

Stay connected with Calling

Easily make, answer, and manage calls with the Webex App.

Make calls

There are several ways to make a call from the Webex App.

Audio and video icons



Make a call from the audio and video icons wherever you're working in the Webex app.

Go to the **Calling**  tab or start a call from a:

- message
- space
- team
- profile
- contact card

Use the soft phone

Use the **Calling**  tab to view call logs and hover over a contact to call them.

Or click on the contact to see their card for other ways to reach them.

Use a desk phone

Connect your desk phone to the Webex App to easily make calls without having to shift your focus from your computer.

Go to the **Calling**  tab and make sure that your desk phone is selected under the keypad.

Dial a number from the app or make a Webex App call, and the call will go through your phone.

Answer calls

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.

Click **Answer** to answer the call.

If you're not ready to answer it, click **Decline**.

Call history

Easily review your call history and any missed calls from the **Calling**  tab.

Select **All** to see all the calls you've had, or select **Missed** to filter by the ones you've missed.

Calling settings

Click your profile picture.

Go to **Settings** and click **Calling**.

Adjust your settings to fit your preferences or choose **Advanced Call Settings**.

From **Advanced Call Settings** you can:

- Adjust your voicemail preferences
- Set up call forwarding
- Reject anonymous calls
- Block your caller ID
- Turn on call waiting

Some settings are only available in Advanced Call Settings if they have been enabled by your administrator.



Flexibility to support the way you work

Add contacts

[Add contacts](#) to make it faster and easier to connect with the people you talk to most.

Go to the **Contacts** tab, and select **Add a contact**.

Or click at the top of your **Contacts** list, then select **Add a contact**.

Manage voicemail

When you have a new voicemail, you'll see a red icon letting you know how many messages are waiting.

Easily manage your [voicemail settings](#) from **Call settings** in the Webex App footer.

Click **Open call preferences**.

Under **Calling**, select **Advanced call settings** and click **Voicemail**.

Forward calls

[Forward calls](#) to another number to stay connected when you're away.

Click your profile picture to access call forwarding **Settings** under **Calling**.

Transfer calls

[Transfer calls](#) to seamlessly send an active call to someone else.

While you're on a phone call, select **More**  and then **Transfer**.

Put a call on hold

On a call and need to answer or make another call? You don't have to hang up.

Put your call on hold in the Webex App by accessing the hold calling option from **More** .

Resume it by selecting **Resume** from the call in your spaces list.

If you're on your desk phone, simply press the **Hold** button. Press it again to resume the call.

Park a call

Park a call from Webex App by accessing the park calling option from **More** .

Once parked, you can see the extension where the call is waiting.

The answerer can then click the **Retrieve Call** option from their app footer and enter the extension.

You can also create call park groups for teams of users that need to pick up each other's calls.

Park a call on your desk phone by pressing **Park**.

- Your phone will ask for the number of the parked call.
- Enter the number and press **Pound (#)** or share the number with the person retrieving the call.

Pick up a parked call from anywhere in your network by pressing **Unpark** and enter the number followed by **Pound (#)**.