



Bell Total Connect with Webex

Mobile app user guide

Bell

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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 using your mobile phone.

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, tap the **Calling** button.
- b. Tap the blue circle calling button at the bottom of the screen.
- c. Tap on **Dialpad**.
- d. Enter the name or the phone number of the contact you'd like to call. To enter a name, hit the keyboard in the top right-hand corner to convert the dialpad to an alphanumeric keyboard.
- e. If you'd like to place the call with a different device, tap on the device selection menu and select the device you'd like to use.
- f. Place the call by tapping on the green call button (video or audio).

1.2 Contact card

- a. From the home screen, tap the **Contacts** button to access contacts.
- b. Tap on the name of the contact you'd like to call to open their contact card.
- c. Tap the call button to place a call to the contact you have selected (audio or video).

1.3 Call history view

- a. From the home screen, tap the **Calling** button.
- b. You can access a list of recent calls, missed calls, and voicemail by toggling the menu at the top of the screen.
- c. Tap on one of the contacts to place a call.

1.4 Search view

- a. Tap on the search bar at the top of the screen. You can access it from any of the screens in the application.
- b. Enter the name of the person you'd like to contact in the search field.
- c. Tap on the calling button next to the contact name to place a call.

2. Call forwarding

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

- a. From the home screen, tap your profile icon to access account settings.
- b. Tap on **Settings** to have an expanded view of settings.
- c. Tap on **Calling**.
- d. Tap on **Add number** to add a forwarding number.
- e. Enter the number you would like to forward calls to on the appropriate screen.
- f. On the call preferences screen, select the number you would like to forward calls to.
- g. If you'd like to forward calls directly to voicemail, select the **Voicemail** option in calling preferences.

3. Managing Calls

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

- a. Tap **Mute** to switch between muting and unmuting during a conversation.
- b. The audio output button allows you to choose between in-ear audio, speakerphone, or using a Bluetooth device to broadcast audio.
- c. You can use the keypad to input numbers during a call.
- d. Tap **Hold** to pause an incoming or outgoing call.
- e. Tap on **Transfer** to transfer the call to another contact or a number you can input manually.
- f. Tap **Switch to video call** to turn on the video.
- g. Tap on **Add a Person** to add an additional contact to the call.
- h. Tap **Start share** to share your screen.
- i. Tap on the red button with a cross to hang up the call.

4. 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](#)

4.1 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](#)

4.2 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](#)

4.3 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](#)

4.4 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](#)

4.5 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](#)

4.6 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](#)

4.7 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](#)