



iinet BizPhone App - Webex Basic User Guide

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Contents

GETTING STARTED	4
LOG IN TO YOUR BIZPHONE WITH WEBEX APP	5
OVERVIEW	7
USER INTERFACE	7
For Windows and Mac	7
For iPhone	8
For Android	9
PROFILE AND PREFERENCES	
ADD YOUR PROFILE PICTURE AND A COVER IMAGE	
SET DO NOT DISTURB	
SET A STATUS	
CONTACTS	22
VIEW OR SEARCH CONTACTS	
ADD CONTACTS	25
REMOVE CONTACTS	36
AUDIO AND VIDEO SETTINGS	39
DEFAULT AUDIO AND VIDEO PREFERENCES FOR MEETINGS	39
CUSTOMISE YOUR VIDEO PREFERENCES	44
Choose default camera to use	
Set a default Virtual Background for Meetings	
CUSTOMISE YOUR AUDIO PREFERENCES (WINDOWS AND MAC ONLY)	47
ADVANCED CALL SETTINGS	49
CALLING	53
Making Calls	53
Call on Webex	53
Call anyone with a Phone number	
Answering Calls	
HOLD/RESUME CALL	63
CALL TRANSFER	
CONFERENCE/MERGE CALLS	
CALL PULL	
VISUAL VOICEMAIL	
CALL HISTORY	80
MEETINGS	82
SCHEDULE A MEETING	82
START A MEETING FROM A SPACE	
MUTE OR UNMUTE OTHER PEOPLE IN A MEETING	86
Mute or Unmute All Attendees in a Meeting	

	Mute or Unmute a Specific Attendee in a Meeting	88
	SHARING YOUR SCREEN OR APPLICATION IN A MEETING	
	WHITEBOARD DURING A MEETING	96
	CHANGE YOUR VIRTUAL BACKGROUND DURING A MEETING	100
	REMOVE BACKGROUND NOISE AND ENABLE MUSIC MODE DURING A MEETING (WINDOWS AND MAC ONLY	′)104
N	/IESSAGING	106
	CREATE A SPACE	106
	UPDATE A SPACE NAME, PICTURE AND COVER IMAGE	108
	ADD PEOPLE TO A SPACE	110
	SEE WHEN YOU HAVE BEEN ADDED TO A NEW SPACE	114
	REMOVE SOMEONE FROM A SPACE	115
	Скеате а Теам	117
	SEND A MESSAGE	129
	FORMAT A MESSAGE (WINDOWS AND MAC ONLY)	131
	SHARE FILES WITH OTHERS	132
	SHARE SCREEN WITH SOMEONE ON A MESSAGE	134
	ADDING EMOJIS TO YOUR MESSAGES	
	USING @MENTIONS	139
	EDIT MESSAGES	140
	DELETE MESSAGES AND FILES	141
	FLAG IMPORTANT MESSAGES	142
	PEEK YOUR UNREAD MESSAGES	
	FORWARD MESSAGES	
	QUOTE SOMEONE'S MESSAGE	151
	STARTING A THREAD	153
	WHITEBOARD	
	FILTER YOUR MESSAGES AND CONTENTS	160

GETTING STARTED

Welcome to your iiNet BizPhone with Webex!

To start using your iiNet BizPhone with Webex, you will need to first Self-activate and download the apps (available on Desktop, Mobile or Tablets devices). Please refer to the iiNet BizPhone with Webex (BizPhone App) Self-Activation guide for the Self-Activation link and instructions. The iiNet BizPhone with Webex (BizPhone App) Self-Activation Guide is available on your BizPhone Resources page: https://help.iinet.net.au/bizphone-support-resources

In order to have the best experience possible and to receive future updates on your iiNet BizPhone with Webex, please note that the minimum system requirements, network requirements and bandwidth requirements are continuously reviewed and maybe revised. Click the link on each of the requirements below to review the most-up-to date requirements.

Minimum System Requirements

Click here to view the minimum System requirements, including the supported Operating Systems and Browsers.

Minimum Network Requirements

If you own or operate your own Firewall, Network requirements, such as Port Numbers and Protocols, IP Subnets and Domains and URLs will also need to be reviewed and configured to allow the iiNet BizPhone with Webex and devices to communicate with Webex cloud signaling and media services. Click <u>Port Numbers and Protocol</u> <u>Requirements</u>, <u>IP Subnets Requirements</u> and <u>Domains and URLs Requirements</u> to review these Network Requirements.

Minimum Bandwidth Requirements (for video calling/meetings)

To take advantage of the video calling and video meeting features of the iiNet BizPhone with Webex, we recommend 2-3 Mbps of bandwidth for each concurrent video call for optimum quality. Click <u>here</u> to view more information regarding bandwidth requirements for video calling.

For more information on the Webex service, please refer to <u>Webex from Service Providers</u>, but please note that NOT all the features that are available on this page are supported on BizPhone with Webex.

If you require additional assistance to your iiNet BizPhone with Webex, please contact your assigned BizPhone Administrator.

LOG IN TO YOUR BIZPHONE WITH WEBEX APP

Following the successful Self-Activation, you would have downloaded the BizPhone App via the provided links during the Self-Activation process or on your BizPhone Self-Activation Advice.

If you have not downloaded the app, you can download it via the following links. For Mobile, available on the <u>Android Market</u> and <u>Apple App Store</u>. For Desktop, available on <u>Webex Downloads</u> Page.

Then login with your BizPhone Service ID or email address provided during the Self-Activation process.

		-	×
	Sign in or sign up		
	Email address		
	Next Need help signing in? Get Help		
	Join a meeting		
.1 1.1 1. cisco	Webex you accept the Terms of Service, Privacy Statement, Terms of Service Privacy Statement Notices & Disclaime		

It will prompt you to the iiNet login screen, enter your BizPhone Service ID or email address provided during the Self-Activation process and web password.

Login Screen - Desktop

	-	×
iinet		
Enter your username 🕥		
Username		
Password		
Submit		
Webex by cisco By using Webex, you accept the <u>Terms of Service.</u> Phages Balances. Notices & Doctimens, Learn more <u>shoul lybbes</u>		

Login Screen – iOS device



Login Screen – Android device

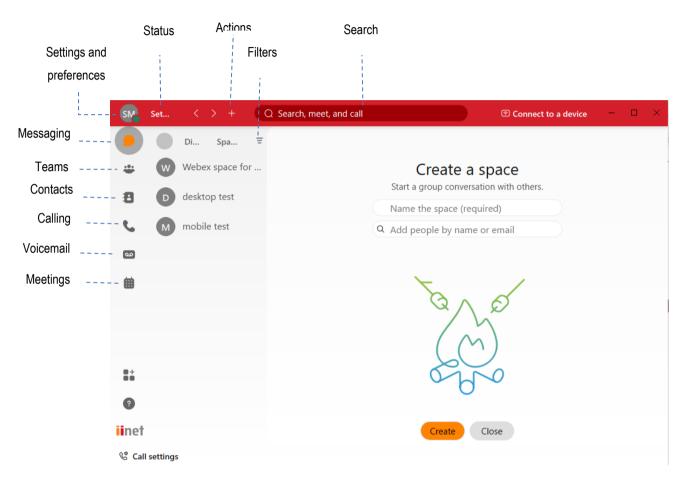
inet
Enter your usemame 🕤
Usemame
Password
Submit
webex is cisco. By using Vision Tearsy yas accept the Tearsy of Tearlow, Privacy Tearsent and Notons 6 Dischargers.
Lasers more about Webes Teams

OVERVIEW

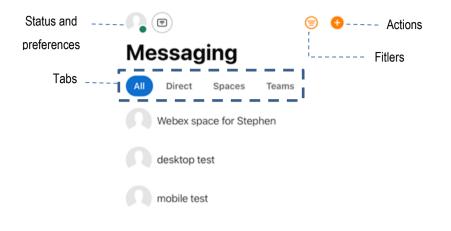
The iiNet BizPhone with Webex is an easy-to-use one app to call, message and meet, which is available on your Desktop and Mobile devices. First, let's get familiar with the User interfaces across the different devices.

User Interface

For Windows and Mac

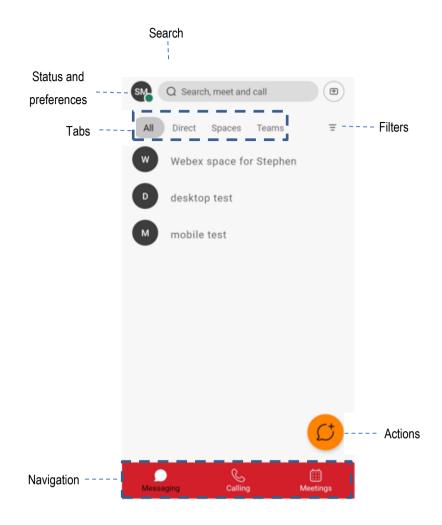


For iPhone





For Android



PROFILE AND PREFERENCES

Add your Profile Picture and a Cover Image

You can add your picture to your profile to make it easier for people to recognise you in BizPhone App. If you do not add a picture to your profile, your profile will only show your initials inside the circle.

Notes:

- You can use lots of common graphic formats for your picture: .jpg, .png, .gif, or .bmp. Or you can use the camera on your phone to cake a quick selfie.
- The file has to be under 10MB for desktop and 1MB for mobile and should ideally be a square image. BizPhone App resizes your file to use in BizPhone App.
- After you add a profile picture you can replace it with another picture. You cannot get back to just showing your initials.

Add a profile picture and cover image from Desktop app

- 1. In the app header, click your profile. If you have not already added a picture, you will see your initials in a circle.
- 2. Click Edit profile, then go to the Profile picture section on the right.

😳 Edit Profile	×
	Profile picture
SM	Change picture Display name
Stephen May	Stephen May
Active	Choose a cover image
0 0	⊘ None
Email: SMay@bwinteropbizphone.co Work: +618847C	
•	
	Save Cancel

3. Click **Upload picture** to browse a picture to upload. If you already have a profile picture, click **Change picture** to change your current picture.

You could also change your Display name by typing in the provided text box or change a cover image for your profile by selecting the available image from the list.

4. When you have made your changes, click **Save**.

Add a profile picture from iOS device

- In the app header, tap your profile. If you have not already added a picture, you will see your initials in a circle.
 Tap **Profile** and then tap



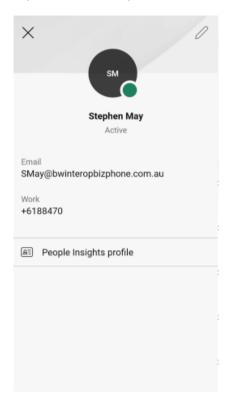
- 3. Tap Change picture, and then choose from the following:
 - Take Photo to take a picture.
 - Choose Existing Photo to select an existing picture. • You might need to give BizPhone App access to your pictures first.

Cancel	Edit Profile	Save
	SM	
	Change picture	
Take photo		

4. Tap Save.

Add a profile picture from Android device

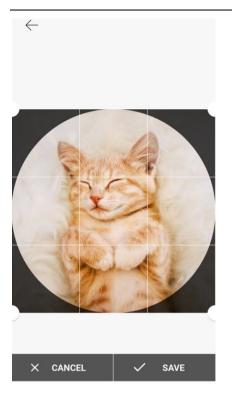
- 1. In the app header, tap your profile. If you have not already added a picture, you will see your initials in a circle.
- 2. Tap **Profile** and then tap \mathcal{O} .



3. Tap **Change Picture**, then take a photo or choose a picture to use. You might need to give BizPhone App access to your pictures first.

← Edit profile	
SM	
CHANGE PICTURE	
Display name	
Stephen May	\otimes

4. When you have made your selection, tap 💙, adjust the crop for your picture, then tap Save.

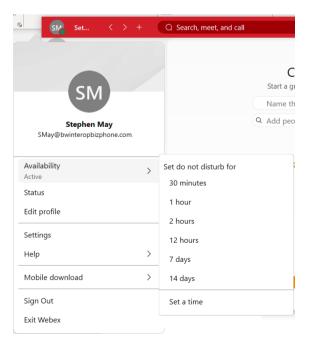


Set Do Not Disturb

You can set your availability to Do Not Disturb (DND) to let others know that you are busy or do not want to be disturbed. People can still send you messages and you will still see your unread indicators.

Set DND from Desktop App

- 1. Choose your profile picture and select Availability.
- 2. Choose from the following:
 - Select how long you do not want to be disturbed for from the list.



• Click Set a time to choose a specific time.

×
12:30 AM ~
Save Cancel

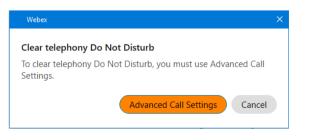
• Click Cancel.

Webex		
Set telephony Do Not Distu	rb	
To set telephony Do Not Distur Settings.	rb, you must use Advan	iced Call
Ac	Ivanced Call Settings	Cancel

3. To change your availability back to active, click Availability > Clear.

SM Set < > +	-	Q Search, meet, and call
SM		C Start a g Name ti
Stephen May SMay@bwinteropbizphone.com.au	I	Q Add per
Availability Do not disturb until 12:30 AM	>	Clear
Status		Set do not disturb for
Edit profile		30 minutes
·		1 hour
Settings		2 hours
Help	>	12 hours
Mobile download	>	7 days
		14 days
Sign Out		

Click Cancel.



Set DND from iOS device

- 1. Tap your profile picture, tap Availability
- 2. Choose from the following:
 - Select how long you do not want to be disturbed for from the list.
 - Tap **Custom**, choose a specific date and time.

	Availability	
Active		
Clear		
O NOT DISTUR	B FOR	
30 minutes		
l hour		
2 hours		
12 hours		
7 days		
14 days		
Custom		

• Click Cancel.



3. To change your availability back to active, tap Availability > Clear, so that people know that they can contact you again.

<	Availability	
	Do not disturb until 9:27 am	
Cle	ear	
DO	NOT DISTURB FOR	
30 minutes		
1 hour		
21	hours	
12 hours		
7 days		
14	days	
Сι	ustom	

Click Cancel.

Do	not disturb until 9:27 am	
Clear		
DO NOT	DISTURB FOR	
30 m'		
1 hou	To set telephony Do Not Disturb must use Advanced Call Settings.	
2 hou	Advanced Call Settings -	
12 hc		
7 days	Cancel	
14 day	/S	
Custo	m	

Set DND from Android device

- 1. Tap your profile picture, then tap Availability.
- 2. Choose from the following:
 - Select how long you do not want to be disturbed from the list.
 - Tap **Custom**, choose a specific date and tap **Ok**, then choose a specific time and tap **Ok**.

\leftarrow Availability				
Active				
Do not disturb for				
30 minutes				
1 hour				
2 hours				
12 hours				
7 days				
14 days				
Custom				

3. To change your availability back to active, tap Availability > Clear, so that people know they can contact you again.

\leftarrow Availability				
Do Not Disturb until Tomorrow, 01:04				
Clear				
Do not disturb for				
30 minutes				
1 hour				
2 hours				
12 hours				
7 days				
14 days				
Custom				

Set a Status

You can change your status to be something more descriptive. For example, you can set it to Be Right Back to let people know that you are not available. You can also make up a custom status to let people know what you are up to.

Set your Status from Desktop App

- 1. In the app header, click Set a status.
- 2. Select a status from the available list or create your own status by typing in the What's your status? window.

🕡 Webex		×
What's your status?		
0	0/75	
Clear after		
1 day 🗸 🗸		
Choose a status		
Working from home 🏠		
Traveling for business 🚀		
Out for lunch		
Be right back <u> </u>		
	Save Cancel	

Notes:

- You can add up to five status options to the list, so they are quickly available.
- The maximum length for each status is 75 characters and can also include emojis.

3. In the Clear After drop-down, choose from the following:

- Select when you want your status to clear, by choosing a time from the list.
- Click Set a time, to choose a specific date and time.

🔞 Webex			×
Working from	home 🏠		× 19/75
Clear after			
Set a time	Today	\sim	10:30 AM ${\sim}$
30 minutes			
1 hour	ome 🏠		
2 hours			
12 hours	siness 🚀		
1 day	8		
7 days	[
		Sa	ve Cancel

Notes: You can set a status for a maximum of 7 days or a minimum of 30 minutes.

4. Click Save to save the changes. To remove a selected status, click Clear.

Set your Status from iOS device

- 1. Tap your profile picture and then tap **Set a status**.
- 2. Select a status from the list or tap the text box to create a new status.

<	Set a status	Done	
What's yo	our status?		
CLEAR AFTE	R		
1 day		>	
CHOOSE A STATUS			
Working from home 🏠			
Travelling for business 🚀			
Out for lunch			
Be right back 🚡			

Notes:

- You can add up to five status options to the list, so they are quickly available.
- The maximum length for each status is 75 characters and can also include emojis.

3. Tap Clear after to set a time for your status to clear, choose from the following:

- Select a time from the list.
- Tap **Set a time** to choose a specific date and time.

<	Set a status	Done
Working fr	om home 🟠	
CLEAR AFTER		
1 day		\sim
30 minu	tes	
1 hour		
2 hours		
12 hours		
1 day		\odot
7 days		
Set a tim	e	
CHOOSE A ST	TATUS	
Working fr	om home 🟠	

Note: You can set a status for a maximum of 7 days or a minimum of 30 minutes.

4. Tap Done.

Set your Status from Android device

- 1. Tap your profile picture and then tap **Set a status**.
- 2. Select a status from the list or tap the text box to create a new status.

\leftarrow Set a status				
What's your status?				
Clear after > 1 day				
Choose a status				
Working from home 술				
Travelling for business 🖋				
Out for lunch 🝽				
Be right back				

Notes:

- You can add up to five status options to the list, so they are quickly available.
- The maximum length or each status is 75 characters and can also include emojis.
- 3. Tap Clear after to set a time for your status to clear, choose from the following:
 - Select a time from the list.
 - Tap Set a time to choose a specific date and time.

\leftarrow	Set a status					
Wo	orking from home 🏫 🛛 🔞					
Clear 1 day	Clear after > 1 day					
Choos	se a status					
Work	ing from home 🏠					
Trave	Illina for business 🚀					
\bigcirc	30 minutes					
\bigcirc	1 hour					
\bigcirc	2 hours					
\bigcirc	12 hours					
٢	1 day					
\bigcirc	7 days					
\bigcirc	Set a time					

Note: You can set a status for a maximum of 7 days or a minimum of 30 minutes.

4. Tap ←.

CONTACTS

View or Search Contacts

There are two types of contacts available on BizPhone App:

- 1. Personal Contacts.
- 2. Directory Contacts (via the Search Bar).

Personal Contacts is a list of contacts that each BizPhone App user can configure on the app. These contacts will only appear on the Contacts list of that particular user. Please refer to <u>Add New Contacts</u> section on how to configure/add new contacts to Personal Contacts.

There is no Directory Listing available on the BizPhone App. However, Directory Contacts is available via the Search bar/function Search, meet, and call on the Desktop App header or Search on the Search on the Search tab on iOS device or search meet and call on the Calling tab on the Android device. The Search Bar on the BizPhone App combines the Webex find capability (for example, Webex users in other company's with the BizPhone Directory). The BizPhone Directory does have some synchronisation delays.

In the Directory Search, a list of searchable contacts is available, including:

- Other users in the same vPBX with BizPhone App/SoftPhone (sync immediately).
- Other users in the same vPBX who do not have the BizPhone App/SoftPhone (sync every 7 days or can be triggered manually by support).
- Other services in the same vPBX, such as Auto Attendants, Hunt Groups and Call Centre (sync every 7 days or can be triggered manually by support).
- Global Address Book contacts (sync every 7 days or can be triggered manually by support). Global Address Book can be configured through the "Global Address Book" function on the BizPhone Frontier Admin Portal. Please refer to the iiNet BizPhone Admin Guide on how to configure the Global Address Book.

You can also add these searchable contacts to your personal contacts. Please refer to <u>Add New Contacts</u> section on how to add Directory contacts to Personal Contacts.

For more information relating to the Search function on the BizPhone App, please refer to <u>Find people, spaces, messages, files</u> <u>and devices</u>.

View contacts from Desktop app

To view Personal Contacts on the Desktop App, click on ¹² Contacts (see below screenshot).

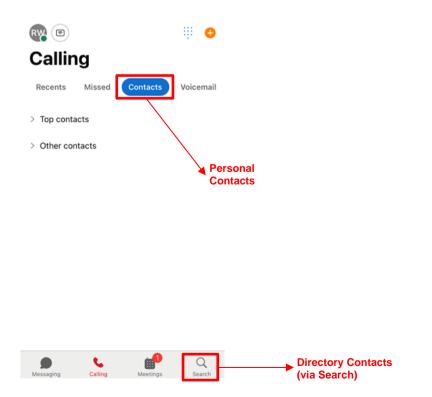
To search a contact, type the contact name on the Search function Search, meet, and call on the app header to begin the search (see below screenshot).

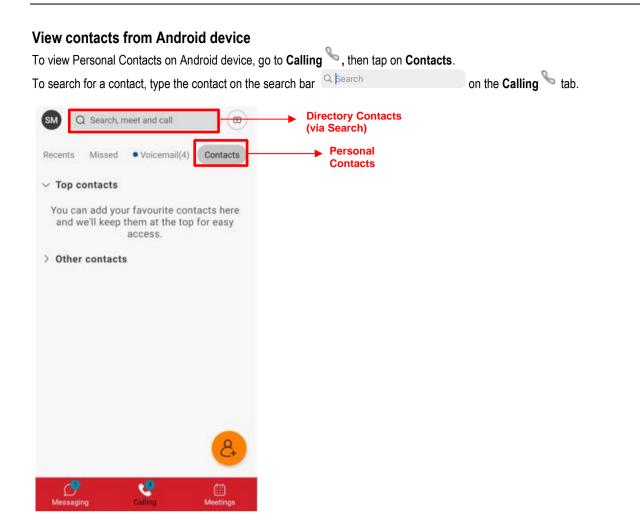
SM Set a status	< > +	Q ros	Cancel © Connect to a device – □ ×
Messaging	 Top contacts 	Q Search all spaces for 'ros'	
😃 Teams	You can add your favo we'll keep them at the		
Contacts	> Other contacts	RW Rosmery Wun	Directory Contacts (via Search)
📞 Calling		RW Rosmery Wun	Contacts
🚥 Voicemail 4		Rosmery1 Write Peek	le to your contacts list and organize them here.
Meetings		Show more Add to favorites Spaces Add to contacts	here.
	A Personal	Test BizPhe Rosmery Wi Hide	
	Contacts	desktop te Ross Millan +-4 others	D'a CI
		Devices	
			d a contact Create a group
Apps		We can't find any devices that match	
Help		your search.	
inet			
📽 Call settings			

View contacts from iOS device

To view Personal Contacts on iOS device, go to **Calling** S, then tap on **Contacts**.

To search for a contact, go to the Search \bigcirc tab, and type the contact on the search bar \bigcirc bearch





Add Contacts

You can add a Contacts list and then group them and customise the contact information.

Add contacts from Desktop app

1. Go to ¹² and select Add a contact or click ¹ in the app header then select Add a contact.

SM	Set < > +	Q Search, meet, and call	⑦ Connect to a device − □ × 3
	✓ Top contacts	0	
	You can add your favorit we'll keep them at the t		
8	> Other contacts	0	Contacts
e.			Add people to your contacts list and organize them
•			here.
`			
			Ju a c
::			Add a contact Create a group
iinet			
🕲 Call	settings		

- 2. Choose one of the following options:
 - Enter the person's name in the **Search** field, click the drop-down list to either assign the person to a default group or **Create New Group** and click **Add**.

Webex X	Webex X
Add a contact	Add a contact
Select a group and then search for one or more people to add them as a new contact. You can also: Create a custom contact	Select a group and then search for one or more people to add them as a new contact. You can also: Create a custom contact
Other contacts ~	Other contacts
Q Add people by name or email	+ Create New Group
	Top contacts
Add Cancel	Other contacts 🗸 🗸

If you are creating a new group, give the group a name and then click Create.

, iii	×
Create a group	
Create a group in your contact list	
Name the group	
Create Cance	el

• Click Create a custom contact, enter the person's information and then click Save.

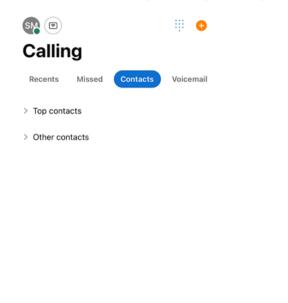
Webex		×
		^
First name		
Last name		
Display name*		
Contact group	Other contacts ~	
Phone	Work Y	
	+ Add another phone number	
E-mail		
Personal room		*
	Save	cel

Or you can also add a contact found through the Directory Search by right clicking on the contact and select **Add to contacts**. You can either assign the person to a default group or **Create New Group** and click **Add**.

SM	Set a status		Q ros Cancel Cancel Connect to a device - C ×
	Messaging 1	✓ Top contacts	Q Search all spaces for ' ros ' →
÷	Teams	You can add your favo we'll keep them at the	People
8	Contacts	> Other contacts	RW Rosmery Wun
¢,	Calling		RW Rosmery Wun Contacts
۵	Voicemail 4		Rosmery1 With Peek Peek here.
▦	Meetings		Show more Add to favorites nere. Spaces Add to contacts Image: Contacts
			Test BizPhi Rosmery Wi Hide
			desktop te Leave //12/2021
			Devices Id a contact Create a group
	Apps		
2	Help		We can't find any devices that match your search.
iine			
	all settings		

Add contacts from iOS device

1. At the bottom of your app, go to **Calling** \mathbb{S} , then go to **Contacts** and tap \oplus .





2. Select Add a Contact. You can also Create a Group from here.





- 3. Choose one of the following options:
 - Enter the person's name in the Search field and the choose the person's name from the results. You can either assign the person to a default group or Create New Group.
 - If you are creating a new group, give the group a name and then tap Create.

Printed: 5-Jul-22

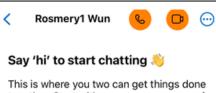
Cancel	Add contact	
Q Add p	eople by name or email	

• Tap Customise a new contact, enter the person's information and then tap Save.

5	Cance	New contact	Done	
	0	First name		
		Display name (Required)		
	යි	Group Other contacts	>	
	C	Work > Work		
	•	Add phone number		
		Email		

4. Tap Done.

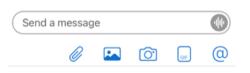
Or you can also add a contact found through the Directory Search by tapping on the contact and tap 😁 on the top right corner.



together. Start with a message or even a fun GIF. Once you're both using Webex, you can meet and call from here.

Generation and a strong encryption using a unique key. Tap to learn more.





Tap on Info and then tap on View contact card.

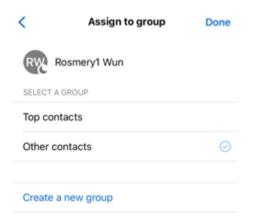


View contact card	>
Favourite	\$
Notifications	
Add apps	>
View direct message policy	>
Leave	

Then tap on Add contact.

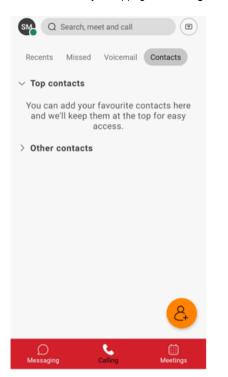
RW					
	Rosilie	ry1 Wun			
D	S				
Message	Audio	Video	People insights		
Email					
Work +61883100	490				
Personal roo	m				
Add contac	t				

You can either assign the contact to a default group or create a new group for the contact and then tap Done.

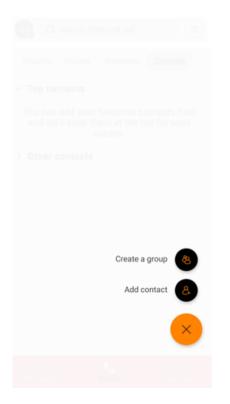


Add contacts from Android device

1. At the bottom of your app, go to **Calling** \mathbb{S} , then go to **Contacts** and tap \mathbb{S} .



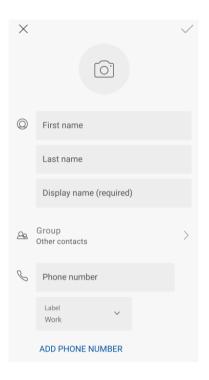
2. Select Add a Contact. You can also Create a Group from here.



- 3. Choose one of the following options:
 - Enter the person's name in the Search field and the choose the person's name from the results. You can either assign the person to a default group or Create New Group.
 If you are creating a new group, give the group a name and then tap Create.

← Add contact	
Q Add people by name or email	
Customise a new contact	

• Tap Customise a new contact, enter the person's information and then tap Save.



4. Tap Done.

Or you can also add a contact found through the Directory Search by tapping on the contact and tap ¹ on the top right corner.

🔶 Rosmery1 W	b i
Say hi to start chatting	
This is where you two can ge together. Start with a messa fun GIF. Once you're both usi can meet and call from here.	ge or even a ng Webex, you
This conversation is protecte encryption using a unique key. Ta	
Send a GIF	
	0
Write a message	Q
0 2 0	

Then tap on the drop-down menu, tap Info.

\leftarrow Rosmery1 W.	٠	Screen s	hare
	⊖	Content	
Say hi to start cha	ମ୍ଚ	Pins	
This is where you two together. Start with a fun GIF. Once you're b	í	Info	
can meet and call from	n here	<u>)</u> ,	.,,,
This conversation is p encryption using a unique			
Send a GIF			
Write a message			Q
0 5	06	c) G⊫	@

Then tap on View contact card.

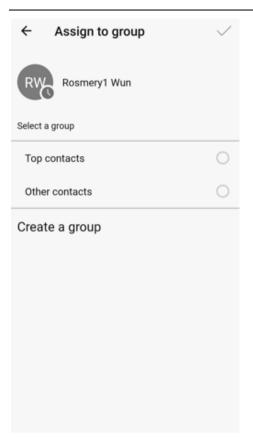
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CRW Rosmery1 Wun	
View contact card	
Favourite	☆
Notifications	
Add apps	
View direct message policy	
Leave	

Then tap Add contact.

×	Rv	y1 Wun	
D Message	Audio	Video	People
Email andybackup Work		nail.com	
+618831004 Personal roor			i
Add contac	et		

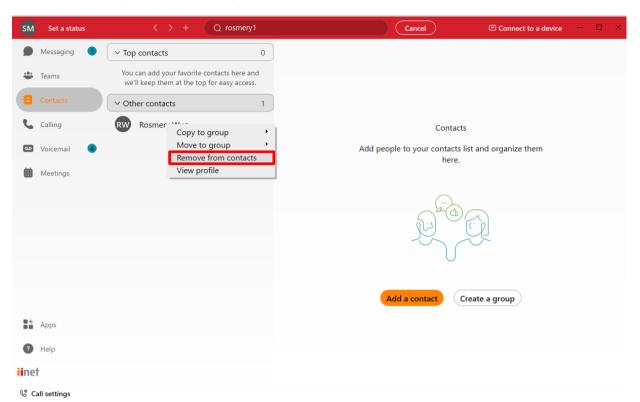
You can either assign the contact to a default group or **create a new group** for the contact and then tap void on the top right corner.



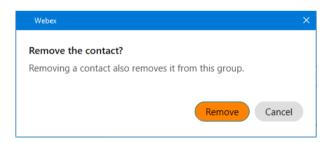
Remove Contacts

Remove contacts from Desktop app

Select the contact that you wish to remove, right click on the contact and then select Remove from contacts.



Then click Remove to remove the contact.



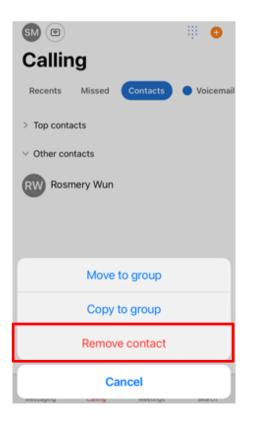
Remove contacts from iOS device

Slide left on the contact that you wish to remove, and tap More.

SM 😰			ii 😶
Callin	g		
Recents	Missed	Contacts	 Voicemail
> Top conta	cts		
✓ Other con	tacts		
osmery Wun			More

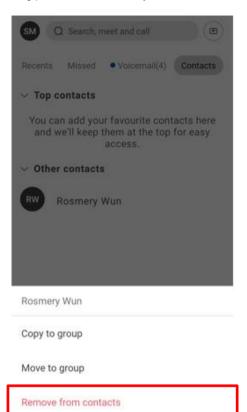


Then select Remove contact to remove the contact.



Remove contacts from Android device

Long press the contact that you wish to remove, and select Remove from contacts.



AUDIO AND VIDEO SETTINGS

Default Audio and Video preferences for Meetings

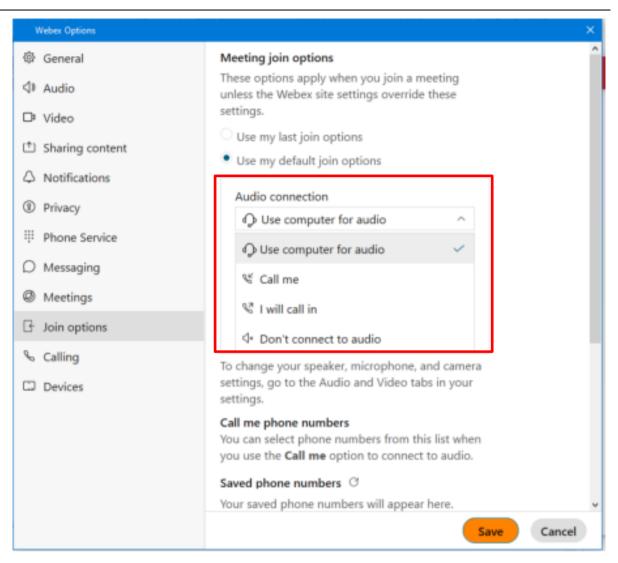
You can manage your audio and video preferences in advance prior to joining a meeting.

Manage your default audio and video preferences from Windows devices

- 1. Go to your profile picture and choose Settings.
- 2. Select Join options.
- 3. For Meeting join options:
 - Select **Use my last join options** to use the same audio and video that you used in your last meeting.
 - Select Use my default join option to use your default audio and video when you join a meeting. Choose your default audio and video in next steps.

Webex Options	×
袋 General	Meeting join options
외》 Audio	These options apply when you join a meeting unless the Webex site settings override these
🗅 Video	settings.
① Sharing content	Use my last join options
↓ Notifications	O Use my default join options
③ Privacy	Call me phone numbers You can select phone numbers from this list when
iii Phone Service	you use the Call me option to connect to audio.
○ Messaging	Saved phone numbers C Your saved phone numbers will appear here.
Ø Meetings	
🕒 Join options	Recent phone numbers
℅ Calling	Phone numbers that you've used recently in meetings will appear here.
Devices	
	Save Cancel

- 4. For Audio connection, choose from the following options:
 - Use computer for audio use your computer with a headset or speakers.
 - Call Me enter or select the work or home phone number that you would like the meeting to call.
 - I will Call In dial in from your phone when the meeting starts.
 - Don't connect to audio you will not hear any audio in the meeting through your computer or phone.



- 5. Select Mute me when I join the meeting to mute your audio when you join a meeting.
- 6. For Video connection, select Start my video when I join the meeting to show your video when join a meeting. Select a camera to be on video when you join meetings. See <u>Choose which camera to use</u>.
- 7. Click Save.

Manage your default audio and video preferences from Mac devices

- 1. In the app header, click on your profile picture and then select **Preferences**.
- 2. Select Join options.
- 3. For Meeting join options:
- 4. Select Use my last join options to use the same audio and video that you used in your last meeting.
- 5. Select **Use my default join option** to use your default audio and video when you join any meeting. Choose your default audio and video in next steps.
- 6. For Audio connection, choose from the following options:
 - Use computer for audio use your computer with a headset or speakers.
 - Call Me enter or select the work or home phone number that you would like the meeting to call.
 - I will Call In dial in from your phone when the meeting starts.
 - Don't connect to audio you will not hear any audio in the meeting through your computer or phone.
- 7. Select **Mute me when I join the meeting** to mute your audio when you join a meeting.
- 8. For Video connection, select Start my video when I join the meeting to show your video when join a meeting. Select a camera to be on video when you join meetings. See <u>Choose which camera to use</u>.

Manage your default audio and video preferences from iOS devices

- 1. Tap your profile picture and then tap **Settings**.
- 2. Choose Audio to adjust your audio settings or choose Video to adjust your video settings.

Settings	
General	>
Notifications	>
Audio	>
Video	>
Privacy	>
Phone service	>
Calendar	>
Messaging	>
Calling	>
Devices	>

• For Audio, you can choose whether you want to answer calls with speaker on. This setting will only take effect if you are not connected to any external audio device. You could also turn on **Remove Background noise** capability.



• For Video, you can choose whether to enable or disable **Answer calls with my video on**. This option only applies to your video. You will still see the other person even if your video is off, providing the other person has their video on.

<	Video	
INCOMING C	ALLS	
Answer ca	lls with my video on	C
	oplies only to your video, you n son's video if that person has t	

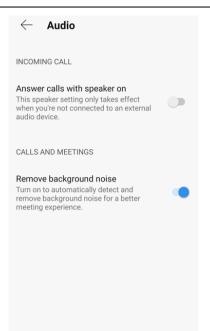
Manage your default audio and video preferences from Android devices

1

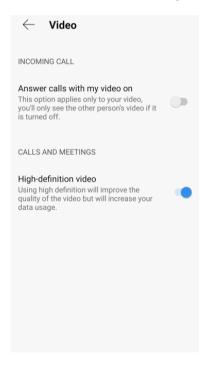
- 1. Tap your profile picture and then tap **Settings**.
- 2. Choose Audio to adjust your audio settings or choose Video to adjust your video settings.

\leftarrow	Settings
ŝ	General
\bigtriangleup	Notifications
<]»	Audio
	Video
S	Privacy
Ċ	Phone service
	Calendar
Q	Messaging
C	Calling
Ġ	Devices

• For Audio, you can choose whether you want to answer calls with speaker on. This setting will only take effect if you are not connected to any external audio device. You could also turn on **Remove Background noise** capability.



• For Video, you can choose whether to enable or disable **Answer calls with my video on**. This option only apply to your video. You will still see the other person even if your video is off, providing the other person has their video on. You can also choose to enable **High-definition video**, which will improve the quality of the video.



Customise your video preferences

You can customise your video settings, such as:

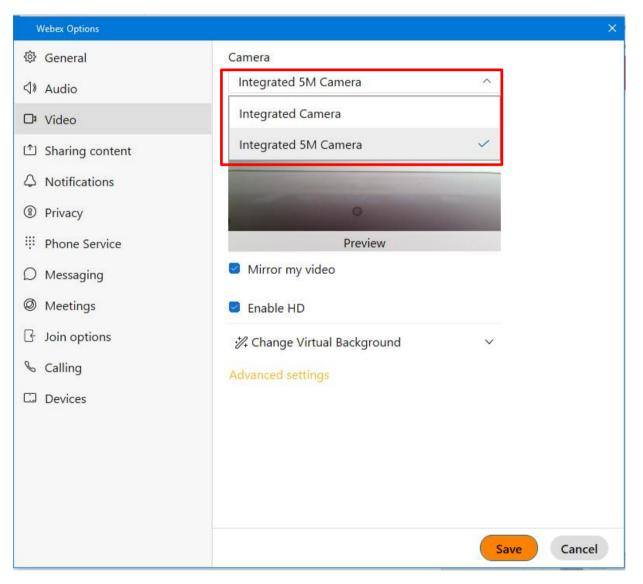
- Choose what camera to use.
- Blur your background or use a preset or custom virtual background.

Choose default camera to use

You can select a default camera to use for your meetings if you have multiple cameras. On mobile, you can switch between front and back-facing cameras.

Choosing camera on Windows devices

- 1. Go to your profile picture and choose Settings.
- 2. Click Video, choose the camera you would like to use from the Camera drop-down list.
- 3. Click Save.



Choosing camera on Mac devices

- 1. Go to your profile picture and then choose Preferences.
- 2. Click Video and then choose the camera you would like to use from the Camera drop-down list.

Set a default Virtual Background for Meetings

You can replace your surroundings with one of the preset options or an image of your own.

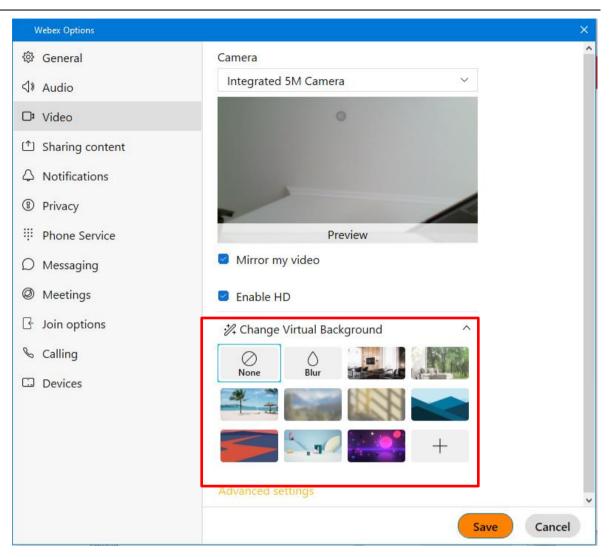
Before you begin

Make sure your device meets the following requirements.

Windows	Operating System	Windows 8 or Windows 10 32-bit/64-bit If you are in a VDI environment, make sure you are using a supported platform for virtual backgrounds. Click <u>here</u> for more information.	
	Processor	 Intel Core i3, i5 or i7 4000 series of higher AMD Ryzen 5,7,9 or higher 	
	Memory	 8 GB or more of RAM 2 GB or more of VRAM for dedicated GPUs 	
Мас	Operating System	MacOS High Sierra (version 10.13) or later If you are in a VDI environment, make sure you are using a supported platform for virtual backgrounds. Click <u>here</u> for more information.	
	Processor	 Intel Core i7 4000 series quad-core or higher processor Intel Core i7 5000 series dual-core processor or higher Intel Core i5 6000 series dual-core processor or higher 	
	Memory	2 GB or more of VRAM for dedicated GPUs	
iOS		 iPhone 7 or later iPad Pro and later iPad mini (5th generation) and later iPad Air (3rd generation) and later 	
Android	Operating System	Android 9.0 (Pie) and later	
	Processor	 Snapdragon 845 Samsung Exynos 9810 Equivalent processors with eight or more cores 	
	Memory	3.5 GB or more of RAM	

To set your default virtual background on Desktop app:

- 1. Go to your profile picture and choose **Settings** (on Windows) or **Preferences** (on MAC).
- 2. Click Video, go to Change Virtual Background section.



You can also personalise your background by uploading your own images. Click the + icon and then find the images that you want to use.

Notes:

- You can upload up to three custom images.
- Supported file types are .jpg, .jpe, .jpeg and .png.

3. Make your selection and then click Save. BizPhone App remembers your selection for your next call or meeting.

Note: You do not need to be in a call or meeting to change your background. You can do it anytime and the change applies to all your future calls and meetings in BizPhone App.

You can also change your virtual background during meeting. Please refer to <u>Change your virtual background during a</u> <u>Meeting</u>.

Customise your audio preferences (Windows and Mac only)

You can customise your audio settings, such as:

- Choose a headset, speaker or microphone.
- Reduce disruptions with background noise removal and speech enhancement.

Change your audio settings on Windows devices

Click your profile picture, select Settings and select Audio.

Webex Options	X
牮 General	Ringers and alerts
⊲∜ Audio	All Devices \checkmark Test
□¹ Video	Output level
1 Sharing content	Volume O
↓ Notifications	Speaker
Privacy	Use system setting (Headset \vee 🛛 Test
Phone Service	Output level
D Messaging	Volume
Ø Meetings	Microphone
🕒 Join options	Use system setting (Headset 🗡 Test
S Calling	Input level
Devices	Volume O
	Automatically adjust volume
	Unmute temporarily by holding Spacebar
	Webex smart audio
	Noise removal
	Removes all background noise.
	Save Cancel

You can change any of the following settings:

- Choose the devices to use for the microphone, speaker and ringer. You can adjust the volume of your speaker and microphone from here and check the **Automatically adjust volume** check box.
- Choose Use system setting to use a device that is configured as the default option on your system. When you change the
 audio device for your operating system, Webex follows the change accordingly. To see what device you currently have set
 up as the default, go to Start > Settings > System > Sound.
- Choose the volume of the incoming call ringtone and message alert sounds.
- Check the **Unmute temporarily by holding Spacebar** check box so you can unmute yourself temporarily during a meeting.
- Under Webex smart audio:
 - Select **Noise removal** to join your meetings and calls without worrying about background noise, such as keyboard typing.
 - Select **Optimize for my voice** to remove background speech and noise when you are in a noisy environment where others are talking.

- Select **Music mode** to preserve your microphone's original sound when using your computer for audio, making virtual concerts or music lessons even better.

You can also remove background noise and enable music mode during a meeting via your desktop or mobile app, please refer to Remove background noise and enable music mode during a meeting.

Change your audio settings on Mac devices

Click your profile picture, choose Preferences and select Audio.

You can change any of the following settings:

- Choose the devices to use for the microphone, speaker and ringer. You can adjust the volume of your speaker and microphone from here and check the **Automatically adjust volume** check box.
- Choose **Use system setting** to use a device that is configured as the default option on your system. When you change the audio device for your operating system, Webex follows the change accordingly. To see what device you currently have set up as the default, go to **System Preferences > Sound**.
- Choose the volume of the incoming call ringtone and message alert sounds.
- Check the **Unmute temporarily by holding Spacebar** check box so you can unmute yourself temporarily during a meeting.
- Under Webex smart audio:
 - Select **Noise removal** to join your meetings and calls without worrying about background noise, such as keyboard typing.
 - Select **Optimize for my voice** to remove background speech and noise when you are in a noisy environment where others are talking.
 - Select **Music mode** to preserve your microphone's original sound when using your computer for audio, making virtual concerts or music lessons even better.

ADVANCED CALL SETTINGS

You can also configure your advanced call settings for Incoming and Outgoing calls and also Voicemail through your desktop or mobile devices.

Change your Advanced Call Settings on Desktop devices

1. Click your profile picture, select Settings and select Advanced Call Settings.

Webex Options		×
쒛 General	Call Forward	^
⊲∜ Audio	Do Not Forward Calls	
🗅 Video		
1 Sharing content		
\bigcirc Notifications		
Privacy	+ -	
iii Phone Service	Call Window Settings	
○ Messaging	Choose when the incoming call on your computer should automatically	
Ø Meetings	come to the front.	
🕒 Join options	When using this computer for calls:	
℅ Calling	Don't bring calls to front ~	
Devices	When using a desk phone or video device for calls:	
	On all calls ~	
	Additional Call Settings	
	Advanced Call Settings	
		~
	Save	

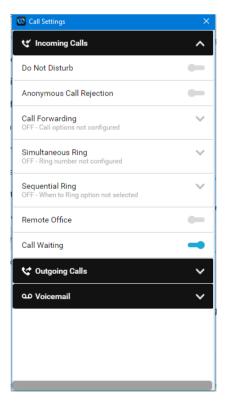
2. Click on the drop-down arrow on each category (Incoming Calls, Outgoing Calls or Voicemail) to configure the settings.

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For Incoming calls, you can choose to enable or disable:

- Do Not Disturb
- Anonymous Call Rejection
- Call Forwarding (Always, When No Answer, When Busy, When Not Reachable)
- Simultaneous Ring
- Sequential Ring
- Remote Office
- Call Waiting.



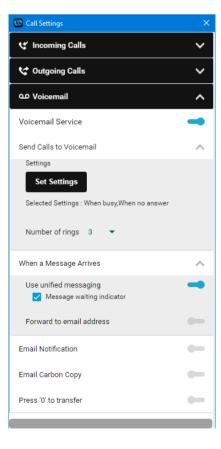
For Outgoing calls, you can choose to enable or disable:

- Block My Caller ID
- Automatic Callback.

00 Call Settings	×
😋 Incoming Calls	~
Calls	^
Block My Caller ID	-
Automatic Callback	-
Voicemail مە	~

For Voicemail, you can choose to:

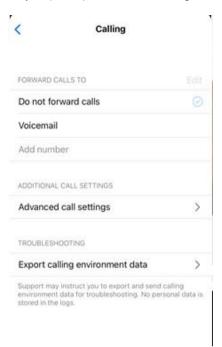
- Send Calls to Voicemail
- Send Voicemail to Email.



Change your Advanced Call Settings from Mobile devices

You can also change your Advanced Call Settings via your Mobile devices. It will have the similar options/settings like the Desktop app has.

1. Click your profile picture, select Settings, select Callings and select Advanced Call Settings.



2. One you are in the Advanced call settings, you will be able to configure the Incoming calls, Outgoing calls and Voicemail settings similar to what you can do on the Desktop app. See <u>Advanced_Call_Settings for the list of call settings on Desktop</u> app that you can also configure on Mobile app.

CALLING

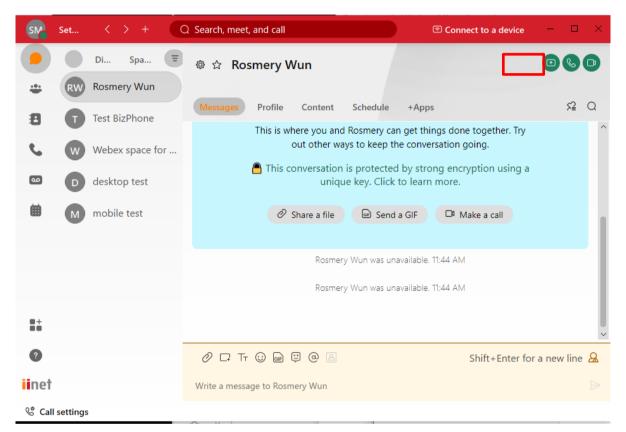
Making Calls

Call on Webex

You can call anyone with a Webex account via the BizPhone App. Just look for the 🧐 or 😐 icon.

Call on Webex from Desktop app

1. Choose whether you want to make it an Audio Sor Video D call.



- 2. While you are on a call, you can select the following:
 - and costop video to turn your video on and off (no matter how you placed the call originally).
 - Click ^{Share} to <u>share your screen</u>.

Click

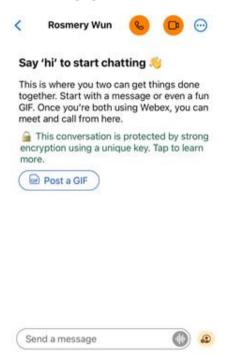
•

Click to share your whiteboard.

100 Rosmery Wun	₫ - □ ×
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Calling	
Rosmery Wun	
🖳 Mute 👻 🔯 Start video 👻 🐨 Share 🖤 🗡	\bigcirc Chat

Call on Webex from iOS device

1. Go to **Messaging** \square and select a contact, choose whether you want to make a video \square or audio \bigotimes call.





- 2. While it is ringing the other party, you can:
 - Mute the call by clicking on (1).
 - Put the call on speaker by clicking on .

Carl Rosmery.Wun	
Calling	
0	
(L) (D) (X)	

• When you click on , you can choose to Switch to video call, Share screen, New whiteboard and more.

Carl Rosmery.Wun	
AUDIO & VIDEO	
Switch to video call	>
MEETING OPTIONS	
C Share screen	>
CALLING OPTIONS	
	>
New whiteboard	>
SETTINGS	
└── Show call statistics	>

Call on Webex from Android device

1. Go to **Messaging** \square and select a contact, choose whether you want to make a video \square or audio \bigotimes call.

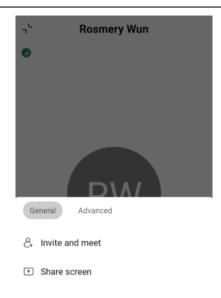
🔶 Rosmery Wun 💊 😐 🗄
fugemer. Start with a message of even a fun GIF. Once you're both using Webex, you can meet and call from here.
This conversation is protected by strong encryption using a unique key. Tap to learn more.
Send a GIF
Rosmery Wun was unavailable. 11:44
Rosmery Wun was unavailable. 11:44
Rosmery Wun was unavailable. 11:51
Rosmery Wun was unavailable. 11:52
Write a message & Q

- 2. While it is ringing the other party, you can:
 - Mute the call by clicking on (.)
 - Put the call on speaker by clicking on .

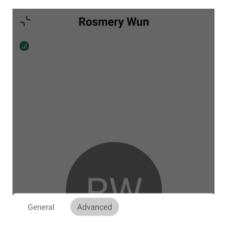
٦	Rosmery.Wun@t
•	

O Calling
Using an earpiece for audio
When you click on

When you click on : vou can choose to share screen on General tab.



- Or you can also select to Switch to video call or share a New whiteboard by selecting this option on the Advanced tab.



- Switch to video call
- New whiteboard
- └── Show call statistics

Call anyone with a Phone number

You can call anyone with a phone number or answer calls from anyone calling your BizPhone number. When you are making this type of call, it is just like making a regular phone call from a phone.

Calling anyone with a Phone number from Desktop app

Go to \mathbb{S} , enter a phone number in the dial pad, and then click on Audio \mathbb{S} .

SM	Set	< > +	Q Search, meet, and call	⑦ Connect to a device − □ ×
	All	Missed	6 ,	
*	RW	Rosmery Wun (5) Call on Webex	11:54 AM 🔏	Search or dial
8	#	0280229999	Yesterday 8:35 PM	
C.				1 2 3 ABC DEF
60				4 5 6
⊞				GHI JKL MNO
				7 8 9 PQRS TUV WXYZ
				* 0 # , + #
•+				☐ My Computer ∽
2				Co Co
iinet				Audio
Re Call	l settinas			

S Call settings

×

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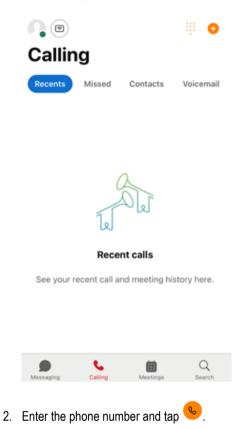
4 6 H I

7 PQRS

*

Calling anyone with a Phone number from iOS device

1. Go to **Calling** [№], tap ^Ⅲ.



Type to dial

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My phone ~

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#

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6 MN 0

Calling anyone with a Phone number from Android device

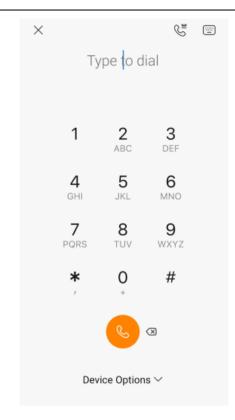
1. Go to Calling S, tap 🧐.

SM Q Search, meet and call
Recents Missed Voicemail Contacts
1000
Recent calls
See your recent call and meeting history here. To make a call, tap the dial pad.
C t
D E E E E E E E E E E E E E E E E E E E
Choose Dial pad
Pull call
Dial pad
ß

2.

3. Enter the phone number and tap ^{So}.

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Answering Calls

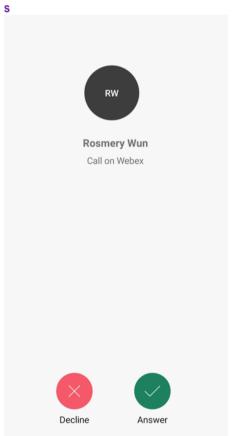
When you get a call, you get a notification that you can use to answer or decline.



Answering Calls from iOS device



Answering Calls from Android device

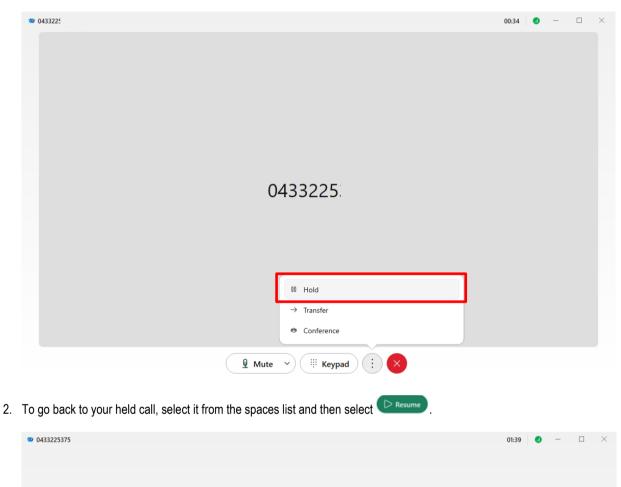


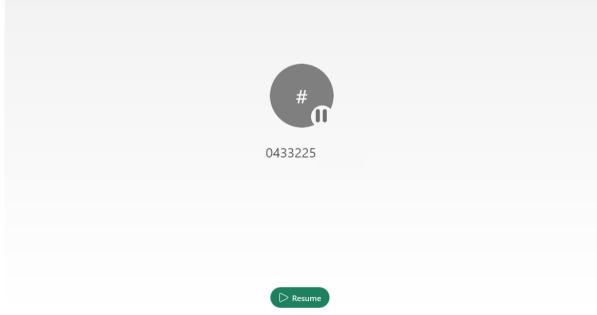
Hold/Resume Call

While you are on a phone call with someone, you can put the call on hold and resume it when you are free to chat again.

Hold a call on Desktop app

1. While on a phone call, select \bigcirc and then select **Hold**.





Hold a call on iOS device

1. While on a phone call, tap \bigcirc and select **Hold**.

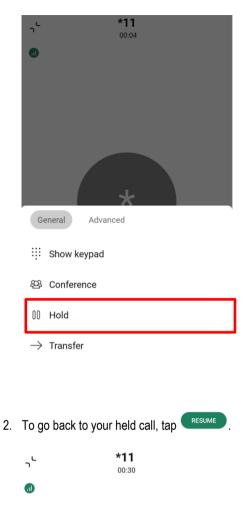
	+61433225	
CAL	LING OPTIONS	
Ψ	Show Keypad	20
83	Conference	>
00	Hold	>
\rightarrow	Transfer	>
SET	TINGS	
⊵~	Show call statistics	2.5

2. To go back to your held call, tap Resume.

•	0433225 00:29	
	Ħ	
	Resume	

Hold a call on Android device

1. While on a phone call, tap \bigcirc and on the **General** tab, select **Hold**.



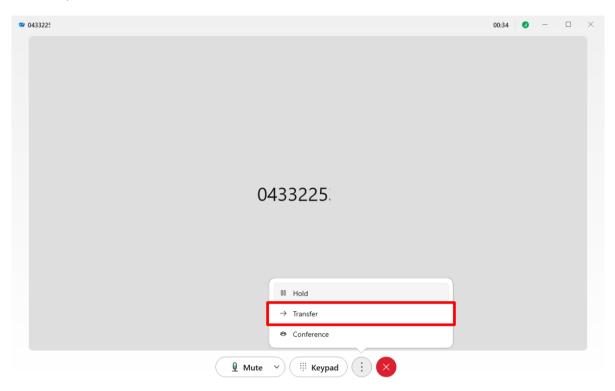


Call Transfer

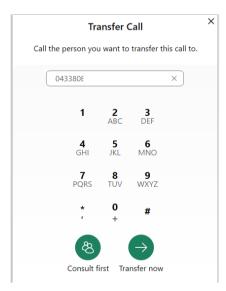
When you are on a phone call, you can transfer that call to someone else and let the person knows that you are transferring the call to them.

Transfer calls from Desktop device

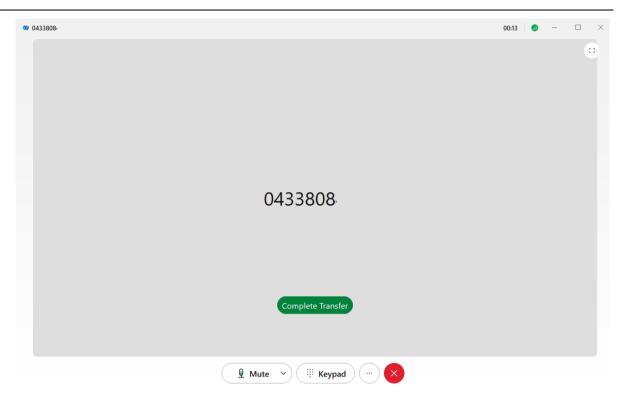
1. While on a phone call, select ⁽¹⁾ and then select **Transfer**.



2. Type in the number or the name of the person who you want to transfer the phone call to and then choose whether you want to consult with them first before you transfer the call by selecting **Consult first** or select **Transfer now** to transfer the call directly without consulting with the other party.

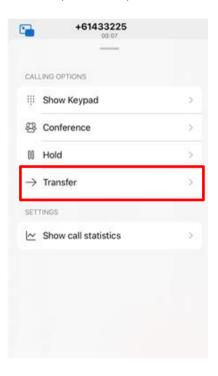


If you select **Consult first**, you will need to press **Complete Transfer** after speaking to the other party to transfer the call to the other party.



Transfer calls from iOS device

1. While on a phone call, tap \bigcirc and select **Transfer**.



2. Enter the number or the name of the person who you want to transfer the phone call to and tap or next to number or the name.

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Cancel	Transfer to		
Q 0433808			٢
0433808	3	S.	D

1	2	3	4	5	6	7	8	9	0
-	1	:	;	()	\$	&	0	"
#+=		•	,		?	!	'		\otimes
ABC			2		space	•		retu	m

3. Tap **Complete transfer** to transfer the call to the person.

E
+61433225
0433808
#
Calling
Complete transfer

Transfer calls from Android device

1. While on a phone call, tap \bigcirc and on the **General** tab, select **Transfer**.

د *11 ۲ 00:04
•
*
General Advanced
😳 Show keypad
容 Conference
00 Hold
ightarrow Transfer

2. Enter the number or the name of the person who you want to transfer the phone call to and tap \Im next to number or the name. You can select **Consult first with audio** to let the person know that you are transferring the call to them or you can select **Transfer now** to transfer the call directly.

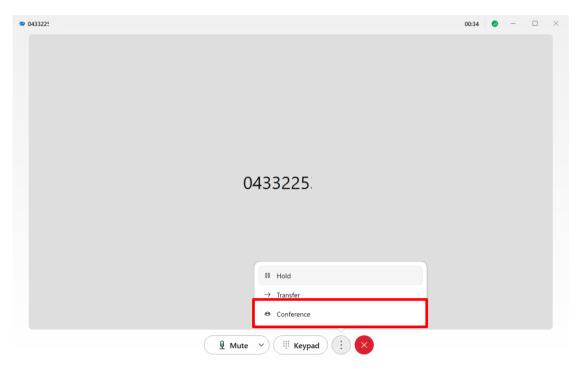
\leftarrow Transfer to	
Q 0433808	
0433808	S
PEOPLE	
No sumbor	
No number	
0433808	
𝚱 Consult first with audio	
ightarrow Transfer now	

Conference/Merge Calls

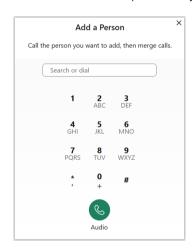
When you are on a phone call and you receive an incoming call in BizPhone App, you can merge the two phone calls into one and have everyone in one phone call. Or if you are on a call, you can dial a number and merge the calls.

Conference/Merge calls from Desktop device

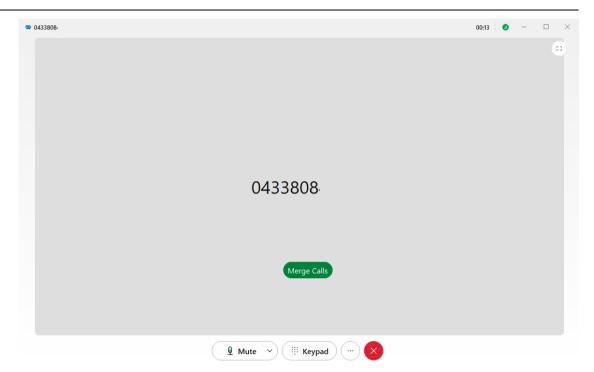
- If you are already on a phone call and wish to add a person into the call:
 - 1. Select and then select **Conference**.



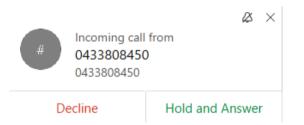
2. Enter the number of the person that you want to add to the call and click on Audio 🤒.



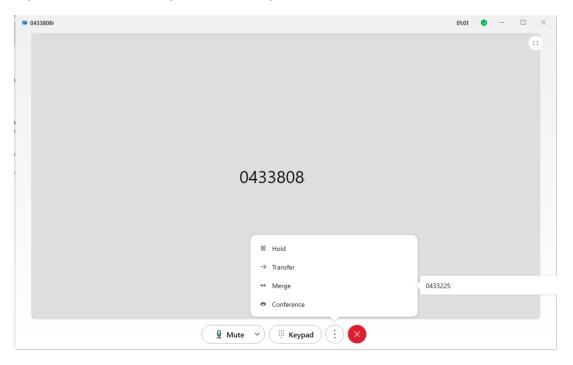
3. Press Merge Calls to merge the calls into one.



- If you are on a phone call and you receive another phone call and you wish to merge the two calls:
 Select Hold and Answer Call.
 - Your active phone call is put on hold and the incoming call is answered.



2. The original phone call is placed on hold. Select , select Merge and then choose the phone call to merge. The original call is resumed and merged with the incoming call.

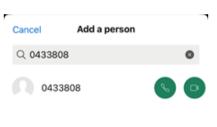


Conference calls from iOS device

- If you are already on a phone call and wish to add a person into the call:
 - 1. Tap () and then select **Conference**.

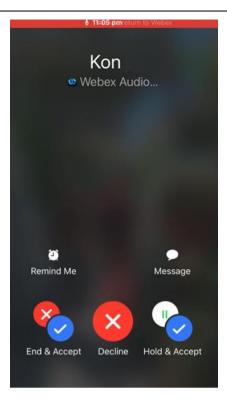
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SETTINGS		
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2. Enter the number or the name of the person who you want to transfer the phone call to and tap () or () next to number or the name. When the person answers the call, the calls will be merged.



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- If you are already on a phone call and receive a phone call and wish to merge the two calls:
 - 1. Tap Hold & Accept.

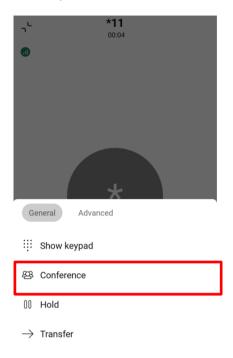


2. The original call will be placed on hold. Tap \bigcirc and select **Merge**. The original call is resumed and merged with the incoming call.

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	0433808	
CAL	LING OPTIONS	
ų	Show Keypad	>
00	Hold	>
÷	Merge	>
SET	TINGS	
~	Show call statistics	>

Conference calls on Android device

- If you are already on a phone call and wish to add a person into the call:
 - 1. While on a phone call and wish to add someone to the call, tap \odot and on the General tab, select Conference.



2. Enter the number or the name of the person who you want to transfer the phone call to and tap \Im or \square next to number or the name. When the person answers the call, the call will be merged.

\leftarrow Add a person	
Q <u>0433808</u>	ij
0433808	S 🗖
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If you are already on a phone call and receive a phone and wish to merge the two calls:
 1. Tap **Answer**.

Webex Just now 0433808 0433808	00
DECLINE ANSWER	
#	

2. The original call is placed on hold. Tap ⁽¹⁾ and on the **General** tab, tap **Merge**. The original call is resumed and merged with the incoming call.

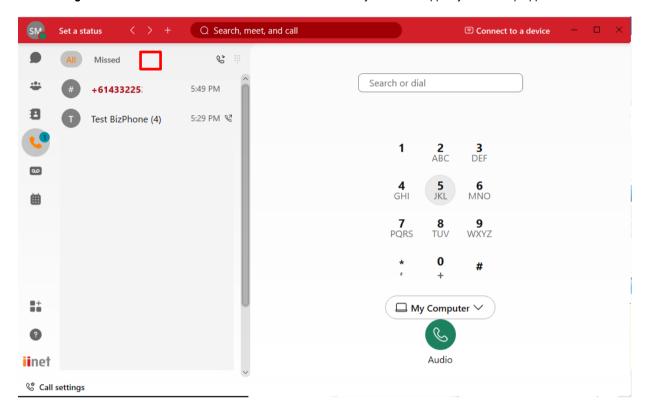
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Call Pull

You can move an active call from your desktop app to your mobile app to take the call on the go or if you are in an active call on your mobile, you can move the call from your mobile app to your desktop app.

Pull a call from Desktop device

Click **Calling** and then click **Call Pull**. The call is moved from your mobile app to your desktop app.



Pull a call from iOS device

Go to **Calling** hand tap on the 🔁 and select **Pull call**. The call is moved from your desktop app to your mobile app.

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	Pull call	Ç	
Test B	Call voicemail	e	
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# +61433	3225	1:03 pm)
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Messaging	Calling Meetings	Q Search	

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Pull a call from Android device

1. Go to **Calling** , then tap .

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Recents Missed	 Voicemail(3) Contacts
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Test BizPhone	(2)	17:29 🕕
		C+
O Messaging	Calling	() Meetings

2. Select **Pull Call** . The call is moved from your desktop app to your mobile app.



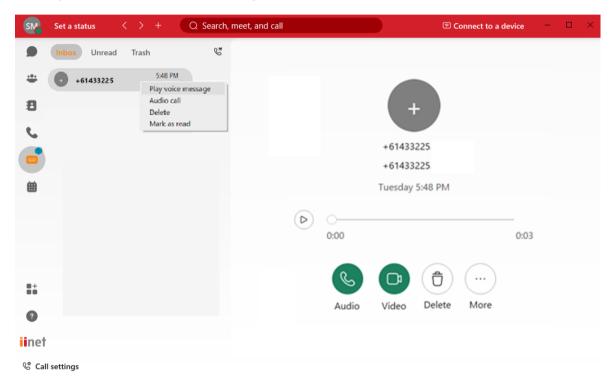
Visual Voicemail

When you have a voice message waiting for you, you will see a red badge counter (Message Waiting Indicator) next to your Voicemail (desktop) or Calling (mobile) icon letting you know how many messages you have waiting for you. After you listen to your messages, the badge counters disappear. Note: If you have enabled Voicemail to Email feature and someone leaves you a voice message, it will not appear on the app. You will need to disable the Voice to Email feature if you would like to access or listen your voicemail via the app.

Access your voicemail from Desktop device

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**, or

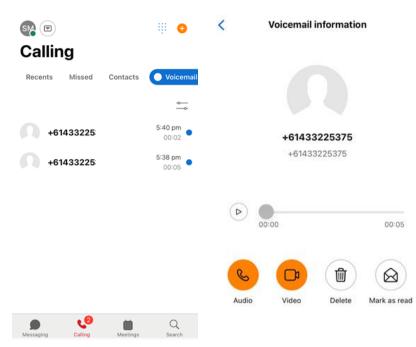
- Click **Play** (b) in the window that opens to the right. •



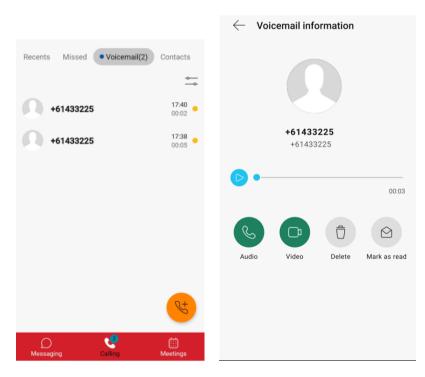
Access your voicemail from Mobile device

- Go to Calling Solution and then tap Voicemail at the top of your Call History.
 Choose a message and then in the Voicemail information window, tap Play.

Voicemail window on iOS



Voicemail window on Android



Call History

You can go to your call history where you can see up to 200 calls you have made, received and missed in the last 30 days. You can see the meetings you have joined too. Your call history synchronises across your desktop and mobile apps as well as your desk phone.

View Call History on Desktop device

Go to See and select All to see all the calls you had or select Missed to filter by the calls you have missed.

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	#	+61433225	1:00 PM	
	#	+61433225	12:57 PM	* 0 # ′ +
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View Call History on Mobile device

Go to S and see all the calls you have made, received or missed.

Call History on iOS device

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# 0280229999	Yesterday 8:35 pm
Messaging Calling Meetings	Q Search

Call History on Android device

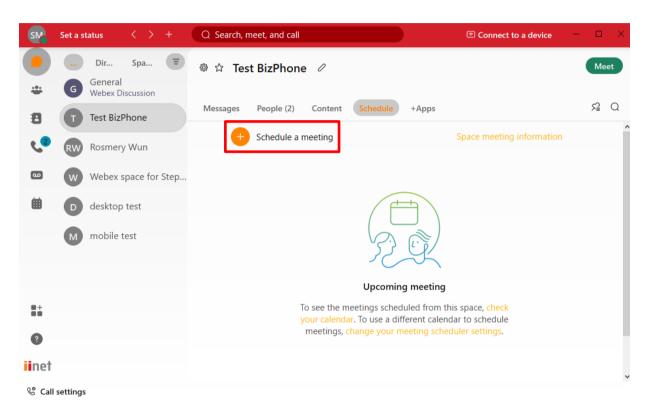


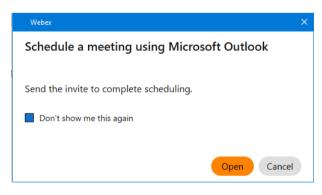
MEETINGS

Schedule a meeting

You can create a meeting from the space or get a list of meetings that are already scheduled for the space. You can choose to connect with video or just audio, <u>set your virtual background</u>, <u>get rid of distracting background noise</u> and <u>share your screen during your meeting</u>.

Schedule a meeting from Desktop app



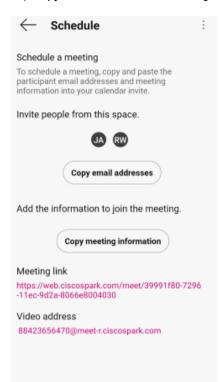


- 1. In the space, click **Schedule**.
- 2. Select Schedule a meeting.
- 3. (Optional) Edit the name of the meeting in **Topic**.
- 4. Select the Date and Time for your meeting and (optional) add a Description of the meeting.
- 5. All members of the space are automatically invited to the meeting. Add invities by typing their name or email address. Remove invitees by hovering over their name clicking **Remove**. Initially, **Unknown availability** shows beside each person's name. If the person is available at the time you selected, the symbol updates to **Available** . If the person is unavailable, the symbol updates to **Unavailable** . If we are unable to retrieve someone's availability. **Unknown availability** of continues to show beside that person's name.
- 6. Click Schedule.

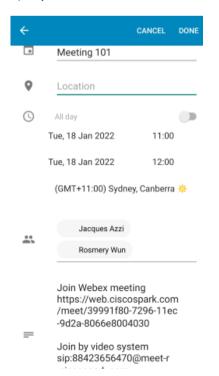
The meeting is added to your calendar. An email invitation is sent to everyone who is invited to the meeting.

Schedule a meeting from Android device

- 1. In the space, tap : on the top right corner and tap **Schedule**.
- 2. Tap Copy Email Addresses, and then go to your calendar and paste the email addresses in the To section of a meeting.



- 3. Go back to your BizPhone App.
- Tap Copy Meeting information and then go to your calendar and paste the meeting information into a meeting. Depending on your setup, the meeting information may include a link to join the meeting, join by phone options and a video address to join-in from video.
- 5. Specify the date, time and other details and send the invite.



Start a meeting from a space

You can start an instant meeting directly from a space that you are working on.

Note: Up to 25 space meetings participants can join the meeting.

On Desktop device, go to the Space and click Meet on the top right corner.

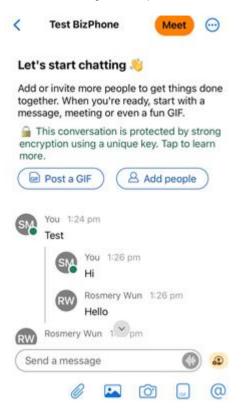
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Click Start Meeting.

100 Webex		-	= ×
	Test BizPhone		
	My Preview X Change background		
	Audio: Use computer for audio		
	Mute Stop video Start Meeting		

The meeting starts instantly and everyone in the space sees a **Join** button in their meeting list and in their spaces list in the app.

On Mobile device, go to the Space and click ^{Meet} on the top right corner.



Click Join the Meeting.

Test BizPhone	Close
	•
	@
	*
Join the r	neeting

The meeting starts instantly and everyone in the space sees a **Join** button in their meeting list and in their spaces list in the app.

Mute or Unmute Other People in a Meeting

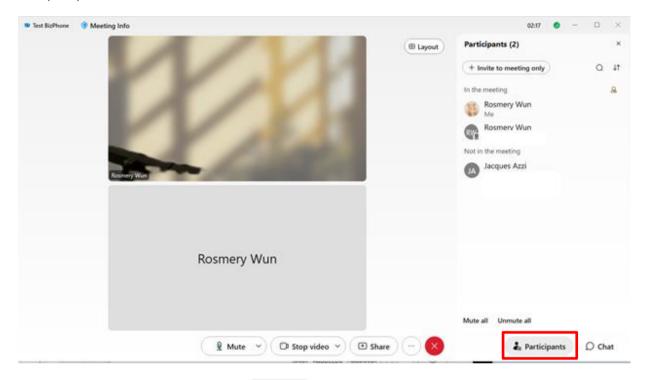
You can mute everyone or specific people during meeting.

Mute or Unmute All Attendees in a Meeting

During an active meeting in a space, anyone can select **Mute All** to mute everyone except the person muting and the current presenter.

Mute or Unmute All Attendees from Desktop device

Go to participants list ² Participants</sup> and click **Mute All**.



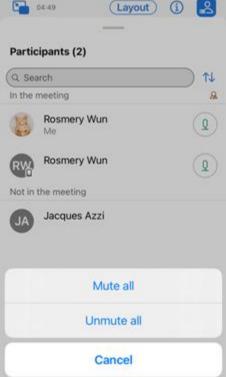
To unmute everyone, go to the participants list ^{*e*} Participants and select **Unmute All**. Everyone in a Webex meeting sees a notification that lets them know they can unmute themselves.

Note: When you mute yourself, you stay muted, even when someone else selects Unmute All.

Mute or Unmute All Attendees from Mobile device

During an active meeting, go to **Participants** ², tap **Mute control** at the bottom of your window.

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Tap Mute All.	



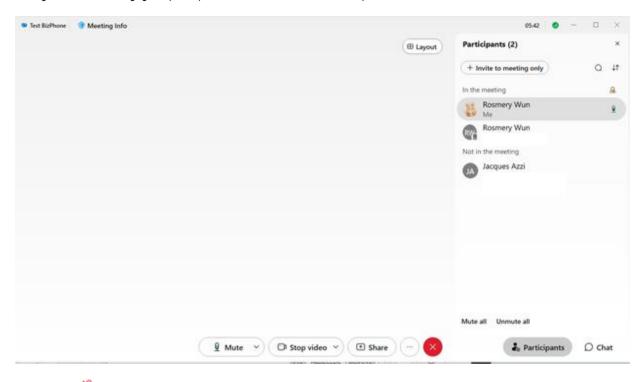
To unmute everyone, go to the participants list and tap Unmute All.

Note: When you mute yourself, you stay muted, even when someone else selects Unmute All.

Mute or Unmute a Specific Attendee in a Meeting

Mute or Unmute a Specific Attendee from Desktop device

During an active meeting, go to participants list ^(A= Participants), click the person's name and select mute



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	Rosmery Wun	
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	👔 Unmute 👻 🕞 Stop video 👻 🕒 Share 💮	A Participants D Chat
If you want	to unmute someone, click ${}^{\underline{\mathrm{N}}}$ beside the person's name in the participants	s list.

Mute or Unmute a Specific Attendee from Mobile App

During an active meeting, go to participants and then tap **Mute** beside the person's name. You will see beside their name to indicate they are muted.

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RW	Rosmery Wun	٩
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JA	Jacques Azzi	

If you want to unmute someone, tap ¹/₂ beside the person's name in the people list, or tap the person's name and then select **Unmute** in the pop-up menu.

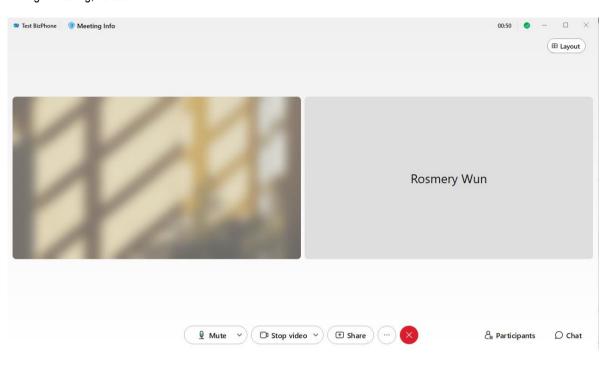
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JA Jacques A	zzi	
Mute control		

Sharing your screen or application in a Meeting

When you share your screen in the BizPhone App, everyone in the meeting can easily see what is being discussed. Anyone can share their screen, but only one person can share at a time.

Sharing your screen from Desktop device

1. During a meeting, select ^{th share}.



- 2. When you are sharing a content with video or audio, you should check these options:
 - Optimization drop-down menu:
 - Automatically Optimize Choose the best optimisation for your content type.
 - **Optimize for text and images** Display text and images in your shared content at the highest resolution and clarity possible.
 - **Optimize for motion and video** The video plays back much more smoothly, as some resolution is sacrificed in favour of a higher frame rate to reduce lag and increase fluidity in your shared video, animation or dynamic content.
 - Share your computer audio allows others to hear your computer audio in addition to your microphone audio.

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Screen 2	Microsoft Outlook (16)	Photos	Paint

3. Choose the screen or application you want to share and click Share.

Hold Shift to select multiple applications. Everyone in the meeting will see one of the shared applications at a time only.

You're sharing <u>2 applications</u>	00 🗆 Stop
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If you do not see the app that you want to share, scroll to see all your open apps.

Note: You will just see the name of the app when the app is minimised, when the app relies on hardware to display graphics, or when it's a Universal Windows Platform app.

You will see a preview of what you are sharing at the top of the screen. To show the preview after it disappears, go to the tab in the control bar at the top of the screen and click the down arrow.

Note: BizPhone App suppresses notifications for incoming messages or calls when you are sharing your screen or application while in a meeting.

- 4. While you are sharing, you can select the following:
 - Share screen (2) to switch to another screen or application without needing to stop sharing first.

- Annotate ⁽²⁾ to mark up a shared screen during a call or a meeting. Refer to <u>Whiteboards</u> on how to mark up a shared screen during a call or a meeting. When you are finish with the mark up, select **Done** and the annotation is saved to the **Whiteboards** list.
- Pause Logitude to pause sharing your screen or application.
- **Resume** Stop to resume sharing your screen or application.

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Stop to stop sharing.

Note: If the thumbnail videos are covering the shared content, drag the floating panel to another location on the screen.

Sharing your screen from iOS device

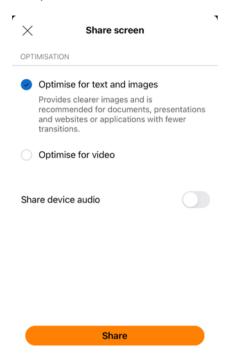
You can share your screen during a meeting on BizPhone App for iPhone and iPad using iOS 11.1 or later.

1. During a meeting, tap -> Share Screen.

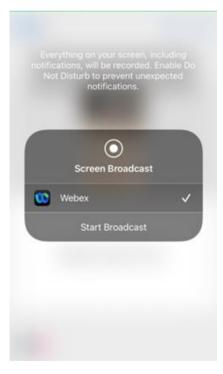
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- 2. Choose your optimization option:
 - Optimize for text and images Displays text and images in your shared content at the highest resolution and clarity possible.

- **Optimize for video** The video plays back much more smoothly, as some resolutions is sacrificed in favour of a higher frame rate to reduce tag and increase fluidity in your shared video, animation or dynamic content.
- If you are sharing a video or animation, tap to turn on **Share device audio** so participants can hear the audio from your mobile device.



- 3. Tap Share.
- 4. Select Webex and tap Start Broadcast to start sharing.



- 5. Tap anywhere on your screen to exit the broadcast menu and start navigating your screen share.
- 6. When you're finished, tap Stop Sharing in the meeting to stop sharing.

Sharing your screen from Android device

You can share your screen during a meeting on BizPhone App for Android if you are using Android 5.0 or later.

1. During a meeting, tap 💬 and on the **General** tab, select **Share Screen**.

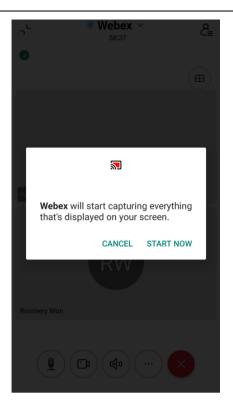
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දි₊ Invite guests	
Share screen	

- 2. Choose your optimisation option:
 - Optimise for text and images Displays text and images in your shared content at the highest resolution and clarity possible.
 - **Optimise for video** The video plays back much more smoothly, as some resolutions is sacrificed in favour of a higher frame rate to reduce tag and increase fluidity in your shared video, animation or dynamic content.

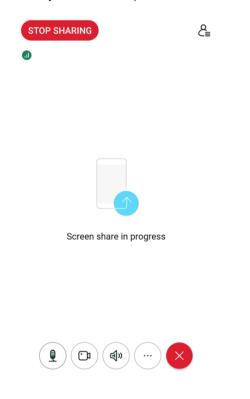
If you are sharing a video or animation, tap to turn on **Share device audio** so participants can hear the audio from your mobile device.

×	Share screen		
Opti	misation		
\bigcirc	Optimise for text and images		
	Provides clearer images and is recommended for documents, presentations, and websites or applications with fewer transitions.		
0	Optimise for video		
Share device audio			
	Share		

3. Tap Share > START NOW to accept recording permissions and prepare your screen share.



4. When you're finished, tap **STOP SHARING** to end.

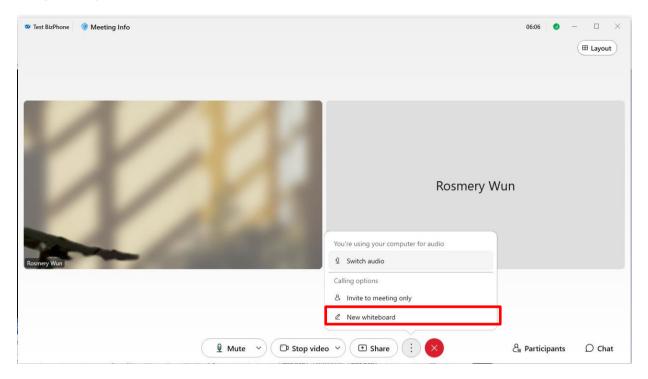


Whiteboard during a Meeting

You can create a whiteboard and draw on it to share your ideas during a meeting. Your changes are saved automatically, and your white board is added to the list of whiteboards in the space. You can go back to edit and share it with others.

Whiteboard during meeting on Desktop app

During a meeting, click and select New Whiteboard

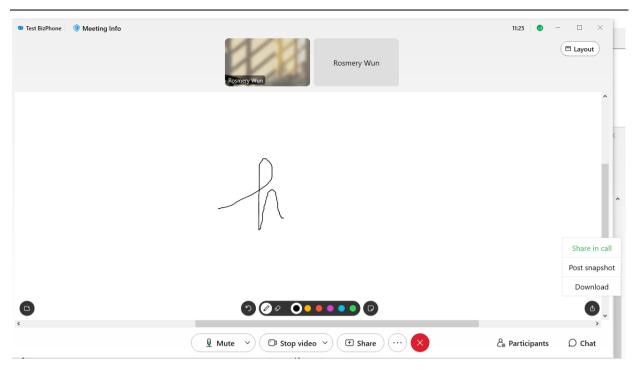


The Whiteboard screen will appear and you can start writing on the whiteboard and the participants will see it instantly.

You can also select the following:

- Color
 Color
- Eraser
 turns the marker into an eraser to remove edits. Click Eraser
 again to select Clear all and remove all edits. You can click undo
 to restore the edits.
- Stickies 🕑 creates and add stickies. You can add text, change the colour and move the stickies around your whiteboard.
- Undo removes your last edit. You can continue to click undo and remove each edit until you return to the last saved whiteboard.
- On a shared whiteboard, if someone selects Clear all, undo in unavailable. However, if you select Clear all and nobody else edit the whiteboards, you can click undo to restore the edits.
- There is no limit to the size of your whiteboard. Use the arrow keys on your keyboard to move around the whiteboard. You can use a mouse or touchpad to zoom in or out on the whiteboard.

Printed: 5-Jul-22

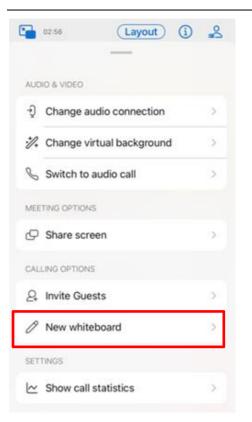


Whiteboard during meeting on mobile app

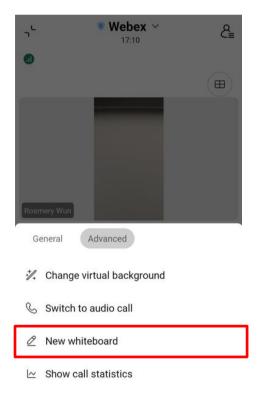
During a meeting, tap on .

06-54 Layout (1)
-
Rosmery Wun
RW
Rosmery Wun
On iOS device, select New whiteboard and then tap on • New whiteboard .

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On Android device, go to Advanced tab and select New whiteboard.



Then you can start draw on the whiteboard.





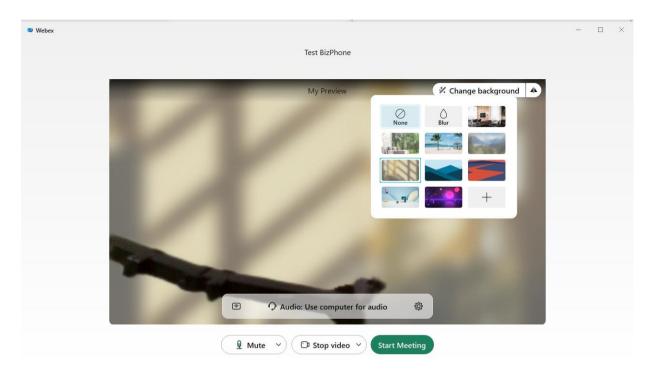


Change your virtual background during a Meeting

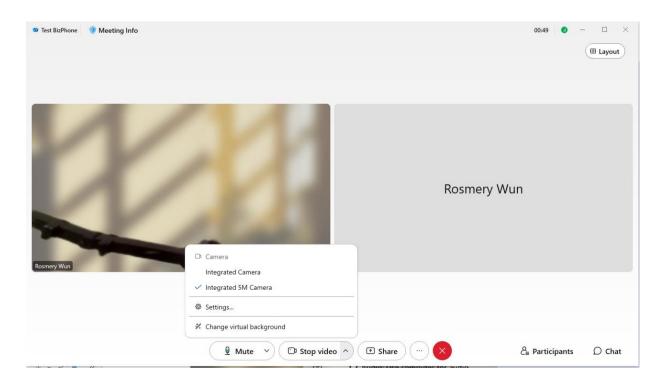
Change your virtual background during a Meeting on a Desktop app

You can change your background just before starting the meeting or during meeting.

From the join meeting preview window, click Change background A. Then choose your background accordingly.



During meeting, click the arrow on the stop video, then choose **Change virtual background**. The Video settings will pop up and you can choose or upload your virtual background and click **Save** to confirm changes.

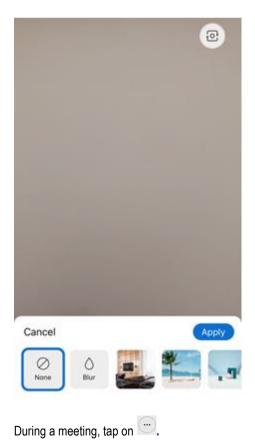


Change your virtual background during a Meeting on Mobile device You can change your background just before starting the meeting or during meeting.

From the join meeting preview window, tap

Test BizPhone	Close
	1312 3 Let
	ی بر (بر) بر (بر)
	Join the meeting

Choose the background and then tap Apply.

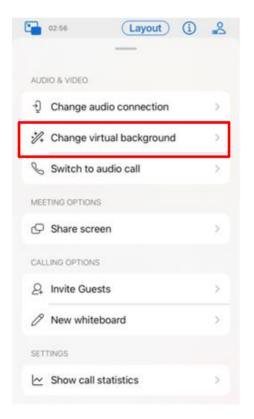


BizPhone App - Webex Basic

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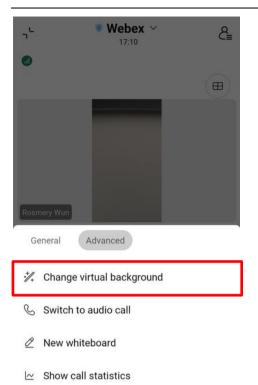


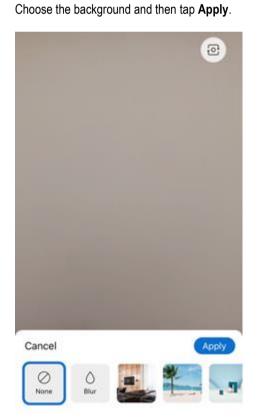
For iOS device, select Change virtual background.



For Android device, tap on the Advanced tab and select Change virtual background.

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Remove background noise and enable music mode during a meeting (Windows and Mac only)

Remove background noise feature removes background noise and background speech when you **Use computer audio** only during a meeting.

Music mode preserves your microphone's original sound when you are using your computer audio, making virtual concerts or music lessons even better. When you enable music mode, it is turned on for all calls and meeting, including any call or meeting that you are currently in.

When a call or meeting begins, the microphone optimises audio for speech by default. To optimise for music, turn on music mode.

During a call or meeting, select the drop-down in Mute and then choose one of the following under Webex smart audio:

- Noise removal removes all background noises.
- Optimize for my voice removes all background noise and background speech.
- Music Mode preserve your microphone's original sound.

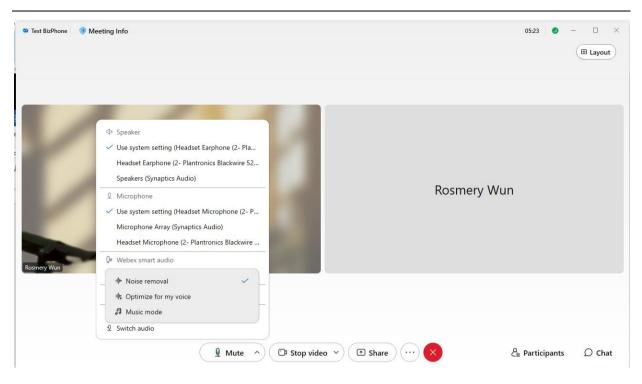
To set these settings as default for all your calls and meetings, please refer to Customise your audio preferences.

Test BizPhone 💿 Meeting Info 04:33 0 E Layout ⊲» Speaker Use system setting (Headset Earphone (2- Pla... Headset Earphone (2- Plantronics Blackwire 52... Speakers (Synaptics Audio) **Rosmery Wun** Q Microphone Use system setting (Headset Microphone (2- P... Microphone Array (Synaptics Audio) Headset Microphone (2- Plantronics Blackwire ... 0# Webex smart audio IN Noise removal V Settings... You're using your computer for audio 오 Switch audio Mute ∧ 🗇 Stop video 🗸 Share & Participants ○ Chat

Select the applicable option (Noise removal, Optimize for my voice or Music mode). Changes will apply when the option is selected.

Click the arrow on the <u>end Mute</u> and choose Noise removal under Webex smart audio.

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MESSAGING

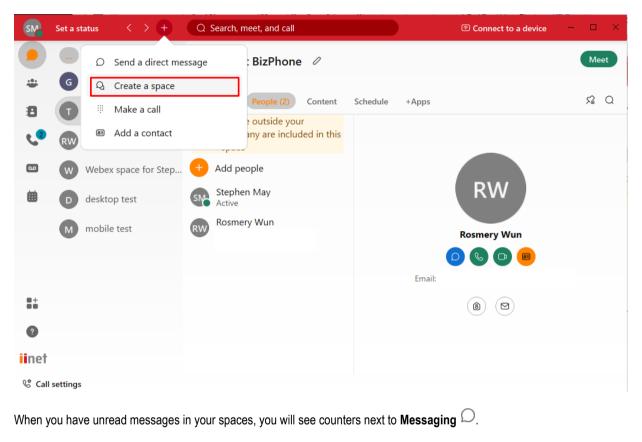
Messaging is where you chat with colleagues, share content and ideas in a space.

Create a Space

Spaces give you a place to collaborate on a specific topic or project. In a space, you can send messages, schedule meetings, and call others.

Create a Space from Desktop device

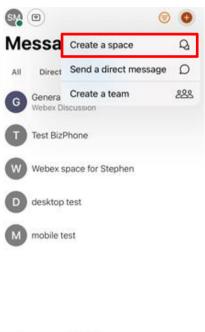
To create a space, go to the App Header and click on
and select **Create a space.** Type a name for the space and add people to the space by name or email and click **Create** to create the space. The space you have just created will appear on the **People and Spaces** list.



Refer to People section on how to add or remove people to and from a space.

Create a Space from iOS device

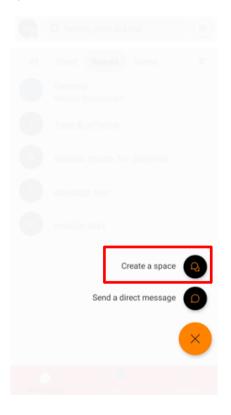
Go to **Messaging** \square and tap on **S** and choose **Create a space**. Type a name for the space and add people to the space by name or email and click **Create** to create the space. The space you have just created will appear on the **Spaces** list.





Create a Space from Android device

To create a space, go to the App Header and click on ^(C) and choose **Create a space**. Type a name for the space and add people to the space by name or email and click **Create** to create the space. The space you have just created will appear on the **Spaces** list.



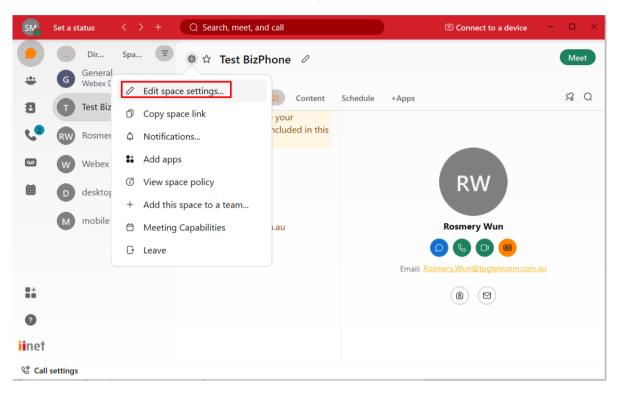
Update a Space Name, Picture and Cover Image

You can change a space name, upload a picture and add a cover image to the space. You can make changes to any space except the General space for your teams.

Note: Supported Graphic Formats are .jpg, .png, .gif or .bmp and the file has to be under 10MB.

Update Space details from Desktop device

- 1. Go to **Messaging** \square and select a space.
- 2. Click Space information ⁽²⁾ and then click Edit space settings.



Note: You will be able to make changes if the space is moderated. You will see View space settings.

3. Go to **Space picture** and click **Change picture** to change an existing space.

😳 Edit space profile	×
Space picture	
T Change picture	
Space name	
Test BizPhone	
Choose a cover image	
⊘ None	
Save)

4. Click on the **Space name** to rename the space.

- 5. Choose a cover image to select a cover image for the space.
- 6. Click Save.

Update Space details from Android device

- 1. Choose a space from your spaces list.
- 2. Tap the activity menu then tap Info.
- 3. Tap the space icon, then tap **Select Space Image** to choose a new picture.
- 4. To rename the space, tap the space name and type in the new name.
- 5. Tap **Done** to save the changes.

\leftarrow Edit space
т
SELECT SPACE IMAGE
Test BizPhone

Note: When you rename a space, the previous name appears as a note in the message area, so you can see the history of a space name change.

Add People to a Space

You can add people to a space from your organisation or enter the email addresses of people from outside of your organisation that you want to invite.

Add people from Desktop device

SM	Set a status < > +	Q Search, meet, and call	Connect to a device - C ×
	Dir Spa = General		Meet
8	Webex Discussion Test BizPhone	Messages People (2) Content Schedul People outside your	e +Apps S≧ Q
ر2	Rosmery Wun	company are included in this space	
	Webex space for Step desktop test	+ Add people	RW
	M mobile test	Rosmery Wun tpgtelecom.com.au	Rosmery Wun
			Email: <u>Rosmery.Wun@tpgtelecom.com.au</u>
●+			 (a) (b)
?			
iinet			
🕲 Call	l settings		

- 1. Go to **Messaging** Ω , select a space and then click **People**.
- 2. Click Add people (1), type the first letters of their name or their email address and pick them from the list. If you selected someone that you do not want to add to the space, click their profile picture to remove them. To invite people to Webex, type their email address and press Enter. After they join Webex, they will see your space in the app.
- 3. Click Add to add your selected people to the space. Once you add someone to a space, they will receive a notification that they were added.

Note: You can add up to 30 people at once by pasting a list of email addresses from your email application. Just copy the recipients list for an email and paste the list in the **Add people to this space** field.

3.

 \times

RW

Add people

Stephen May

Rosmery Wun

PARTICIPANTS

Add people from iOS device

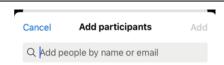
- Go to Messaging O and select a space.
 Tap the activity menu O, choose People.

C Test BizPhone Meet
This conversation is protected by strong encryption using a unique key. Tap to learn more.
Post a GIF
You 1:24 pm Test
_
Screen share
People (2)
Content
Pins
Schedule
Info

People (2)

 \odot

4. Type the first letters of their name or their email address and select from the list. Tap Add. Once you add someone to a space, they will receive a notification that they have been added.



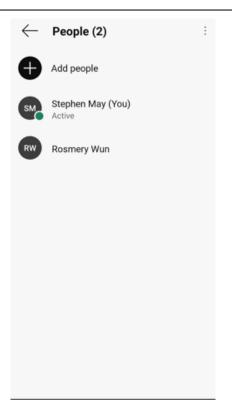


Add people from Android device

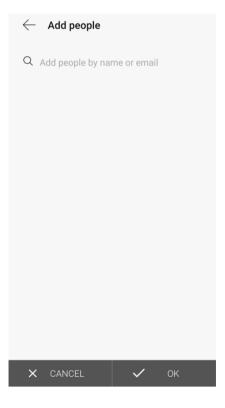
- Go to Messaging ^O and select a space.
 Tap the activity menu , choose People.

_		
\leftarrow Test BizPhon	ෂ	People (2)
This conversation is pro encryption using a unique l	8	Content
& Add people	ß	Pins
(Gunthatta) (G	Ö	Schedule
You 13:24 Edited Test edit	٩	Info
You 13:26 Hi RW Rosmery W Hello	un 13	:26
RW Rosmery Wun 13:25 Hello		
Rosmery Wun 13:42 Wohoo	F	
		Seen by
Write a message		<u>& Q</u>
0 2	6) _{GF} ()

3. Select • Add people.

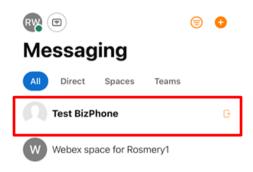


 Type the first letters of their name or their email address and select from the list. To invite people to Webex, type their email address and then select it. After they join Webex, they will see your space in the app. Tap Ok.



See when you have been added to a new space

When you have been added to a space, you will see \square icon next to the space or team space name on the spaces list. After you open the space for the first time, the icon goes away. If you leave a space and get added to it again alter, you will see the icon again.





Remove Someone from a Space

When you remove someone from a space, their content remains visible.

Remove someone via Desktop app

Go to Messaging Ω , select the space and click People. Right click on the person's name and select Remove from Space.

SM	Set a status	Q Search, meet, and call	Connect to a device $- \Box \times$
	Dir Spa		Meet
÷	G Webex Discussion	Messages People (2) Content Schedule +Apps	x² Q
3 (2	T Test BizPhone	People outside your	
	RW Rosmery Wun	space	
	W Webex space for Step	+ Add people	RW
	D desktop test	Active	
	M mobile test	Send Message Remove from space	Rosmery Wun
		Ema	
•+			 (a) (b)
?			
iinet			
🥲 Call	l settings		

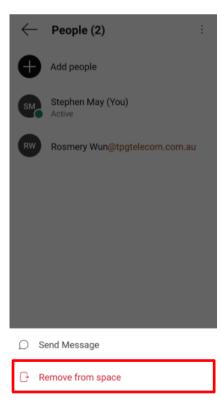
Remove someone via iOS device

- Go to Messaging Ω and select a space.
 Tap the activity menu Θ, choose People. Long press the person's name and select Remove from Space.

Rosmery Wun		
View contact card	I	
Send message	D	
Remove from space	Θ	

Remove someone via Android device

- 1. Go to **Messaging** \square and select the space.
- 2. Tap the activity menu and then tap **People**. Tap the person's name and select **Remove from Space**.



Create a Team

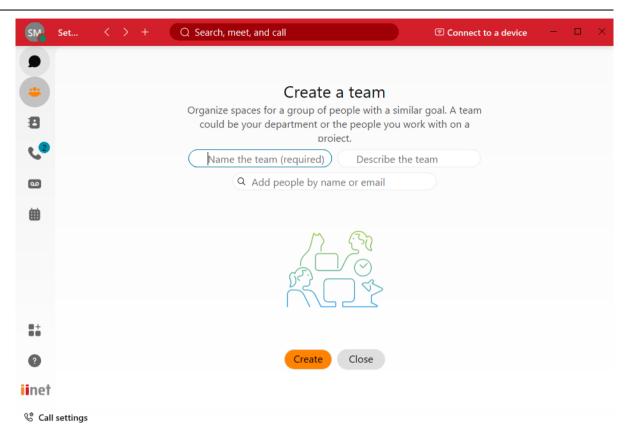
In BizPhone App, Team helps you categorise multiple spaces into a common theme. This is handy if you a large project that includes multiple departments team members discussing on specific pieces of the project, i.e. you can add space to a Team.

Create a Team from Desktop device

1. Go to Teams 🛎 , click + Create a team

SM	Set < > + Q Search, meet, and a	all	Connect to a device	_	×
	Teams				
-	+ Create a team				
8					
ر2					
مە					
₩					
?					
iinet					
😵 Call	settings				

2. Enter the Team name, Team description and add people to the Team and click **Create**.



3. The Team is then created and appear on the Teams list.

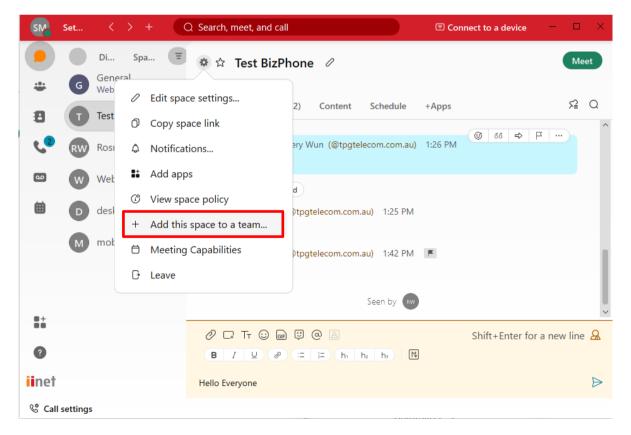
SM	Set < > +	Q Search, meet, and call	Connect to a device	-	×
	Teams				
#	+ Create a team				
£ ر•	Webex Discussion				
۵					
•+					
7 iinet					
S Call	settings				

4. You can create a space for this Team you have just created by clicking on the Team name and then click **Create a space** and enter the space details on the right and click **Create**. The space you have just created will appear on the left of the screen (see below "Website update" as example).

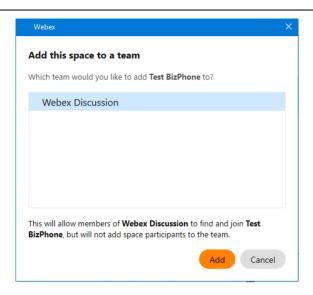
Set a status < > + Q Search	meet, and call Connect to a device
C Teams/Webex Discussion	
Spaces Members	Create a space for this team Start a group conversation with others.
 Create a space 	Name the space (required)
G General	
	\mathbf{x}
*	0200
0	Create
iinet 👘	
🖑 Call settings	

Or you can add an existing Space to the Team. To add existing Space to a Team:

1. Go to the Space that you wish to add, click on the Settings 🌌 for that Space and select Add this space to a team.

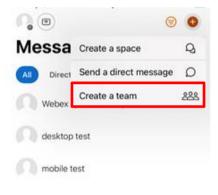


2. Choose the Team that you wish to add the Space to and click Add.



Create a Team from iOS device

1. Go to Messaging Ω , tap 💿 and select Create a team.





2. Enter the name and description for the Team and tap Create.

Cancel	New team	Create
	Name this team	
What is	s this team about? (Op	ptional)
organised.	e a place to keep your tean Anyone can be invited to y sms for your projects, depa company.	your team.

3. The Team is created and appear in the Teams list.





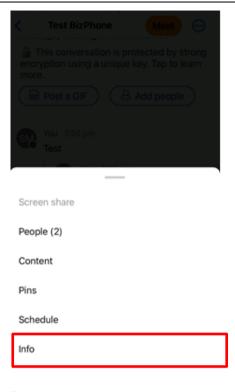
4. You can create a space for this Team you have just created by tapping on the Team name and then tap **Create a space**.



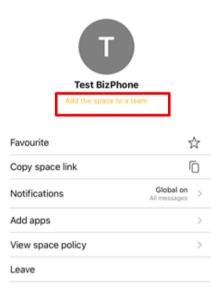
5. Enter the space details and click **Create a space for this team**. And the space you created will appear under the Team General Space.

Create a space	Cancel
Add a topic for this space	
Create a space for this team	

6. You can also add an existing Space to the Team. Go to the Space you wish to add and tap on 💬 on the top right corner and select Info.



7. Tap Add the space to a team.

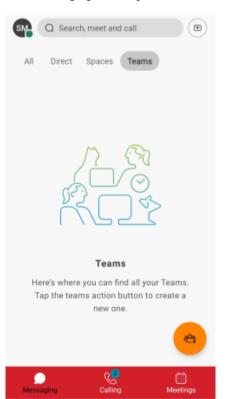


8. Tap on the Space you wish to add.



Create a Team from Android device

1. Go to **Messaging** \square and go to the **Teams** tab and tap on

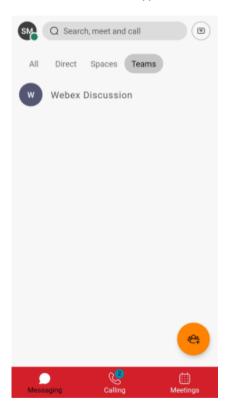


2. Enter the Team name and description and tap on Create team.

÷Ĉ‡

\leftarrow New team
Organise spaces for a group of people with a similar goal. A team could be your department or the people you work with on a project.
Name this team (required)
Describe the team
Create team

3. The Team is created and appear on the Teams list.



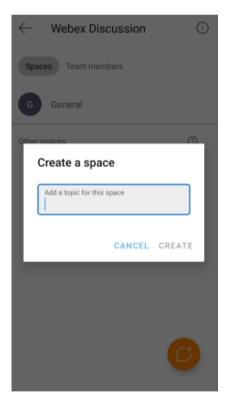
4. You can create a space for this Team you have just created by tapping on the Team name and then tap

9

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5. Enter the space name and tap **Create.**



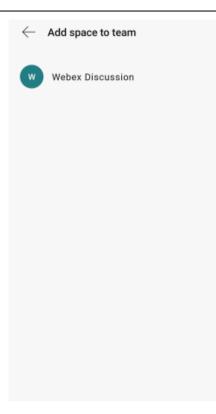
6. You can also add an existing Space to the Team. Go to the Space you wish to add and tap on ¹ on the top right corner and select **Info**.

\leftarrow Test BizPhone	තී	People (4)					
You had a meeting (20 mi	₿	Content					
Rosmery Wun started a m available, 21/01,	ß	Pins					
You had a meeting (10 mi	Ö	Schedule					
You had a meeting (17 mir	٩	Info					
You had a meeting (1 min) 21/01/2022, 17:38 24 Jan 2022 You had a meeting (59 min) 24/01/2022, 18:26 28 Jan 2022 You added Ben Brown is space. 28/01/2022, 18:26							
Write a message		<u>& Q</u>					
	6) GIF ()					

7. Tap Add this space to a team.

← Ţ	:
Test BizPhone Add this space to a team	
Favourite	☆
Copy space link	Ø
Notifications Global on • All messages	
Add apps	
View space policy	
Leave	

8. Tap the Team that you wish to add the Space to.



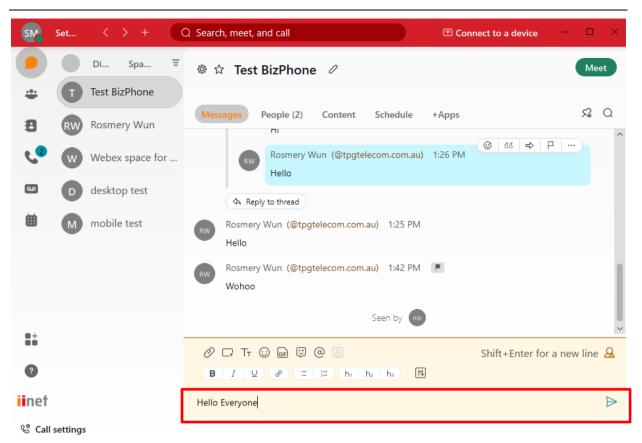
Send a Message

You can send a message to someone directly or to a group space. You can make it more standout with text formatting and emojis. You can also share files, pictures, videos and even gifs. Use @mentions to get attention of the people you are mentioning. You can also see who has read your message after you send it.



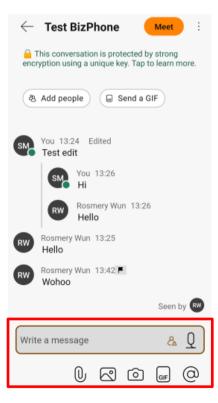
Send a Message from Desktop device

- 1. Go to Messaging \square , choose a person or a space and click the Messages tab.
- 2. Select a person or a space from your spaces list.
- 3. Click the message area and then type your message.
- 4. Click \triangleright or press **Enter** to send your message.



Send a Message from Mobile device

- 1. Go to the **Messaging** \square tab, tap a person or a space from your list of spaces.
- 2. Tap the message area and then type your message. Tap \triangleright to send your message.



Format a Message (Windows and Mac only)

You can make you messages easier to read by adding rich text formatting such as headers, bold, and other styles. When you send formatted text in a message on Webex for Windows or Mac, users on Webex for iPhone, iPad or Android can see the formatting. However, when you send underlined content in a message, users on Webex for iPhone and iPad will see this content without the underline.

Select \overline{TT} and then choose the formatting that you want to use.



You can add headers and lists or apply bold, italic and underline styles.

You can select to insert a link in your message,



Copy and paste URL into the link address field, then type in the link text that you want to display in the message, and click **Add**.

Webex	×				
Add a link to your message					
Text to display					
Type the text to display					
Link address					
Type or paste the website address					
Add Ca	ancel				

Share Files with others

You can share files, attachment, photos and videos with others via Messages. You can share files on a Space or directly with someone.

Files specifications for sharing:

- Most type of files except for .tif files.
- Maximum file size that can be upload to a space is 2GB.

You can also preview documents without downloading them if the document is:

- Not more than 50 pages.
- Less than 100MB in size.
- One of these file types: .doc, .docx, .gif, .jpeg, .pdf, .png, .ppt, .pptx, .xls and .xlsx.

When you add an animated GIFs, they will play automatically in the app if the file size is under 2MB.

Sharing files from Desktop device

- 1. Drag and drop a file or choose from a file source.
 - Drag and drop a file:
 - Go to **Messaging** \square , then click on the space or the person that you wish to share the file with, select the files you want to share and drag and drop files directly to the message area.
 - You can also click **Content** > **Files**, select the files you want to share and drag and drop them to the **Files** tab.

The message area opens automatically so you can confirm that you want to copy them into the space.

Notes:

- You can drag and drop up to ten files at a time.
- File types include: .doc, .docx, .csv, .key, .ppt, .pptx, .gif, .jpeg, .jpg, .pdf, .xls, .xlsx, .mp3, .mp4, .mov, .mpg, and .wmv. Folders and .tif files aren't supported at the moment.

SM	Set	$\langle \rangle + \langle \rangle$	Q Search, meet, and call Connect to a device	×
		Di Spa = Test BizPhone	Image: Image	eet
8	RW	Rosmery Wun	Messages People (2) Content Schedule +Apps S≟	Q
را	w	Webex space for	Let's start chatting Add or invite more people to get things done together. When	
•••	D	desktop test	you're ready, start with a message, meeting, or even a fun GIF.	
⊞	M	mobile test	This conversation is protected by strong encryption using a unique key. Click to learn more.	
			\bigcirc	
			Today	~
•+				e <u>A</u>
?			SQ Docum 109 KB	Ô
iinet			Write a message to Test BizPhone	⊳
📽 Call	l settings			

- Select a file source:
- Click @ Attachment to select a file.

- Click - Screen capture to select a part of your screen to capture.



2. Click \triangleright to send the file.

Sharing files from Mobile device

- 1. Tap on the space or person that you wish to share the file with, go to the message area and choose a file source:
 - Ø Files share files from your local storage or from a cloud storage service.
 - Photos share a photo or video from your device.
 - **Picture** take a new photo or video.
- 2. Select the files you want to share and then tap **Send** \triangleright .

Note: You can add up to five files at a time.

Write a message		දි	Q
0	0	GIF	@

Share screen with someone on a Message

You can share your screen with someone on a Message on both desktop and mobile device.

Sharing screen with someone from Desktop device

1. Go to **Messaging** \square and **Direct** tab. Click on the person that you wish to share the content with and click on (on the top right corner.

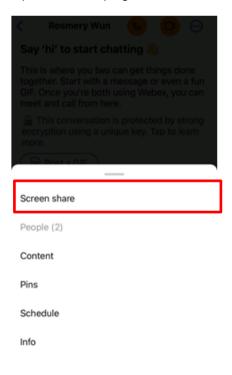
SM	Set	< > +	Q Search, meet, and call	Connect to a device $- \Box \times$
		Di Spa Ξ	🏟 🌣 Rosmery Wun	
-	T	Test BizPhone	_	
8	RW	Rosmery Wun	Messages Profile Content Schedule	+Apps S ² Q
٩,	w	Webex space for	Rosmery Wun was unava	ailable. 11:44 AM
ھ	D	desktop test	Rosmery Wun was unava	ailable. 11:44 AM
	М	mobile test	Rosmery Wun was unav	ailable. 11:51 AM
			Rosmery Wun was unava	ailable. 11:52 AM
			Rosmery Wun was unava	ailable. 11:55 AM
			You missed a call.	12:56 PM
●+				
?			0 - Tr 😳 📾 🤑 🛛 🗷	Shift+Enter for a new line 🔒
iinet			Write a message to Rosmery Wun	
😵 Call	settings			

2. Select the screen you wish to share and click Share.

Share content			×
			Automatically optimize ン ロ
	u ji		
Screen 1	Microsoft Teams	Snipping Tool	Microsoft Word (2)
		O	
Screen 2	Microsoft Outlook (15)	Google Chrome	Paint
	C		
			Share Cancel

Sharing screen with someone from iOS device

1. Go to **Messaging** Ω and **Direct** tab. Tap on the person that you wish to share the screen with and tap ☺ on the top right corner. Select **Screen share**.



2. Choose your Optimisation option and tap **Share** to start sharing your screen.

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× Share screen	
OPTIMISATION	
Optimise for text and images Provides clearer images and is recommended for documents, presentations and websites or applications with fewer transitions.	
Optimise for video	
Share device audio	
Share	

Sharing screen with someone from Android device

1. Go to **Messaging** \square and **Direct** tab. Tap on the person that you wish to share the screen with and tap \square on the top right corner. Select **Screen share**.

\leftarrow Rosmery Wu	٦	Screen share						
	⊖	Content						
Rosmery Wun was	ନ୍ଦ	Pins						
Rosmery Wun was	Ö	Schedule						
Rosmery Wun was	(i)	Info						
Rosmery Wun was	unava	ilable. 11:52						
Rosmery Wun was unavailable. 11:55								
You missed a call 12:56								
Rosmery Wun		\otimes						
Hello								
Forwarding		>						
0 8) [o (11 (11 (11 (11 (11 (11 (11 (11 (11 (1						

2. Choose your optimisation option and tap Share.

\times	Share screen							
Optim	Optimisation							
1	Optimise for text and images Provides clearer images and is recommended for documents, presentations, and websites or applications with fewer transitions.							
\bigcirc	Optimise for video							
Share	e device audio							
	Share							

Adding Emojis to your messages

You can add some fun to your content by including emojis in your messages.

Adding Emojis on Windows

On your Windows app, you have access to a large library of emojis and can choose from different categories and colour tones. Select **emoji** (a) when you are writing a message, choose the emoji that you want to add or search for an emoji using the search box and send the message.

9	Search							Wun to this space. Tuesday, 7:17 PM
Peop	ole an	d gest	•					Today
•••	8	O		2	2	<u>.</u>	ô	
•	8	U		2	B	9		New messages
(e)	2	÷	1	2	•			10:10 AM
O	9	2	©	9	2	(e)		
0	0	6	- ଜ	÷	ф	Ø	F	Seen by
	(9 🗆	Тт		IJ	0 🛛		Shift+Enter for a new line 🔒
	W	rite a m	nessag	e to Te	st BizP	hone		

Adding Emojis on MAC

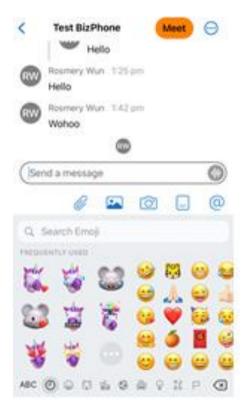
On your MAC app, you have access to a large library of categorised and searchable emojis.

Select **emoji** is when you are writing a message and choose the one you want to use. Emojis that you choose often appear in the **Frequently used** section.



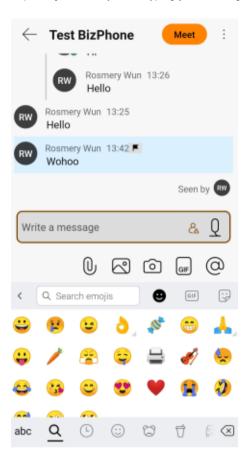
Adding Emojis on iOS

Select **emoji** I from the keyboard when you are writing a message and choose the emoji that you want to use. You can send up to three enlarged emojis in a message without text.



Adding Emojis on Android

Tap emoji i when you are typing your message. Tap the emoji you want to use and send the message.



Using @Mentions

You can use an @mention to get someone's attention when you are in a space. If the person you mentioned wasn't already in the team space, they can get added to it automatically.

Type @ and the first few letters of the person's name, pick them from the list and then type and send your message.

	Ment	ion people	â	sages
	0	All Mention everyone in the space		anges
9	JA	Jacques Azzi		
	RW	Rosmery Wun		8
	Link a	space		Shift+Enter for a new line 🔒
1	A	Test BizPhone 10:10 A	м 👃	Shirt+Enter for a new line 🕰
0				Þ

If you want to get everyone's attention, type @All when you want to share something important with everyone in the space.

Edit Messages

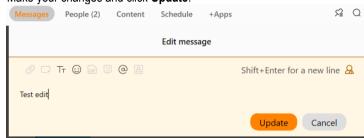
You can edit the text of your messages after you have sent them, including messages with attachments except for messages that have audio file attachments.

Edit messages from Desktop device

• Hover over your message and click Edit message \mathscr{O} .



• Make your changes and click Update.

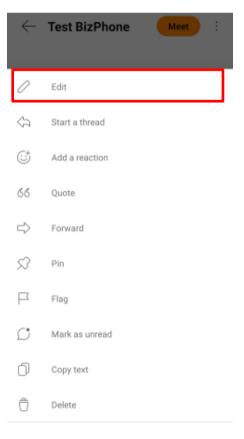


You will see (Edited) next to the message in the space. Note: you can only edit a message 5 times.



Edit messages from Mobile device

• Long press your message and tap Edit.



• Make your changes and tap ▷ to send.

Test <u>edit</u>	>
	0

• You will see a note next to the message in the space to indicate that it has been edited.



Delete Messages and Files

You can delete a message or files after you have sent them.

Delete messages and files from Desktop device

Hover over your message and click **More actions** ..., then click **Delete message**. If you sent both a message and a file, clicking **Delete message** will delete both.

SM	Set	$\langle \rangle +$	C Search, meet, and call	onnect to a device $ \Box$ $ imes$
		Di Spa Ξ	🏽 🌣 🛱 Test BizPhone 🖉	Meet
	T	Test BizPhone		
8	RW	Rosmery Wun	Messages People (2) Content Schedule +Apps	Q ≦\ ^
S.	w	Webex space for	Today	
60	D	desktop test	You 1:24 PM	Ø @ & 66 …
₩	M	mobile test	Test	Forward message
			You 1:26 PM	Flag for follow-up
			Hi	Mark as unread
			New replies Last reply 1:26 PM Rosmery Wun (@tpgtelecom.com.au) 1:26 PM	Pin message
			Hello	Delete message
•+			(A. Danks to throad)	~
?			0 L7 T7 😳 📾 🤤 @ 🖻	Shift+Enter for a new line 🔒
iinet			Write a message to Test BizPhone	
😵 Cal	l settings	5		

Delete messages and files from Mobile device

Long press the message or file and tap **Delete**.

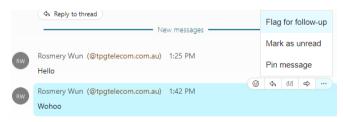
\leftarrow	Test BizPhone Meet :
0	Edit
$\langle \gamma \rangle$	Start a thread
÷	Add a reaction
୯୯	Quote
\Rightarrow	Forward
ŝ	Pin
F	Flag
ø	Mark as unread
Ó	Copy text
Ô	Delete

Flag Important Messages

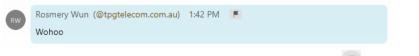
You can flag important messages so that you can follow up on them later or keep them as a reference. Items that you flag are added to the **Flags** list and sorted by the date you flagged them. **Note: You can have up to 200 flagged messages.**

Flag messages from Desktop device

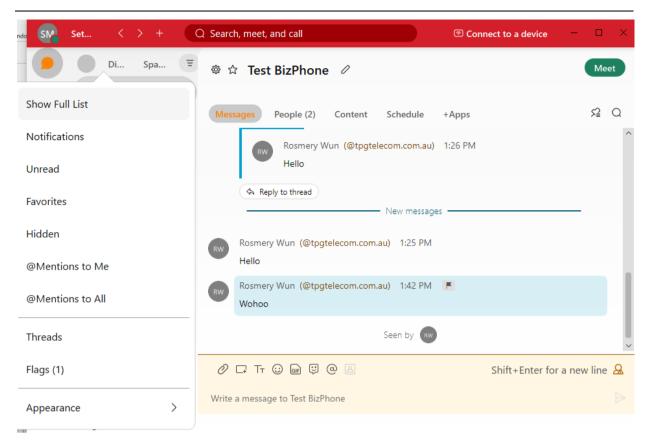
Hover over the message and click More actions ..., then click Flag for follow up.



You will see a flag I beside the person's name and time of the message.



You can refer back that flagged message anytime. Just click **Filter by** to view your filters, then go to **Flags**.



Then only the Flags messages will be displayed.

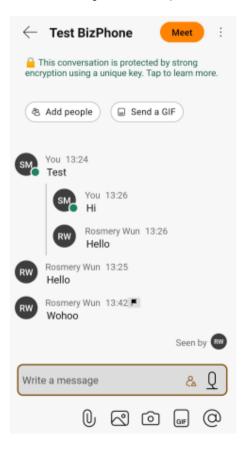
SM	Set	< > +	Q Searc	h, meet, and call	🖻 Conr	nect to a device	- 0	×
		Flags =	@ 2	र Test BizPhone 🧷			Mee	et
# 8 €	RW	Test Biz 1:52 PM Rosmery · Wohoo	Mess	Rosmery Wun (@tpgtelecom.cor Hello			Ŷ	a
			RW	Rosmery Wun (@tpgtelecom.com.au) 1:25	essages		_	
			RW	Hello Rosmery Wun (@tpgtelecom.com.au) 1:42 Wohoo	PM F			l
•+				Seen by	RW			~
?			0	C7 T7 😳 📾 🤤 🔍 🗷		Shift+Enter for a r	new line	2
iinet			Write	a message to Test BizPhone				
ଞ Call	settings							

Flag messages from Mobile device

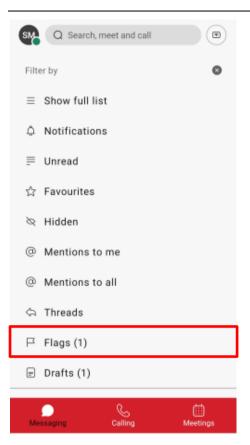
Long press the message and tap Flag.

\leftarrow	Test BizPhone Meet :
0	Edit
	Start a thread
Ċ	Add a reaction
୯୯	Quote
⇔	Forward
ß	Pin
F	Flag
ø	Mark as unread
Ó	Copy text
Ô	Delete

You will see a flag 📧 beside the person's name and time of the message.



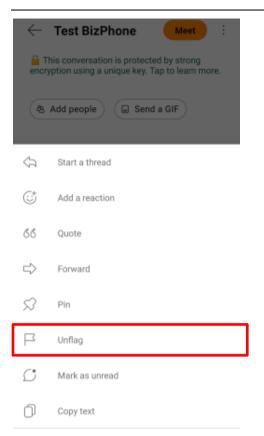
You can refer back that flagged message anytime. Just click = to view your filters, then go to Flags.



Then only the Flags messages will be displayed.

SM	Q Search, meet a	nd call	
ΡF	lags		8
RW	Test BizPhone Rosmery • Wohoo		13:52
			C
Messa			(iii) Meetings

To remove the flag from a message, touch and hold the message again and choose Unflag.

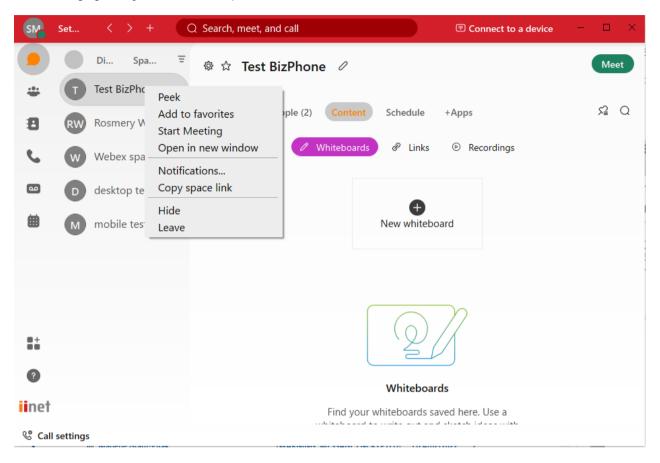


Peek your unread messages

You can peek into a space to view the space without marking it as read or sending a read receipt.

Peek your unread messages from Desktop device

Go to **Messaging** Ω , right click an unread space and then click **Peek**.

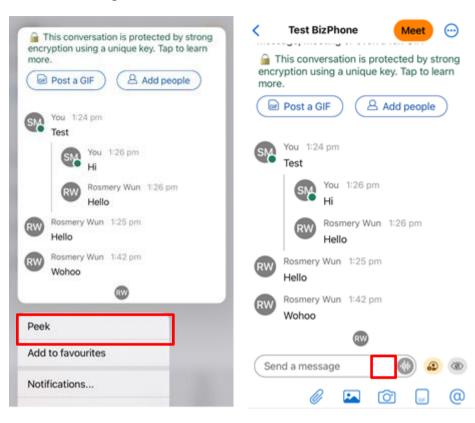


Peek your unread messages on Mobile app

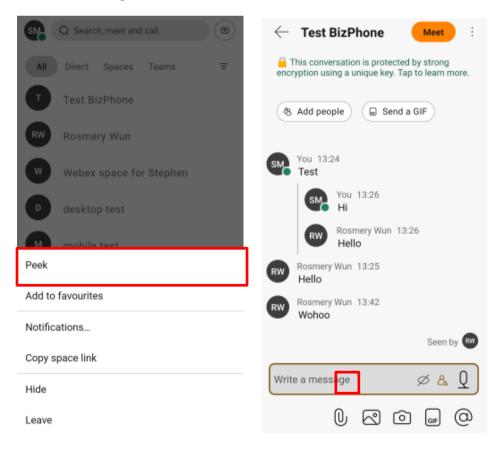
Go to **Messaging** Ω , long press an unread space and then tap **Peek**. You will see the peek mode icon \emptyset in the messaging area to remind you that you are peeking in a space.

To stop peeking in a space, navigate away from the space and then tap on the space to read as normal.

Peek unread messages on iOS device



Peek unread messages on Android device



Forward Messages

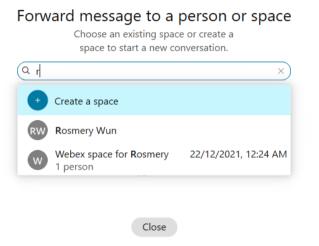
You can share a message in a space to anyone or any space.

Forward message from Desktop device

1. Hover over the message and then click Forward message.

			New n	nessages —	 			orwar nessag	
JA	Jacques Azzi Hi	10:10 AM			¢	Ş	66	4	

2. Enter a person or space name to forward the message to or click Create a new space.



3. Type your message and then press Enter to forward the message.



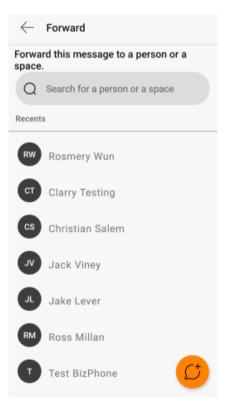
Note: You can forward message that include files, GIFs and images. They will not be displayed but you will see the file type that was shared in the original message. If you forward a meeting invite, the invite is not forwarded, just the meeting title.

Forward message from Mobile device

1. Long press the message, then tap Forward.

\leftarrow	Test BizPhone Meet :
0	Edit
\$	Start a thread
÷	Add a reaction
୯୯	Quote
⇔	Forward
₽ 2	Forward
S	Pin
S F	Pin Flag

2. Enter a person or space name to forward the message to.



3. Type your message and then tap **Send** \triangleright , to forward the message.

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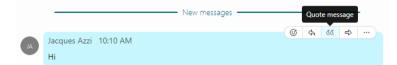
\leftarrow R	osmery	Wun	. 0	:
	You mis	sed a call 12	:56	
Rosme Hello	ry Wun			\otimes
Forward	ling			>
	0	20	GIF	@
C For water	rding Fo	rwarding	For wad	ding
1 2	3 4	5 6	7 8	9 0
v v	~ r		i	() o p
a *	å * d f	g + h	j	
☆ y	ε x c	v b	; / n m	\sim
123 ,				
	\bigtriangledown	0		

Quote Someone's Message

You can quote someone's message and reply directly to their comment. The quoted message shows the person's name and indents their original comment when you add your reply.

Quote messages from Desktop device

 Click Quote ^{##} to the right of the message that you want to quote. You can quote files, GIFs and images in your message. They will not be displayed, but you will see the file type that was shared in the original message.



2. Type your message and click Enter to reply directly to that comment.



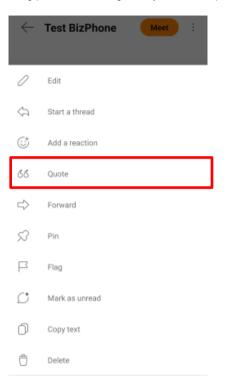
Notes:

- Block quotes cannot be quoted and you can only include one quote at a time in your draft message.
- If you start a message with quoted content but do not send it right away, the quote is not saved as part of the draft message.

• If you are quoting a message which has formatted text, the formatting will only be displayed once the message is sent.

Quote messages from Mobile device

1. Long press the message that you want to quote and choose Quote from the list that appears.



2. Type your message and tap Send to reply directly to that comment.

Notes:

- You cannot quote block quotes, files, GIFs or images.
- If you start a message with a quoted content but do not send it right away, the quoted content is not saved as part of the message.

Starting a Thread

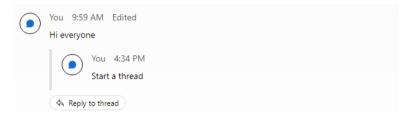
To make it easier to follow specific conversations, you can reply to someone's message simply by starting a new message thread or reply to the one that has already started.

Start a thread from Desktop device

Hover over the message or the file and click Start a thread.

	Today —		Star	t a thr	ead	-	
You 9:59 AM Edited Hi everyone		0	٢	\$	66		

After you create the thread, you or anyone else in the space can add a reply to that thread by clicking Reply to thread.



When somebody replies to the thread, you will see a notification in the space to highlight the new replies.

Start a thread from Mobile device

Long press the message and choose Start a Thread.

\leftarrow	Test BizPhone Meet
0	Edit
Ą	Start a thread
÷	Add a reaction
୯୯	Quote
\Rightarrow	Forward
\mathcal{D}	Pin
P	Flag
ø	Mark as unread
Ô	Copy text
Ô	Delete

A new thread windows opens.

\leftarrow	Thread		Meet	:
SM	You 13:24 Test			
Writ	e a message		යි	Q
	0	0		0

After you create the thread, you or anyone else in the space can add a reply to that thread, touch and hold the message and choose **Reply**.

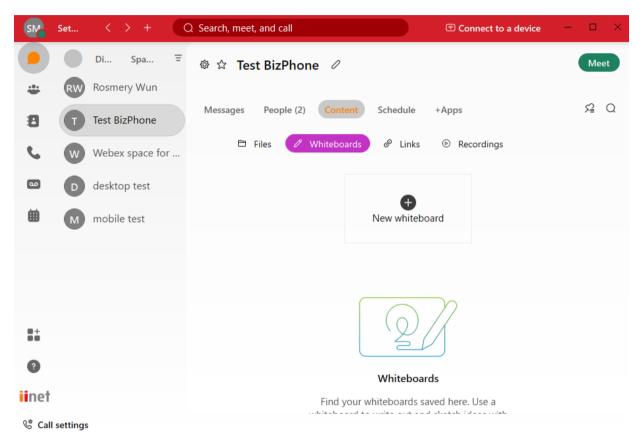
\leftarrow	Test BizPhone Meet
\$	Add people Send a GIF
SM	You 13:24 Test
Ŷ	Reply
Ċ	Add a reaction
୯୯	Quote
\Rightarrow	Forward
\$3	Pin
P	Flag
ø	Mark as unread
Ó	Copy text

Whiteboard

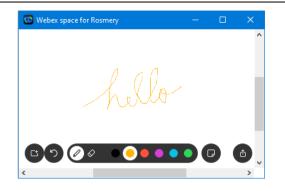
You can create a whiteboard and draw on it to share your ideas. Your changes are saved automatically, and your white board is added to the list of whiteboards in the space or direct message. You can go back to edit and share it with others.

Create and using Whiteboards on Desktop device

- 1. Go to Messaging Ω , select the space or person's name and click Content.
- 2. Select *Whiteboard* and click New whiteboard.



- 3. You can select the following:
 - Color
 - Eraser \diamond turns the marker into an eraser to remove edits. Click Eraser \diamond again to select **Clear all** and remove all edits. You can click undo O to restore the edits.
 - Stickies C creates and add stickies. You can add text, change the colour and move the stickies around your whiteboard.
 - Undo removes your last edit. You can continue to click undo and remove each edit until you return to the last saved whiteboard.
 - On a shared whiteboard, if someone selects **Clear all**, undo in unavailable. However, if you select **Clear all** and nobody else edit the whiteboards, you can click undo to restore the edits.
 - There is no limit to the size of your whiteboard. Use the arrow keys on your keyboard to move around the whiteboard. You can use a mouse or touchpad to zoom in or out on the whiteboard.



Create and using Whiteboards on iOS device 1. Select the space or the person's name, go to the activity menu ^(...), choose Content.

C Test BizPhone 💬
Let's start chatting 🕔
Add or invite more people to get things done together. When you're ready, start with a message, meeting or even a fun GIF.
This conversation is protected by strong encryption using a unique key. Tap to learn more.
Screen share
People (2)
Content
Pins
Schedule

Info

2. Go to Whiteboard tab and then tap New Whiteboard.

\times	× Content		
Files	Whiteboards	Links	Recordings
+ N	ew whiteboard		≡ 88
Last active	e 1:10 pm		
	No preview a	available	

3. You can select the following:



- Color 🖉 🖉 🔿 •
- Color Color changes the marker color. Eraser Color turns the marker into an eraser to remove edits. Tap Eraser Color again to select **Clear all** and remove all • edits. You can tap undo 💿 to restore the edits.
- Undo 💿 removes your last edit. You can continue to tap undo and remove each edit until you return to the last • saved whiteboard.
- On a shared whiteboard, if someone selects Clear all, undo in unavailable. However, if you select Clear all and • nobody else edit the whiteboards, you can tap undo 횐 to restore the edits.
- There is no limit to the size of your whiteboard. Use two fingers to move around the whiteboard on your device. •

 \times



Create and using Whiteboards on Android device

1. Select the space or the person's name, go to the activity menu :, choose Content.

\leftarrow	Test BizPhone	තී	People (3)
You a	dded Jacques Azzi to 14:z	8	Content
E	You 11/01/2022, 14: testing again	ß	Pins
JA	Jacques Azzi 11/01/	Ö	Schedule
You a	Hello dded Rosmery Wun to	í	Info
	19:17		
	14 Jan 2	022 -	
H.	You 14/01/2022, 09:5 Hi everyone	59 E	dited
	You 14/01/ Start a three		16:34
JA	Jacques Azzi 14/01/2 Hi	2022,	10:10
			Seen by JA
Write	e a message		<u>8</u>
	0 2	6	

2. Go to Whiteboard tab and then tap New Whiteboard.

\leftarrow	Content			:
Files	Whiteboards	Links	Recordings	
+	New white	board		
		~		
	No whi	teboards	3	

3. You can select the following:

•



- Color OOO
- Color \bigcirc changes the marker color. Eraser \bigcirc turns the marker into an eraser to remove edits. Tap Eraser \bigcirc again to select **Clear all** and remove all edits. • You can tap undo 💿 to restore the edits.

- Undo 횐 removes your last edit. You can continue to tap undo and remove each edit until you return to the last saved whiteboard.
- On a shared whiteboard, if someone selects Clear all, undo in unavailable. However, if you select Clear all and nobody else edit the whiteboards, you can tap undo
 to restore the edits.
- There is no limit to the size of your whiteboard. Use two fingers to move around the whiteboard on your device.

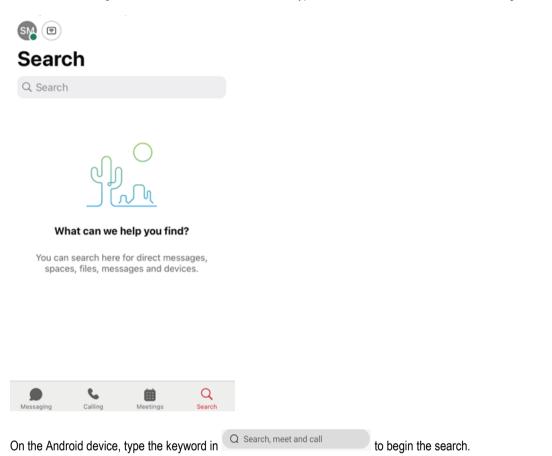




Search within a Space

On the desktop app header, type the keyword in ^{Q. Search, meet, and call} to search through the conversation history of the space you are in, to find messages you received and files you need.

On the iOS device, go to **Search** \bigcirc tab at the bottom and type on the Search text box to start searching.



Filter your Messages and Contents

You can use the filters to organise messages and spaces, such as unread spaces that you have chosen to be notified about, conversations with another person, or messages where someone has @mentioned you.

Below are the list of Filters that you can select to organise your messages and spaces.

Show Full List

This filter will show all the People and Spaces list. Go to the different tabs (All, Direct or Spaces) to view the direct messages between you and another person or view all of your Spaces.

Notifications

You get notification for each new message you received. Select the Notifications filter to view your notifications.

Unread

Select the Unread filter to view your unread messages. Check all the different tabs (All, Direct or Spaces) for more unread messages.

Favorites

Select Favorites filter to find your favourite conversations. Check all the different tabs (All, Direct or Spaces) for more favorites.

Hidden

Select the Hidden filter to view your hidden spaces. Check All or Spaces tab for hidden spaces.

Right click a space to hide it. Note: You can't hide direct messages.

@Mentions to Me

Select this filter to view your @mentions.

@Mentions to All

In a space, someone can get the attention of everyone with an @all. View your @mentions by selecting the @Mentions to All filter.

Threads

Select Threads filter to view new replies to a thread in a space.

Flags

You can flag a message to easily find it later. Find your flagged messages by selecting the Flags filter.

Filters on Desktop device

Click 💷 to see the available filters. Select a filter to show just the messages or spaces you want to see.

SW2 Set < > +	Q Search, meet, and call	Connect to a device - ×
9 Di Spa 🗉	Rosmery Wun	000
Show Full List	Messages Profile Content Schedule	+Apps S2 Q
Notifications		^
Unread	Rosmery Wun was una	wailable. 11:44 AM
	Rosmery Wun was una	wailable. 11:44 AM
Favorites	Rosmery Wun was una	available. 11:51 AM
Hidden	Rosmery Wun was una	wallable. 11:52 AM
@Mentions to Me	Rosmery Wun was una	wallable. 11:55 AM
@Mentions to All	You missed a ca	IL 12:56 PM
Threads		
Flags	0 I7 T7 II 🗐 🗐 🖗 🗏	Shift+Enter for a new line $ {}^{2}\!$
Appearance >	Write a message to Rosmery Wun	

If you select the **Unread** or **Notifications** filters, you can click C to refresh your view and clear out messages after you have read them.

To return to your spaces list, or to get out to a specific filter, click = and select **Show full list**. Your upcoming and ongoing meetings are always visible on the top of the spaces list, regardless of any spaces filters you've set. However, upcoming and ongoing meetings are not visible at the top of the spaces list, when message filters, such as **@Mentions** or **Flags** are selected.

You can also select some appearance preferences from the filters list.

- Show Favorites on top quickly switch to see your favourite spaces on top of the spaces list.
- Separate People and Spaces add tabs to the spaces list, to organize how you view your spaces.
- Show Compact View switch to compact view in the spaces list, to see more spaces at a glance.

Filters on iOS device

Tap 🗐 to see the available filters. Select a filter to show just the messages or spaces you want to see.

SN 🗩		6
Mes	Notifications	Q
All D	Unread	Ø
RW Ros	Favourites	☆
	Hidden	Ø
T Tes	Mentions to me	@
W Wel	Mentions to all	@
D des	Threads	ŝ
des	Flags	P
M mol	Show favourites or	n top
	 Separate DMs and 	spaces
	د	Q

If you want to clean up your list of unread spaces, go to the Unread filter and tap Mark All Read.

To get out of a specific filter and return to your spaces list, tap 🕺 by the filter name.

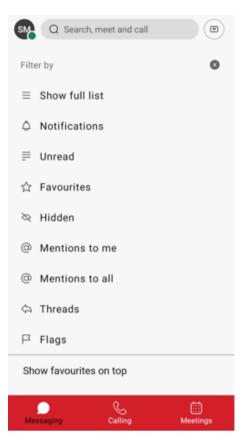
Your upcoming and ongoing meetings are always visible on the top of the spaces list, regardless of any spaces filters you've set. However, upcoming and ongoing meetings are not visible at the top of the spaces list, when message filters, such as **@Mentions** or **Flags** are selected.

You can also select some appearance preferences from the filters list.

- Show Favorites on top quickly switch to see your favourite spaces on top of the spaces list.
- Separate DMs and Spaces add tabs to the spaces list, to organize how you view your spaces.

Filters on Android device

Tap = to see the available filters. Select a filter to show just the messages or spaces you want to see.



If you want to clean up your list of unread spaces, go to the Unread filter and tap Mark All Read.

To get out of a specific filter, tap = again to return to your filters list.

If you want to return to your spaces list, select Show full list.

Your upcoming and ongoing meetings are always visible on the top of the spaces list, regardless of any spaces filters you've set. However, upcoming and ongoing meetings are not visible at the top of the spaces list, when message filters, such as **@Mentions** or **Flags** are selected.

You can also select some appearance preferences from the filters list.

- Show Favorites on top quickly switch to see your favourite spaces on top of the spaces list.
- Separate DMs and Spaces add tabs to the spaces list, to organize how you view your spaces.