




InfiniteConnect Webex App Quick Start Guide

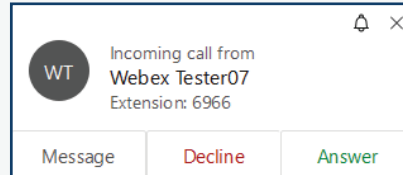
Placing Call

1. Click the **Calls tab** .
2. Use the softphone keypad to dial the number or use the number keys on your computer keyboard.
3. Click on **Audio**  call or **Video**  call.

Answering Call

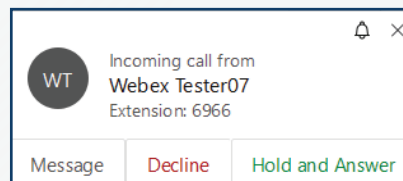
When you receive a call, you will get a notification that lets you **Answer**, **Decline** or **Message**.

1. Click **Answer** to answer the call.
2. Click **Decline** if you cannot answer the call.
3. Click **Message** if you want to answer with a chat message.



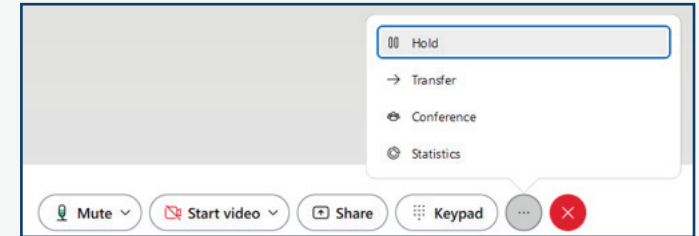
Call Waiting

While on an active phone call, you can hold the call you are on and answer the incoming call.





Call Hold



1. Click **More** .
2. Select **Hold**.



Transfer Call

1. Click **More**  and then click Transfer.
2. Enter the number or name of the person who you want to transfer the call to.
3. Confirm the transfer with the person and click  **Transfer now** to complete transfer.


Conference Call

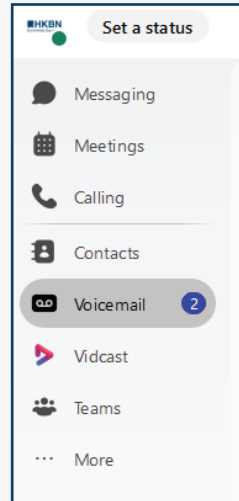
1. Click **More**  and then click Conference.
2. Enter the number or name of the person who you want to conference with.
3. Confirm the call with the person and click  **Merge** to put the calls conference.

InfiniteConnect Webex App Quick Start Guide




Listen Your Voicemail

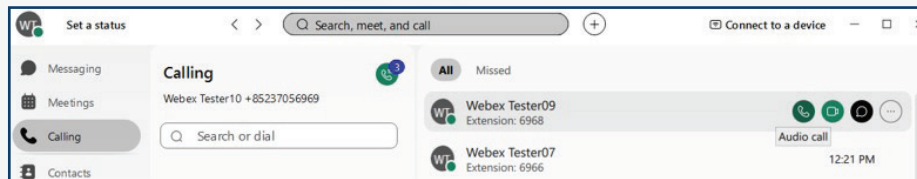
A number will appear as an indicator on the button under **Calling**.

1. Click  button under **Calling** on your Webex Apps.
2. Choose a message.
3. Tap **Play** in the **Voicemail** information window.



View Call History

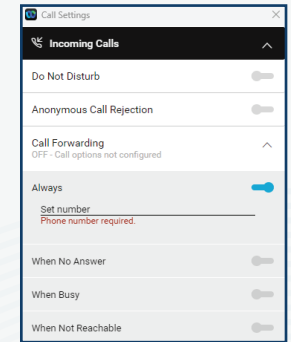
1. Go to the **Calls tab** .
2. Click **All** or click **Missed** to view calls you missed.
3. You can call someone back by hovering over their contact and choose to make an **Audio**  or **Video**  call.



Call Forwarding

To start forwarding your calls, you can go to Advanced **Calling Setting**, choose **Incoming Calls**, then **Call Forwarding**.

- **Always** – you can forward your calls to another phone number.
- **When No Answer** – Calls that are not answered after a set number of rings are forwarded.
 - **Number of rings** to set how many times you want the call to ring before it is forwarded.
- **When Busy** – When you are already on a call, all other calls are forwarded.
- **When Not Reachable** – All unanswered and busy calls are forwarded.



Call Forwarding to Voice Mail

To forward your calls to Voice Mail, you can go to Advanced **Calling Setting**, choose **Voicemail**, then **Voicemail Service**.

- **Always** – you can forward your calls to Voicemail.
- **When Busy** – When you are already on a call, all other calls are forwarded to Voicemail.
- **When No Answer** – Calls that are not answered after a set number of rings are forwarded.
 - **Number of rings** to set how many times you want the call to ring before it is forwarded.

