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 (#).