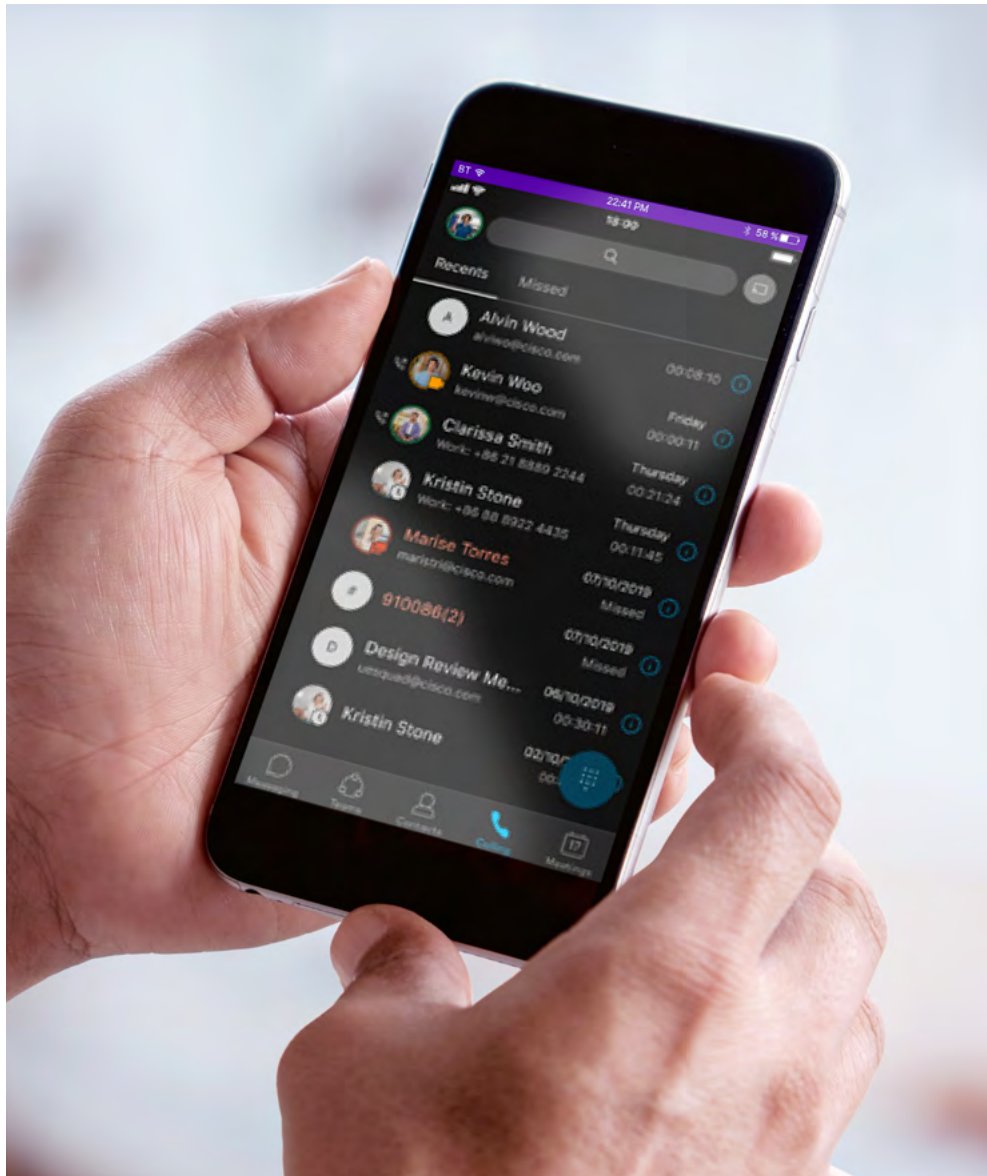
### Fully integrated with Webex service features:

Enjoy one seamless experience with virtual backgrounds, background noise removal, device integration, and more.





# Overview of the Webex App (cont)



## Standard business calling features:

**Call waiting/call transfer:** View who is calling and seamlessly transfer calls to another colleague.

**Merge and conference:** Merge calls or easily go from 1:1 to conference mode.

**Business voicemail:** Connect to your voicemail, view waiting messages, and access visual or non-visual voicemail, all with a single click.

**Hunt group, Call queues:** Leverage multiple phone lines in a group to make sure every call is answered. Manage hunt availability—log in and out on the Webex App.

**Multiline, Boss/Admin:** Easily manage multiple lines or set up the ability for admins to manage incoming calls.

**Call park:** Park a call on one device and retrieve it from another.

**Call pickup:** Get notifications to Pick up someone else's call.

**Call recording**

**Move/pull calls between devices with shared lines**

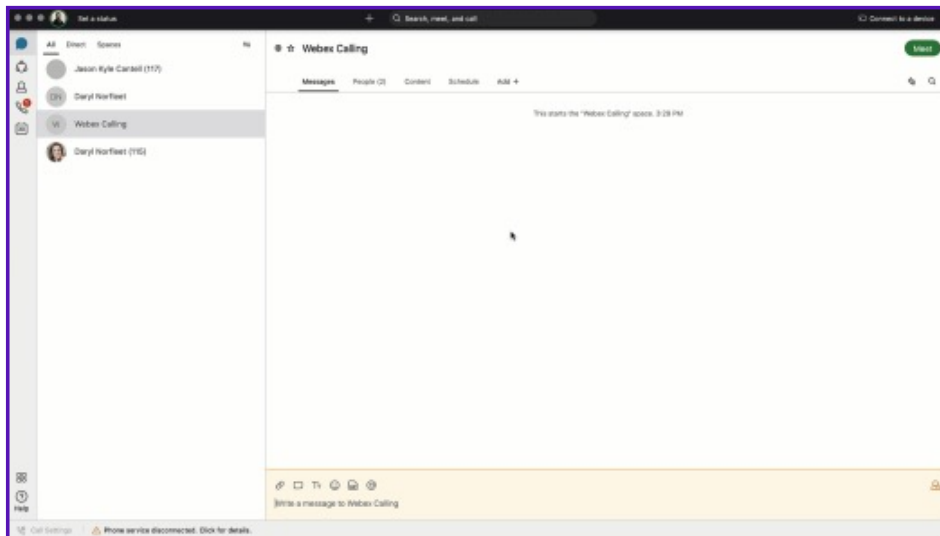
**Set your business calls to ring at any number**

# Starting and answering calls

You can start video and audio calls with individuals from 1:1 spaces.

## Start a call

There are different ways to call in Webex. One easy way is to:



### Step 1

Click the **Search** field.

### Step 2

Start typing the name of the person or space you want to call.

### Step 3

Click the name of the person or space in the results list.

### Step 4

Click the **Audio Call** or **Video Call** icon at the top right of the space.

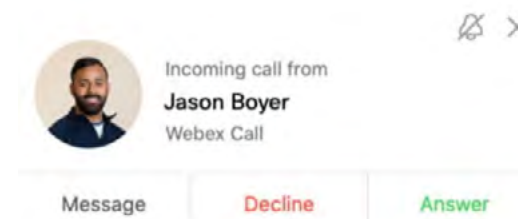
## Answer a Call

When you receive a call, you'll see a notification allowing you to:

**Answer:** To take the call.

**Decline:** If you can't answer now.

**Message:** If you want to answer with a chat message instead.





# Any further questions?

If you have questions we have not answered, please contact your BT account manager as your first point of contact. If you need any changes or clarifications on this document, please contact Paul Enright at [paul.enright@bt.com](mailto:paul.enright@bt.com)

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