



Bell Total Connect with Webex

Desktop app user guide

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This user guide will take you through various features that Bell Total Connect with Webex offers. You will learn how to place and manage calls as well as adjust other settings.

1. Placing a call

There are multiple ways to easily place a call including from the dialpad, contact card, history or search.

1.1 Dialpad view

- a. From the home screen, hover over the icons that appear on the left-hand side and select the **Calling** icon.
- b. In the area above the dialpad that says **Search or dial**, enter the name or the phone number of the contact you would like to call.
- c. Place the call by clicking on the green call button (audio or video).

1.2 Contact View

- a. From the home screen, hover over the icons that appear on the left-hand side and select the **Contacts** icon.
- b. Click on the name of the contact you would like to call to see their contact card which includes all of their contact information.
- c. For a quick call, you can click on the audio or video calling buttons that appear when you hover over the desired contact's name.

1.3 Call history view

- a. From the home screen, hover over the icons that appear on the left-hand side and select the **Calling** icon.
- b. The left-hand side of the call view includes a history of all recent and missed calls. You can toggle between the **All** or **Missed** filters to select the history you would like to view.
- c. Hovering over a contact name will reveal audio and video calling buttons you can click to place a call.

1.4 Search view

- a. From the home screen, click on the search bar at the top of the window. This search bar is available in all views in Webex Teams.
- b. Enter the name or the phone number of the contact you'd like to call in the search bar.
- c. If you see the name of the person you'd like to contact in the recommended search results, you can place a call by clicking on the audio or video buttons that appear when hovering over the desired contact's name.
- d. For more search results, click on the **Search all spaces for query** at the top of recommended results for an exhaustive list of results.

2. Setting up call forwarding

Call forwarding allows you to forward incoming calls to an alternate phone number or directly to voicemail.

- a. From the home screen, click on your profile picture to access a list of general settings, account information and preferences.
- b. Click on **Settings** to access a list of general settings.
- c. Click on **Calling** to access calling preferences.
- d. Click on the plus sign below the accepted list of call forwarding phone numbers to add an additional phone number to list.
- e. Once you have entered a phone number to the call forwarding phone number list, it will appear as an option for call forwarding in the drop-down menu.
- f. Any phone number can be automatically selected for call forwarding in the bottom left-hand corner of the window under **Call settings**.
- g. The call forwarding menu in the left-hand corner of the screen can also be used to send calls directly to voicemail.

3. Adding a selected phone number as an extension

Assigning a specific phone number as an extension allows you to forward your incoming calls to that extension.

- a. From the home screen, click on your profile picture to access a list of general settings, account information and preferences.
- b. Click on **Settings** to access a list of general settings.
- c. Click on **Calling** to access calling preferences.
- d. In calling preferences, under the Single Number Reach section, click on the plus sign to add a phone number.
- e. Enter the phone number you would like to be contacted at as well as a description to label the phone number. Ensure the **Active** checkbox is marked before clicking **Add** to add this number when receiving a call.
- f. Check or uncheck the phone number you have added in the list under the Single Number Reach section.

4. Calling voicemail

Calling your voicemail allows you to check and manage your messages.

- a. From the home screen, hover over the icons that appear on the left-hand side and select the **Calling** icon.
- b. At the top right-hand corner of the call history section, click on the icon that says **Call Voicemail** when you hover over it. Follow audio instructions for voicemail settings management.

5. Managing calls

There are several options to manage a call to allow you to hold, transfer, switch to video and more.

- a. Click **Mute** to mute or unmute during a conversation.
- b. The audio connection drop-down menu allows you to choose your speaker and microphone settings.
- c. The video button allows you to turn your video on or off and select which device you would like to use to share video.
- d. Click on **Hold** to pause incoming and outgoing audio.
- e. Click on **Transfer** to transfer the call to another one of your contacts, or a number you can input manually.
- f. Click on **Keypad** to access a keypad for dial controls.
- g. Click on **Add a person** to add an additional contact to the call.
- h. Click on **Share** to share your screen during a call. For more information on screen sharing settings, consult the screen sharing section in the help section below. Screen sharing is only available on calls where video has been enabled.
- i. Click on the red button with the cross to hang up the call.

6. Webex help guides available online

- [What's new in Cisco Webex Teams](#)
- [Release notes](#)
- [Install the Cisco Webex Education Connector in Your Learning Management System](#)
- [What's New for the Latest Versions of Webex Education Connector](#)

6.1 Get Started

- [Get Started with the Cisco Webex Teams App](#)
- [Sign In for the First Time](#)
- [The Cisco Webex Teams App UI](#)
- [Invite Others to Join You](#)
- [Make the Switch](#)

6.2 Set Up Your App

- [Download the App](#)
- [Add Your Profile Picture](#)
- [Set a Custom Status](#)
- [Customize Your App](#)
- [Change the Color Theme](#)
- [Tips for Managing Notifications](#)

6.3 Message People

- [Start a conversation with someone](#)
- [Read a message](#)
- [Add emoji reactions to messages](#)
- [Get someone's attention with @mentions](#)
- [Forward messages](#)
- [Edit messages](#)
- [Follow conversations more easily with threads](#)
- [Share files with others](#)
- [Add Your Box Account](#)
- [Add Your Microsoft OneDrive or SharePoint Online Account](#)
- [Create a Whiteboard in a Space](#)
- [Create and Share a Whiteboard During a Meeting](#)

6.4 Work in Spaces and Teams

- [Spaces and Teams](#)
- [Manage Your Teams and Projects](#)
- [Roles on Teams and Spaces](#)
- [Create a Space](#)
- [Add People to a Space](#)
- [Moderate a Space](#)
- [Create a Team](#)
- [Create a Team Space](#)
- [Filter Your Spaces and Content](#)
- [Make Someone a Team Moderator](#)

6.5 Call People

- [Add Someone to Your Contacts List](#)
- [Voicemail](#)
- [Make a Video Call](#)
- [Make an Audio Call](#)
- [Answer a Call](#)
- [Answer Call Waiting](#)
- [View Call and Meeting History](#)

6.6 Schedule and Join Meetings

- [View Upcoming Meetings in Cisco Webex Teams](#)
- [Join a Meeting from Your Spaces List](#)
- [Share Your Screen or Application in a Cisco Webex Teams Meeting](#)
- [Schedule a Cisco Webex Team Meeting from a Space](#)
- [Turn Off Your Video During a Meeting or Call in Cisco Webex Teams](#)
- [Mute Yourself in a Meeting or Call](#)

6.7 Connect with Devices

- [Choose a Cisco Webex Device to Use with Cisco Webex Teams](#)
- [Find and Connect to Nearby Cisco Webex Devices](#)
- [Manually Connect to Cisco Webex Devices from Cisco Webex Teams](#)
- [Share Content Wirelessly to Cisco Webex Devices](#)