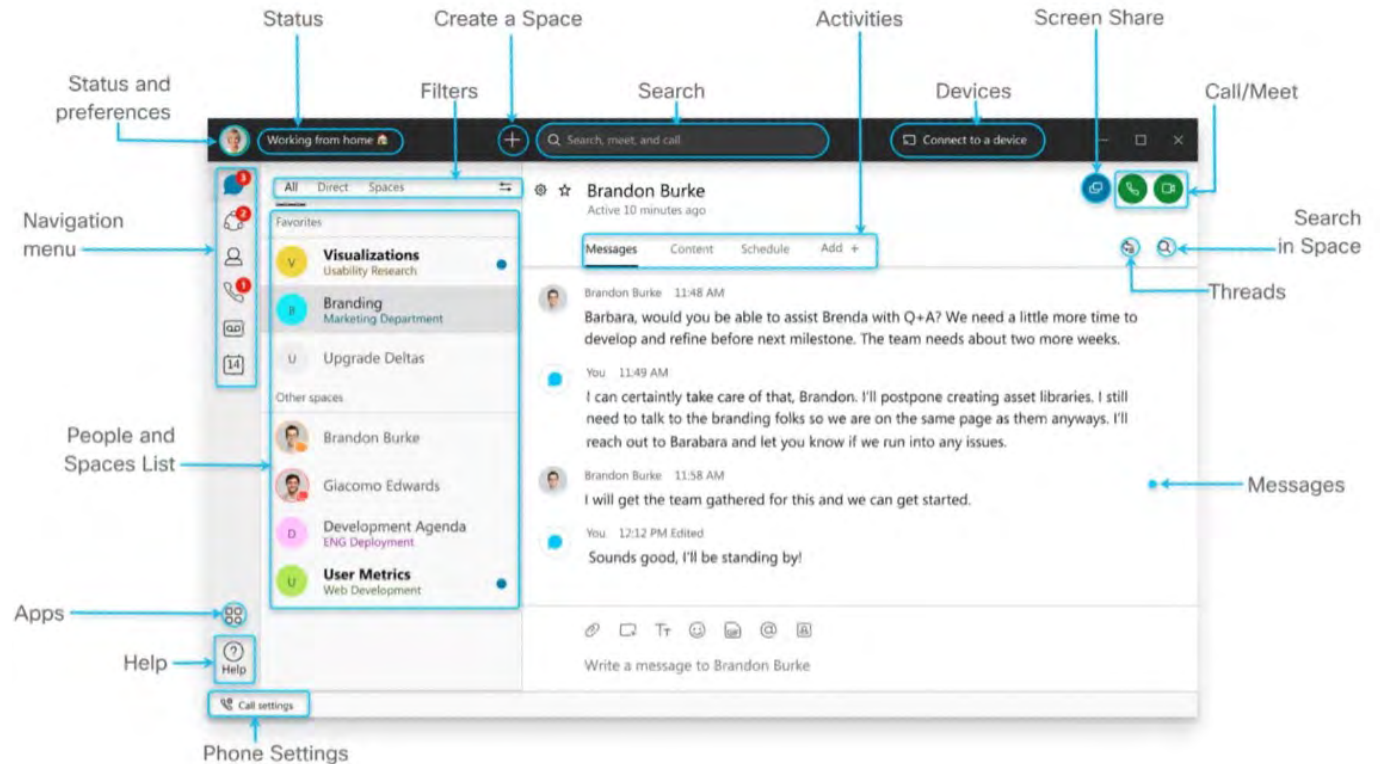


# WELCOME TO SMARTVOICE WITH CISCO WEBEX.

This 'Quick Start' guide will help get you set up and includes some key tips on how to get started with collaboration, meetings and calling.

For more information on Webex's features, visit [the full online user guide](#).

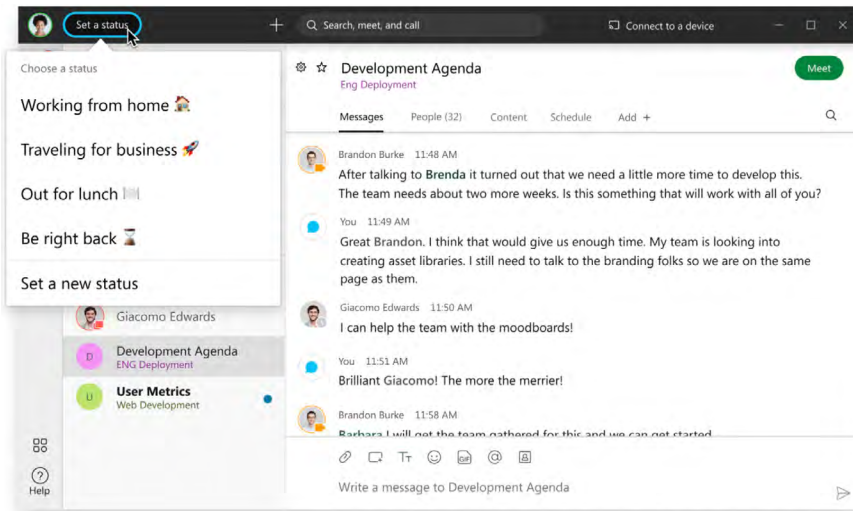
### GET TO KNOW WEBEX:



## COLLABORATE:

### Setting your status:

Create and share any status you want, so your teammates know your current availability and how quickly you can respond to messages.



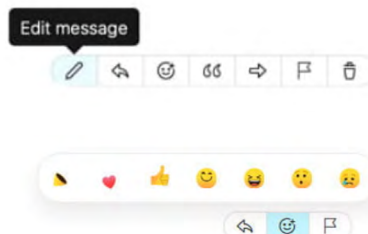
1. In the app header, click Set a status.
2. Select a status from the list, or click Set a new status to create a new one.
3. You can add up to five status options to the list so they are quickly available. Each status has a maximum length of 75 characters and can also include emojis.

## MESSAGING:

**@mention:** Grab someone's attention and @mention their name. They will see @ in the space, showing their name has been tagged.

**Send:** Contact internal or external people using the chat panel for 1:1 or group interactions. Type the name of the person or space in the **Search** field, and click the person or space name. Type your message and enter.

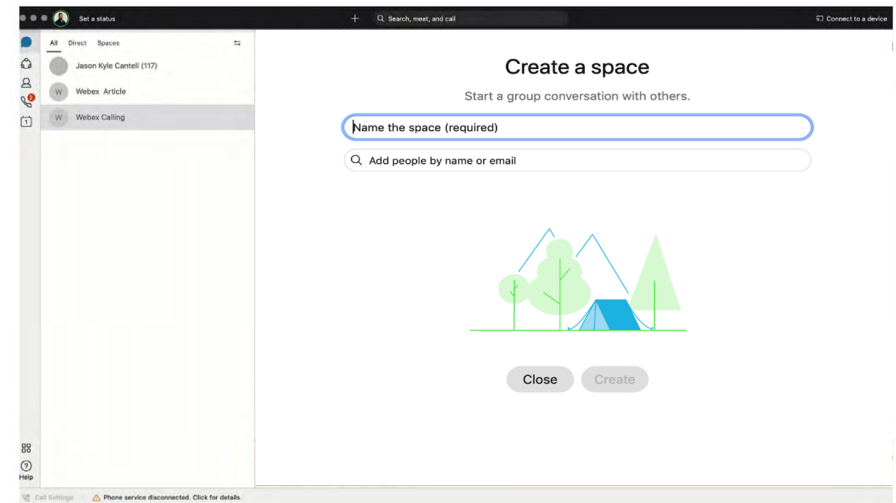
**Edit:** Revise your message by hovering over your message and click **Edit message**. Make your changes and click update. Afterwards, the post will be tagged with the word (Edited) next to it.



**React:** Add a quick reaction to a message by hovering over the message you'd like to react to and click **Add reaction**.

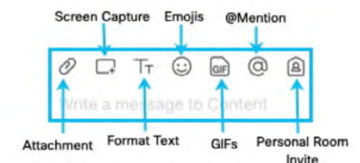
## CREATING A SPACE:

When you send a message to a group for the first time, you create a space. Spaces work best for a group of people collaborating on a specific topic or project. Here you can send messages, make calls, have video meetings, share files and use whiteboards.



1. In the app header, click **+**, and choose **Create a space**.
2. Enter a name for your space. As you enter the name for your space, you may see a list of similar spaces that you're already in. If one of those suits your needs, click the space name to go to that space.
3. Enter the email address or name for each person you want in the space. As you enter email addresses, this also filters the list of similar spaces with the space name.
4. Click **Create**.

**Customize:** Give your message some personality by formatting the text, inserting emojis and gifs, or adding attachments and screen captures.




**Reply:** Answer a specific message in a thread by sliding your mouse above the message and using the arrow option.



## SHARE SCREEN:

Share your screen during a meeting or even in 1:1 spaces outside of a call.

1. Click the **Share screen** icon. 
2. If you are planning to share a video, check **Share computer video** and **Optimize for video** on top of the screen.
3. Select the screen you want to show.
4. Click **Stop** in the orange bar to stop sharing.

Having trouble sharing your screen? [Visit Webex](#).

## MEETINGS:

Within Webex, you can join and participate in meetings in one window while you collaborate in another to stay productive. Access meetings with a single-click from anywhere in the app.

You will need to download the Webex Meetings app to join meetings from your mobile device. Visit the [Webex Help Center](#) to learn more about meetings.

### Customize audio and video preferences:

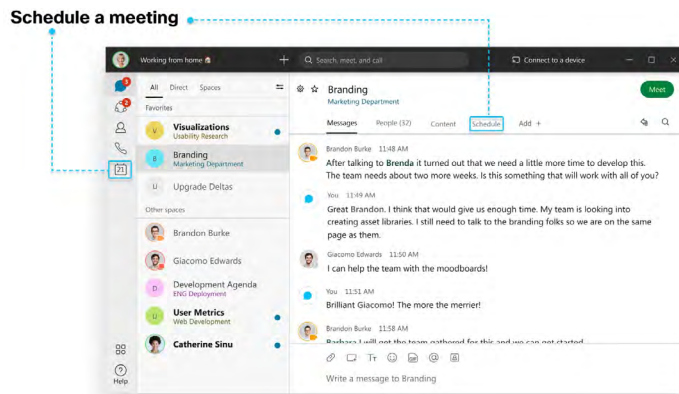
Customize your audio and video settings when you join meetings and see how you are connected on speaker, mic and camera.

- Join meetings with your preferred video options including: **Camera off, Muted and No audio.**
- Easily join meetings from a phone for audio or pair with a video device.

Learn how to choose default audio and video preferences for meetings by visiting [Webex Help Center](#).

### Schedule a meeting:

There are two ways to start or schedule your meetings in the app, either from your spaces or the calendar. You can connect with video or just audio, share your screen, set your [virtual background](#), or [get rid of distracting background noise](#).



### Meeting from a space:

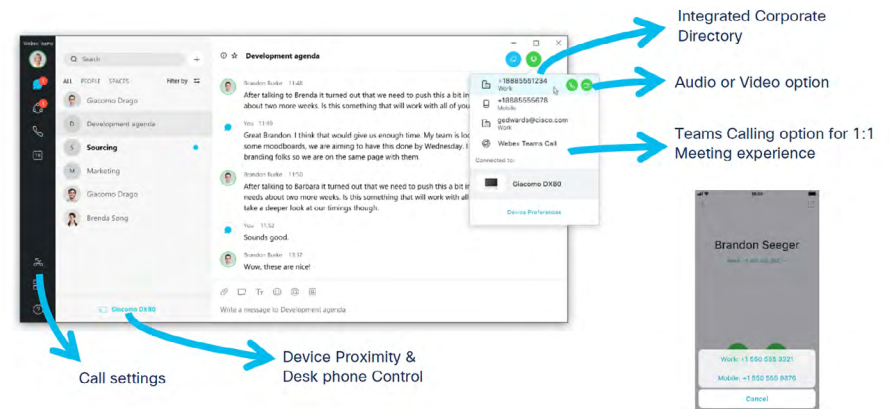
In a space, you can [start an instant meeting](#) or [schedule a meeting for later](#). With these meetings, everyone in the space gets treated like a host – so everyone can let people in, mute people, and record. Since you're meeting in the same space where you're working, you get easy access to your messages, files and whiteboards, and you can work on them while you're in the meeting.

### Meeting from a calendar:

If you have the 'Enhance Meetings' SmartVoice add on, you can [start a meeting right away in your Personal Room](#) from your Meetings calendar. You or anyone you assign as a cohost can start the meeting, invite people, start breakout sessions, enabling recording transcripts and more. If you don't see that choice, you can still join a meeting.

## CALLING:

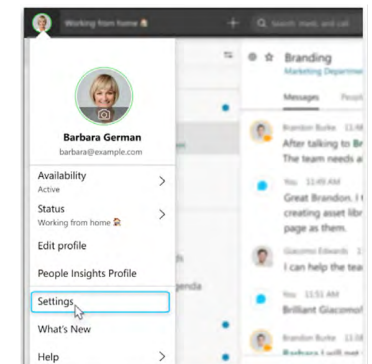
Easily connect with others inside and outside your organization with Webex calling.



### Call settings:

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](#), and select either video or audio-only calling.

If you don't like sharing your video during calls, [you can make it your default setting for all calls](#).



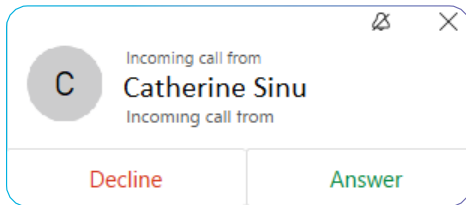
## CALLING:

### Start a call:

Start video and audio calls with individuals.

1. Click the **Search** field.
2. Start typing the name of the person, space or phone number you want to call.
3. Click the name of the person, space or phone number in the results list.
4. Click the **Audio Call** or **Video Call** icon at the top right of the space.


### Answer a call:



When you receive a call, you'll see a notification allowing you to **Answer** or **Decline**. If someone is calling you using the "Call on Webex" option, you can answer the call with a chat message.

### Invite someone within a call:




When a call is running in a space, you may wish to invite someone as a guest without adding them to the space.

1. Click  in the meeting window.
2. Click **Invite guests to meeting**.
3. Type the name of the person you want to invite or their email address.

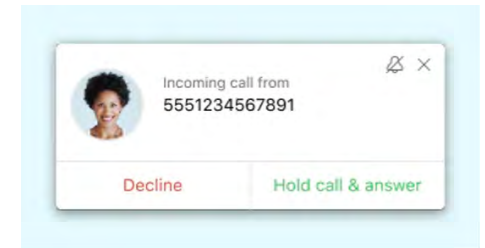
## MID-CALL CONTROLS:

Below are some of the features available when you're on a phone call with someone.




**Hold:** Put someone on hold so you can make or answer another call.

1. While on a phone call, select **More**  and then select **Hold**. After you put the call on hold, your spaces list shows that it's on hold .
2. To go back to your held call, select it from the spaces list and then select **Resume** .


**Call Waiting:** Get a visual and audible notification about another phone call while you're already on one.








**Call Transfer:** Transfer a call to someone else.

1. While you're on a phone call, select **More**  and then select **Transfer**.
2. Enter the number or the name of the person who you want to transfer the phone call to and then choose whether you want to make it an **Audio**  or **Video**  call.
3. Select **Complete Transfer**.

**Merge:** Merge two calls together.



1. When you have an active phone call and you receive another phone call, select **Hold and Answer Call**. Your active phone call is put on hold and the incoming call is answered.
2. Select **More** , select **Merge**, and then choose the phone call to merge.

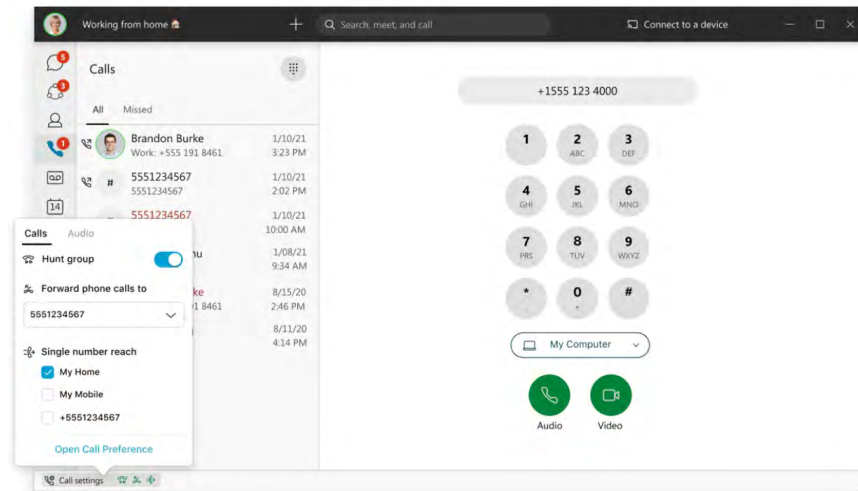
**Conference:** Start a conference call when you're on a call with someone and you need to include other people.

1. When you're on a phone call, select **More**  and then select **Add a person**.
2. Enter number or type a name and then choose whether you want to make it an **Audio**  or **Video**  call.
3. Select  to join the two phone calls. Everyone is in a conference call and you can view all the participants by selecting .

## ADVANCED CALLING FEATURES:


**Call Forward:** Forward calls to another phone number or send your calls to voicemail instead.


Go to  and select where to forward your phone calls, such as to voicemail, another work line if you have multiple lines (Unified CM only), or a number you've set before. Or, to add another number, go to , select **Open Call Preferences**.



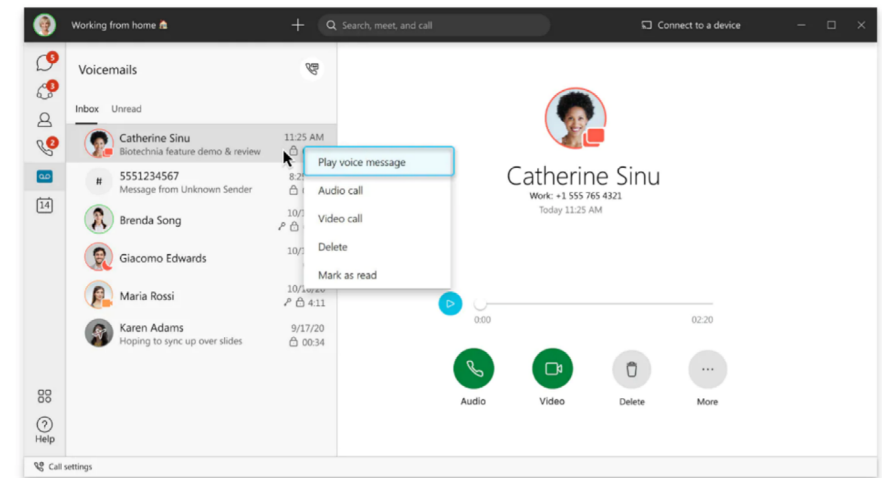
**Voicemail:** Learn how to listen to your voice messages. and [more](#).

You do not need a PIN to access voice messages directly in Webex.

1. Go to **Voicemail** , choose a message, and then listen to the message in one of the following ways:

- Right-click the message and choose **Play voice message**.
- Click **Play**  in the window that opens to the right.

You have a few other [options at your fingertips](#): call the person back with audio or video, delete the message, or mark the message as read.



To learn more about managing the features of SmartVoice with Cisco Webex, [visit the full online digital user guide](#).

For additional support, contact us at **1-844-296-7429**.

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