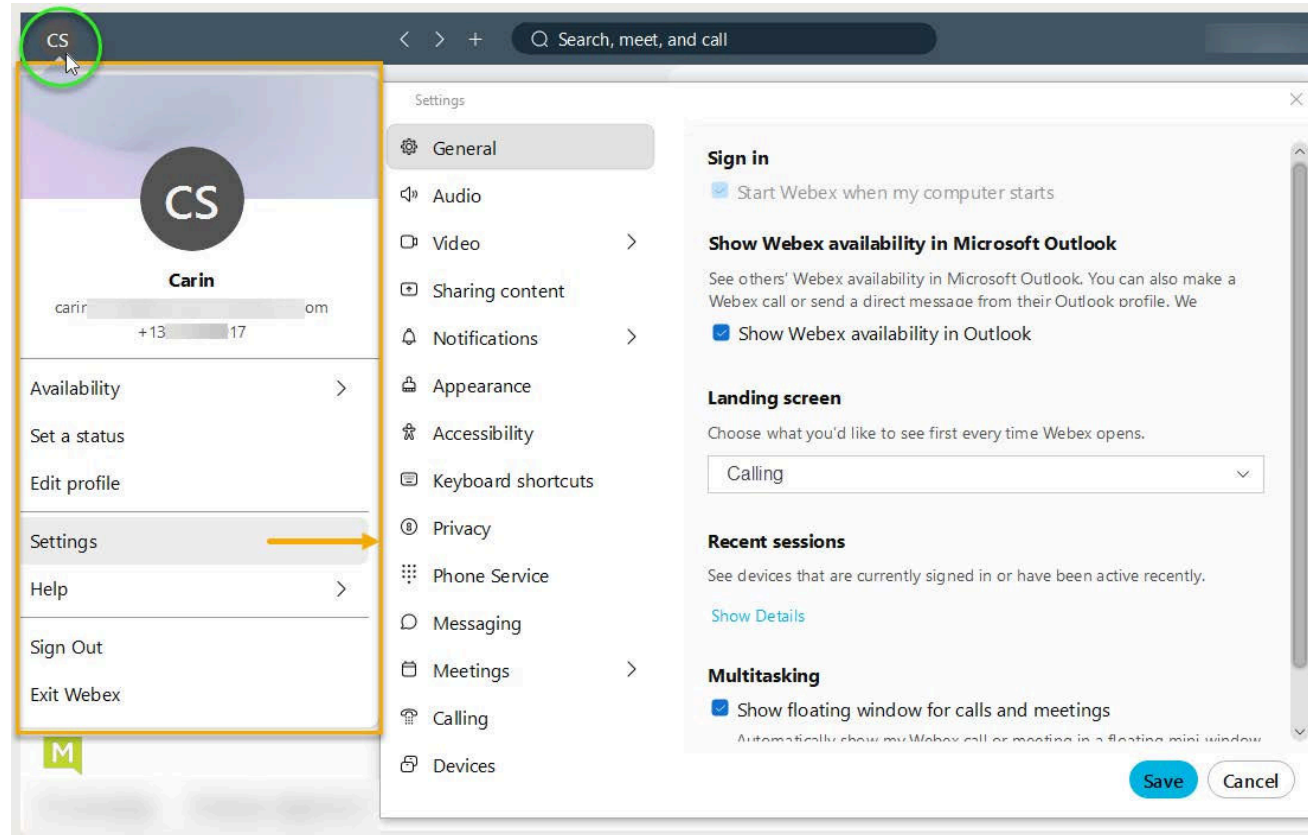


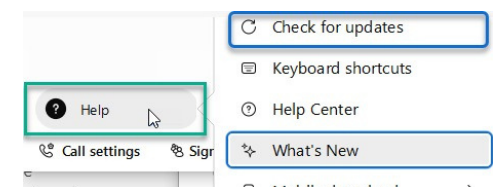
## Profile, Preferences, Settings

The **Profile** section in the Webex App offers quick access to manage the user's profile information and avatar display, set the availability display and/or Webex Status notification, check out the Help files, sign out of Webex, or just exit the Webex app, and easy access the Settings dialog where users can manage their Webex display and feature preferences along with the telephony/calling and device or collaboration tool settings.



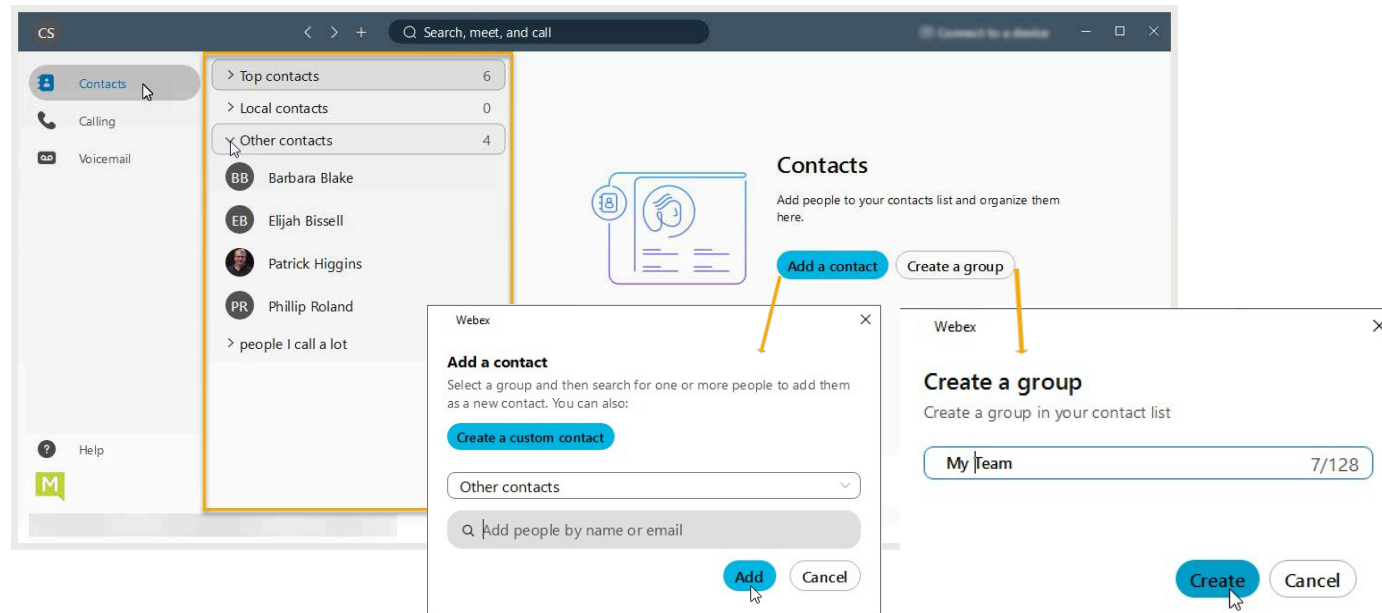
**Please Note:** The Settings areas displayed in your Webex Softphone App are determined by the license provided to you and the feature options that were selected by your organization. The areas and features that you may access in your App may differ from the examples shown here based on that setup. Also, Webex provides updates and changes to their applications via continuous integrations. These updates may occur without prior notice and often include modifications to the user interface, settings, and the tool set.

**Tip:** Use the **Check for Updates** and **What's New** tools under Help in the left menu panel to remain up to date.



## **Contacts**

The **Contacts** section in Webex provides tools specifically for managing and organizing your contacts in useful groups for quick access.



### Add a Contact

Click on **Add a contact**

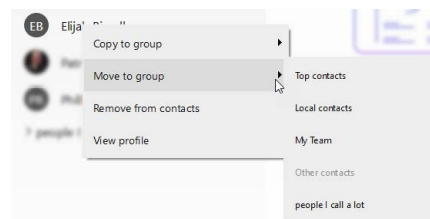
Click **Create a Custom Contact**, fill in contact information, and then click **Save**

or

Select a Group from the drop-down, search for someone in Webex using the search field, and then click **Add** to include that contact in the selected group

### Manage Contacts

Right-click on the name of a Contact in one of the groups in your list to view additional tasks and actions you can perform on that Contact:



### Create a Contact List Group

Click on **Create a group**

Name your new group then click **Create**.

The new group displays in the list. Add contacts to it, as needed.

### Manage Contact List Groups

Right-click on the name of a group in your list to Rename or Remove the group

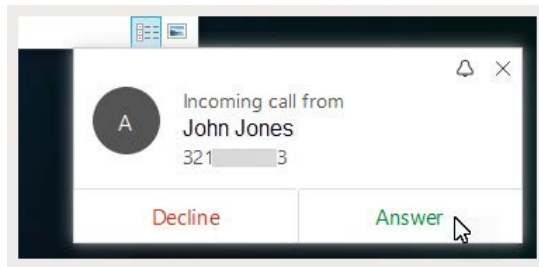


## Calling

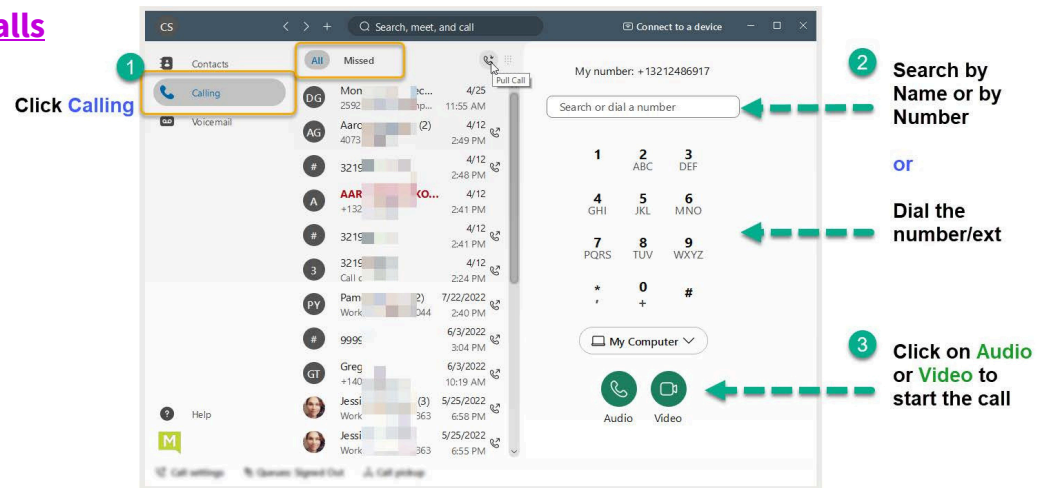
Like most collaboration applications, calls to internal contacts can be made from multiple areas in the Webex App while working, but the Calling section in Webex has everything you need for all types of calls. Review your call history, make, take, and transfer calls, start conference calls, sign into/out of queues, and more - using the audio or video calling features available to you in Webex.

### Incoming Calls

Click on the appropriate option in the pop-up dialog to **Decline** or **Answer** an incoming call



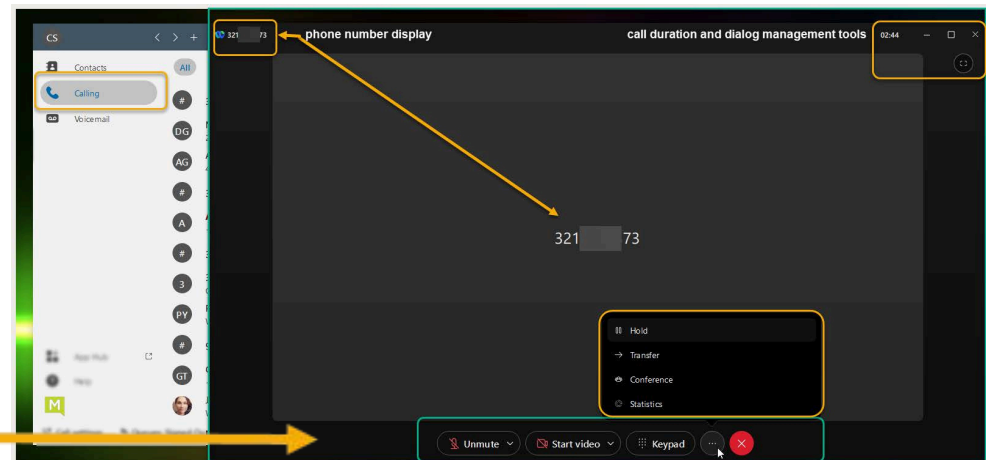
### Outgoing Calls



### During a Call

Easy-to-use call control tools are provided onscreen:

- Mute/Unmute**  
(+audio settings in drop-down)
- Start/Stop Video**  
(+video settings in drop-down)
- Keypad** opens the keypad dialog
- More Options...**  
Hold/Resume  
Transfer(Warm/Cold)  
Conference  
Other Optional Call Controls...
- End Call**

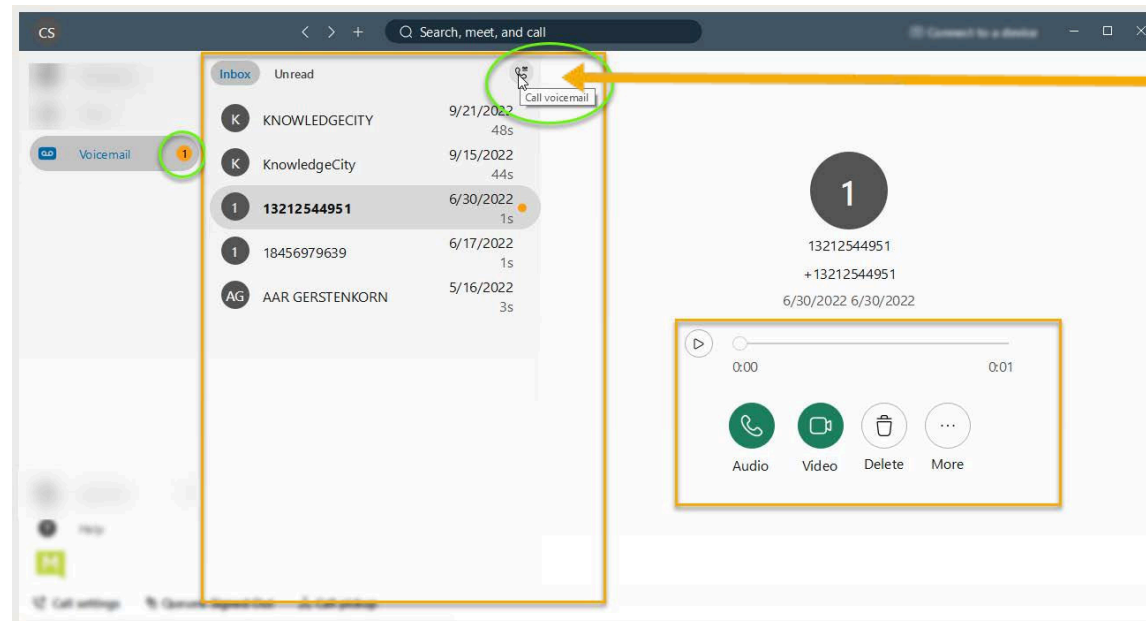
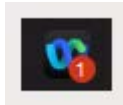


## Voicemail

The **Voicemail** section in the Webex App offers a quick and easy way to access, review, and manage your voice messages if Voicemail is enabled for your account.

### Voicemail Notification

The App displays a count for "unread" voicemails on the Voicemail section menu option and the app icon on the desktop



### Call Voicemail Portal

Click on this icon at the top of the Voicemail list to dial directly into your Voice Portal to manage greetings and voicemails

### Review Your Voicemails

Click on the **Voicemail** section menu option

Choose **Inbox** or **Unread** at the top of the list to filter the list view

Click on a Voicemail to view it on screen in the section on the right.

Tools provided for voicemail management include:

#### **Play / Pause**

**Audio** (Callback)

**Video** (Callback)

**Delete**

**More... > Mark as Unread**