Webex User Guide

About

Updated 07/17/25.

Cisco Webex is a software client that allows you to use your District phone line(s) to make phone calls and check voicemail from your desktop or mobile device. Webex is supported on Windows, Mac, Android, and iOS.

NOTE: For guidance on Voicemail, see the Webex Voicemail Guide.

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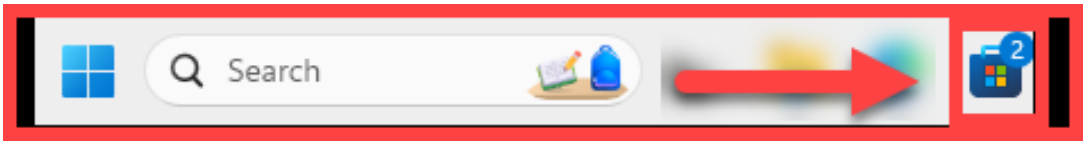
Webex Desktop App – Installation Steps

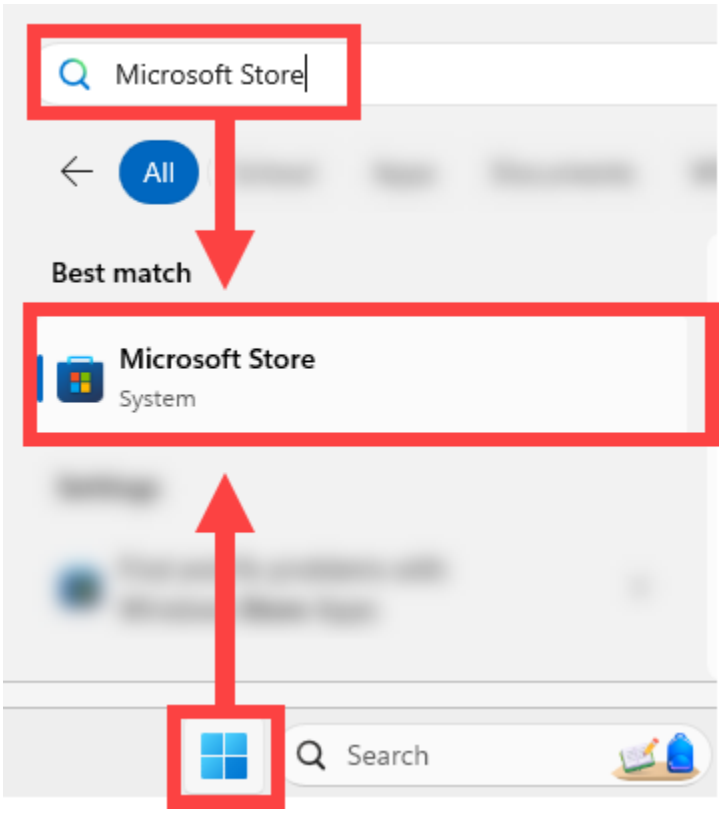
Install Cisco Webex for Windows

Method 1: Install Webex from the Microsoft Store

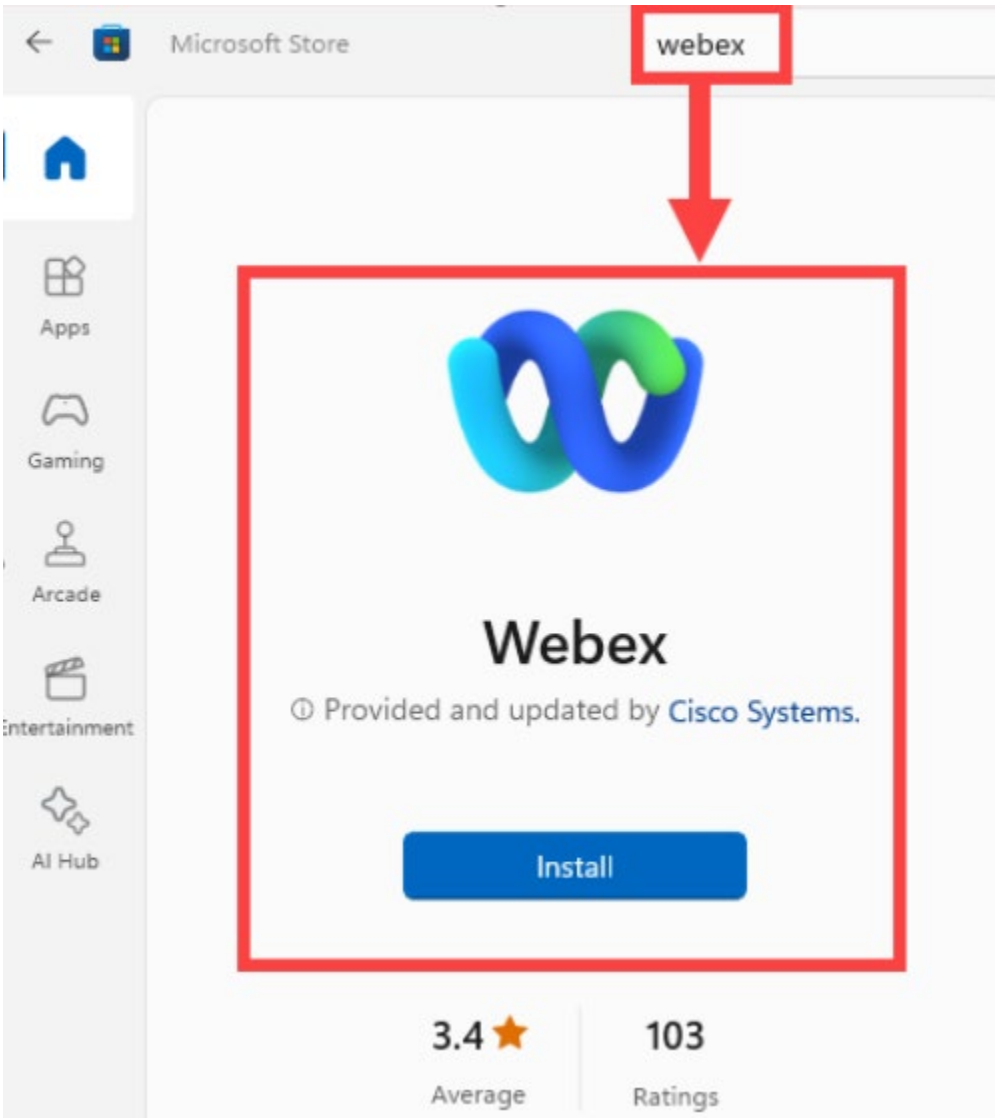
From the **Taskbar**, select the **Microsoft Store** icon.



Or, from the Start Menu, search for the Microsoft Store and open it.



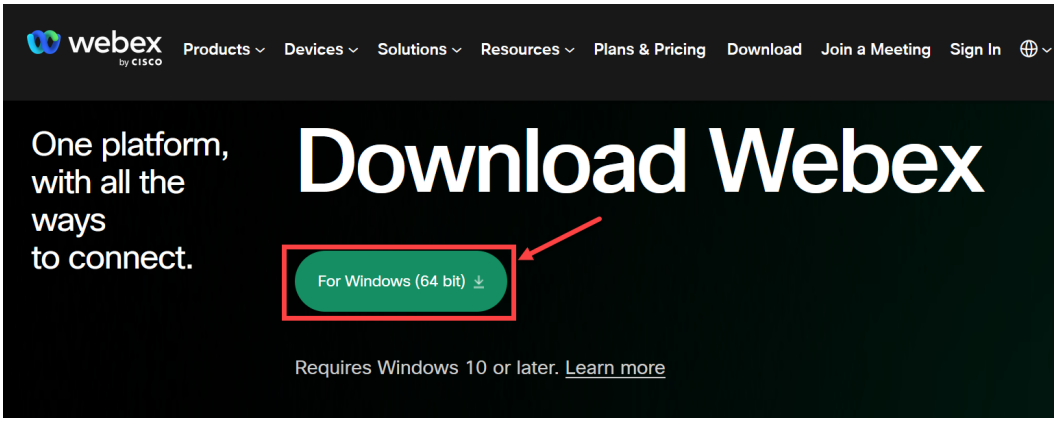
Search for **“Webex”** in the Microsoft store, then select **Install**.



Method 2: Download the Webex.exe file from the Cisco Webex Downloads page

You can also install Webex from the Cisco Webex download page.

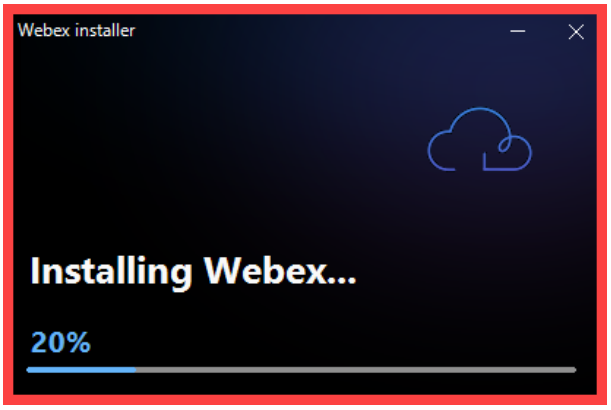
Use this link to Open the Downloads page for Cisco Webex. Select the link **For Windows (64 bit)** to download the Webex.exe file.



From the **Downloads folder,** open the **Webex.exe** file to run the installation.

NOTE: Installing Webex with Webex.exe may require administrator credentials. If you are unable to proceed, please contact ITS Help Desk, or try Method 1.

Once the Webex installer runs, it will show the progress bar and percentage. Webex will automatically try to open once it is installed.



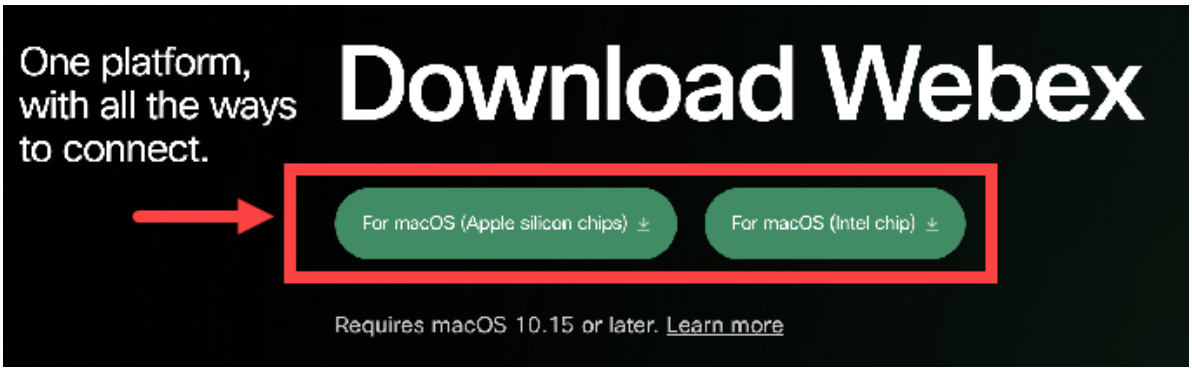
Once installed and opened, see the section for Sign in to Cisco Webex.

Install Cisco Webex for Mac

Download the Mac install file from the Cisco Webex Downloads page.

1. **Use this link to Open the Downloads page for Cisco Webex.**
2. Under Download Webex, select one of the download files:
   a. **For macOS (Apple Silicon Chips)**
   b. **For macOS (Intel Chip)**

The install file you choose here will be determined by what kind of Mac you have. See How to determine what kind of Mac you have (Apple Silicon or Intel).



How to determine what kind of Mac you have (Apple Silicon or Intel)

- Go to **Apple Menu** > **About this Mac > Overview.**
- Under "Chip" or "Processor," look to see if it says Apple or Intel.

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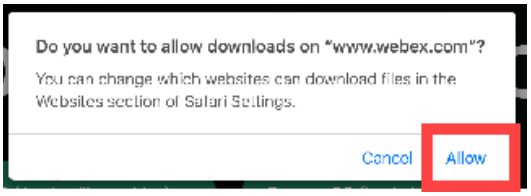
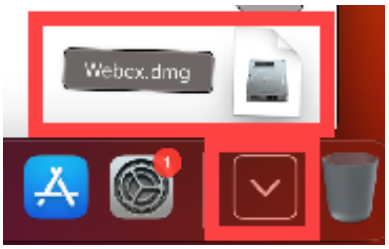
Install Webex from the downloaded Webex.dmg file

If prompted, select “Allow” to allow downloads from www.webex.com

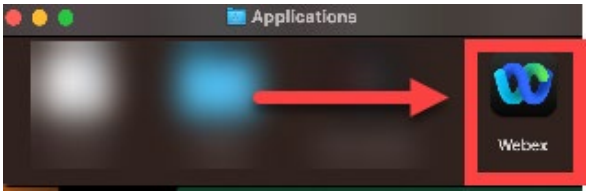


Once downloaded, open the Webex.dmg file from your Dock menu.

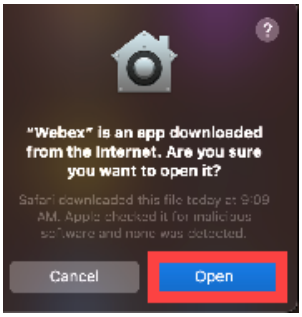


Drag and drop the Webex icon to your Applications folder.

Open your Applications folder, then open the Webex app.



If warned about Webex being downloaded from the internet, select Open.



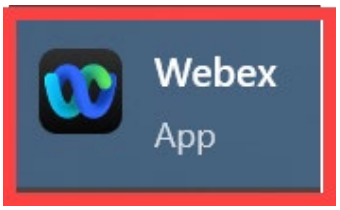
Once installed and opened, see the section for Sign in to Cisco Webex.

Sign In to Cisco Webex

Open Cisco Webex

Open the Cisco Webex app from your device.

Start Menu (Windows)

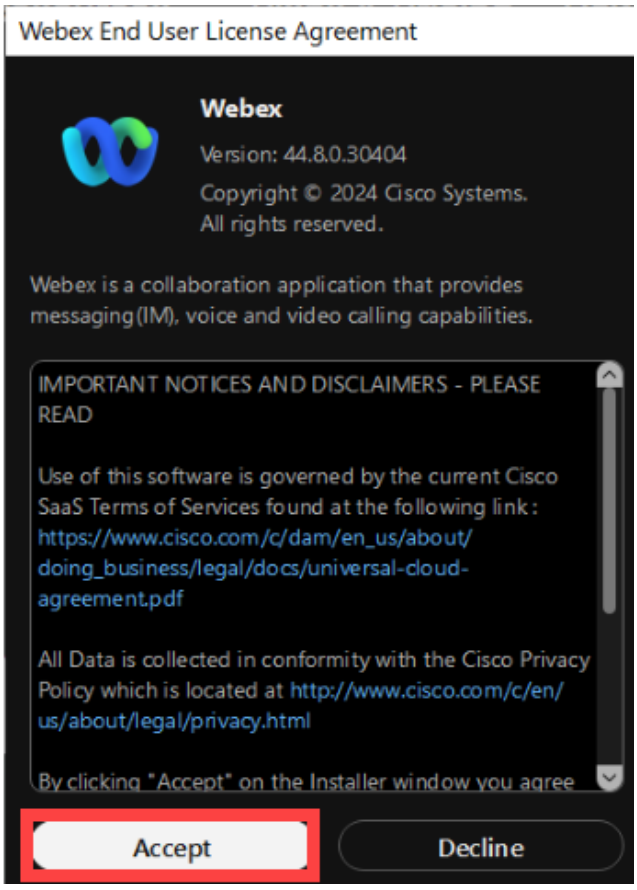


Desktop (Windows)

Applications Menu (Mac)

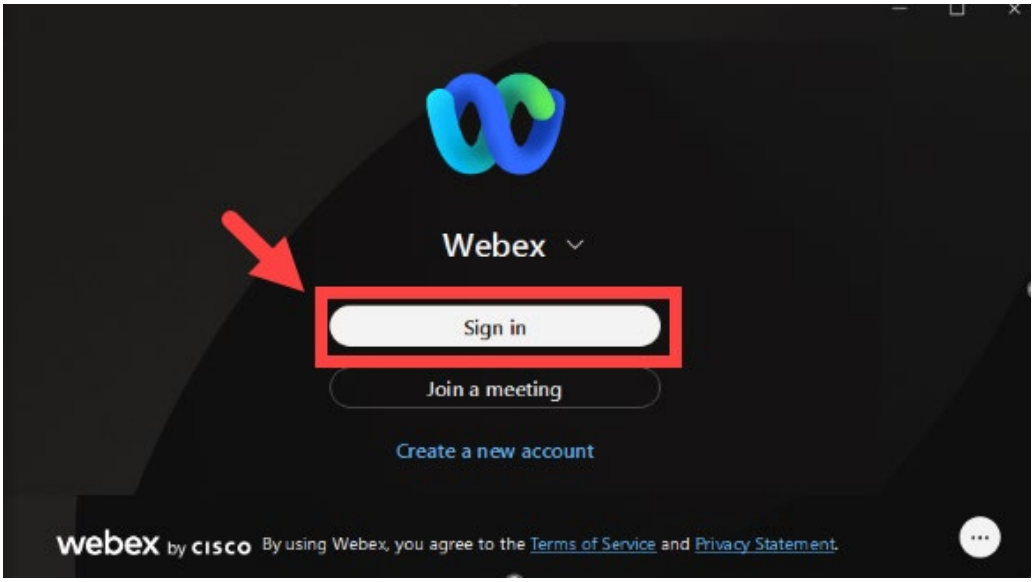
Accept the End User License Agreement

Accept the **Webex End User License Agreement to continue.**

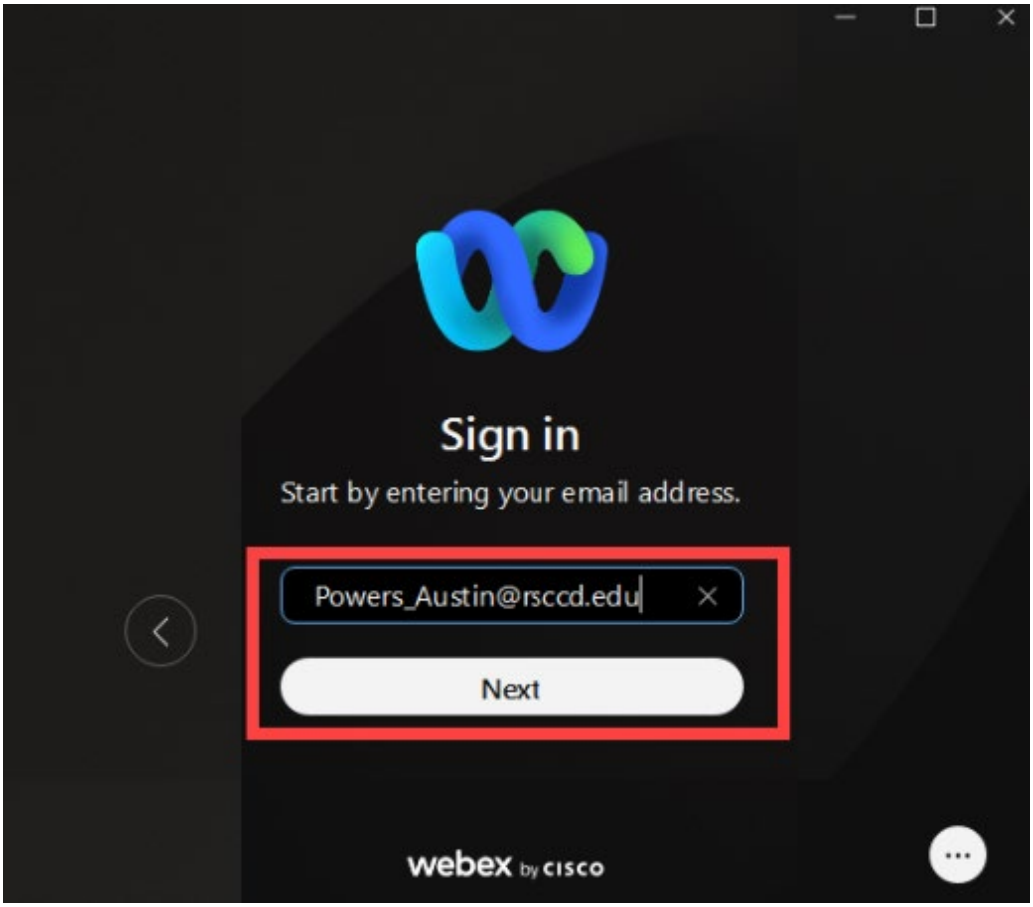


Sign In (using Single Sign-On)

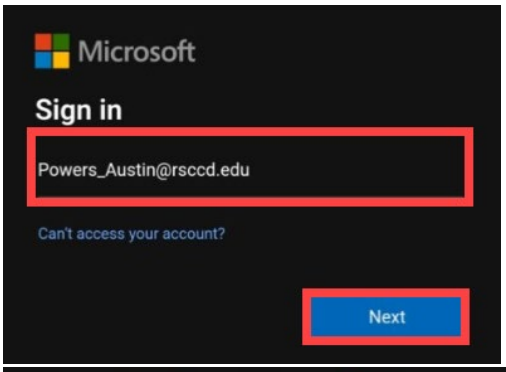
When the app opens, you will be redirected to the Sign In page. Select Sign In.

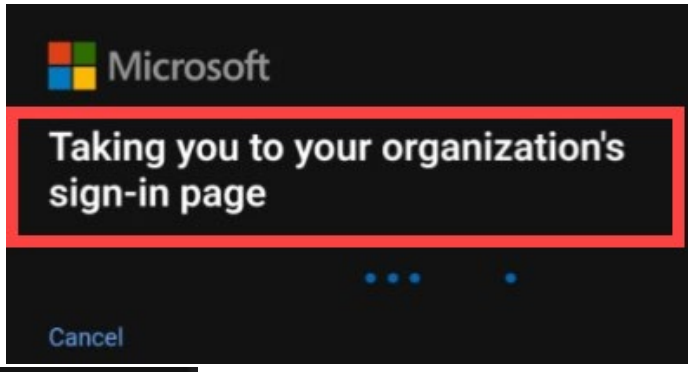


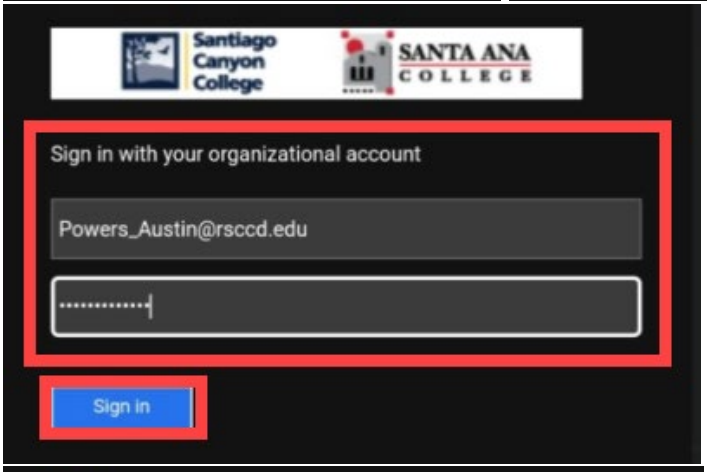
Enter your Single sign-on username and select Next. Webex will try to sign you in with your Single sign-on credentials.

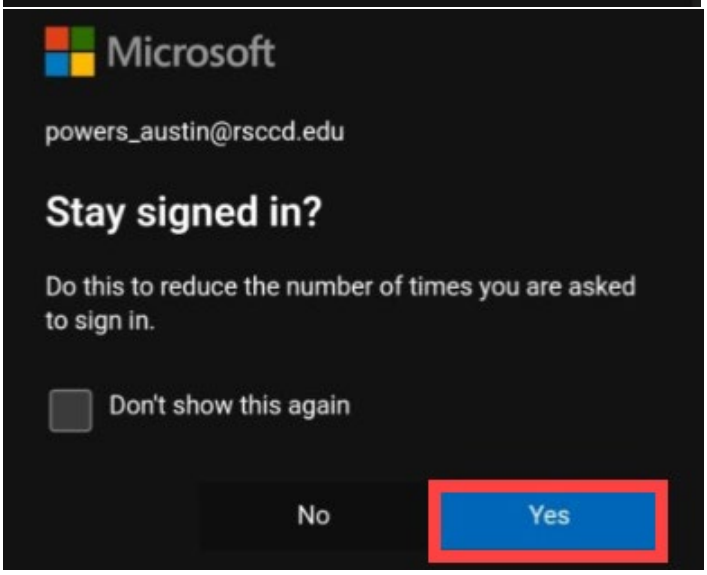


NOTE: If you are using a device that is not tied to your Single Sign-on (e.g., a personal device), you may be redirected to the Microsoft sign in page to login with your Single sign-on account.







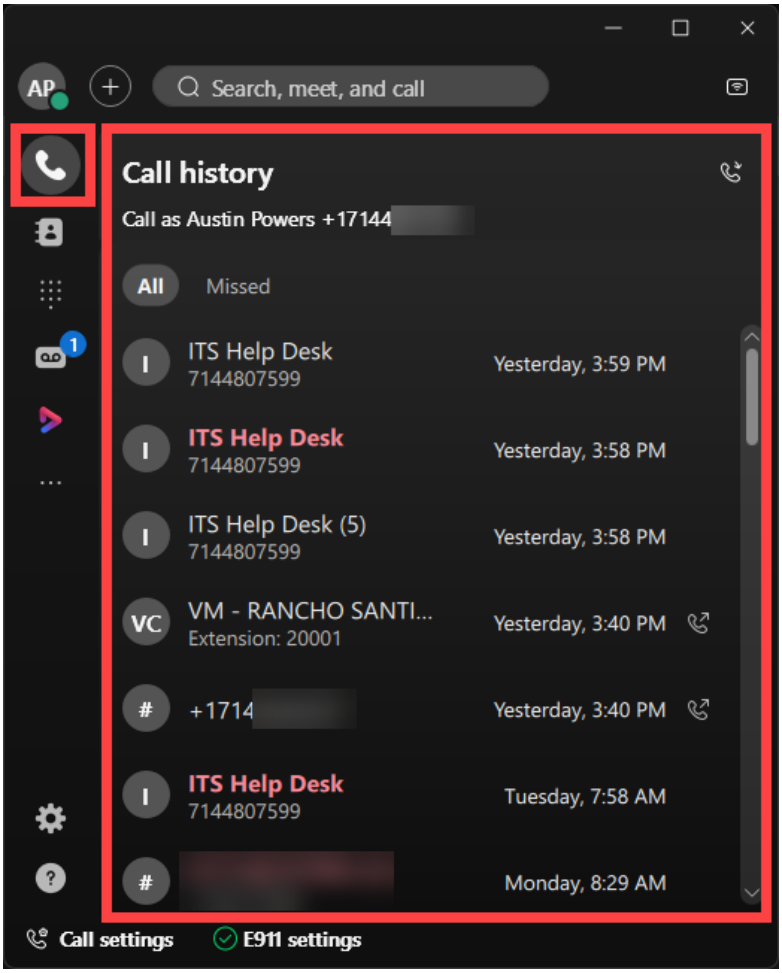


Webex Desktop App - Call Features and Functions

Call History

Select the Call History menu to view the call log for your phone extension.

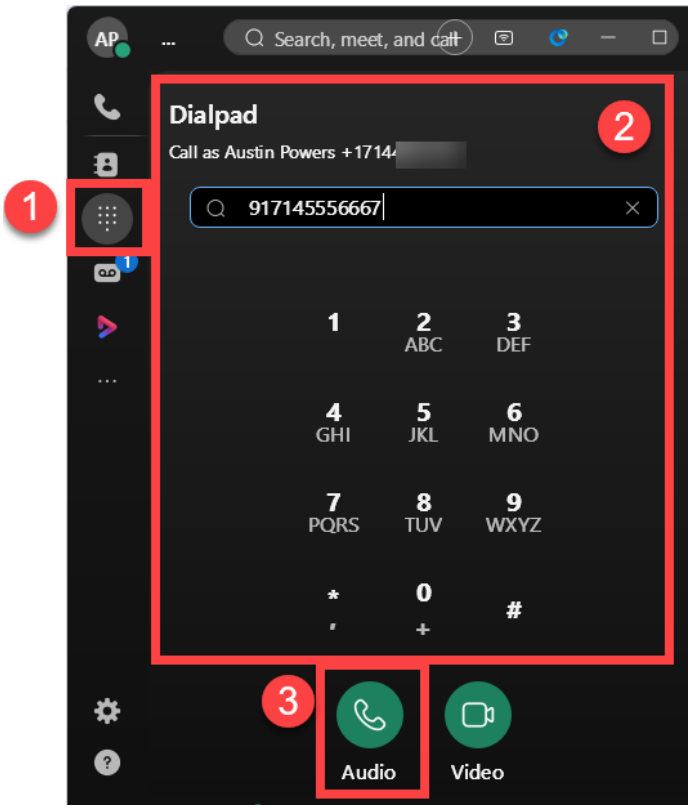
This menu shows the history of all your calls, including incoming, outgoing, and missed calls.



Send an outgoing call

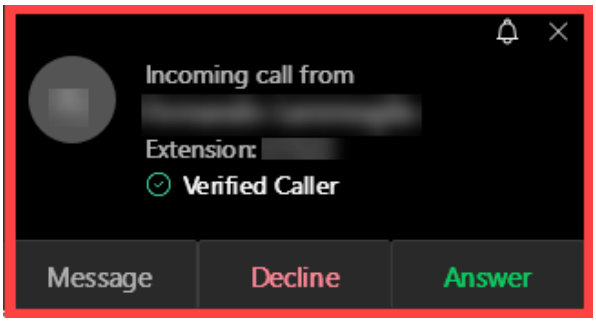
To send an outgoing call using the Cisco Webex desktop app:

1. Select the **Dial pad** on the left-hand navigation**.**
2. Use the dial pad buttons or type the phone number you want to dial.
3. To send the call, select the **Audio button.**



Receive (or Decline) an Incoming Call

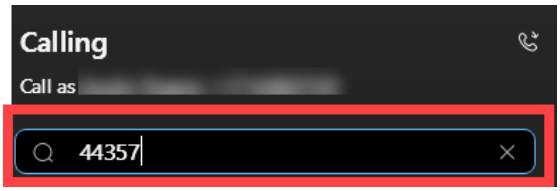
When receiving an Incoming call, Cisco Webex will display a popup window. Select **Answer** or **Decline.**



Dial internal extensions

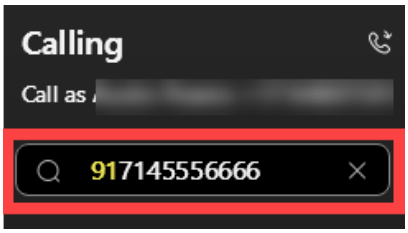
Internal phone extensions are dialed using 5 digits (i.e., the last 5 digits of the full phone number; e.g., 714-564-4357 would be dialed as 44357).

- Extensions starting with **4xxxx** are typically at **SAC (Santa Ana College) or CEC (Centennial Education Center).**
- Extensions starting with **8xxxx** are typically at **SCC (Santiago Canyon College) or OEC (Orange Education Center).**
- Extensions starting with **0xxxx** are typically at the **DOC (District Operations Center).**



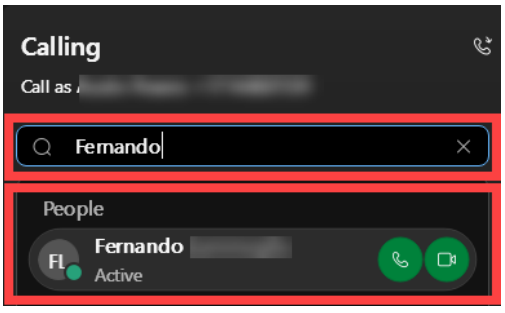
Dial outside lines

NOTE: Dial +91 before the phone number for outside lines. (e.g., If you want to call out to 7145556666, dial 917145556666).



Using Search feature to find contacts

If the user you are trying to contact is part of our employee directory, you can type in their name into the search bar instead of the phone number or extension.

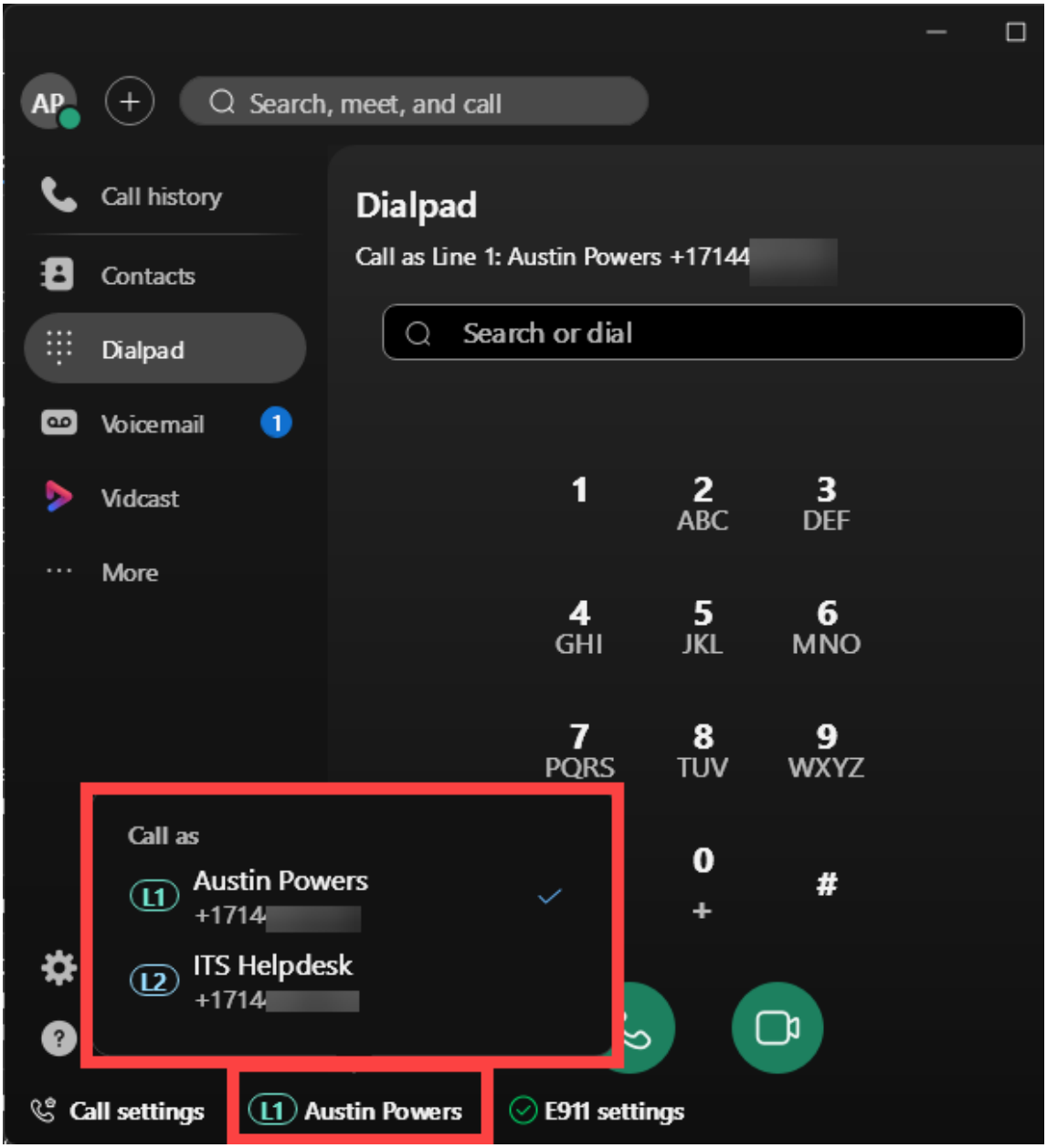


Toggle Between Phone Lines

If you have access to multiple phone lines, you can toggle between them by selecting the Line options at the bottom of the Webex app (e.g., L1, L2, L3, etc).

If you need access to another phone line, please contact the ITS Helpdesk.

NOTE: As of September 2024, toggling between phone lines is currently only supported on the Webex desktop app, not the Webex mobile app.



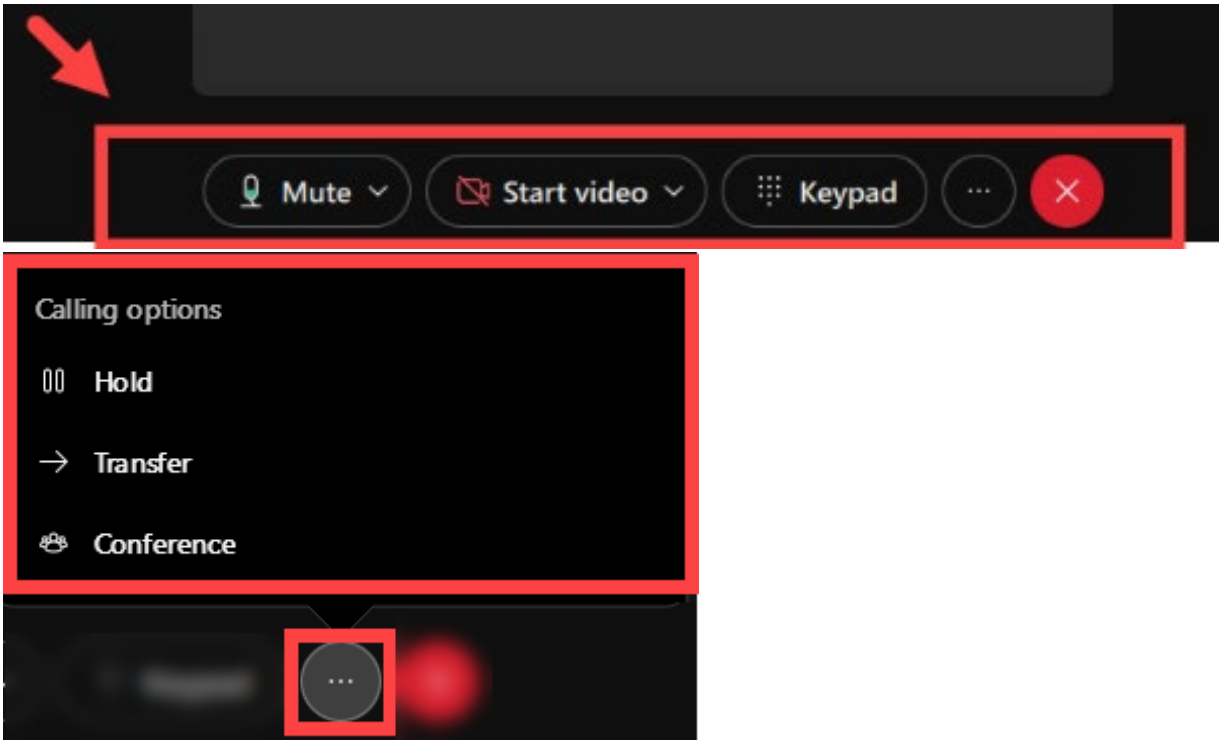
Call Control Options

When on an active phone call, you select from the following options:

- **Mute**
- **Keypad**
- **End Call**
- **More (three dots icon)**
  - **Hold**
  - **Transfer**
  - **Conference**

You can also:

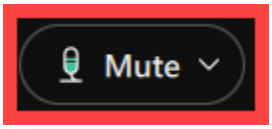
- **Hide or Show the Call Control Options**
- Change the **Speaker and Microphone Options** (arrow next to Mute)



Mute

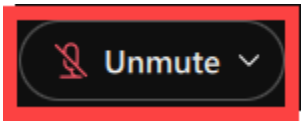
Enable Mute

To Mute a call, select the **Mute** button (or use the hotkey **Ctrl + M**).



Disable Mute

To unmute a call, select the **Unmute** button (or use the hotkey **Ctrl + M**).

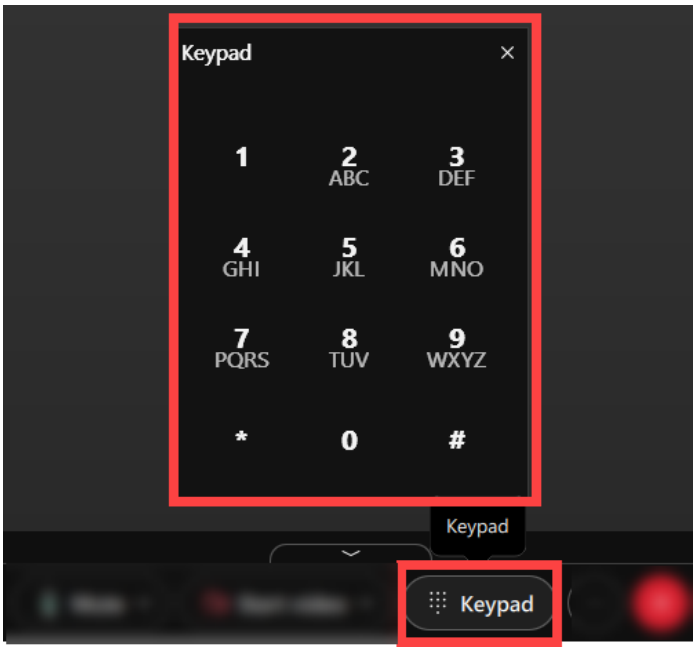


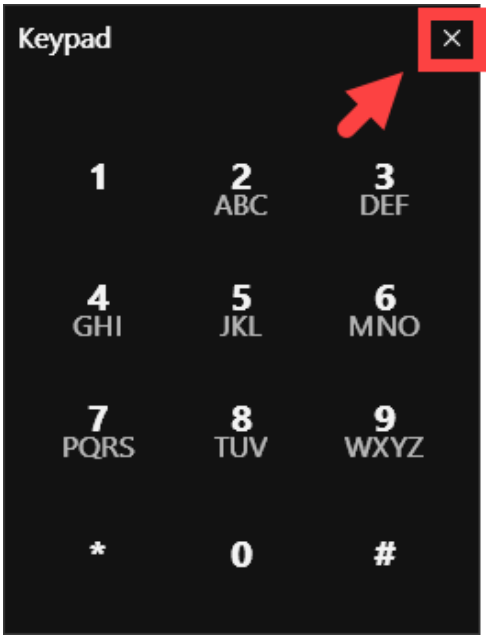
Keypad

To bring up the Keypad during a phone call, select the **Keypad button.**

To use it, select the numbers on the the dial pad.

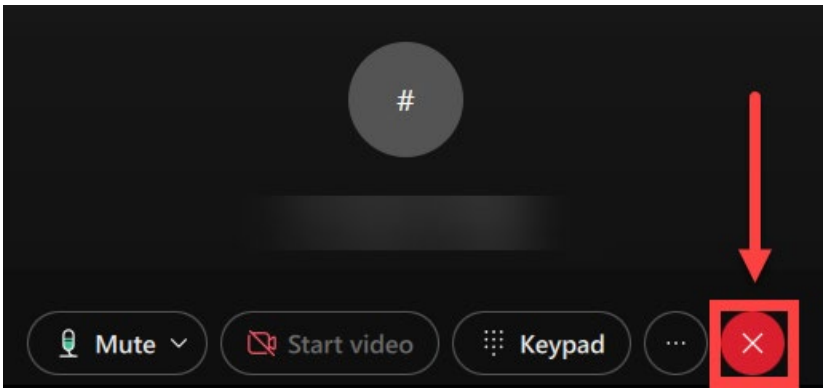
To close the Keypad window, select X on the top right of the window.





End a phone call

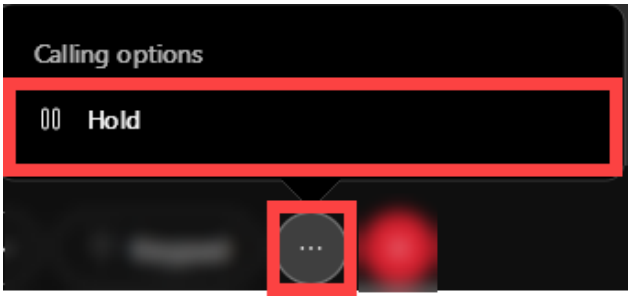
To end a phone call, select the **Red X button.**



Hold

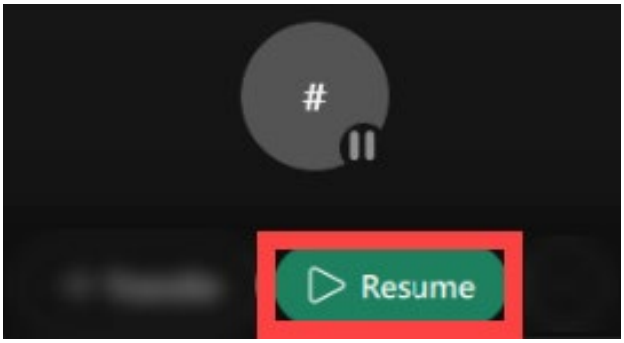
Enable Hold

From a connected call, select the **three dots button**, and select **Hold**.



Resume a Call

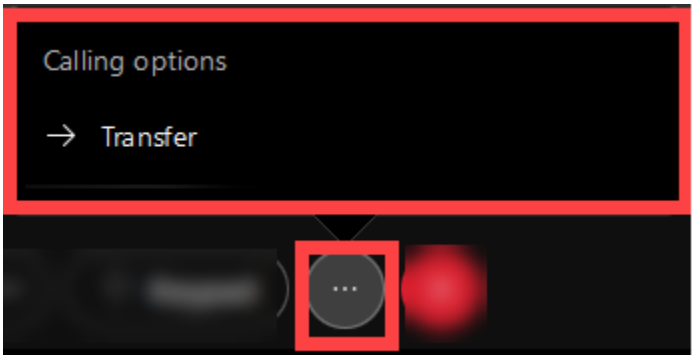
To resume the call, select the **Resume** button.



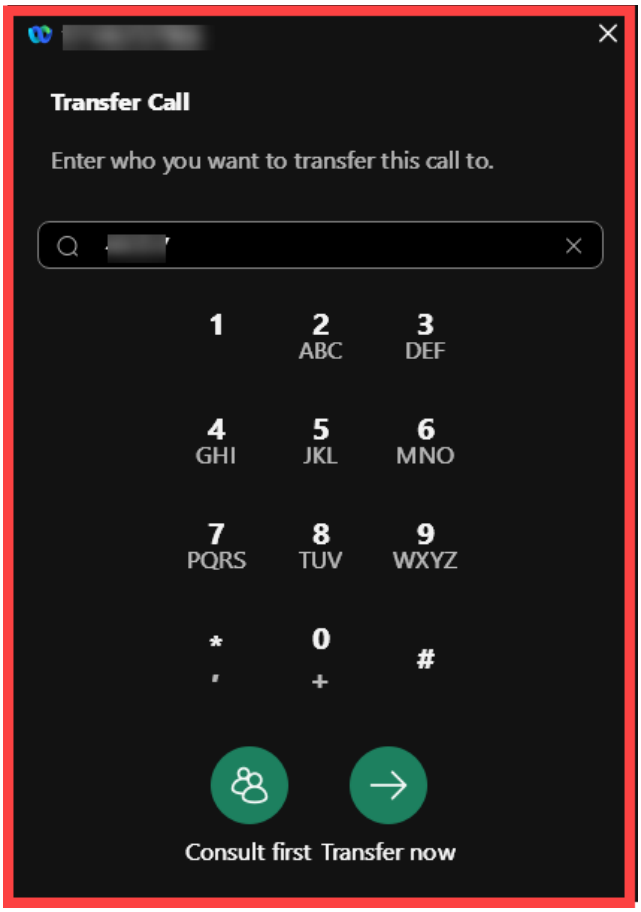
Transfer

Start a Transfer

From a connected call, select the three dots button and select **Transfer.** This places the initial caller on **Hold** and brings up the **Transfer Call** screen.

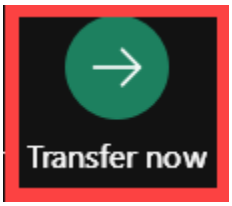


On the **Transfer Call** screen, dial who you want to transfer the call to.



Transfer Now

Select **Transfer Now** to immediately transfer the initial caller to the number you dialed (for a cold transfer).

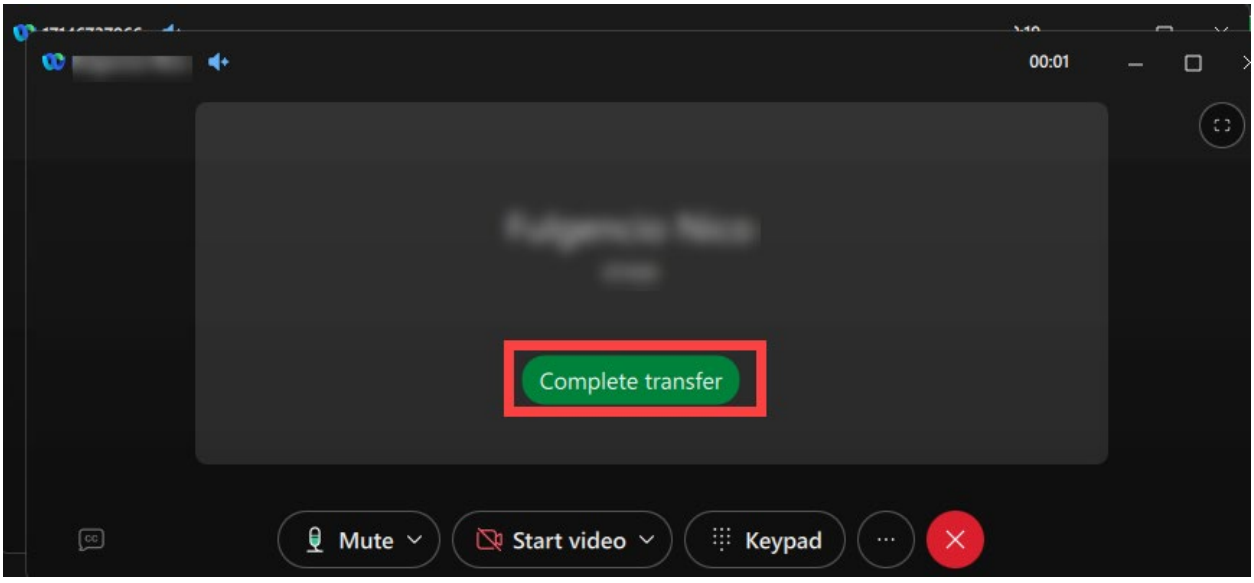


Consult First

Select **Consult first** to keep the initial caller on hold, and to contact the person you are transferring to (for a warm transfer).

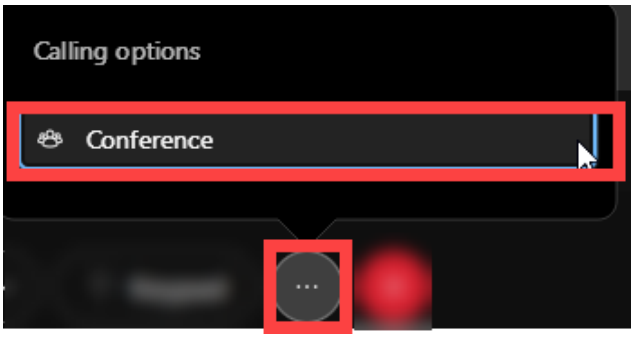
Selecting **Consult first** opens a new call window for the person you are transferring to, so you can speak with them first.

Select **Complete Transfer** to complete the transfer.

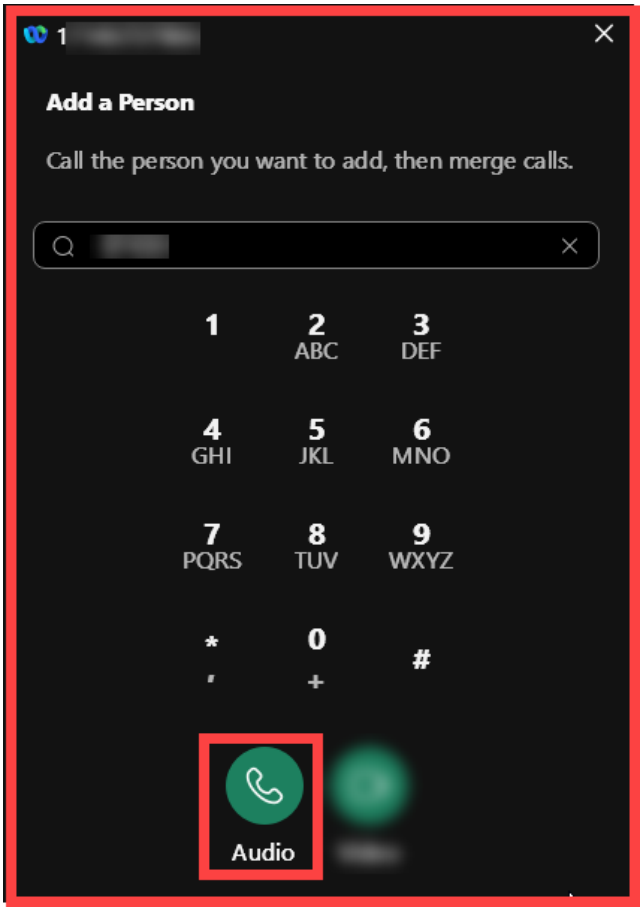


Conference

From a connected call, select the three dots button and select **Conference**. This brings up the **Add a Person** screen.

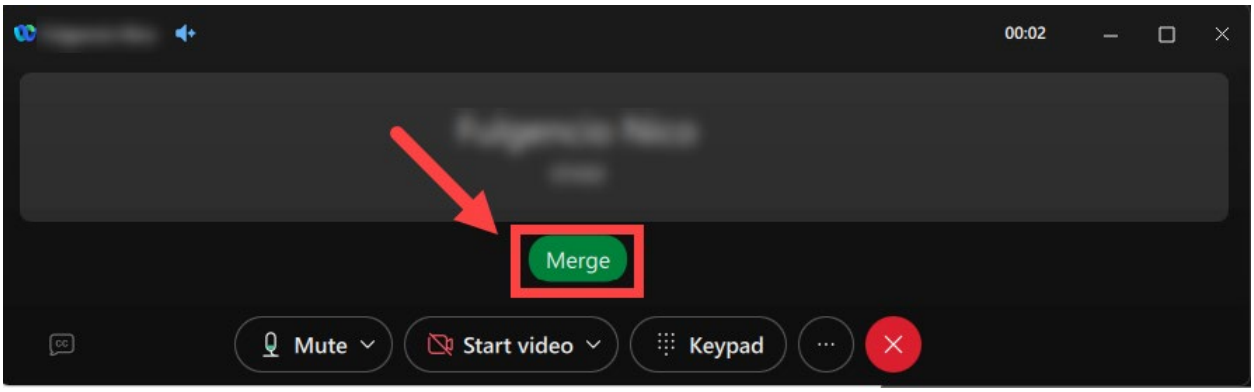


From the **Add a Person** screen, dial the number you want to conference in, and select the **Audio** button to dial. The initial caller will be placed on **Hold.**

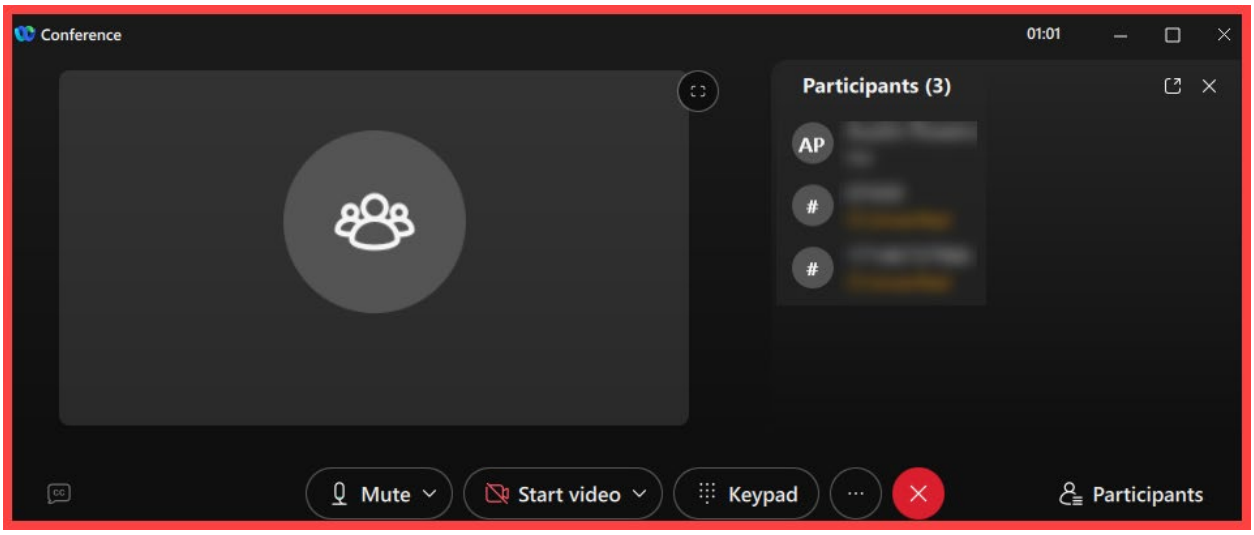


This introduces a **new call window**, so you can speak to the person you are trying to conference in.

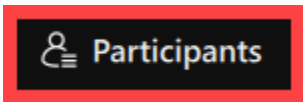
Select the **Merge** button from the new call window to merge both calls.



Once the calls are merged, this introduces the **Conference** window.



To show or hide the list of Participants in the Conference, select the **Participants** button on the bottom right of the Conference window.



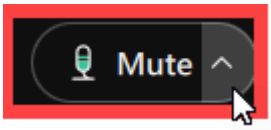
To Conference in additional participants, repeat these steps from the Conference call window (by selecting the three dots button > Conference, etc).

Speaker and Microphone Options

From a connected call, you can select the **Speaker and Microphone** being used for the call from the Caller Options menu.

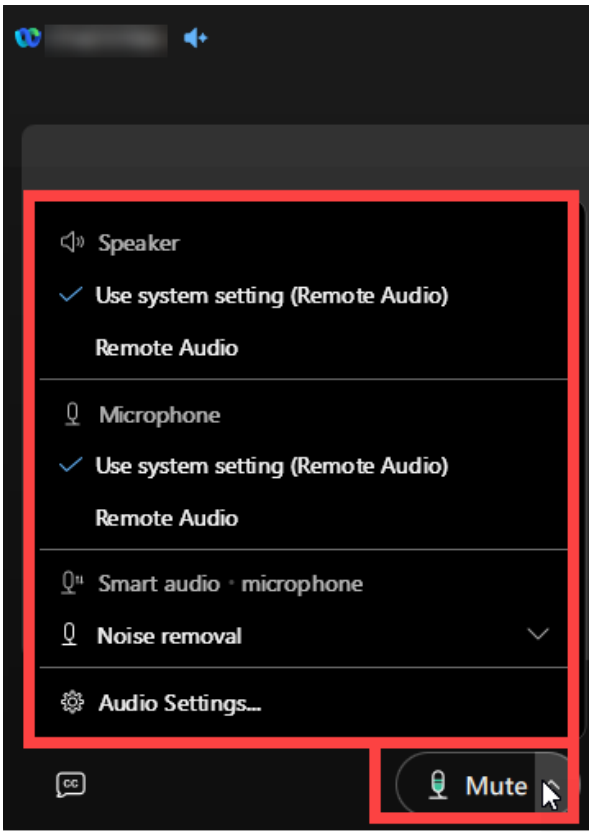
Quick access Speaker and Microphone Options

For quick access to speaker and microphone options, select the Drop-Down arrow next to the Mute icon.



You will see a list of **Speaker and Microphone** options detected by your computer that you can select from.

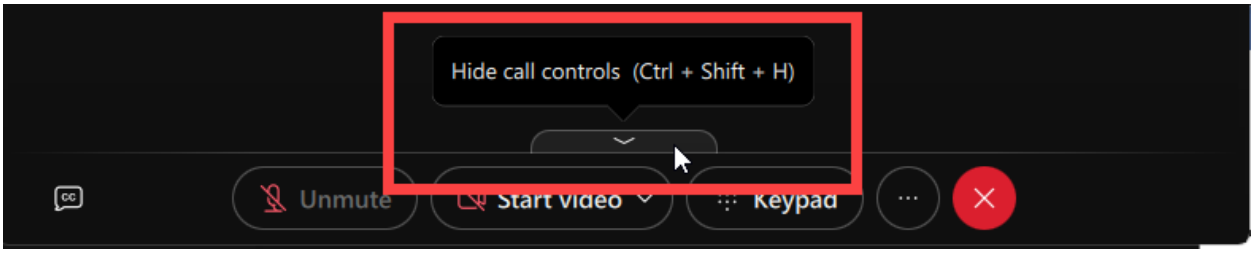
Toggle between these options to select a different Speaker or Microphone.



Hide or Show Call Control Options

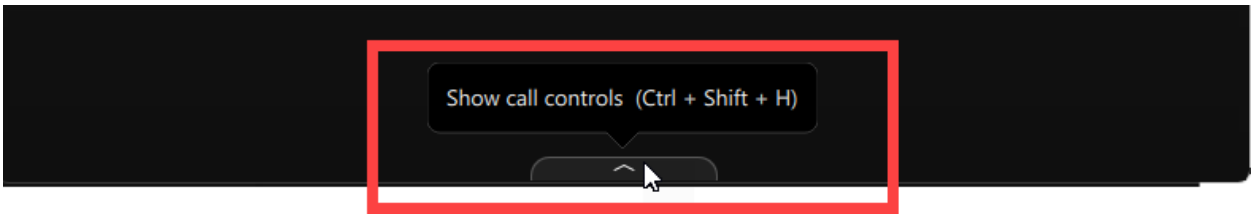
Hide Call Control Options

To Hide the Call Control options, hover above the Call Control bar and select the down arrow (or use the hot key **Ctrl + Shift + H**). This minimizes the options.



Show Call Control Options

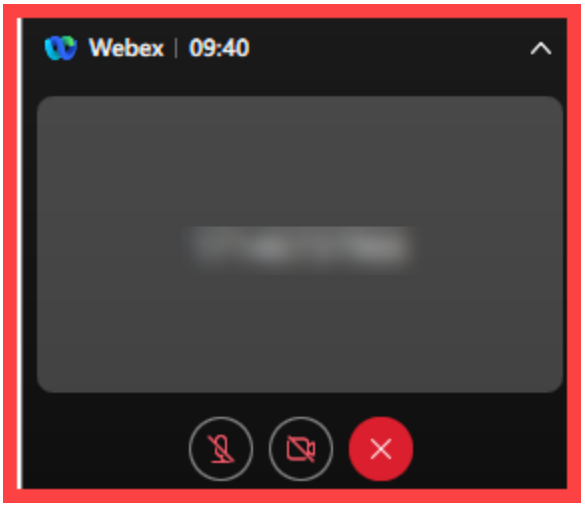
To Show the Call Control options (if they are hidden), hover above the Call Control bar, and select the up arrow (or use the hot key Ctrl + Shift + H). This restores the options into view.



Multitasking Window

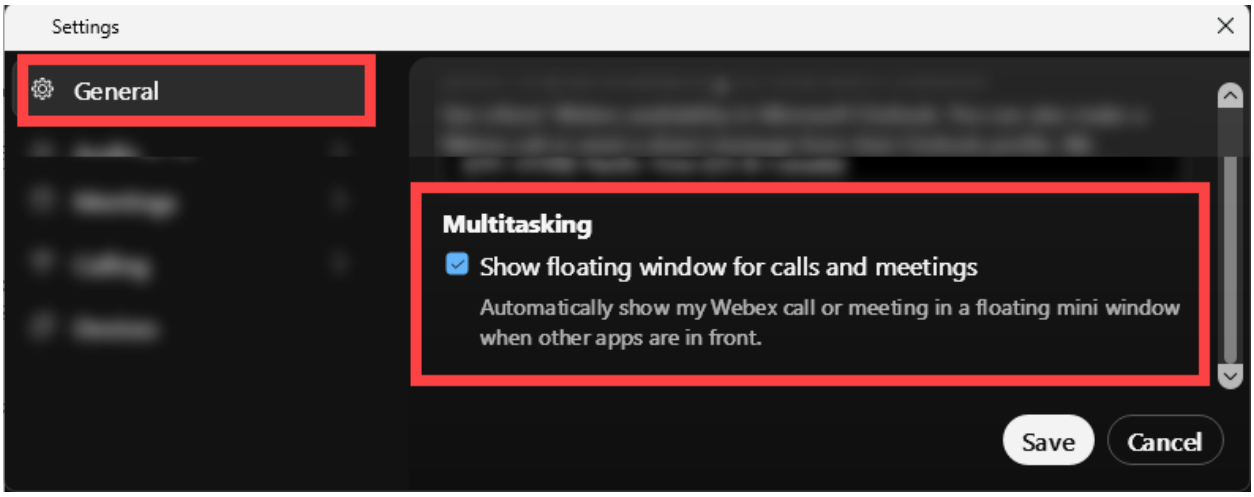
What is the Multitasking Window (Floating Window)?

When another app is in front of your Webex call or meeting, Webex automatically shows the call or meeting in a floating mini window.



Enable or Disable Floating Window

You can change this behavior in your Settings (under **Settings > General > Multitasking**).



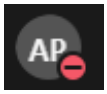
Webex Desktop App - Profile and Status Options

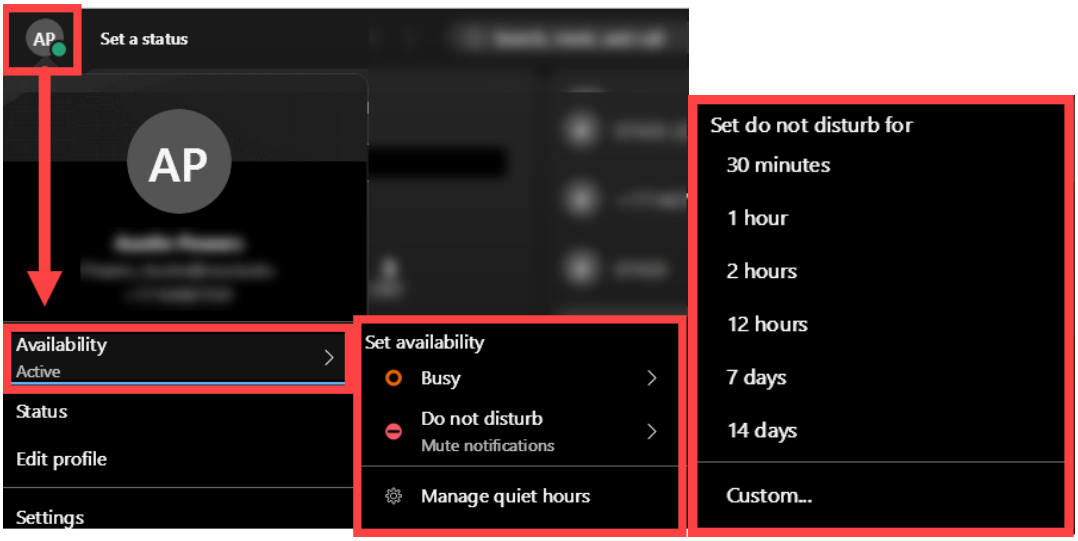
Availability and Do Not Disturb (DND)

Do Not Disturb (DND) prevents calls from ringing your Webex app.

Enable Do Not Disturb (DND)

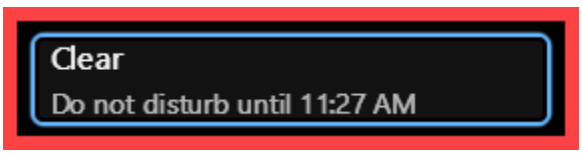
1. Select your initials or profile picture in the top left corner of the Webex app.
2. Select **Availability** to bring up your DND duration options.
3. Select a duration you want to set DND (Busy or Do Not Disturb).
4. Your initials or profile picture will now have a Do Not Disturb sign next to it.





Disable Do Not Disturb (DND)

1. Select your initials or profile picture in the top left corner of the Webex app.
2. Select **Availability** to bring up your DND duration options.
3. Select **Clear.**

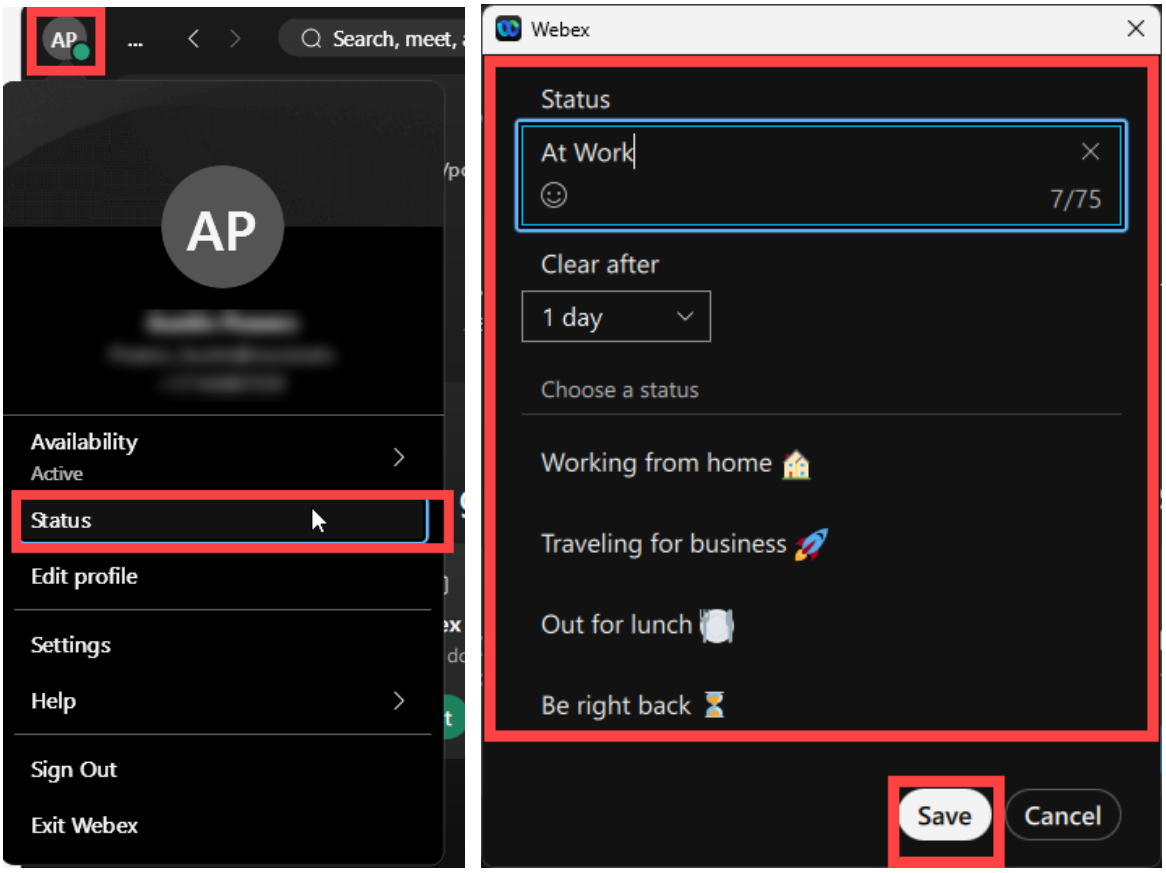


Status

The Status options in Webex allow others with Webex to see your status (e.g., Working from home, Traveling for business, etc).

Change your Webex status

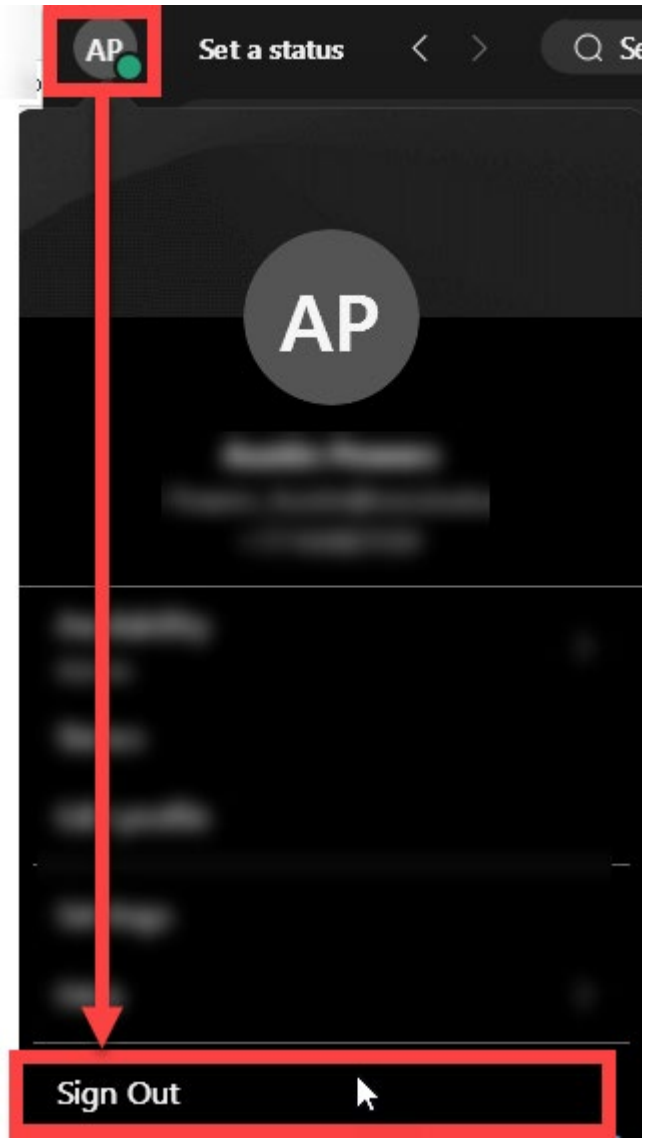
1. Select your initials or profile picture in the top left corner of the Webex app.
2. Select **Status.**
3. Type in a Status manually or select one from the list.
4. From the **Clear after** drop-down menu, select a time to clear the status.
5. When done, select **Save**.
6. Check your current Status by selecting the initials or profile picture in the top left corner of the Webex app and look under **Status**.



Sign Out of Webex App

To Sign Out of Cisco Webex app:

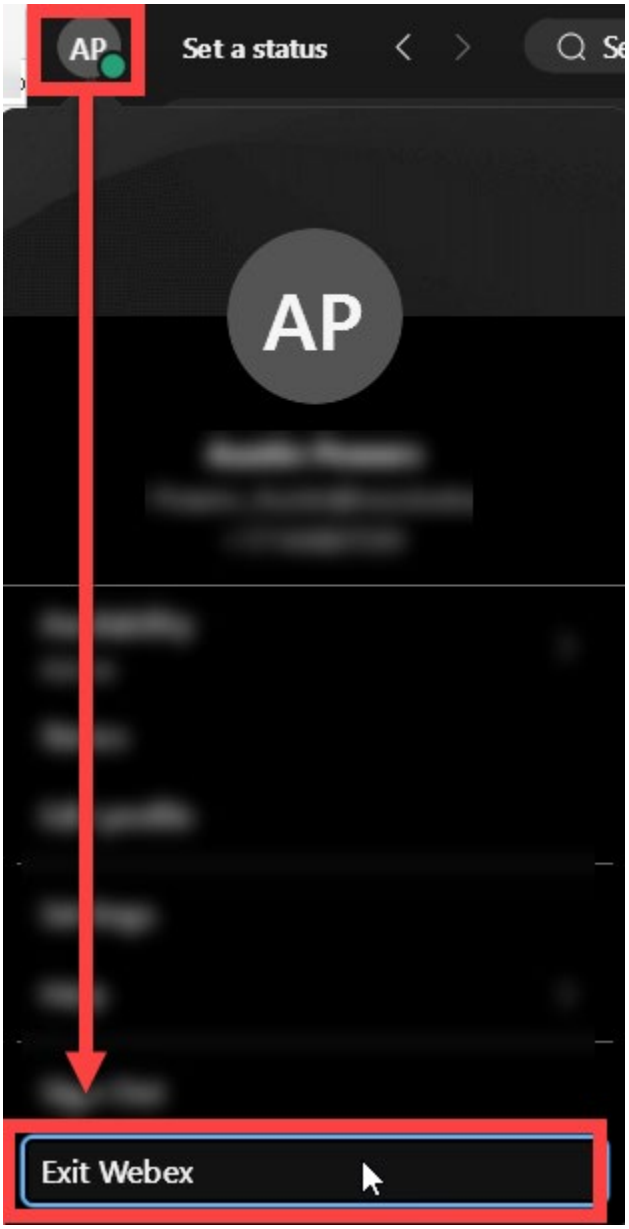
1. On the top left of the Webex app, select the **Account icon.**
2. Then select Sign Out from the menu.



Exit Webex App

To Exit Cisco Webex app:

3. On the top left of the Webex app, select the **Account icon.**
4. Then select **Exit Webex** from the menu.



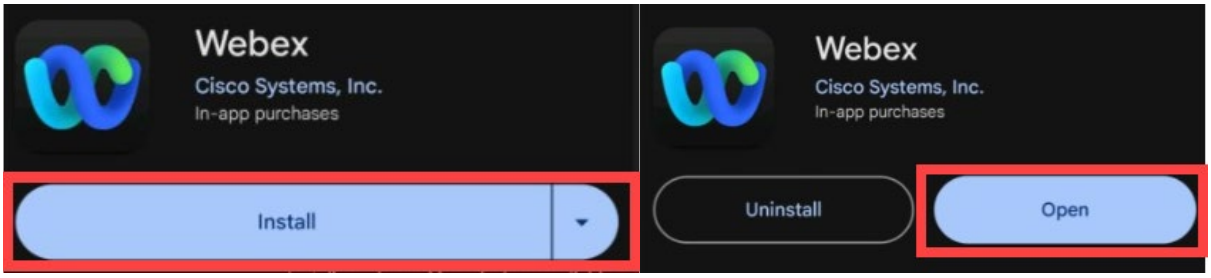
Webex Mobile App - Installation Steps

Install & Open Webex (for mobile app)

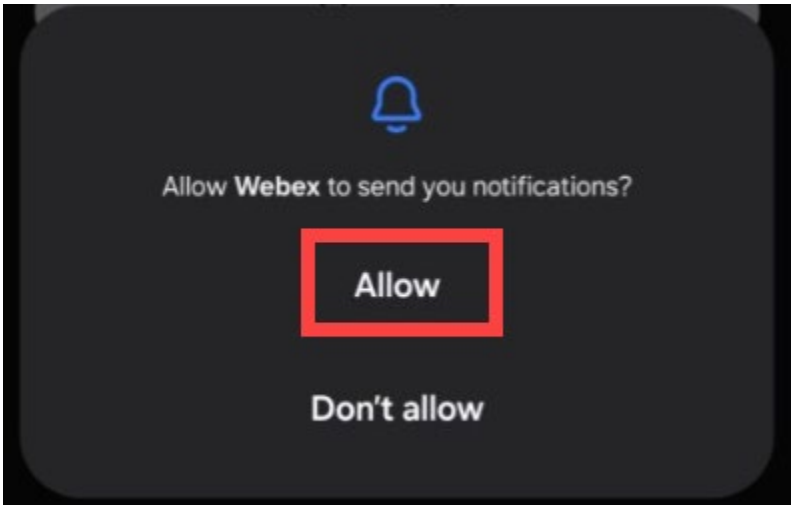
For Android: Install & Open Webex app

For Android devices, navigate to the **Google Play Store**, then search for and Install **Cisco Webex**, then **Open.**

NOTE: Make sure you are installing Webex app only. There are other apps in the Cisco Webex suite, like Webex Meetings and Webex Intune. These are different, and not used for phone calls.



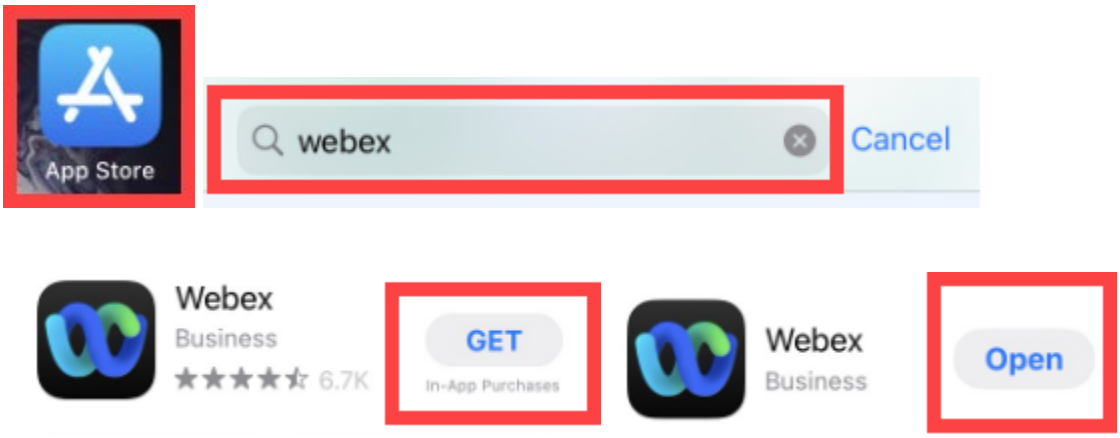
If prompted, select **Accept** to **Allow Webex to send you notifications?** (This will allow you to receive notifications about phone calls made to your Webex app).



Once installed and opened, see how to Sign In to Webex (for mobile device).

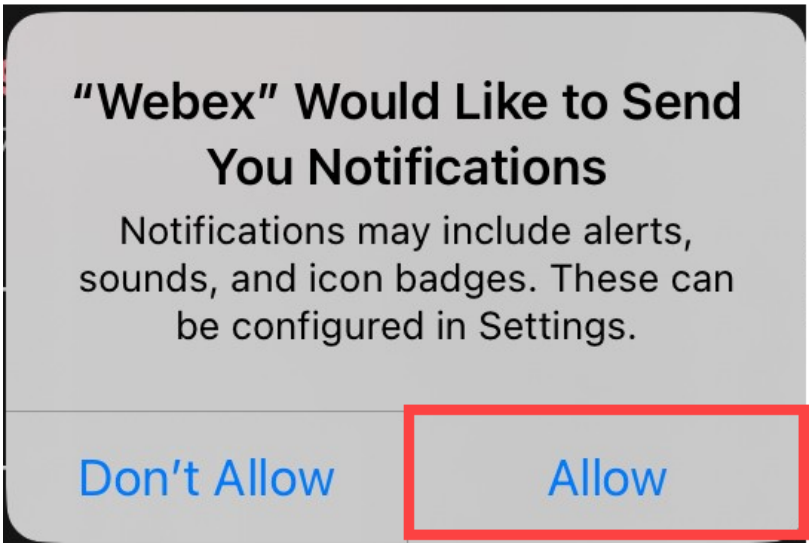
For Apple iOS: Install & Open Webex app

For iOS, navigate to the App Store, search for Webex, select Get, install the app, then Open.



If prompted, select **Accept** to "Webex" Would like to Send you Notifications.

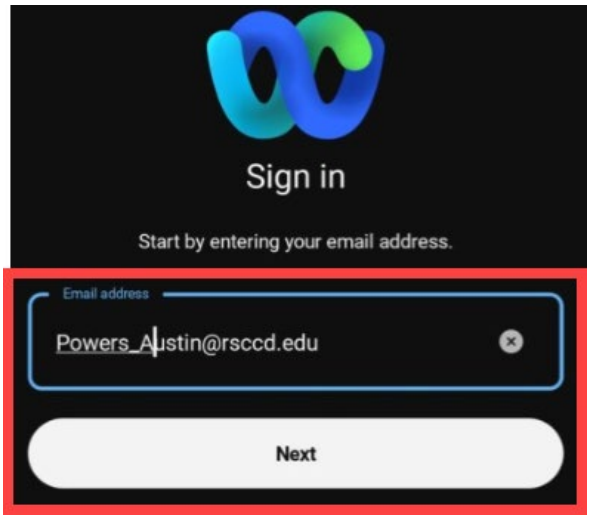
(This will allow you to receive notifications about phone calls made to your Webex app).



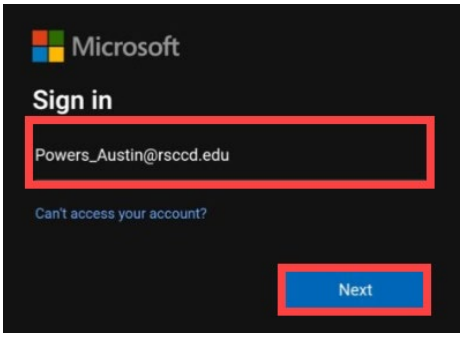
Sign In to Webex (for mobile device)

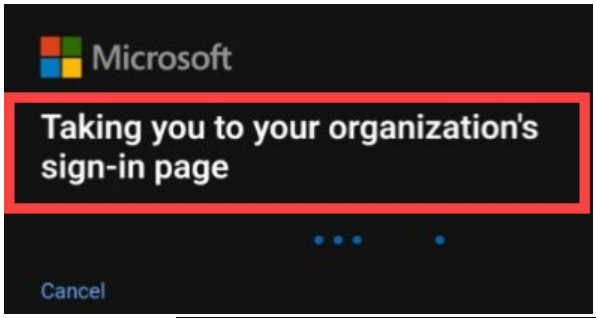
For Android: Sign In to Webex

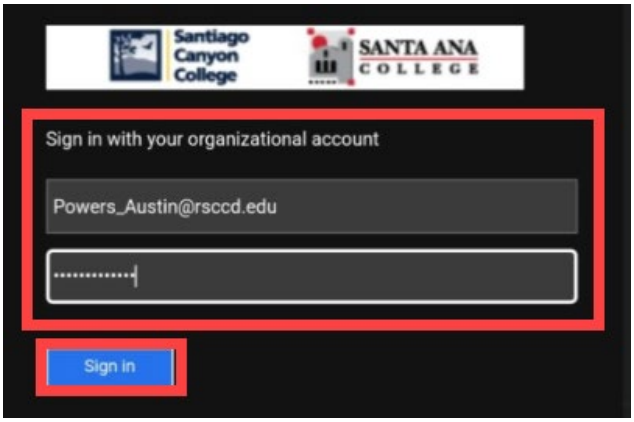
Select Sign In, type in your Single sign-on (SSO) username, and select Next.



You may be redirected to Microsoft to Sign in. If so, enter your SSO credentials and continue to sign in.



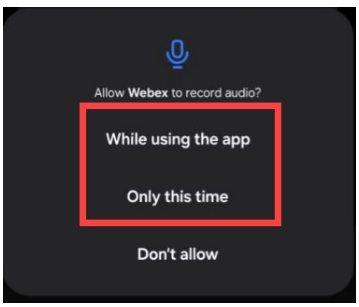


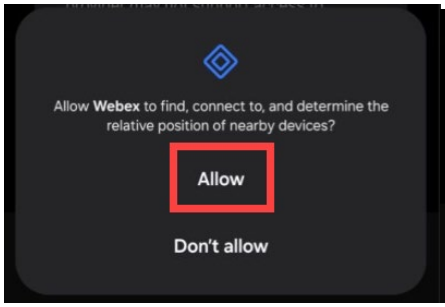


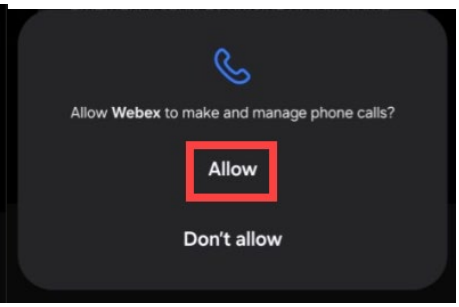
For Android: Accept Additional Permissions

If prompted, accept additional permissions for:

- Allow Webex to record audio?
- Allow Webex to find, connect to, and determine the relative position of nearby devices?
- Allow Webex to make and manage phone calls?



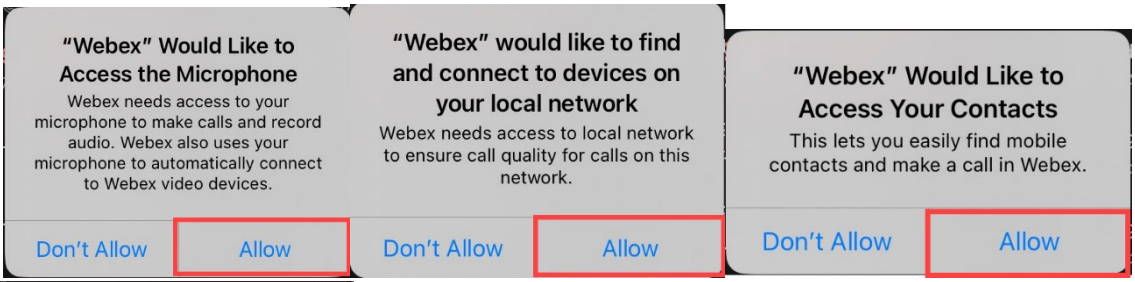


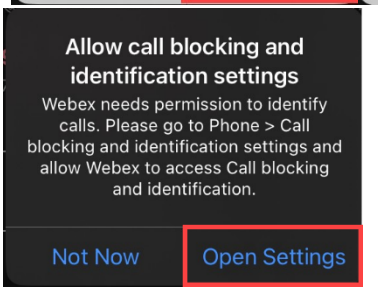


For iOS: Accept Additional Permissions

If prompted, accept additional permissions for:

- “Webex” Would like to Access the Microphone
- “Webex” would like to find and connect to devices on your local network
- "Webex” Would like to Access your Contacts
- Allow call blocking and identification settings
  (Open settings > Toggle on for Webex)



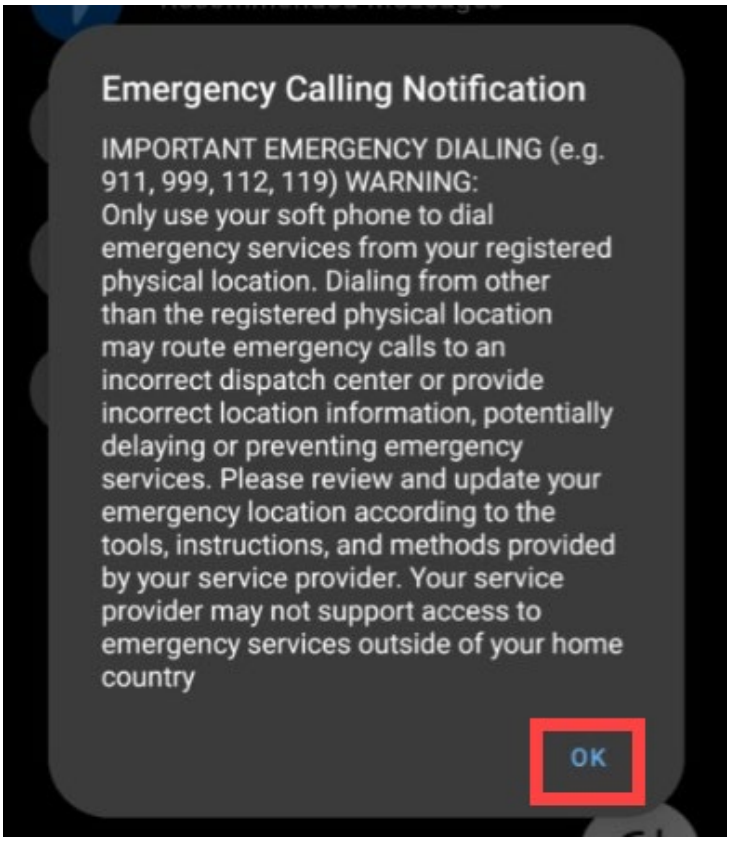


Acknowledge the Emergency Calling Notification

If prompted, select OK for the Emergency Calling Notification.

The text reads:

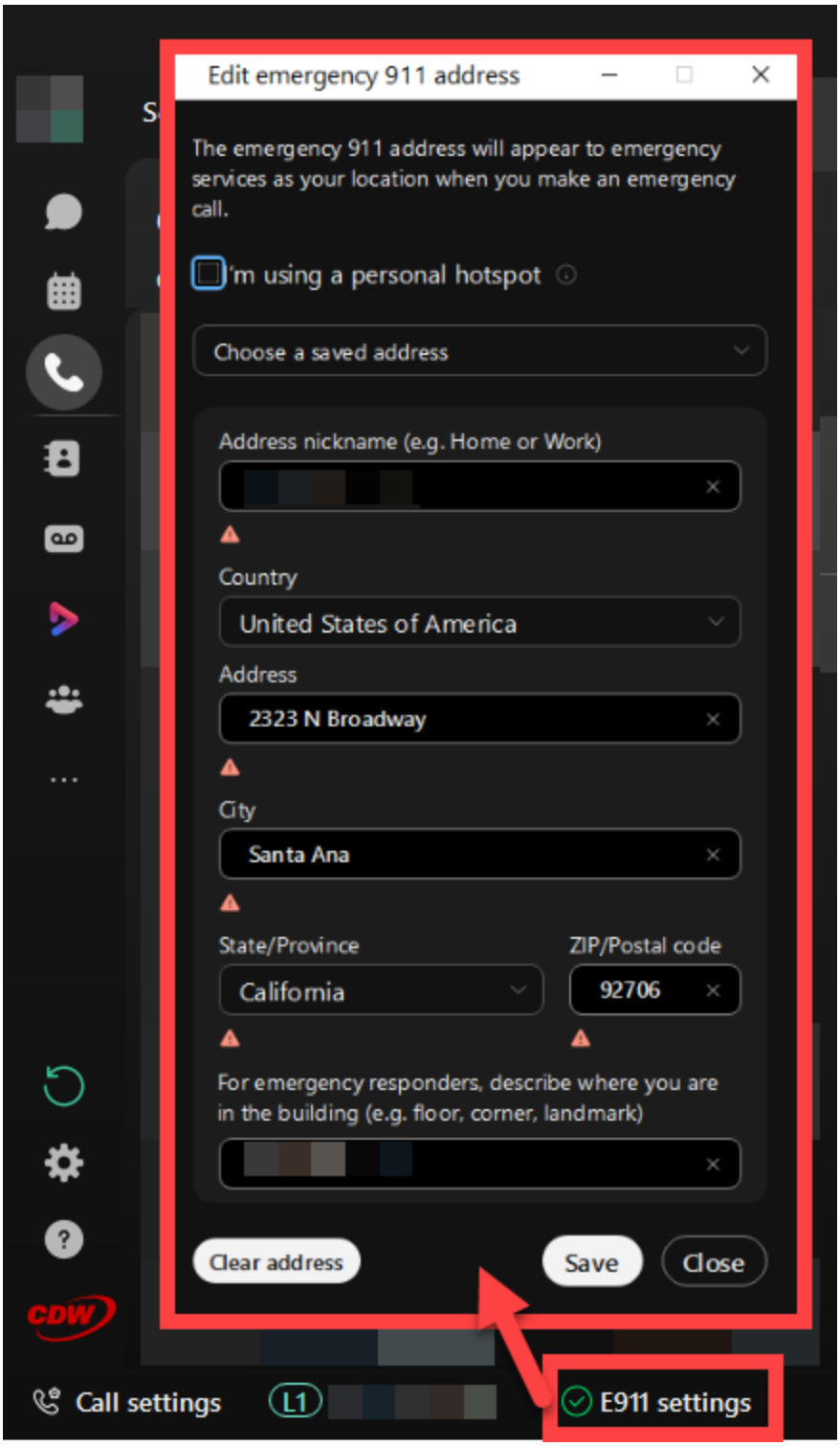
IMPORTANT EMERGENCY DIALING (e.g., 911, 999, 112, 119) WARNING: Only use your soft phone to dial emergency services from your registered physical location. Dialing from other than the registered physical location may route emergency calls to an incorrect dispatch center or provide incorrect location information, potentially delaying or preventing emergency services. Please review and update your emergency location according to the tools, instructions, and methods provided by your service provider. Your service provider may not support access to emergency services outside of your home country.



Configure the Emergency 911 Address (if required)

If you're using the Webex app from a computer on the District network (e.g., your office desktop), your Emergency 911 address is automatically configured to reflect your office location.

If you're using the Webex app from a loaner laptop (e.g., working from home), you'll be prompted to enter an Emergency 911 address.


Edit emergency 911 address
The emergency 911 address will appear to emergency services as your location when you make an emergency call.
I'm using a personal hotspot
Choose a saved address
Address nickname (e.g. Home or Work)
Country
United States of America
Address
2323 N Broadway
City
Santa Ana
State/Province
California
ZIP/Postal code
92706
For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)
Clear address
Save
Close
Call settings
L1
E911 settings

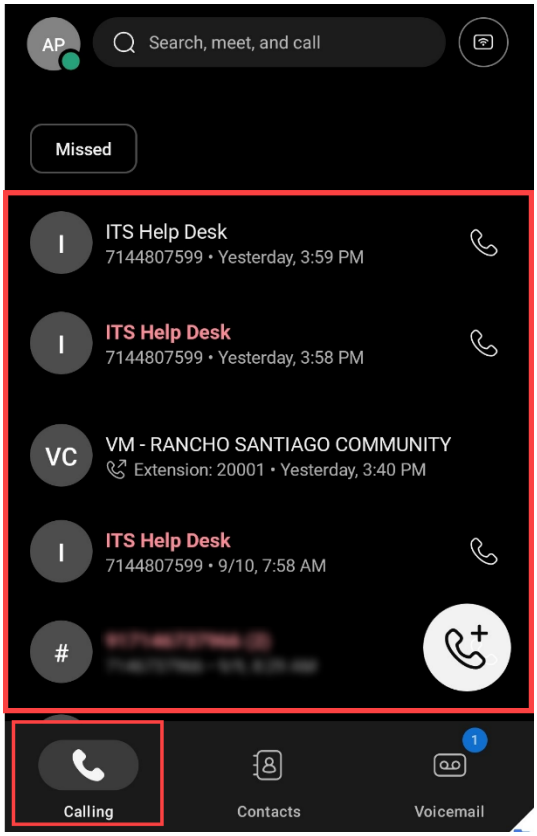
Webex Mobile App – Features and Functions

Call History (for mobile app)

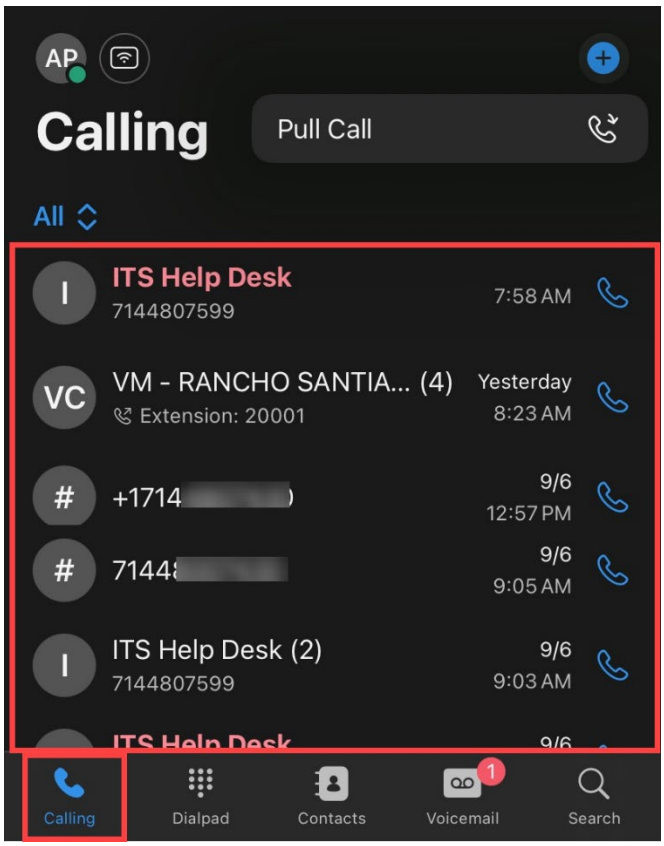
Select the Calling menu to view the call log for your phone extension.

This menu shows the history of all your calls, including incoming, outgoing, and missed calls.

For Android



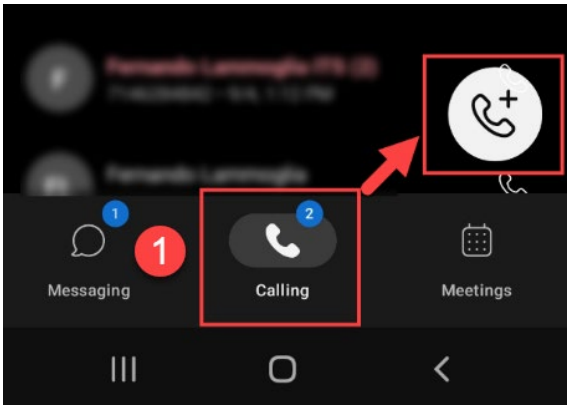
For iOS

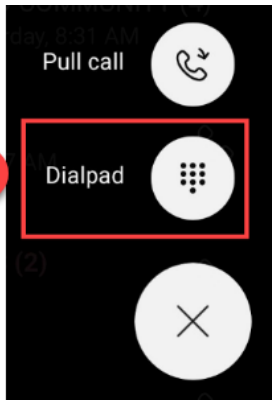


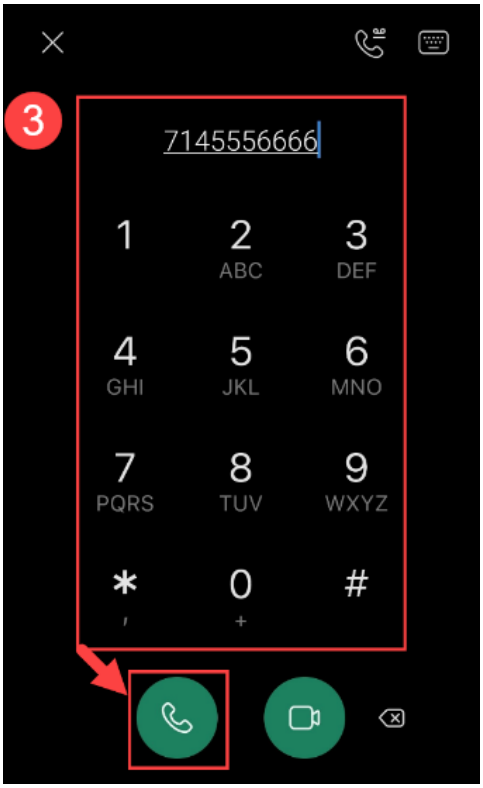
Send a Phone Call (for mobile app)

For Android: Send a Phone Call

1. Select the Calling menu > Phone + button
2. Select the Dialpad
3. Dial the number, then tap the Audio button to send the call

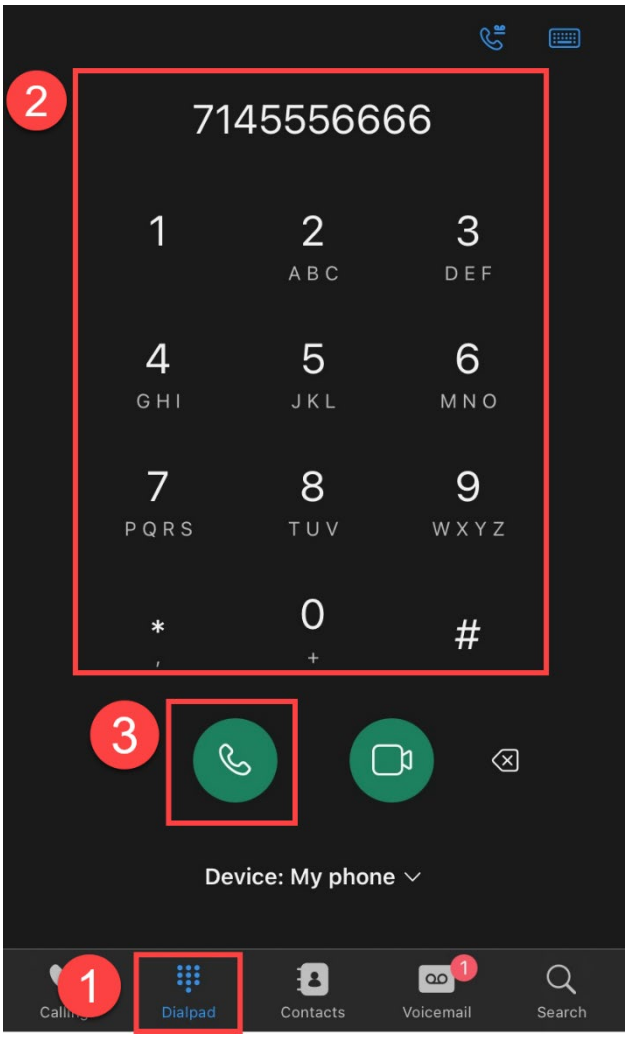


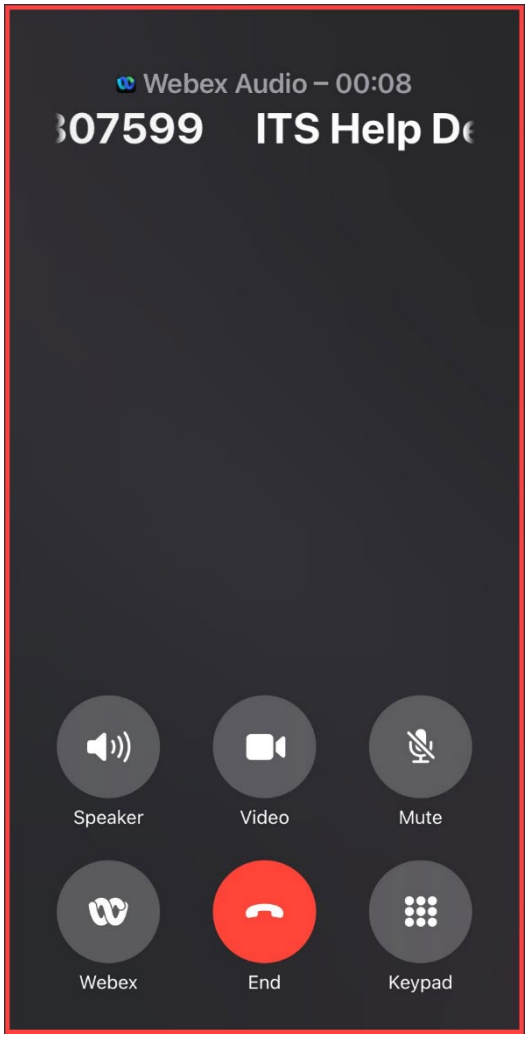




For iOS: Send a Phone Call

1. Select the Dialpad menu
2. Dial the number
3. Select the Audio button to send the call



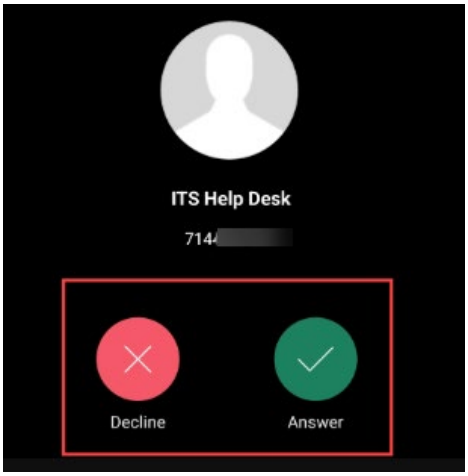


Receive or Decline a Phone Call (for mobile app)

For Android: Receive or Decline a Phone Call

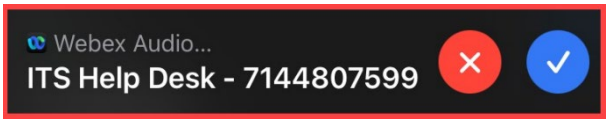
When receiving an Incoming call, Webex will display a **popup window.**

Select **Answer** to Answer the call, or **decline** to decline the phone call.

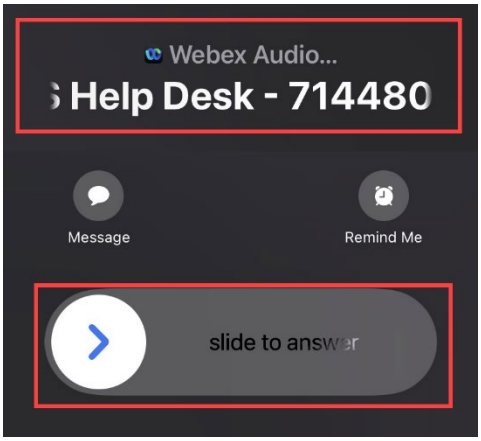


For iOS: Receive or Decline a Phone Call

Select the Checkbox to answer the call, or the Red X to decline.



When answering the phone call, you may be prompted to “slide to answer” instead. If so, use the slider to answer to call (tap > hold > slide to the right).



Toggle Between Phone Lines (for mobile app)

NOTE: As of September 2024, toggling between multiple phone lines is only supported on the Webex desktop app, and is not currently available for the Cisco Webex mobile app.

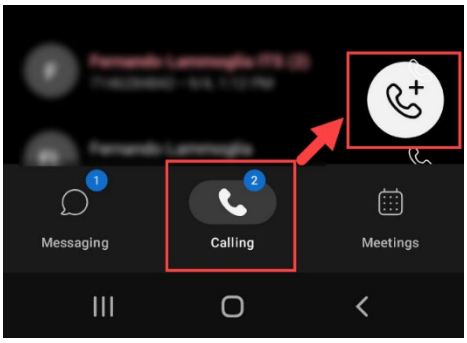
NOTE: If you need access to another phone line, please contact the ITS Helpdesk.

Pull a Phone Call from another device (for mobile app)

For Android: Pull a Phone Call (from another device)

To pull a currently connected phone call from another device onto this device, select the Calling menu, then tap the Pull call button.

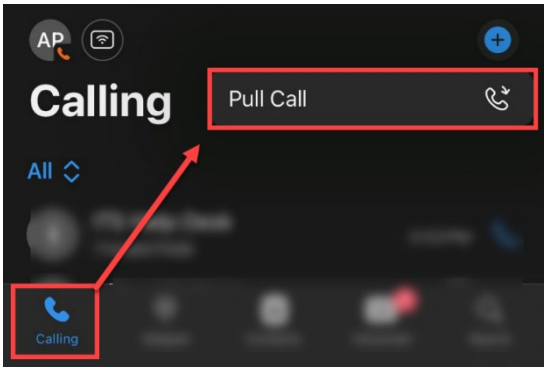
This will transfer the currently connected call onto this device.



For iOS: Pull a Phone Call (from another device)

To pull a currently connected phone call from another device onto this device, select the Calling menu, then tap the Pull call button.

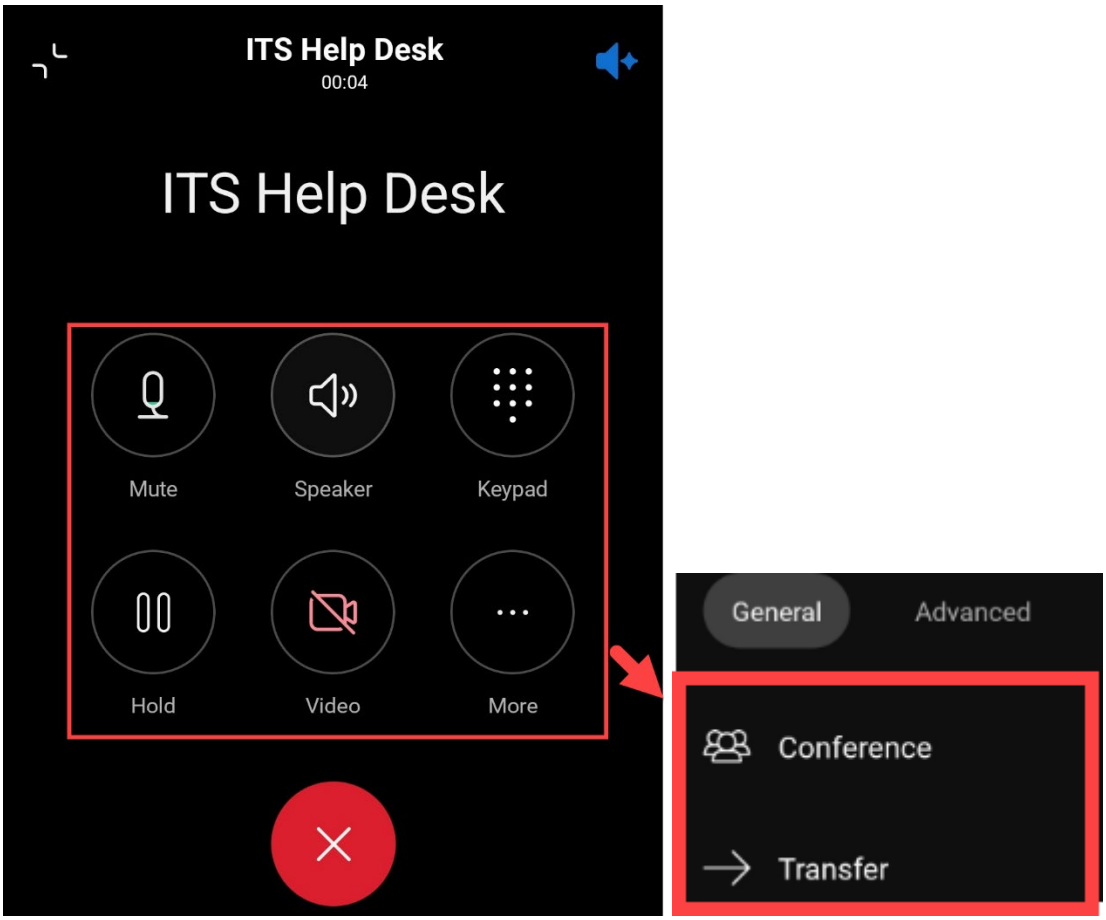
This will transfer the currently connected call onto this device.



Phone Call Options (for mobile device)

When on an active phone call, you can use the following options:

- **Mute/Unmute**
- **Speaker Phone**
- **Keypad**
- **Hold**
- More Options (three dots icon ...)
  - **Conference**
  - **Transfer**

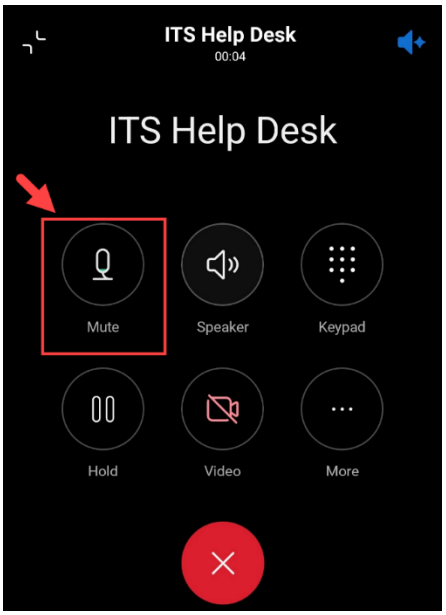


Additionally, you can toggle the **Multitasking Window** **(to minimize the call window and work on other apps while staying connected to a call).**

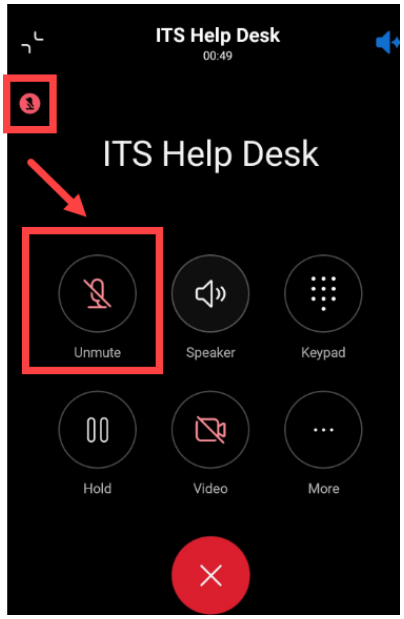
Mute / Unmute (for mobile device)

On a connected call, tap the **Mute** button to toggle Mute on or off.

Mute



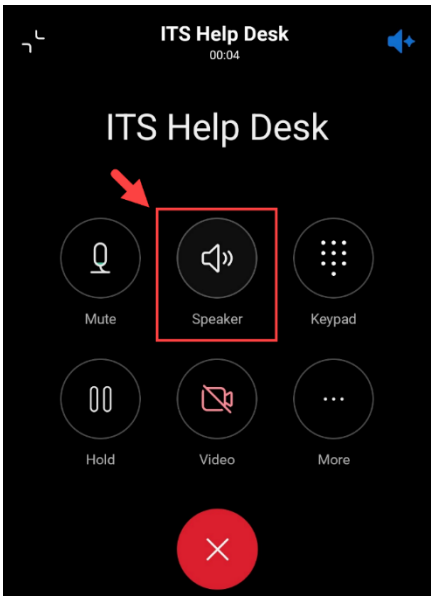
Unmute



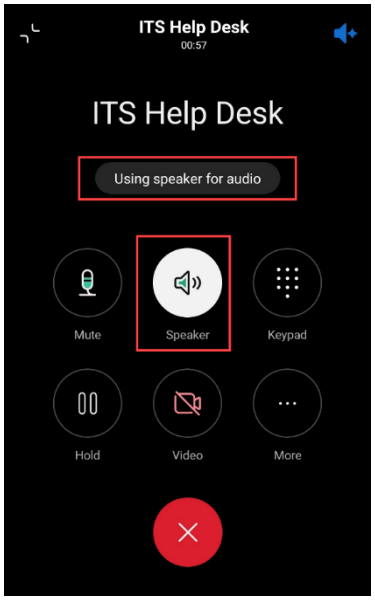
Speaker Phone (for mobile device)

On a connected call, tap the **Speaker** button to toggle speaker phone on or off.

Speaker Off



Speaker On

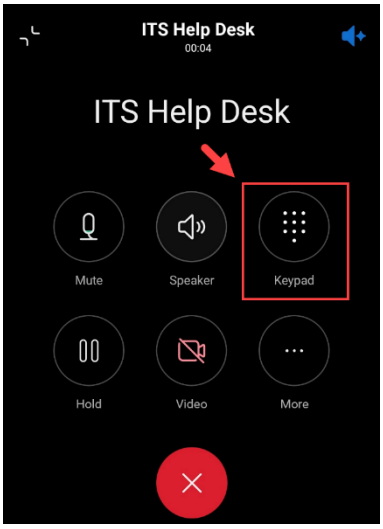


Keypad (for mobile device)

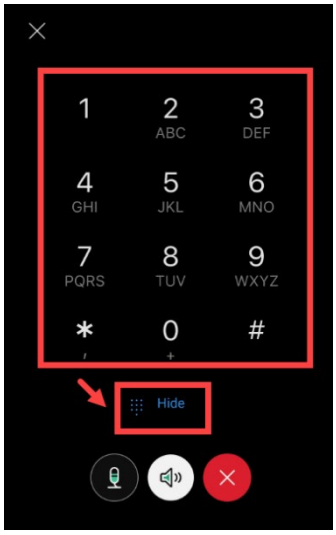
On a connected call, tap the **Keypad** button to bring up the keypad.

Select **Hide** to hide the keypad and return to the Call Options screen.

Show Keypad



Keypad screen / Hide Keypad



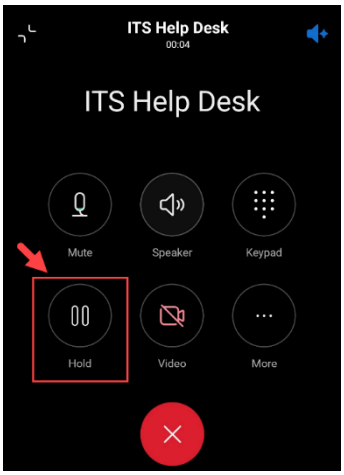
Hold / Resume (for mobile device)

On a connected call, tap the **Hold button** to place a caller on hold.

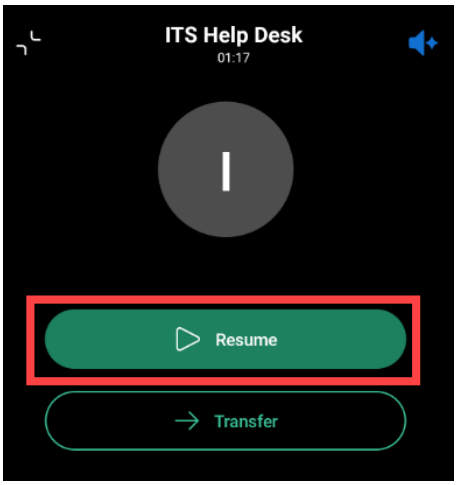
From the hold screen, select the **Resume button** to resume the call.

You may also start a call Transfer from the hold screen.

Hold



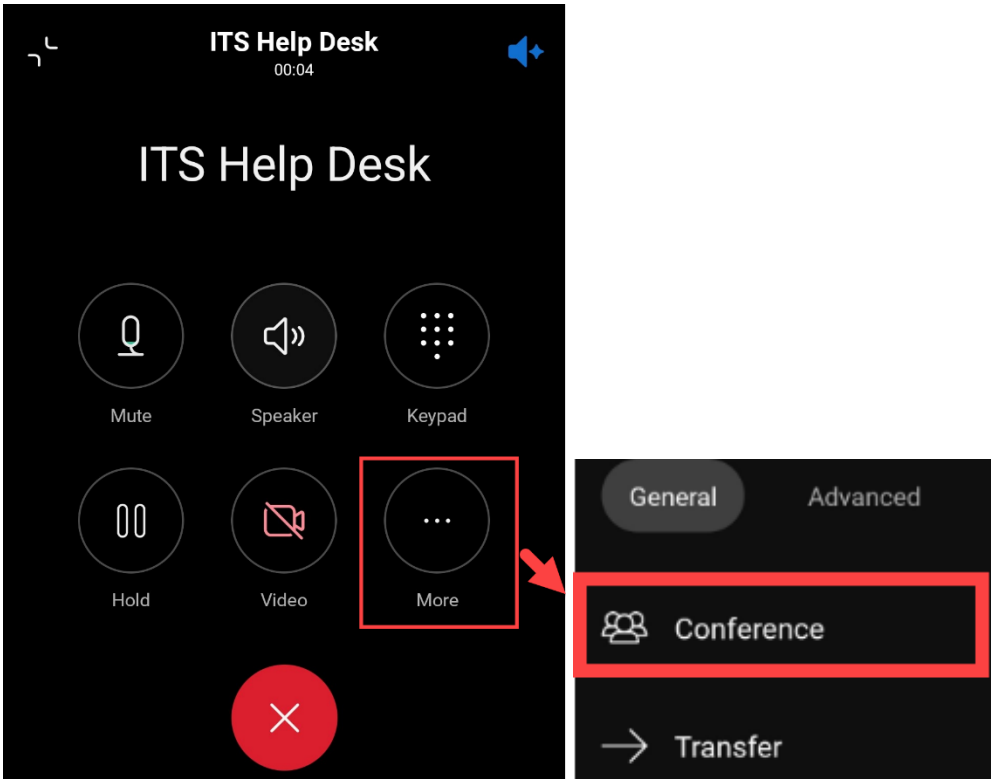
Resume



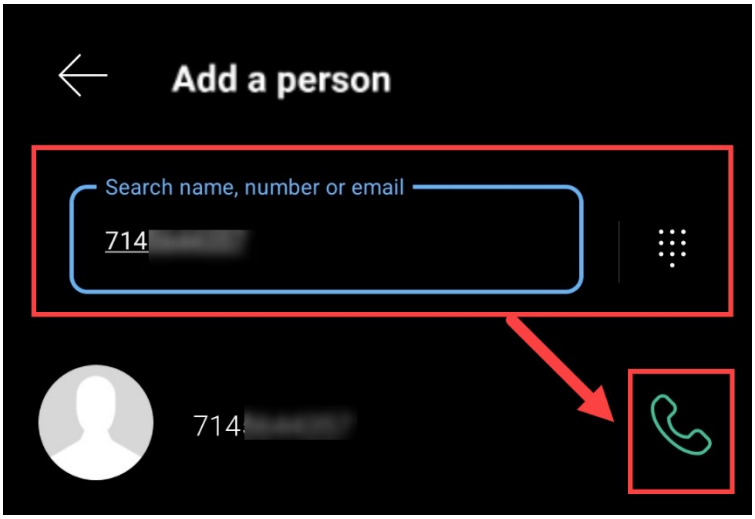
Conference (for mobile device)

To start and merge a conference call:

From a connected call, press the More button (three dots icon) > Conference.

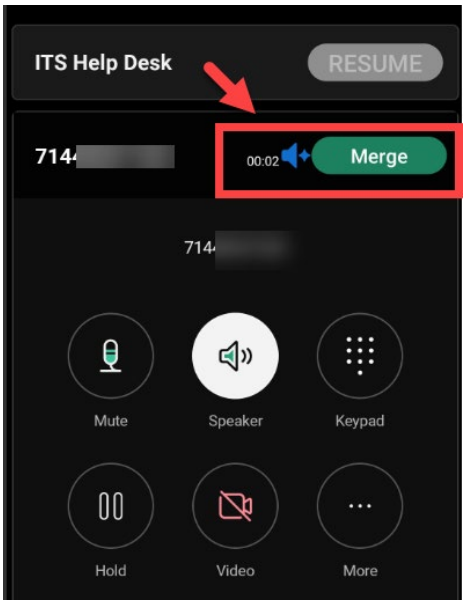


On the Add a person screen, use the search bar or keypad to dial the person you want to conference in, and select the Audio button to dial.



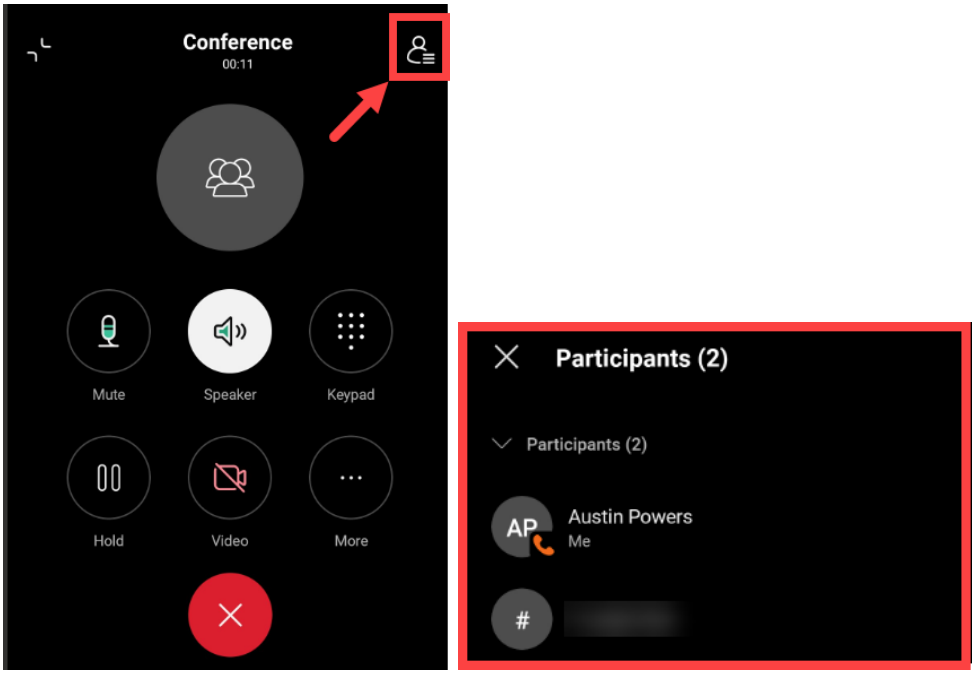
The initial caller will be placed on Hold while a new call window appears.

From the new call window, select **Merge** to merge into a conference call. Repeat these steps from the Conference screen to add more people to the call.



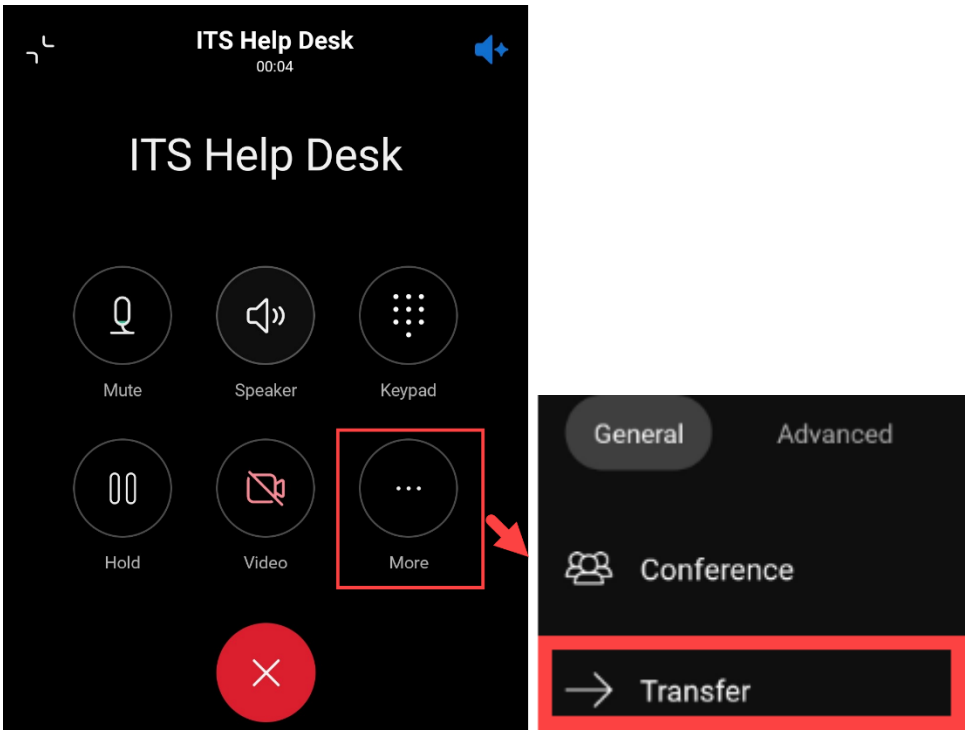
View Conference Participants

From the Conference screen, select the Participants icon on the top right to view the list of all participants in the conference.

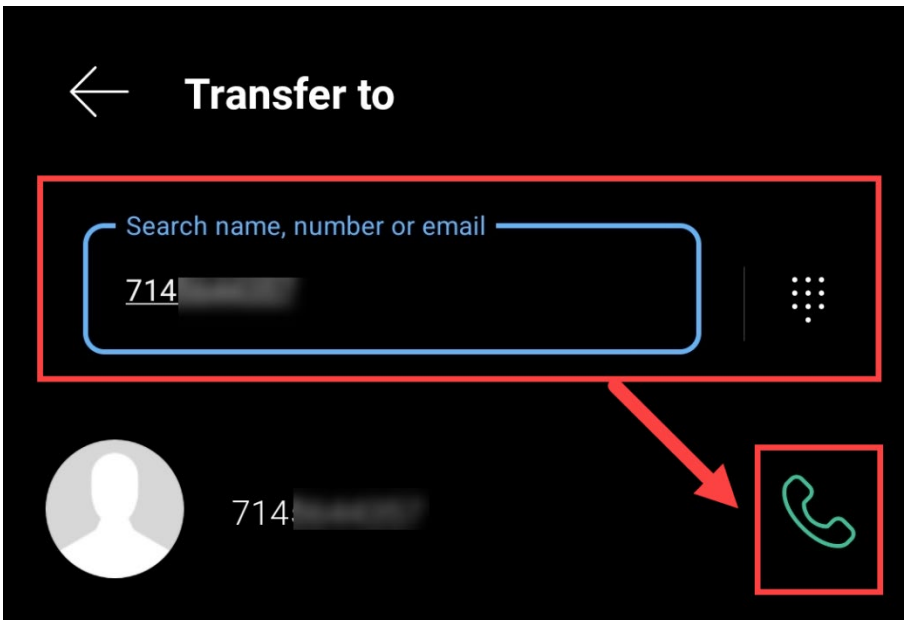


Transfer (for mobile device)

From a connected call, press the More button (three dots icon) > Transfer.



On the Transfer to screen, use the search bar or keypad to dial the person you want to transfer to, and select the Audio button to dial.



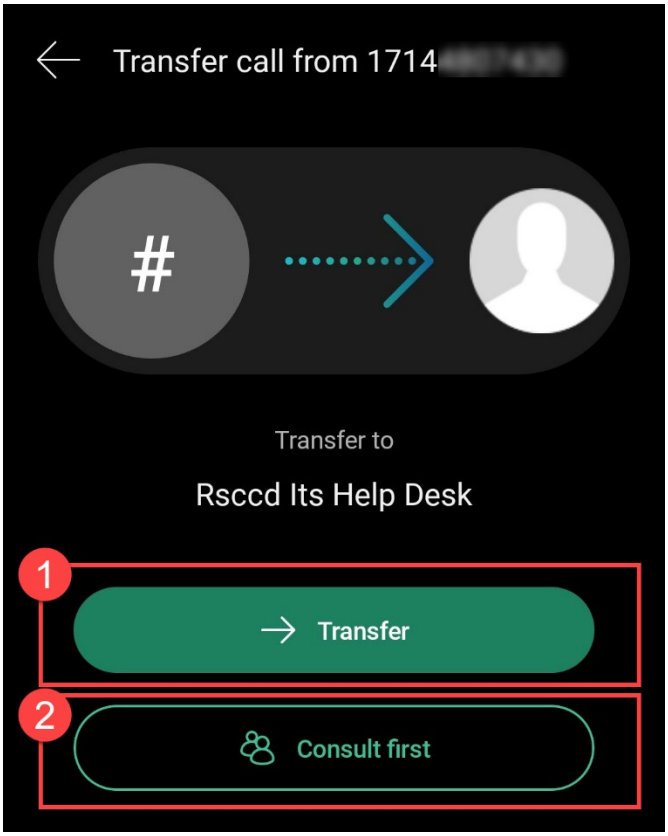
At the Transfer Call from screen:

1. **Select -> Transfer**
    a. This transfers the call immediately (for a **cold transfer**)

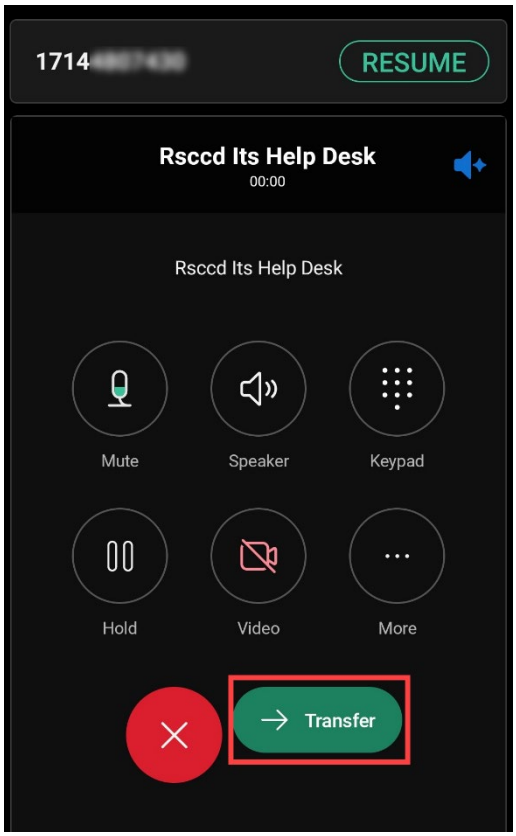
OR

2. **Select Consult first**
    - This places the initial caller on hold and opens a new call window to speak to the next person for a warm transfer.
    - When you are ready to transfer to the next caller, select Transfer.

Transfer Call from screen



Consult First screen



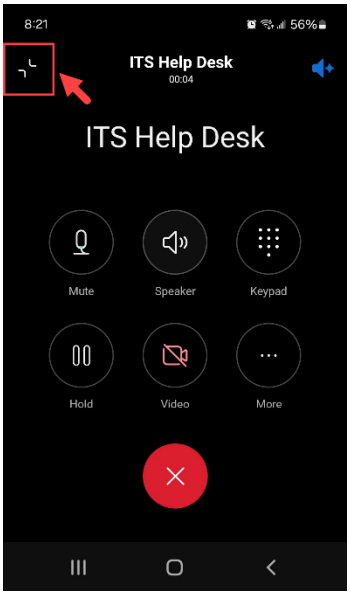
Multitasking Window (for mobile device)

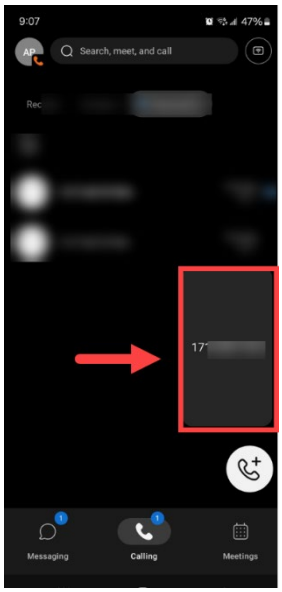
What is the Multitasking Window (Floating Window)?

When another app is in front of your Webex call or meeting, Webex automatically shows the call or meeting in a floating mini window.

To activate the Floating Window in Webex mobile app:

While on a connected call, select the minimize icon from the Call Options menu.





To return to a full screen view:

Tap the floating window, then select the maximize icon.

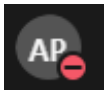
Webex Mobile App - Profile and Status Options

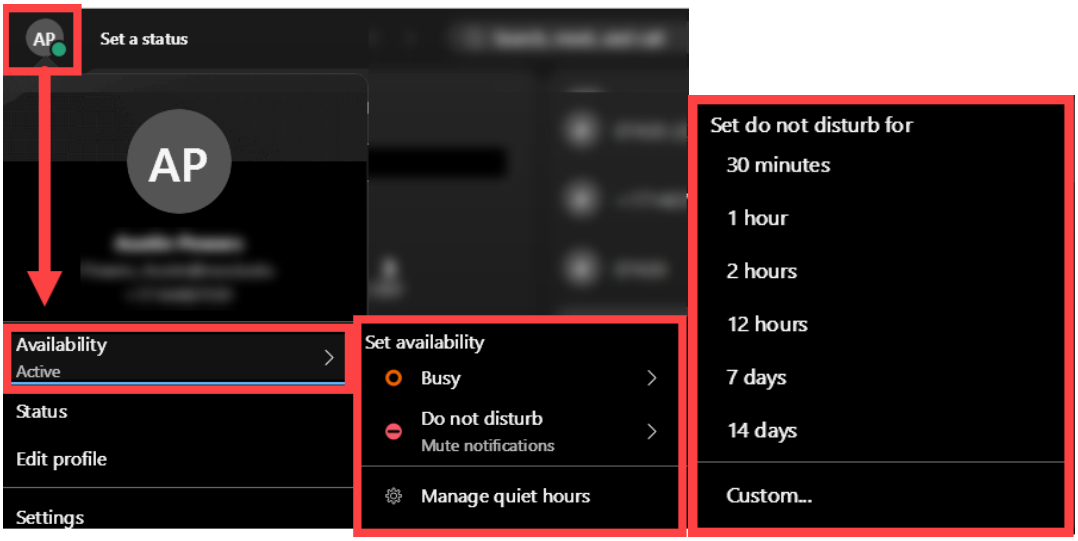
Availability and Do Not Disturb (DND) [for mobile app]

Do Not Disturb (DND) prevents calls from ringing your Webex app.

Enable Do Not Disturb (DND) for mobile app

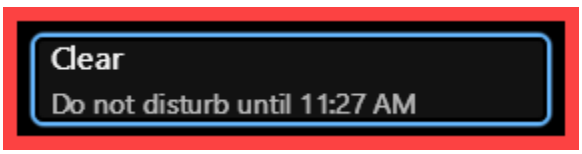
1. Select your initials or profile picture in the top left corner of the Webex app.
2. Select **Availability** to bring up your DND duration options.
3. Select a duration you want to set DND (Busy or Do Not Disturb).
4. Your initials or profile picture will now have a Do Not Disturb sign next to it.





Disable Do Not Disturb (DND) for mobile app

4. Select your initials or profile picture in the top left corner of the Webex app.
5. Select **Availability** to bring up your DND duration options.
6. Select **Clear.**

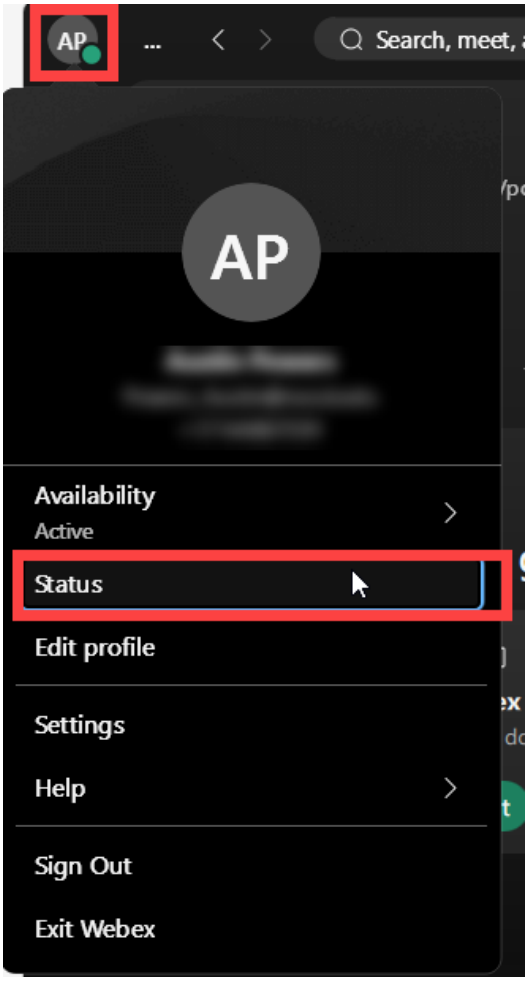


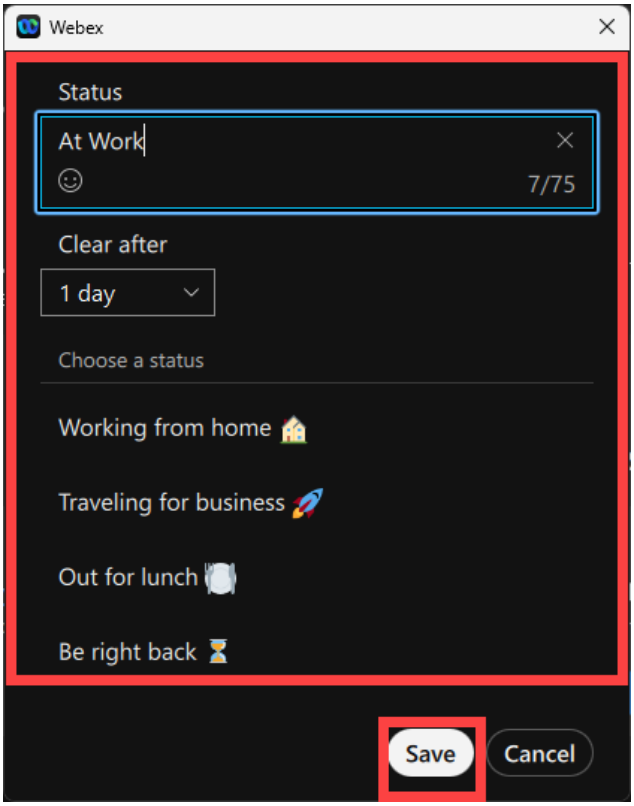
Status (for mobile app)

The Status options in Webex allow others with Webex to see your status (e.g., Working from home, Traveling for business, etc).

Change your Webex status (for mobile app)

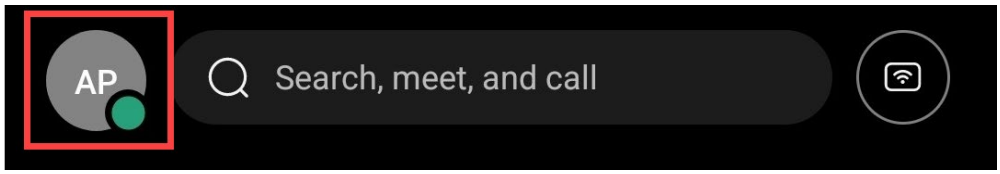
1. Select your initials or profile picture in the top left corner of the Webex app.
2. Select **Status.**
3. Type in a Status manually or select one from the list.
4. From the **Clear after** drop-down menu, select a time to clear the status.
5. When done, select **Save**.
6. Check your current Status by selecting the initials or profile picture in the top left corner of the Webex app and look under **Status**.



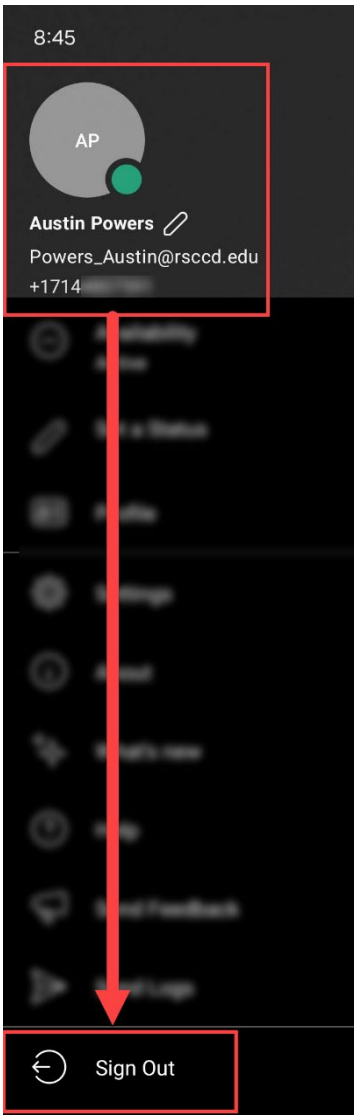


Sign Out of Cisco Webex (for mobile app)

Select the Account icon (on the top left).



Scroll to the bottom of the account menu, then select Sign Out.



This will return you to the Sign In screen.

Troubleshooting problems

Troubleshooting sign-in problems

- Use the **Password Reset page** if you have forgotten your password or need to retrieve your username.
- Use the **Change Password page** to create a new password.
- Read the **Single Sign-On FAQs (Frequently Asked Questions) page** for other sign in issues.

Contact the ITS Help Desk

- Website: **https://rsccd.edu/helpdesk**
- Phone: **714-564-4357 Extension 0**
- Email: **helpdesk@rsccd.edu**

(Select this link to return to the beginning of the document)