Softphone - WebEx Answering and starting calls

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Schlüsselwörter

Cisco Softphone VoIP WebEx telephone

Lösung (öffentlich)

Answering a call WebEx app window is in the foreground

When a call comes in, a small call window appears at the bottom right, which you can use to "Answer" the call.

 Screenshot CISCO WebEx: Incoming call, WebEx in the foreground

After accepting the call, a separate large call window opens, which you can use to control the call.

 Screenshot of CISCO WebEx: Call accepted, WebEx in the foreground   WebEx window is in the background

If WebEx is in the background, you will only see a compact call control window after having clicked "Answer".

 Screenshot CISCO WebEx: Incoming call, WebEx in the background

You can maximise the window by clicking in the middle.

 Screenshot CISCO WebEx: Call accepted, WebEx in the background   Starting a call Using the name search in the TU directory

If you want to call a contact via the name search in the TU Dresden telephone directory, select the menu item "Calling" in WebEx and click in the search field "Search or dial a number" above the number field. Enter the relevant name and the search results will be displayed directly in a list depending on your input. Click on the "handset icon" next to the desired contact to set up the call.

 Screenshot CISCO WebEx: Start call name search   Via the number entry in the search field

Select the "Calling" menu item in WebEx, click in the "Search or dial a number" search field above the number field and enter the desired number. You can also paste copied numbers from the clipboard. For internal calls, the five-digit number is sufficient; for external calls, please remember the "0" for the exchange and the dialling code. You can also dial internal and external numbers in E.164 format:

-

+4935146340000

-

+49172123456

-

+49301234567

Then click on the "handset icon" next to the entry in the search results list.

 Screenshot of CISCO WebEx: Starting a call via number search
Entering numbers using the dialpad

By clicking on the small symbol in the call menu above, you can access the usual dialpad and use it to enter phone numbers. Note the correct format (see above). The + for phone numbers in E.164 format is created by holding the button "0" for longer. To set up the call, click on the "handset icon" below the number field.

 Screenshot CISCO WebEx: Start call via telephone dialpad   Via your own contacts

In the "Contacts" menu item, click on the "handset icon" next to the desired contact.

 Screenshot of CISCO WebEx: Starting a call via your own contacts   Calling back via the calling list

If required, select the desired calling list ("All" or "Missed") in the "Calling" menu item and then click on the "handset icon" next to the desired entry.

 Screenshot CISCO WebEx: Start call via calling list