

Webex Call App

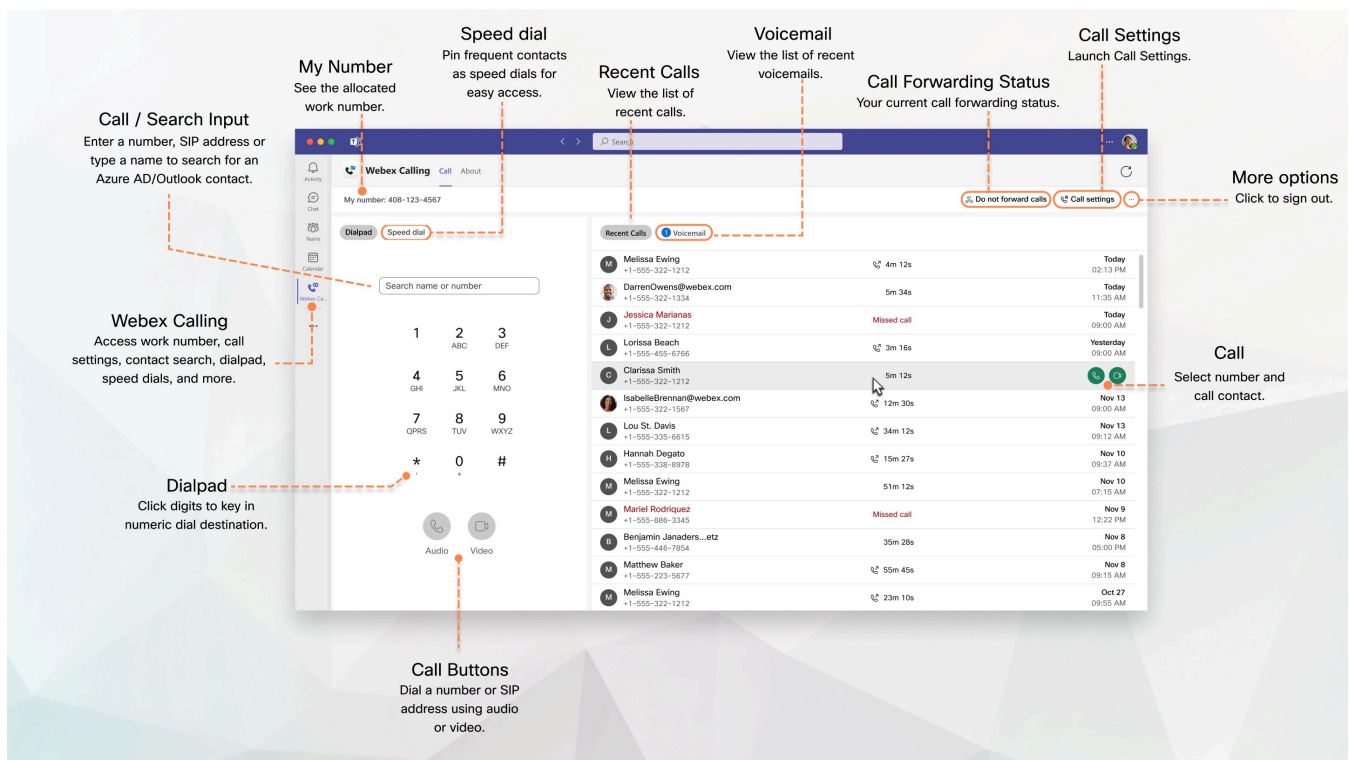
Teams Add-On



Quick Reference Guide

Overview

With the Webex Softphone, Basic, Standard or Premium Desktop app installed/activated and running - plus the Webex Call app for Microsoft Teams add-on (\$) purchased, setup by your Teams Admin, and installed/enabled in Teams - users can access their Webex calling features to make and take calls from within the Microsoft Teams interface as long as both Teams and Webex desktop applications are running concurrently.



Note: At this time, the Voicemail features are not available in the Webex Calls add-on App in Teams.

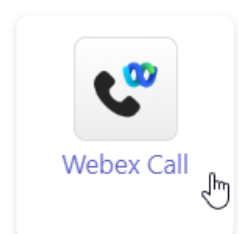
Minimum Requirements | Prerequisites

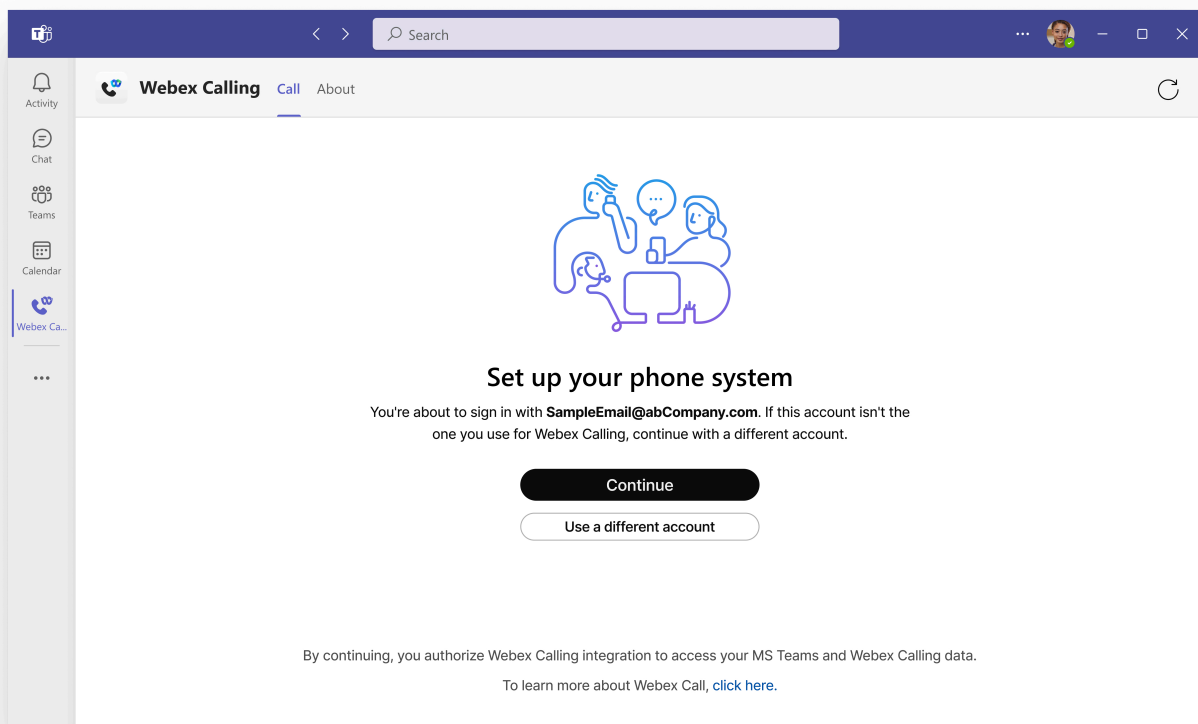
- Licensed for MS Teams and Webex Calls for MS Teams app add-on (\$) through service provider.
- Your Teams/MS365 Administrator granted access for you/the organization to access and install the Webex Call integration app (Webex Calls) for your Teams instance.
- Ensure that you've installed and signed into the Webex App on Desktop.
- Ensure that the email address used to install and activate your Webex account is the same as the one used for your MS Teams account.
- Sufficient PC/Hardware resources, storage, and RAM to run both the Webex and Teams applications concurrently alongside your other applications and browsers.

Sign in

To use Webex Calls in Teams, you need to be signed into and running your Webex application and your Teams application.

Go to Microsoft Teams, click **Webex Call** , and then click **Continue**








After signing in, you can find all the Webex Call features under the Webex Call  option.




Make a call

Make Webex calls using the dial pad, or from chat or channel conversations using Microsoft Teams for Windows, Mac, or web browser.

From dialpad

- 1 Click **Webex Call**  and start typing a name, telephone number, or video address of the person you want to call.
- 2 Select the contact and click  or  to connect.

From chat

- 1 In direct chat, click **Webex Call**  below the message window.
- 2 From the contact card, select the number from the drop-down list.
- 3 Click  or  to connect.

The app opens in a new window.



From channel

Use Webex Call to call another member in the channel and without creating a direct space.

- 1 In a channel, click **Webex Call**  in the message window.


- 2 Start typing the member's name in the **Select or search** field, then select their name.

(Optional) Click the drop-down under their name to change the outbound call options.

- 3 Click  or  to connect.

Manage speed dial

Add up to 20 contacts inside or outside of your synced Outlook or Azure Active Directory as speed dials. The app saves your speed dials to your Microsoft 365 profile so you can call your most frequent contacts quickly and easily. While in Teams:

- 1 Click **Webex Call**  and then click **Add a speed dial**.
- 2 Type the name of a directory contact, or for a custom contact.
 - Add an Outlook or Azure Active Directory contact—Select the contact and choose the number from the drop-down.
 - Add a custom contact—Click **Create new speed dial** and enter the **Name** and **Phone**.



The **Name** field has a maximum character limit of 100, and the **Phone** field has a maximum character limit of 50.

- 3 Click **Add**.

You can also edit, re-arrange, and delete the speed dial contact.



View recent calls

See up to 20 of the calls you've made, received, and missed in the last 7 days in your **Recent calls**. You can even call them back at the same number they called you from.

The contact name, phone number, and call type isn't displayed for unknown numbers.

While in Teams:

- 1 Click **Webex Call**  and then click **Recent calls**.

- 2 Hover over a call and click  or  to connect.




Recent calls list is auto-refreshed every one minute so that you have the visibility of latest recent call records.



Listen to voicemails

You can view up to 20 voice messages received in the last 7 days. A blue badge appears next to the voicemails that are unread.


Before you begin

Your administrator must have enabled the voicemail feature for you to access it.


- 1 Click **Webex Call**  and then **Voicemail**.
- 2 Select the voicemail and click the **Play** button.

You can quickly respond to the voicemails by selecting  or  to connect. The voicemail list is auto-refreshed every one minute so that you have the visibility of the latest voicemail records.

Find your work phone number and access call settings

Click **Webex Call**  and you can find **My number** at the top left corner which shows your work number.

Access and update Webex App call settings directly from the Webex Call integration in the Microsoft Teams, without having to interact directly with the Webex App.


- 1 Click **Webex Call**  and then click **Call Settings**.
- 2 Update your settings and click **Save**.

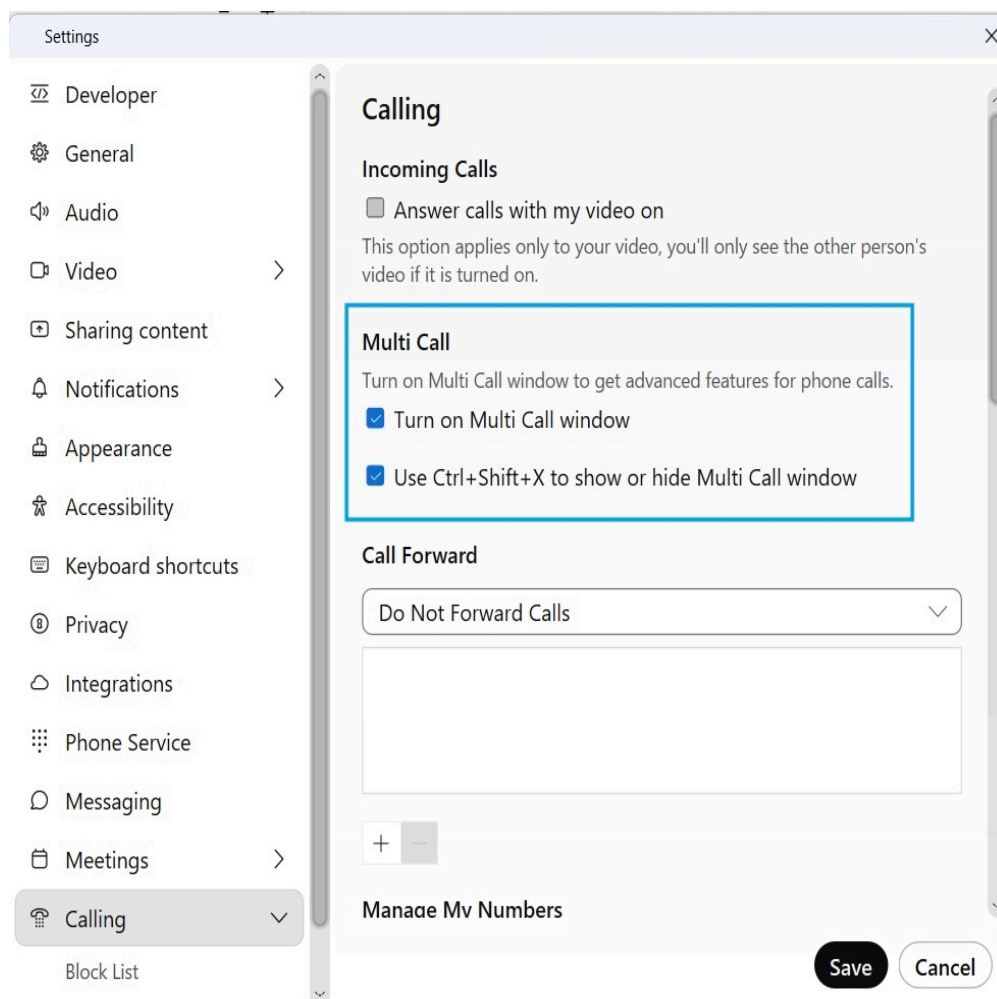
Manage all your phone calls in one place

Manage multiple lines or shared line in a single window. With the multi call window, you can make and answer calls, get a quick view of your line status, and easily access some common calling features, such as mute, hold, share, conference, park, barge, transfer, and record.

Before you begin



- Administrator must have enabled the multi call feature for you to access it.
- This feature is currently available only on Windows.

- 1 Click **Webex Call**  and then click **Call Settings**.
- 2 Under **Multi Call**, check the **Turn on Multi Call Window** check box.
- 3 Click **Save**.



Forward your phone calls

If you're going to be away but don't want to miss an important call, you can forward your calls to another phone number. Or, if you don't want to be interrupted, you can send all your calls to voicemail instead.

- 1 Click **Webex Call**  and then click **Call Settings**.
- 2 Under **Call Forward**, click  to add a number to forward the calls to or choose **Voicemail** option to forward the calls to voicemail.

After you've enabled the call forwarding, the call forwarding status appears beside the Call settings option on the landing page.



Currently, the call forwarding status is available only for Webex Calling (Cloud/Multi-Tenant), Dedicated Instance, and UCM users.

Bidirectional presence sync

Before you begin, your administrator must have enabled this feature for you.









As a Microsoft Teams user using a Webex Calling integration, you now have the ability to see whether your contacts are currently in a Webex call, Meeting, or in Do not disturb mode. This feature synchronizes the presence status between Microsoft Teams and Webex bidirectionally.

When you make or receive a Webex call, your Microsoft Teams status gets changed to *In a call*. When you enable *Do not disturb* in the Webex App or any Webex device, the status is automatically synchronized to Microsoft Teams. Similarly, the *In a meeting* and *Presenting* statuses synchronizes between applications.




When *Do not disturb* is enabled on Webex App or Webex device, you won't get any notification of incoming calls and messages in Webex App, Webex device or Microsoft Teams.

The following table shows the bidirectional status sync representation between Webex and Microsoft Teams.

Webex status	Microsoft Teams status
 On a call	 In a call
 In a meeting (This status syncs only from Webex to Teams)	 In a call
 Presenting	 Presenting
 Do not disturb	 Do not disturb

Sign in

To start using the Webex Call integration, you need to sign in to your Webex account.

- 1 Go to Microsoft Teams, tap the **⋮** icon at the bottom, and search and tap the **Webex Call** .
- 2 Tap **Continue** if you're using the same Microsoft Teams account for Webex.




If you're using a different account for Webex, then tap **Use a different account** and sign in with your Webex email address and password.

Make a call

You can make a call directly from the Microsoft Teams mobile app using the dialpad of the Webex Call app or using the Webex Call app as a messaging extension in one-on-one chat and group chat.

From dialpad



To make a call using dialpad of the Webex Call app:

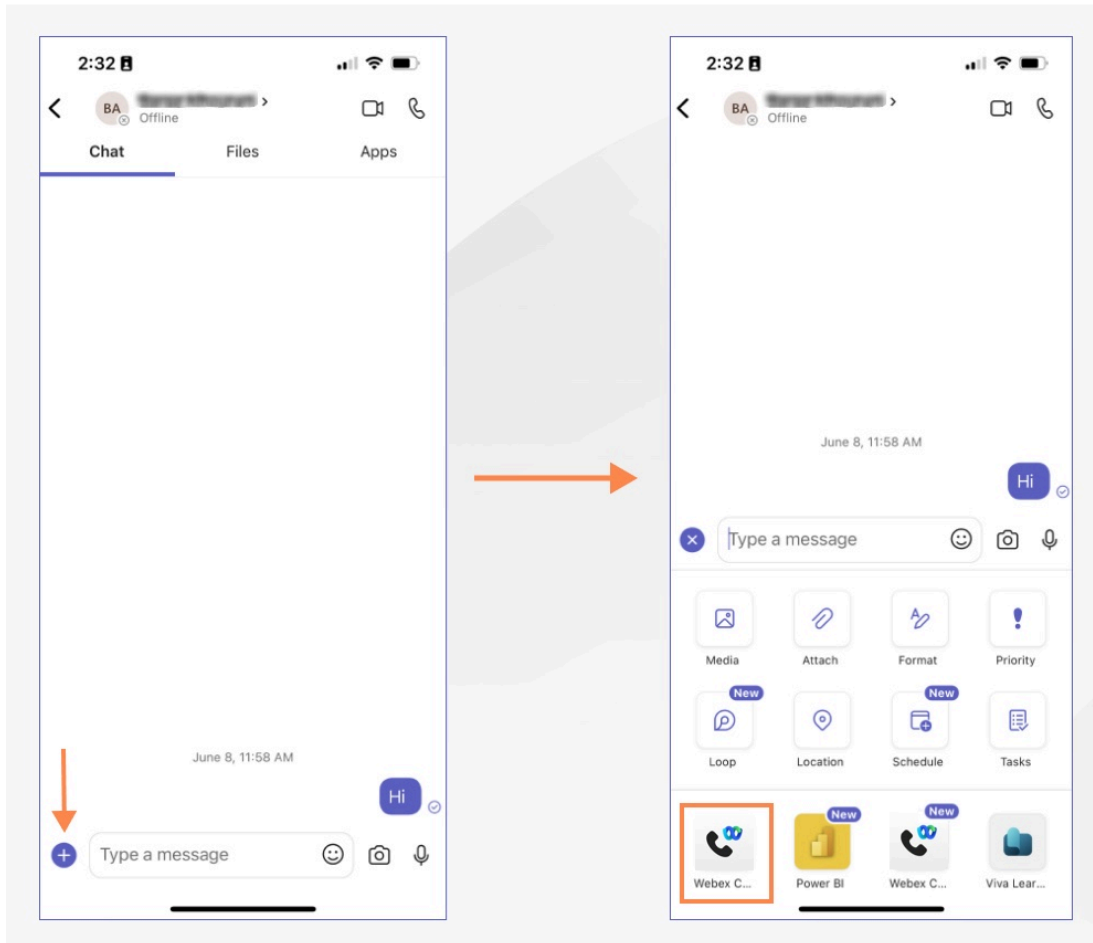
- 1 In Microsoft Teams, tap the **More** **⋮** icon at the bottom and tap **Webex Call** app .
- 2 Enter a phone number and tap  or  to call.



From chat

To make a call from chat using the Webex Call app as a messaging extension:

- 1 In Microsoft Teams, go to **Chat** and choose a chat.

- 2 Tap the  icon at the bottom and tap the **Webex Call** app .



- 3 Perform one of the following actions:
- If you're in a one-on-one chat, choose a phone number.
 - If you're in a group chat, enter a phone number of the person whom you want to call and tap  or .

Related videos

[Tutorial - Webex Call App for Teams](#)