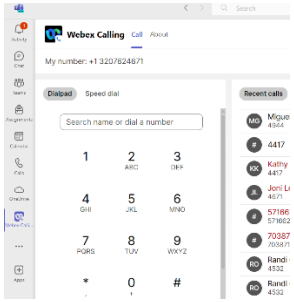
Webex Calling in Microsoft Teams

Quick Reference Guide



1 Dial
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1 Dial

You can only dial a number in Webex Calling in Microsoft Teams. Incoming calls uses the Webex Calling desktop app.

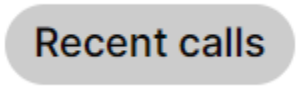
Internal: Dial 4-digit extension number

Local: Dial 8 + 1 + 10-digit number

Long Distance: Dial 8 + 1 + 10-digit number

2 Recent Calls

1. Click the Recent calls tab



2. This shows you the calls that you have received or missed

3 Dialpad

The dial pad helps you dial the number by clicking each number or if you can put your cursor in the search box, you can your number pad.

4 Call History

Press the Applications button and select Recents. Select which call history you would like to see.

The last 50 calls display:

- Missed calls
- Placed calls
- Received calls

To dial, scroll to a call and press the Select button in the Navigation pad or the **Call** softkey.

5 Voicemail

First-time voicemail enrollment

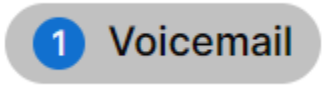
You can dial the voicemail number at 4998 and enter your extension. The default Voicemail PIN is **16012024**

Voicemail PIN Requirements:

- Must be between 6 and 8 digits in length
- Must not be consecutive digits (i.e. 123456)
- Must not be your previous 5 PIN's
- Must not contain single or groups of repeated digits (i.e. 12121212)
- Must not contain your extension number
- Must not be the reverse order of your last PIN

Accessing your voicemail

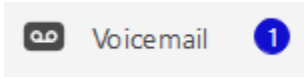
1. Press the Voicemail tab



2. Listen to your voicemail

New message indicators:

- A solid red light on your handset on your physical phone
- A voicemail icon next to the line button



NOTE: There will be a copy of your voicemail in your email. Webex will keep the original so you will want to clear out those messages as well. The messages that you will receive in your email will come from **msgs@broadcloudpbx.net**. They will have the .wav file attached.

FYI: The best feature of having Webex Calling in Microsoft Teams is that it will show if you are on a Webex call in Teams just like it does if you are on a Teams call.