Resources

Download the App

You can get Webex App for your computer, or mobile device. Install it on multiple devices and switch between them hassle-free because the app automatically knows which device you're using. Your content stays in sync because everything is stored in the cloud.

Go to https://www.webex.com/webexfromserviceproviders-downloads.html to get Windows, Mac, iPhone, iPad, and Android. For the latest Webex App version information and to learn about new features, check out Webex | What's New.

For Webex App for Windows, you can choose a 32-bit or 64-bit installation, check your system type to see which installation you must use:

- On Windows 7, **Start menu** > **All Programs** open **Accessories**, then open **System tools** and select **System Information**.

On Windows 8 or Windows 10, in the window search area enter *system information*.

For Webex App for Mac, you can also choose a Mac OS Intel or Mac OS Apple M1 chip, installation for Webex, check your system type to see which installation to use:

- Open the **Apple Menu**, then select **About This Mac**. In the **Overview** tab look for Processor or Chip and check if it's Intel or Apple.

To verify that you can use the app on your device or web browser, check Webex | System Requirements and Support Policy.

Get Started with Webex App

Once you have downloaded the App you should Agree to General T&Cs
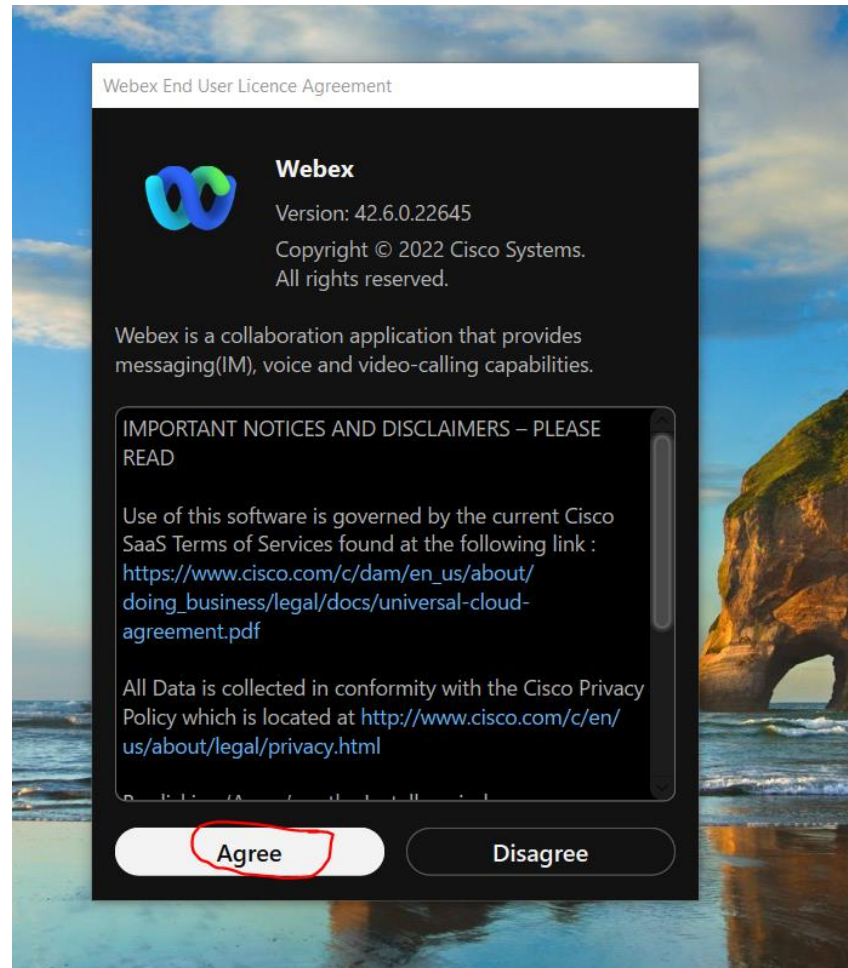
Click on sign in

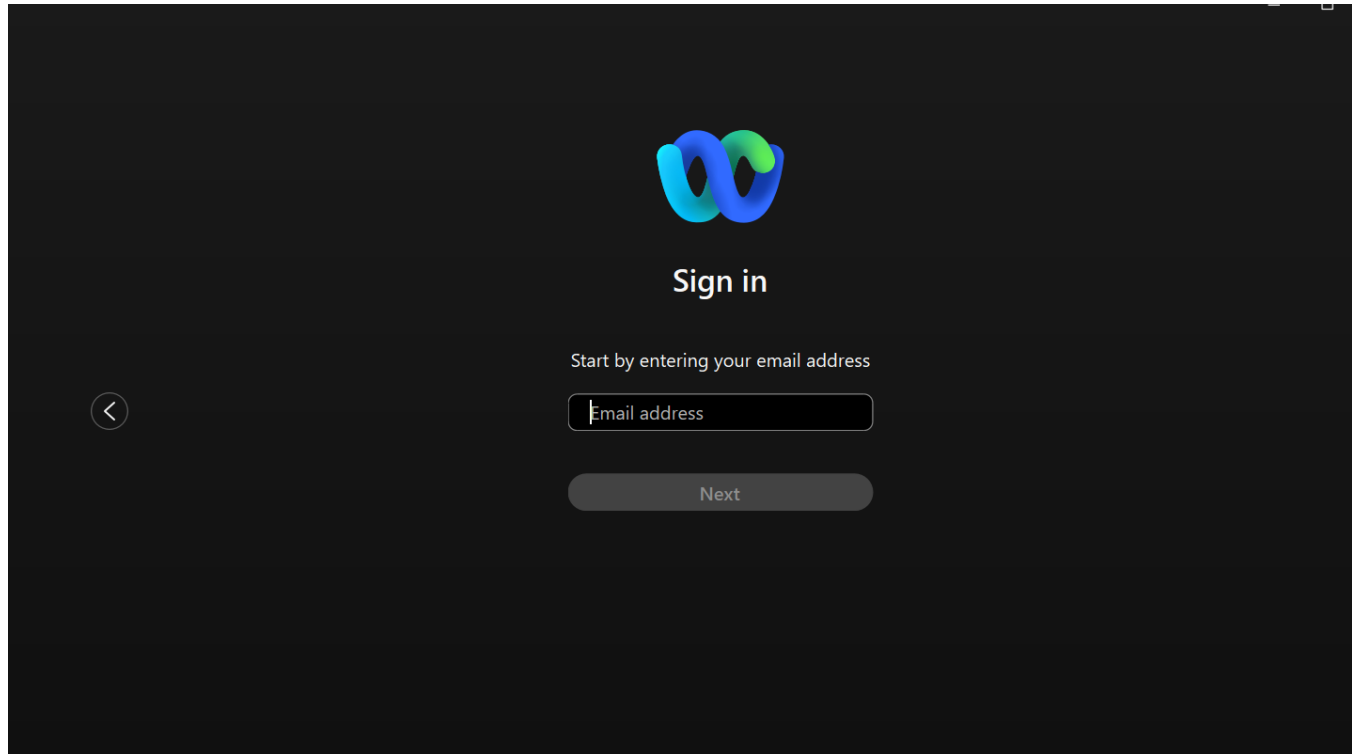Every User should fill the email you have provided us on activation process and click next

Sign in

Start by entering your email address

Email address

Next

Checks will be made and if email is registered then the below page will appear. Re-enter the email and the password provided and click submit

Username

Password

Submit

Signing in...

webex by CISCO

Welcome to Webex!

General

Start working together

When you start a conversation with someone, it [creates a space](#) between you and the people you invite to the conversation. You can invite anyone (including people outside your organization) to join in on a conversation. All you need is their email address.
All your work takes place within [spaces and teams](#). Spaces give you a place to collaborate on a specific topic or project. In a space, you can [send messages](#), [schedule meetings](#), and [call other people](#).
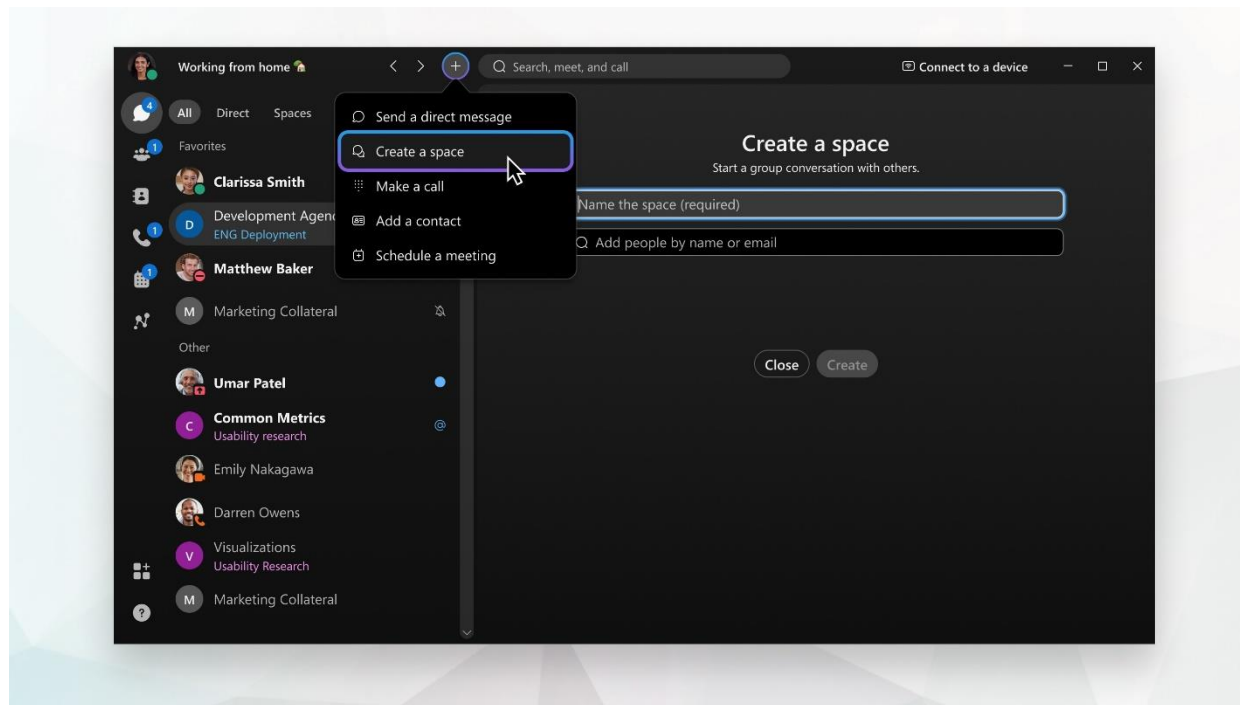
If your original intention changes and your project outgrows its original purpose, you can [create a team](#) and then [move a space into a team](#). Teams help you keep everything organized by putting multiple spaces under a common theme. Teams are great for a consistent group of people who are going to be working on *something* for a long time. That *something* can involve many activities or can be subprojects happening at the same time.
And you find that you're in too many spaces and some of them don't require your input or you don't need to keep up with that particular conversation, you can [leave any space](#) at any time.

Elevate important information

Right away, you're notified about all messages coming your way. Work smarter by keeping track of what's important to you. You can play around with your notifications until you figure out what works best for you. For example, you can set it up so that you're only notified when you're @mentioned in any space or when any message gets posted in your most important spaces. And if you're not interested in a particular space, you can leave it or hide it so that you're no longer notified about messages posted to that space and it doesn't show up in your Spaces list.
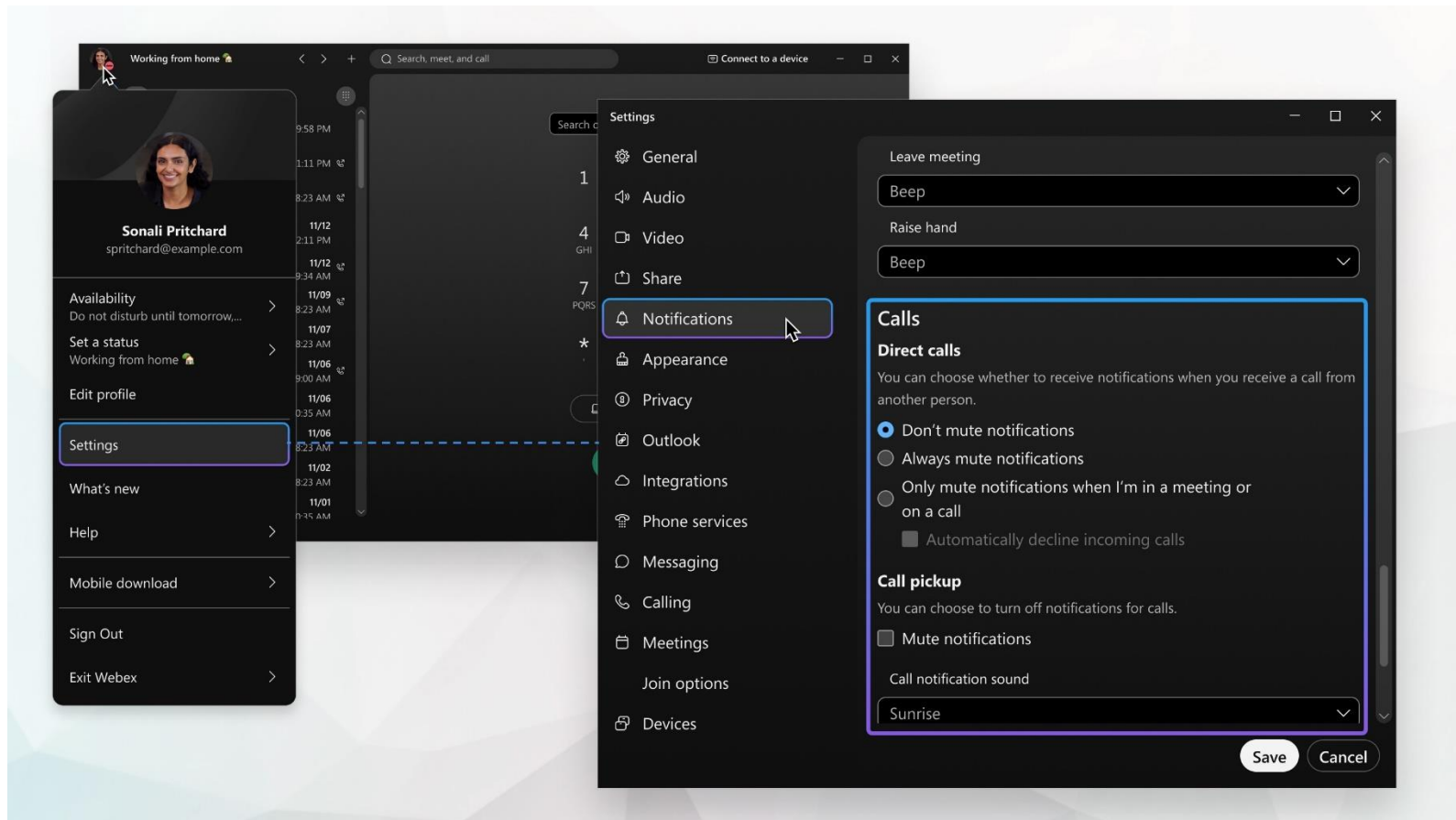
You can also [see other people's availability](#) so that you can find the right time to connect with them. For example, if you see a green circle around someone's profile picture, it means they've been using the app within the last 10 minutes so chances are, you'll get a response if you reach out.
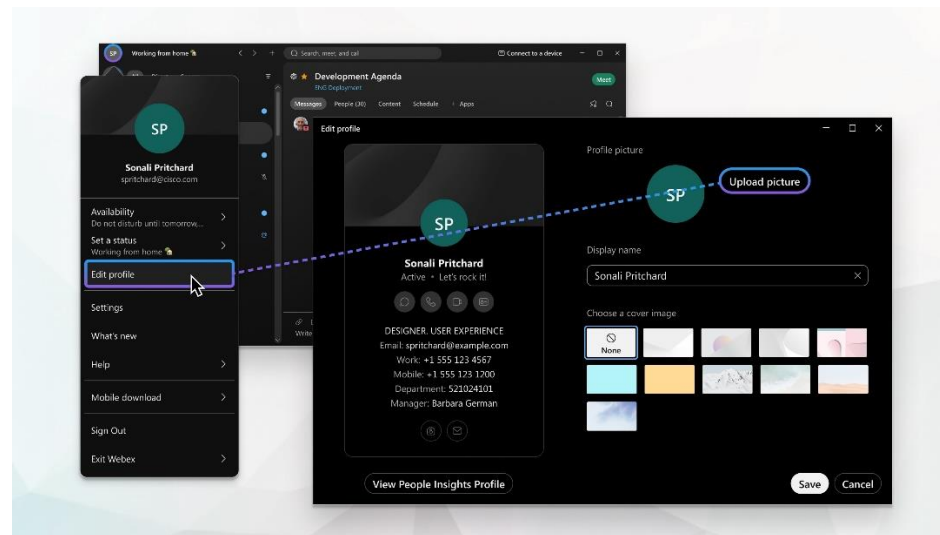

On the other hand, if you see someone doesn't want to be disturbed, you might want to wait before reaching out.
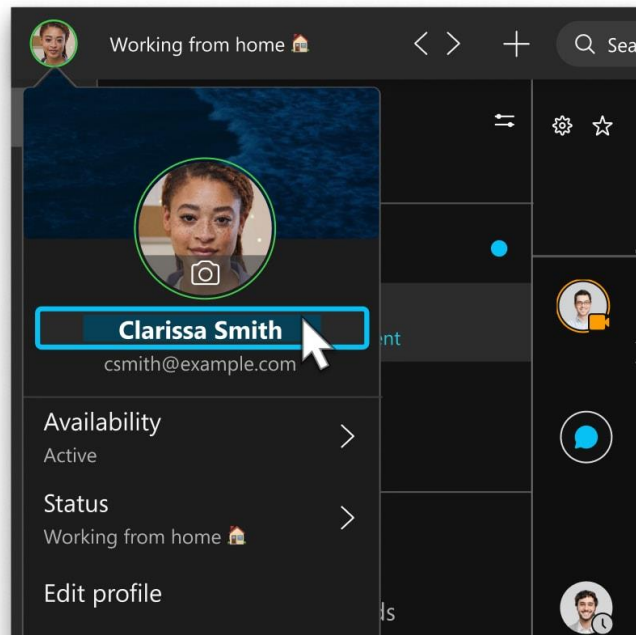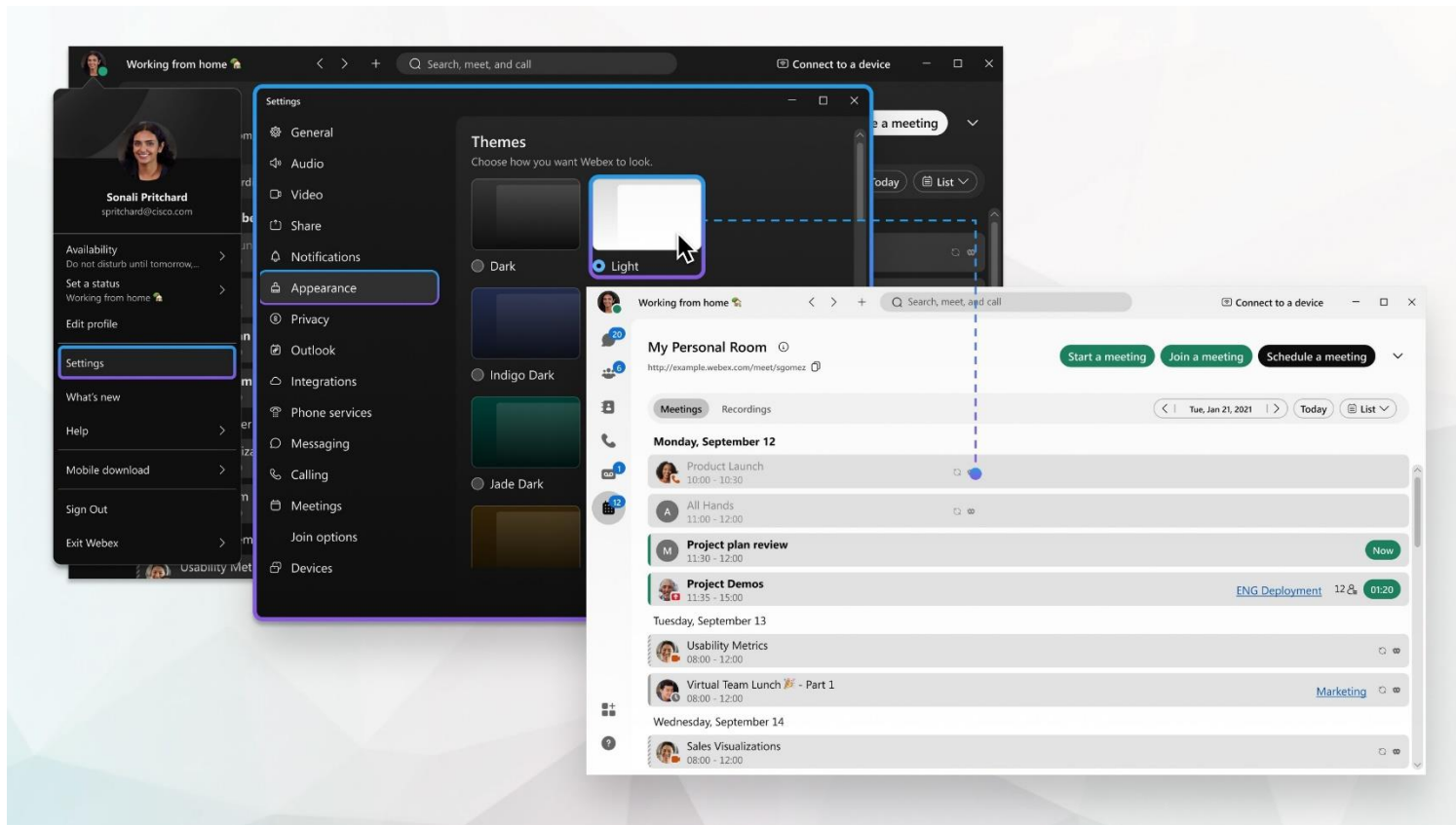

Personalize your Webex App

Make the Webex App feel more like your own by personalizing it a bit. Start by adding your own photo as your [profile picture](#) so that other people can recognize you.

You can change your [display name](#) to a nickname.

Add more color to your view by choosing your preferred color theme.

You can change your status to be something more descriptive. If you have to step out for a bit or you're busy, you can let people know just by changing your status in the app. For example, you can set it to **Be right back** or let people know you don't want to be disturbed. You can also make up a custom status so people know what you're up to.
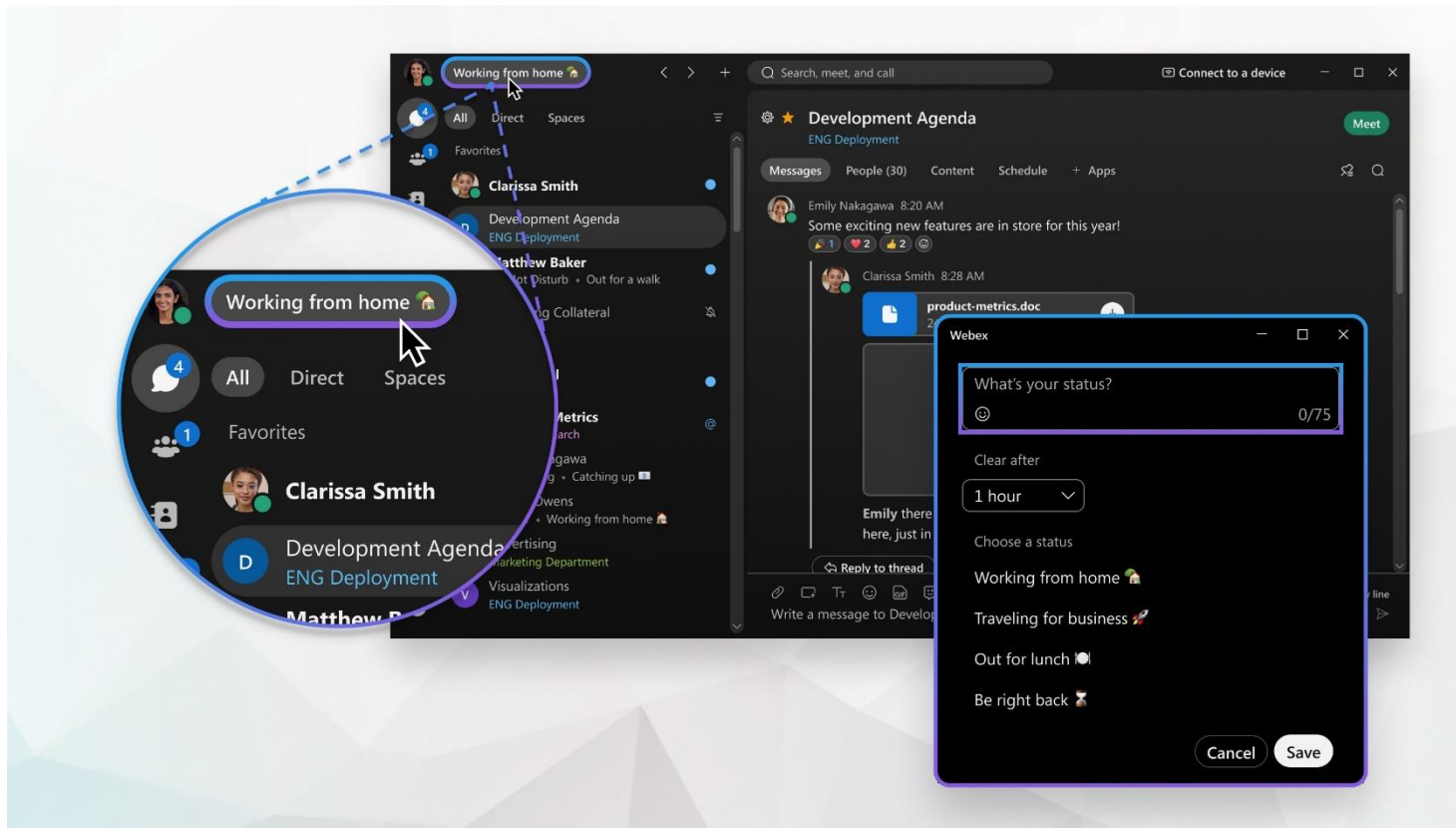
If you're in a call or meeting and you're sharing your video, you can blur your background to hide anything around you or even use a fun virtual background.

Messages

Send a message

When you write your messages, you can send a quick one, or make it stand out with more text formatting and emojis. You can also share files, pictures, videos, and even gifs. Webex App keeps a list of all the content shared in a space, so you'll never lose track of them. Use @mentions to make sure the right people see your message. Don't worry if you've made a mistake and need to edit it or if you've pasted in the wrong space and need to delete the message entirely.

Your messages are persistent. The next time you message the group, your conversation picks right up where you've left it. And after you send a message, you can see who's read your message.
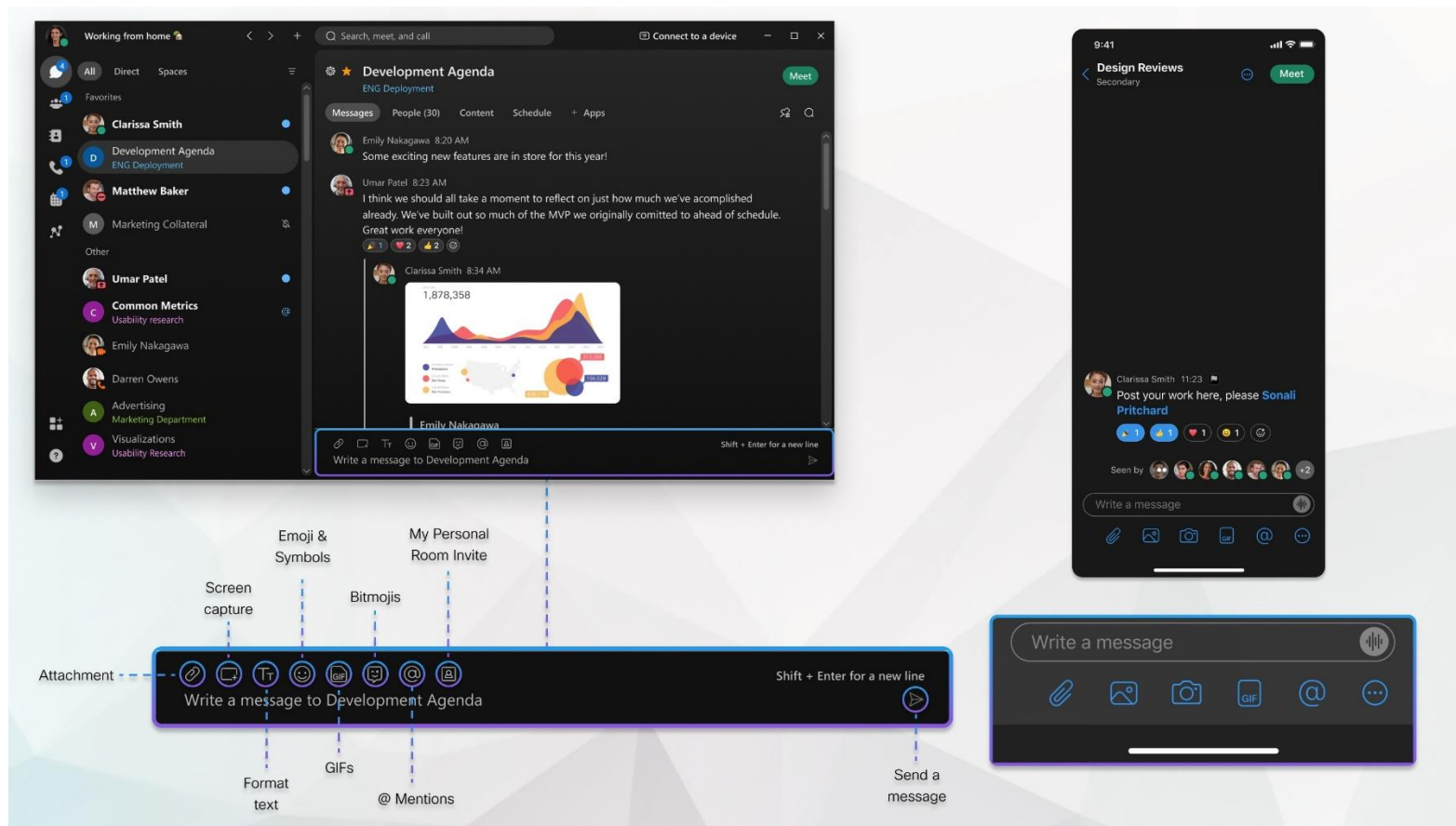
Read and respond to messages

When you get a new message, you're notified right away. If you're too busy to respond but want to see someone's message, you can just take a quick peek instead. People won't know that you've seen the message.

You can also make it easy for yourself and others to follow a specific train of thought using threading, quotes, and even forwarding a message to someone else.

Meetings

Customize your audio and video preferences

When you join a meeting from your computer, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you start or join a meeting, like if you want your video on or you just want to dial into a meeting with audio only.

You can also make some of these your default settings, if you'd like.
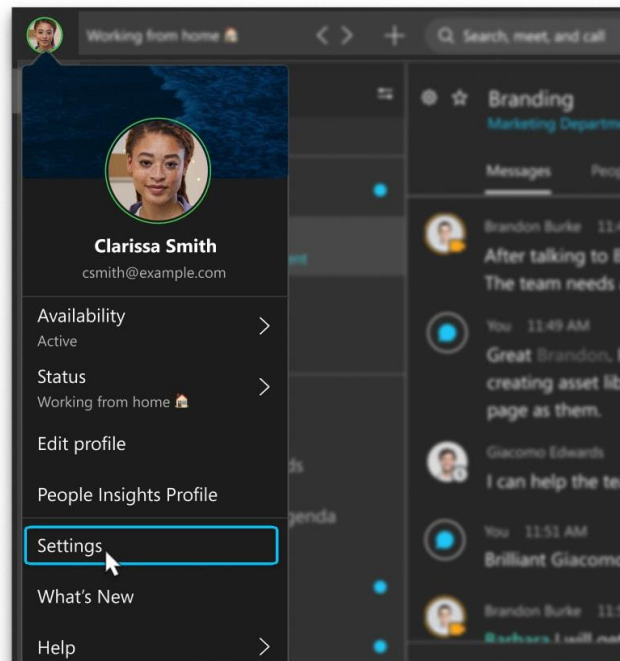
You can customize your video settings:

- Choose what camera to use.

- See yourself like you're looking in a mirror (Mirror my video).
- Blur your background or use a preset or custom virtual background.
  You can also personalize your audio settings:

- Choose a headset, speaker, or microphone.

- Reduce disruptions with background noise removal and speech enhancement.

Start your first meeting

With Webex App, you can meet whenever you need to—right away or later. There's two ways to start or schedule your meetings in the app, either from the calendar or from your spaces. No matter which you choose, you can connect with video or just audio, <u>record your meetings</u>, <u>set your virtual background</u>, <u>get rid of distracting background noise</u>, and <u>share your screen</u> during your meeting.
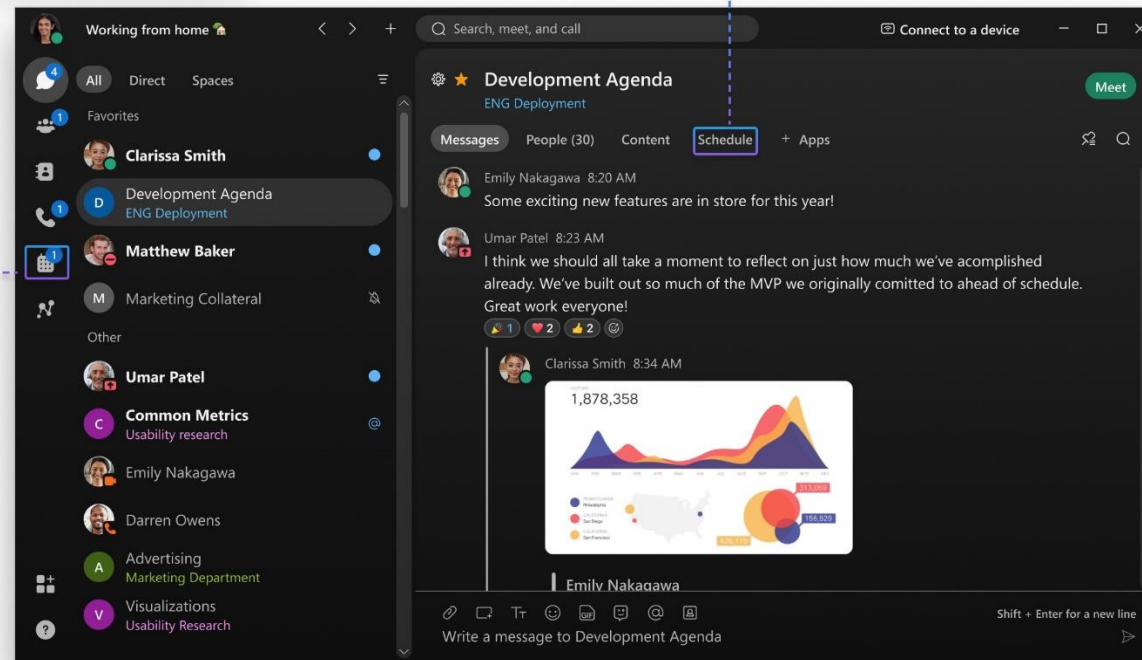
From a space

If you're already working together in a space, anyone can <u>start an instant meeting</u> to meet right away or <u>schedule one for later</u>. With these types of meetings, everyone in the space gets invited automatically and gets treated like a host. So, during the meeting, everyone can let people in, mute people, and record. Since you're meeting in the same space where you're working, you get easy access to your messages, files, and whiteboards, and you can work on them while you're in the meeting.

From a calendar

From your Meetings calendar, you can start a meeting right away in your Personal Room. You'll see this option if you have a host license, and it gives you a virtual conference room assigned just to you. Because it's your own room, your link's always the same.

If you don't see that choice, you can still schedule a meeting with anyone else. You don't need to be connected to them in the app, and they don't even need to have a Webex account. Plus, you or anyone you assign as a cohost can start the meeting, invite people to it, start breakout sessions, enable recording transcripts, and more.

See your upcoming meetings

Knowing what meetings you have can help you plan your work day. You can view details about your upcoming meetings in your meetings list, like what the meeting is about, when it's happening, who's invited, and who scheduled the meeting. When it's time for a meeting to start, you can join it from the meetings list, too.
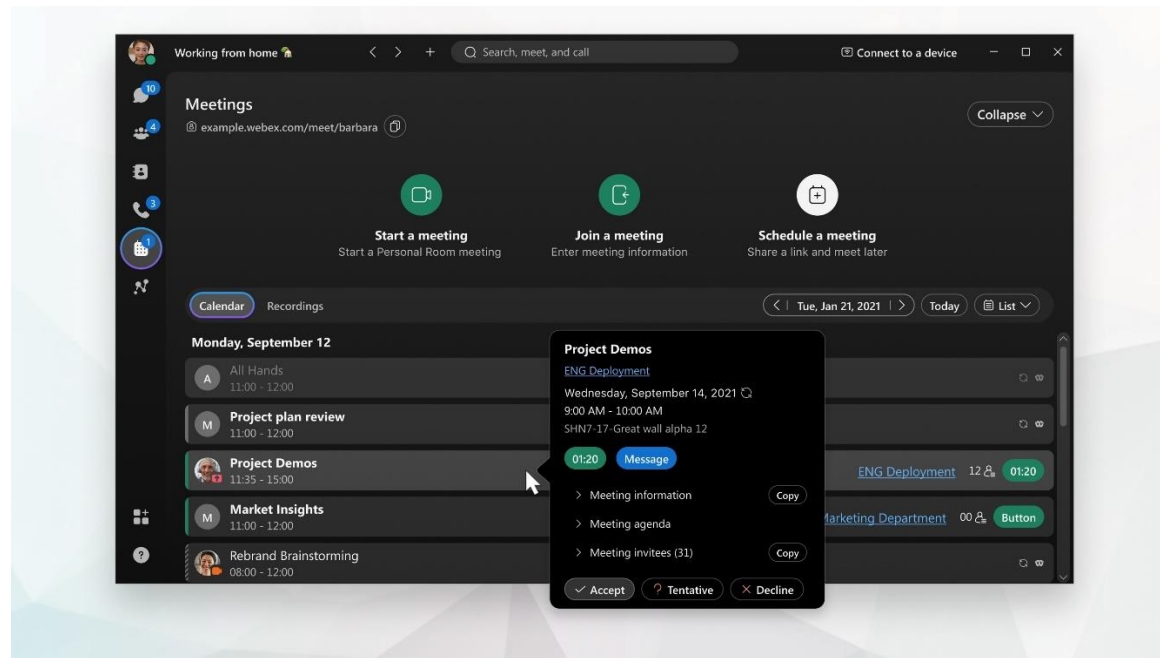
Calling

Customize your audio and video preferences

When you make or receive a call, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you make a call, like if you want your video on or you just want it to be an audio call only. You can also make some of these your default settings, if you'd like.
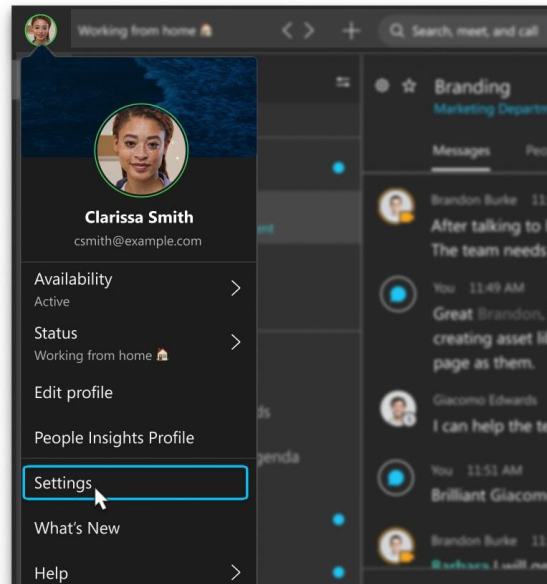
You can customize your <u>video</u> settings:

- Choose what camera to use.

- See yourself like you're looking in a mirror (Mirror my video).

- Blur your background or use a preset or custom virtual background.

You can also personalize your <u>audio</u> settings:

- Choose a headset, speaker, or microphone.

- Reduce disruptions with background noise removal and speech enhancement.

Create or Change your Voicemail PIN

If you're new to the Webex Calling or Call Plan you must create your voicemail PIN. The first time you check your voicemail in Webex App, you're prompted for a PIN. You can use the steps here to help you create your PIN the first time or change your PIN at any time. While you're setting your PIN, you can also do things like personalize your voicemail greeting.

Call someone on Webex App

You can call anyone with a Webex account without any additional plans or services. If you're connected to each other in the Webex App, you can call them on the Webex App. These are special types of calls that let you add guests to the call, share your whiteboard, and share your screens. You don't use their phone number; you just need to be connected to them in the app. Just look for the Audio or Video icon.
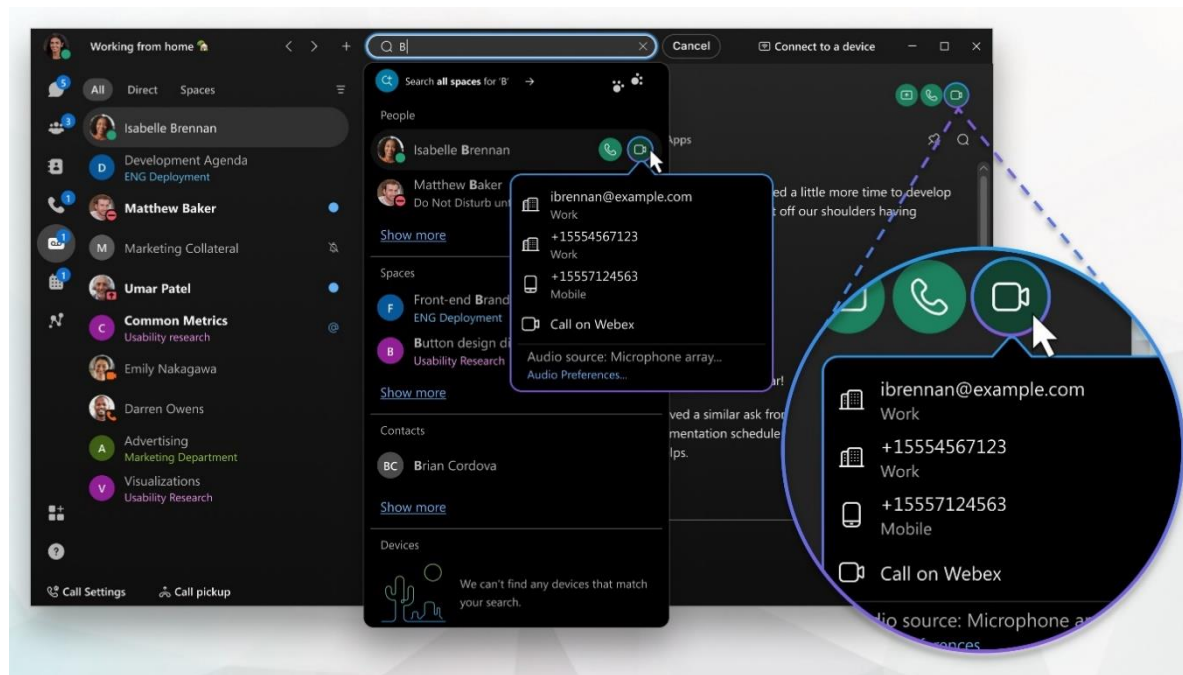
Answer a call

When you get a call, you get a notification that you can use to accept or decline it. If the person calling you has a Webex account, you can also message the person back if you're not able to take the call right away.
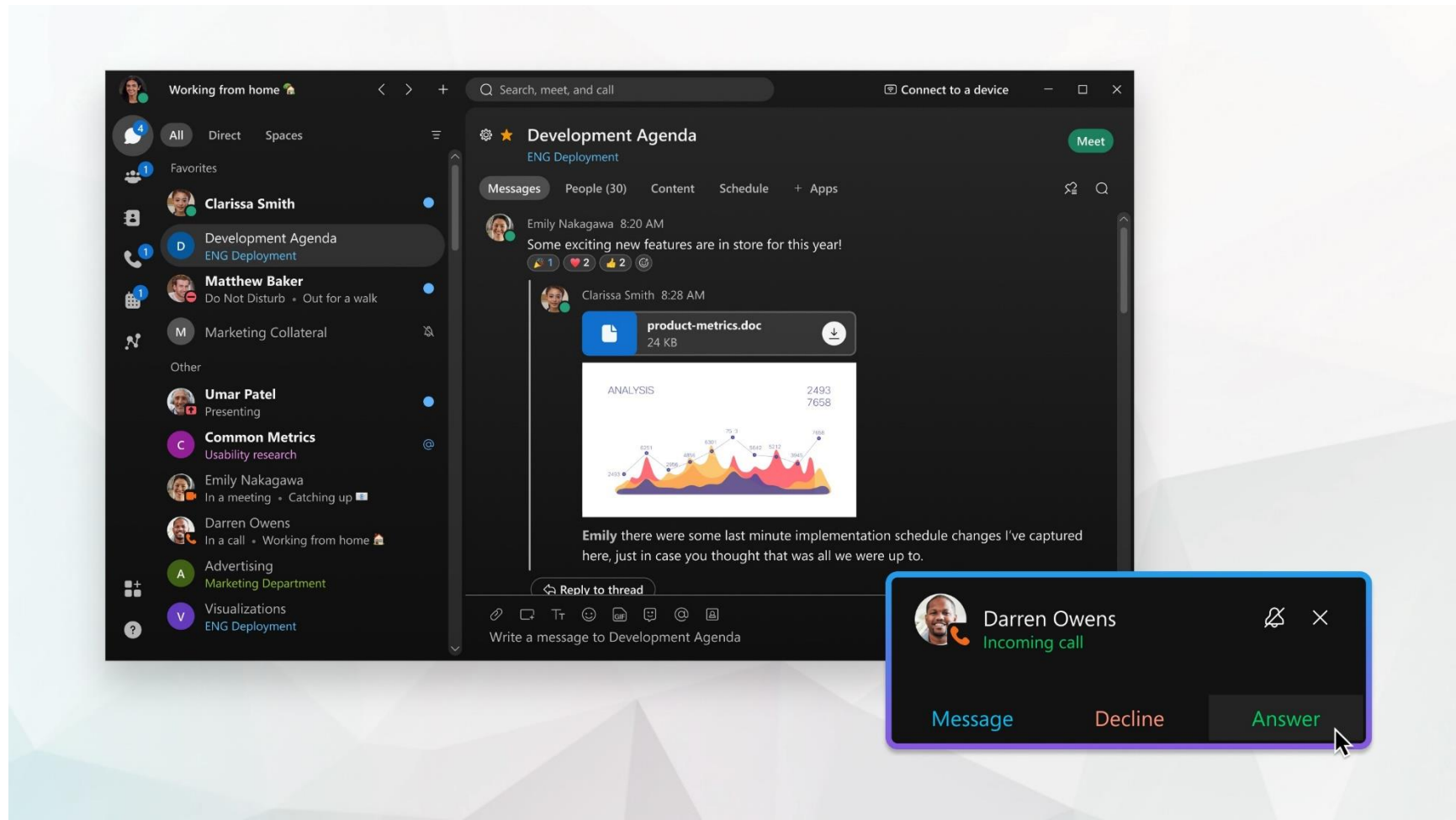
Call someone with a phone number

You can also [call anyone else with a phone number](#).

When you call like this, it's just like making a regular phone call from any other type of phone. If you want to call your favourite restaurant to make your lunch order, call them right from the app, and place your order.

When you're in a phone call, you may have access to certain features. Here are just a few features available:

- **Put a call on hold**—If you're on a phone call with someone and you get interrupted with something else that you need to take care of, you can [put the call on hold](#) and resume it when you're free to chat again.
- **Transfer a call**—When you're on a call, you can [transfer that call](#) to someone else.
- **Forward a call**—If you're going to be away from your desk but don't want to miss an important phone call, you can [forward your calls](#) to another phone number.
- **Add someone to your contacts**—You can [add people to your Contacts list](#), making it easier to connect with the people you message and call most often.
- **Voicemail**—Don't worry about missing important calls. People can leave you a voice message and you can [listen to the message](#) right in the app.
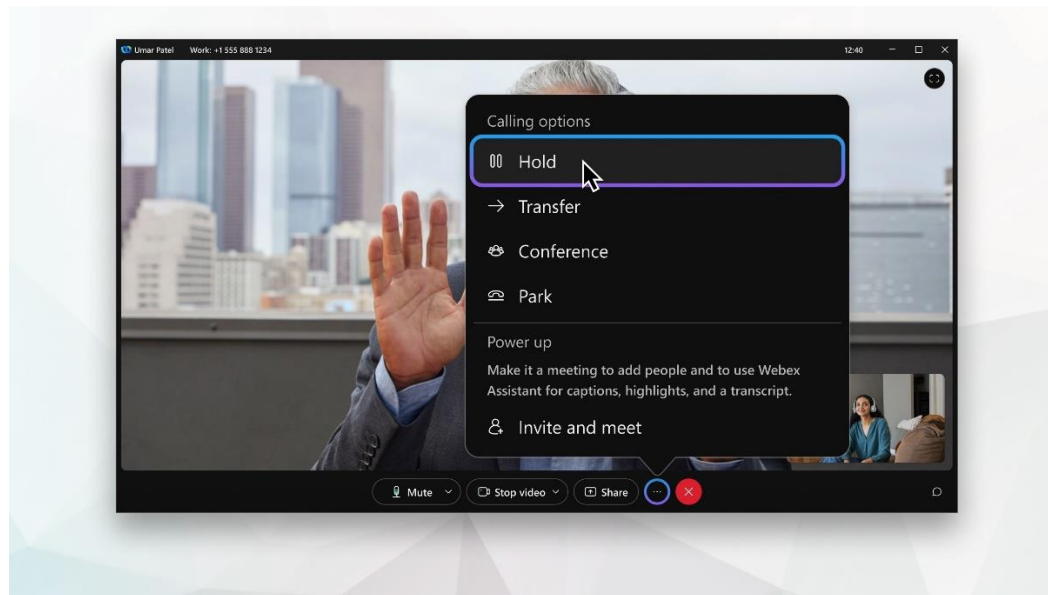
For a complete list of all features and what type of phone service you need for each feature, check out the [supported calling options](#). [Click here for more articles about calling features.](#)

For more info please visit [Webex Help center](#)