# WebEx App Quick Start Guide

## Webex App with calling overview

Calling is integrated into the Webex app, you can call your co-workers who you're working with in a space just by clicking on their name or start a call from a team space for your team to join. The app integrates with your company's phone directory so you always have current contact information, and finding people becomes easy when you can search the directory. You can add people to your Top Contacts too, allowing availability to show on the main screen at a quick glance for you core contacts.
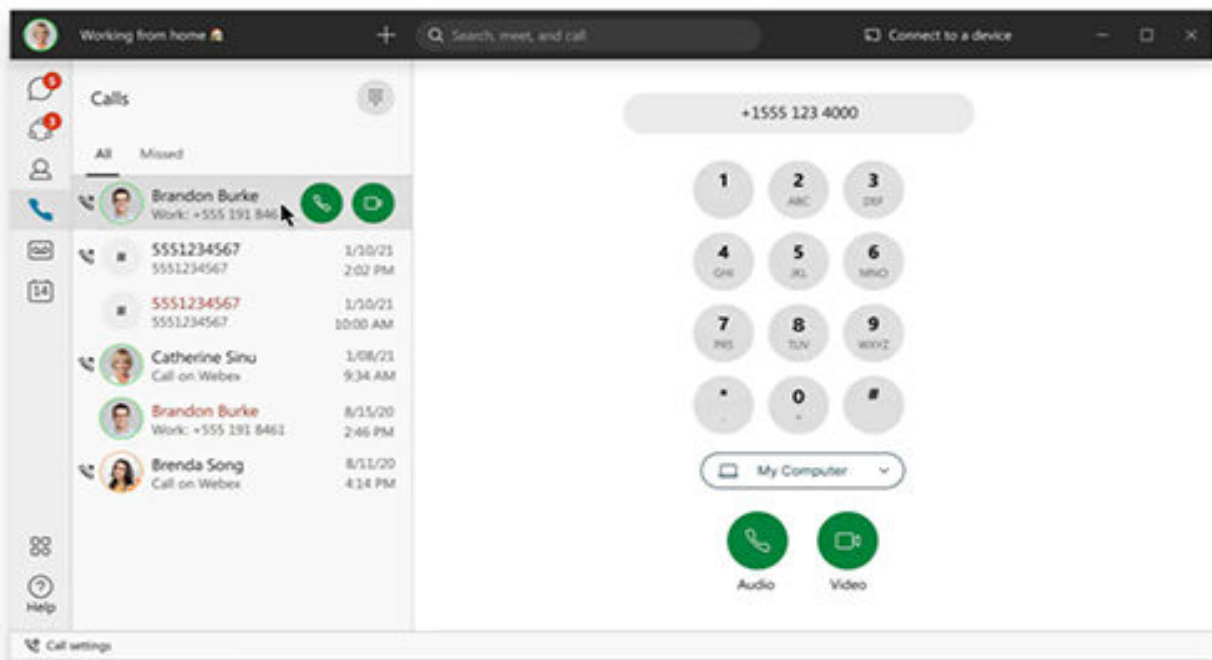
Customize your audio and video preferences

When you make or receive a call, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you make a call, like if you want your video on or you just want it to be an audio call only. You can also make some of these your default settings if you'd like.

You can customize your video settings:
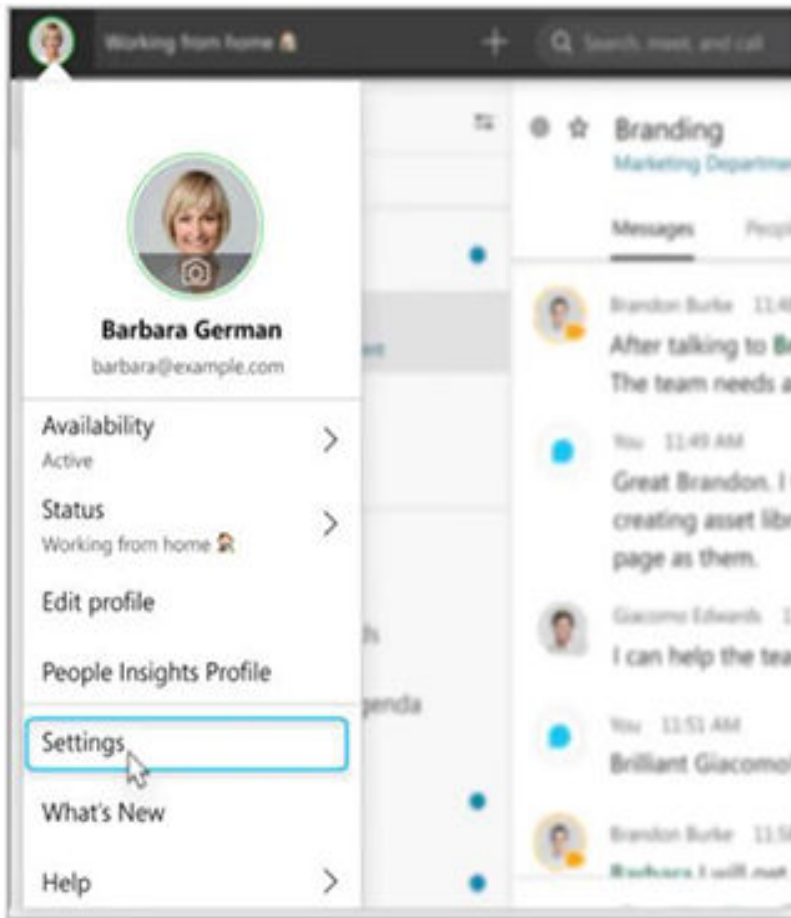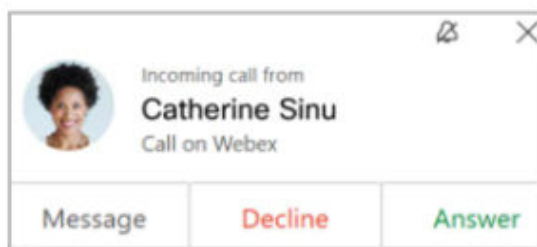
Choose what camera to use.

See yourself like you're looking in a mirror (Mirror my video).

Blur your background or use a pre-set or custom virtual background. You can also personalize your audio settings:

Choose a headset, speaker, or microphone.

Reduce disruptions with background noise removal and speech enhancement
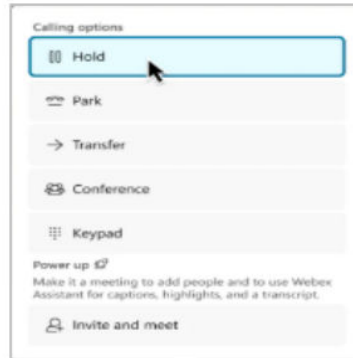
Calling features Answering

When someone calls you, you'll get a notification that asks you to Message, Decline or Answer.

1. Click Message to send a message directly to the person calling.

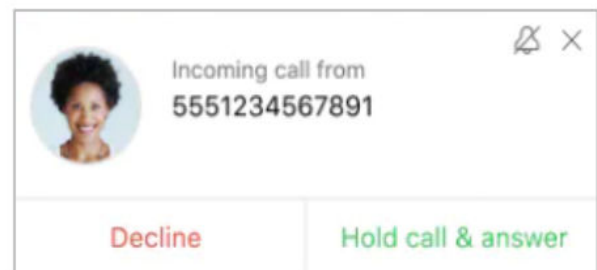2. Click Decline if you're not ready 3. Click Answer when you're ready

Put a call on hold

1. Click More ⋯
2. Select Hold.

Answer a call that is waiting

While on an active phone call, you can hold the call you're on and answer the incoming call.


Transfer a call

1. Click More ⋯ and then click Transfer.

2. Enter the number or name of the person who you want to transfer the call to.

3. Select whether you want to make an Audio 📞 or Video 📹 call (original phone call is put on hold)

4. Confirm the transfer with the person and click Complete Transfer.

Check your voicemail

1. Go to voicemail by clicking on tab.

2. Right click on the message and select **Play voice message**.

3. Click **Play voice message** ▷

4. You also have the option of calling the person back with an Audio call or Video call, Delete the message or Mark as read.
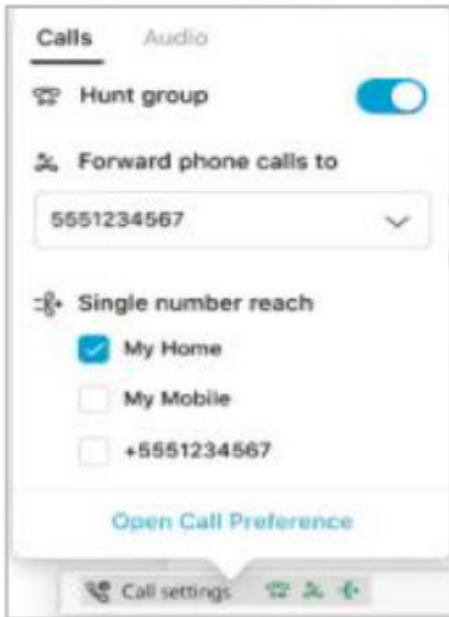
Set up call forwarding

1. Go to Call settings and select where to forward your calls, such as to voicemail, another work line if you have multiple lines, or a number you've set before. Or, to add another number go to **Open Call Preferences.**

2. To stop Call forwarding, select **Do Not Forward Calls**