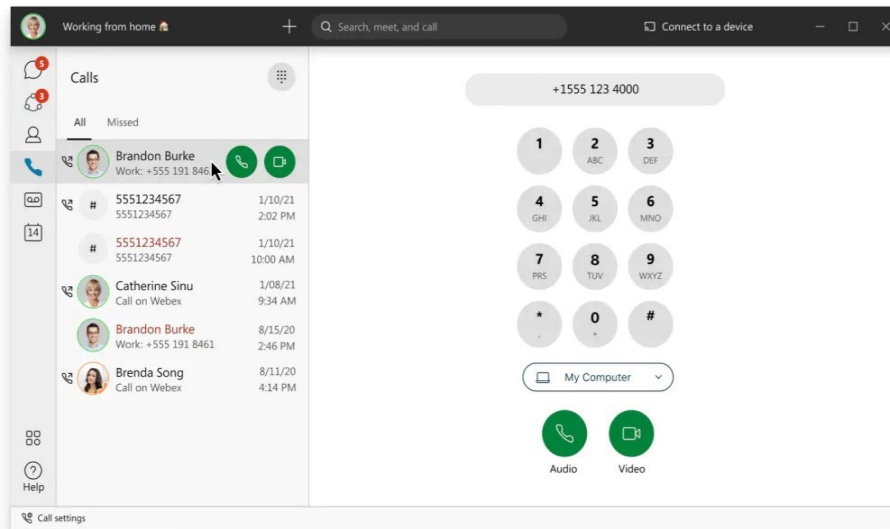


Cisco Webex App Softphone Quick Start Guide

Webex App Softphone overview

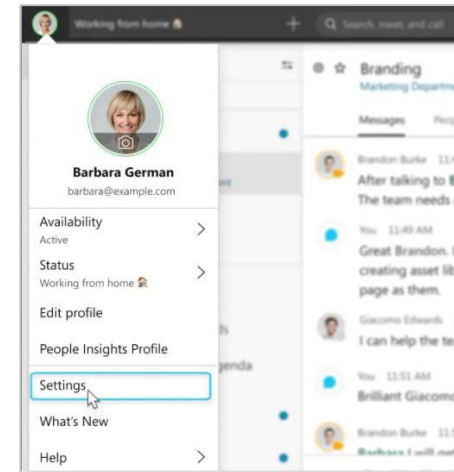
Calling is integrated into the Webex app softphone, you can call your coworkers who you're working in a space just by clicking on their name or start a call from a team space for your team to join. The app integrates with your company's directory so you always have current contact information, and finding people becomes easy when you can search the directory. It takes the guesswork out of maintaining contact info or figuring out someone's availability.

Click the Calls icon to access the calling features



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 if 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:

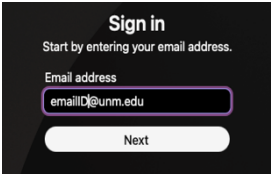
- Choose what camera to use.
- See yourself like you're looking in a mirror (Mirror my video).
- Blur your background or use a preset or custom virtual background.

You can also personalize your audio settings:

- Choose a headset, speaker, or microphone.
- Reduce disruptions with background noise removal and speech enhancement

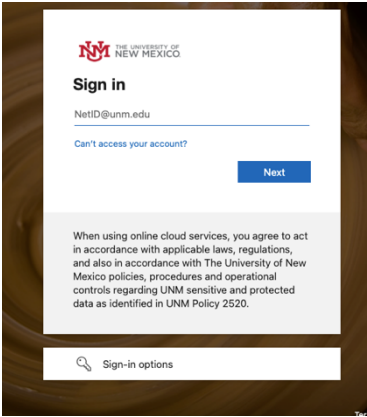
Signing in to Webex Softphone

In order to comply with Emergency Compliance law, you must enter your location each time you log in. The new Cisco Softphone will allow you to log in and use anywhere you have internet

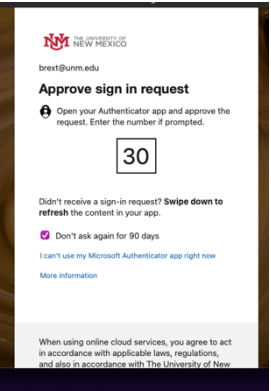
A dark-themed sign-in screen. At the top, it says "Sign in" and "Start by entering your email address." Below this is a label "Email address" and a text input field containing "emailID@unm.edu". At the bottom is a white button labeled "Next".

Single Sign-On login

After launching the Webex Softphone App, a UNM SSO will be required, enter your login ID and password.

A light-themed sign-in screen for The University of New Mexico. It features the UNM logo and the text "Sign in". Below is a text input field with "NetID@unm.edu" and a link "Can't access your account?". A blue "Next" button is at the bottom right. A footer section contains a disclaimer about using online cloud services and UNM policies.

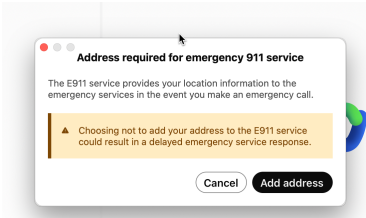
You will be prompted to use Microsoft authenticator

A mobile screen for Microsoft Authenticator. It shows the UNM logo and the email "brest@unm.edu". The heading is "Approve sign in request". It includes instructions to open the Authenticator app and approve the request, with a 30-second timer. There are links for "Didn't receive a sign-in request?", "Don't ask again for 90 days", and "More information". A disclaimer at the bottom states agreement to applicable laws and regulations.

NOTE: You will need to do this process twice

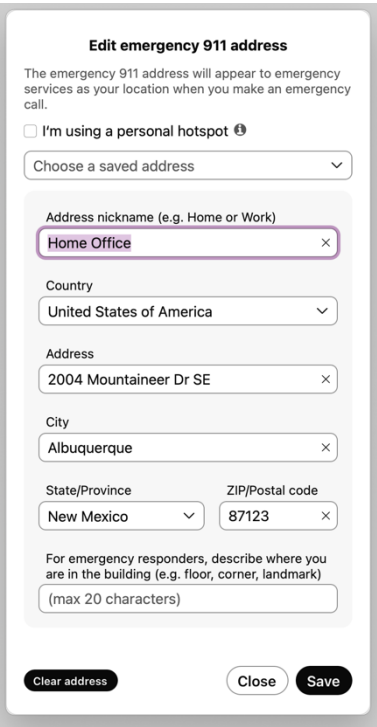
Emergency Location Setting

Regardless if at your UNM office or a remote office location you will need to enter you correct physical address at each login. You will be able to use saved locations to allow ease or common work locations

A dialog box titled "Address required for emergency 911 service". It explains that the E911 service provides location information for emergency services. A warning message states: "Choosing not to add your address to the E911 service could result in a delayed emergency service response." At the bottom are "Cancel" and "Add address" buttons.

Click "Add Address"

Fill in all required Fields. It is your responsibility to **Assure the address information is correct**. If you enter the incorrect address and need to call 911 for emergency dispatch services, incorrect address information will end in emergency personal not being able to find your location in a timely matter and can impact their ability to respond to life threatening calls

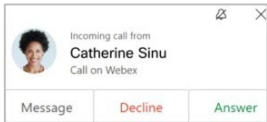
A form titled "Edit emergency 911 address". It includes a disclaimer about the address appearing to emergency services. There is a checkbox for "I'm using a personal hotspot". Below is a "Choose a saved address" dropdown. The form contains several input fields: "Address nickname (e.g. Home or Work)" with "Home Office", "Country" with "United States of America", "Address" with "2004 Mountaineer Dr SE", "City" with "Albuquerque", "State/Province" with "New Mexico", and "ZIP/Postal code" with "87123". A text area for "For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)" is also present. At the bottom are "Clear address", "Close", and "Save" buttons.

Click **Save**

Calling features

Answering a call

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

Add someone to a call

1. Click **More** and then **Add guest**.
2. Type their name in the box, click on the contact and then click **Call**.

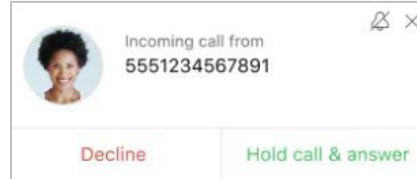
Put a call on hold

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.

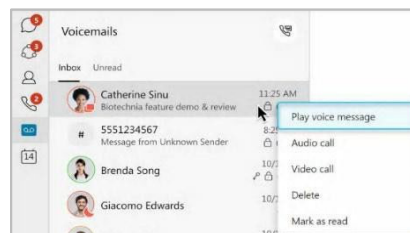


Transfer a call

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**.

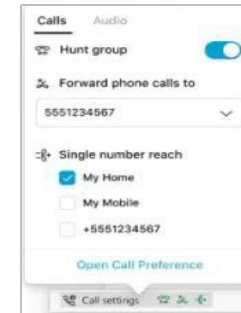
Check your voicemail

1. Go to voicemail by clicking on **Voicemail** 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**.



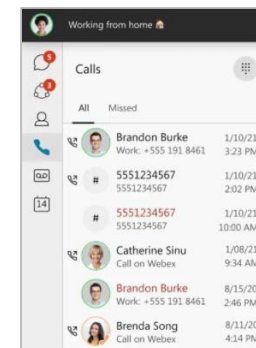
Set up call forwarding

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**.



View call and meeting history

1. Go to the **Calls** tab.
2. Click **All** or click **Missed** to view calls or meetings you missed.
3. You can call someone back by hovering over their contact and choose to make an **Audio** or **Video** call.






Make a call

Webex App: Make a call

In Webex App, you can place a call from a chat, the command bar, calling tab or from anywhere you interact with the person you want to call.

Making a call using the Calls tab




1. Click the **Calls tab** .
2. Use the softphone keypad to dial the number or use the number keys on your computer keyboard.
3. Click on **Audio**  or **Video**  call.

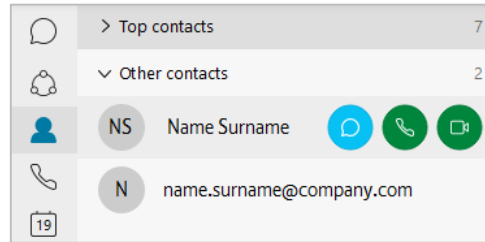
Adding people to your contacts list

1. Search for a contact.
2. Right click on the contact and select **Add a contact**.
3. Select the relevant group and click **Add** or, right click on a person's name in the Messaging tab and select **Add to contacts**.


Note: you can create a new group for your contacts or add them to the predefined groups.

Making a call using your contact list

1. Click the **Contacts**  tab.
2. Find the person you want to call.
3. Click the **Audio**  next to their name or click on **Video**  call.




Make a call from the Search bar

1. Click in the **Search bar** at the top of the window.
2. Type the name or e-mail address of the person you want to call.
3. Click on **Audio**  to start the call.

Placing a call from anywhere in Webex

You can place a call anywhere you interact with your contacts by using their contact card.

1. Hover your mouse over a contact's picture within a chat, team tab etc.
2. Click the  button to place your call.
3. Use these contact cards to start an audio call, video call, email, or an IM.

