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# TPG Telecom BizPhone App - Webex Basic User Guide

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**Document Name:** TPG BizPhone App - Webex Basic User Guide  
**Version Number:** v1.2  
**Date Last Saved:** 27-May-24  
**Date Printed:** 27-May-24  
**Security Classification:** Limited Confidential

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# GETTING STARTED

## Welcome to your TPG BizPhone with Webex!

To start using your TPG 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 TPG BizPhone with Webex (BizPhone App) Self-Activation guide for the Self-Activation link and instructions. The TPG BizPhone with Webex (BizPhone App) Self-Activation Guide is available on your BizPhone Resources page: <https://www.tpgtelecom.com.au/business-solutions/voice/bizphone/resources>

In order to have the best experience possible and to receive future updates on your TPG 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 TPG BizPhone with Webex and devices to communicate with Webex cloud signalling and media services. Click [Port Numbers and Protocol Requirements](#), [IP Subnets Requirements](#) and [Domains and URLs Requirements](#) 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 TPG BizPhone with Webex, we recommend 2-3 Mbps of bandwidth for each concurrent video call for optimum quality. Click [here](#) to view more information regarding bandwidth requirements for video calling.

For more information on the Webex service, please refer to [Webex from Service Providers](#) 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 TPG BizPhone with Webex, please contact your assigned BizPhone Administrator.

# LOG IN TO YOUR BIZPHONE WITH WEBEX APP

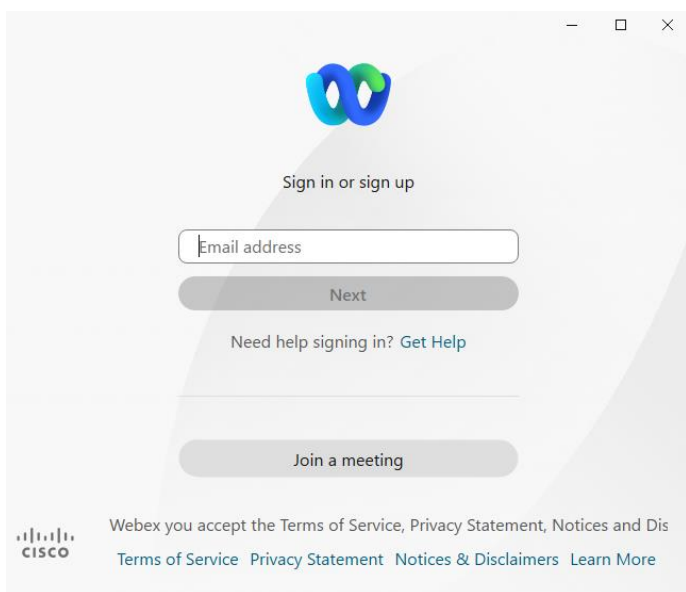
Following the successful Self-Activation, you would have downloaded the BizPhone App via the provided links during the Self-Activation process or on your BizPhone Self-Activation Advice.

If you have not downloaded the app, you can download it via the following links.

For Mobile, available on the [Android Market](#) and [Apple App Store](#).

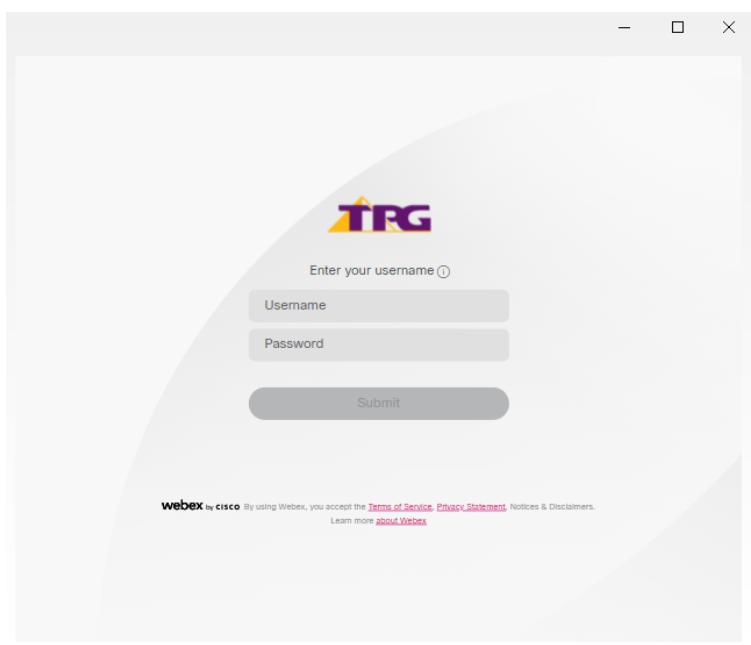
For Desktop, available on [Webex Downloads](#) Page.

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

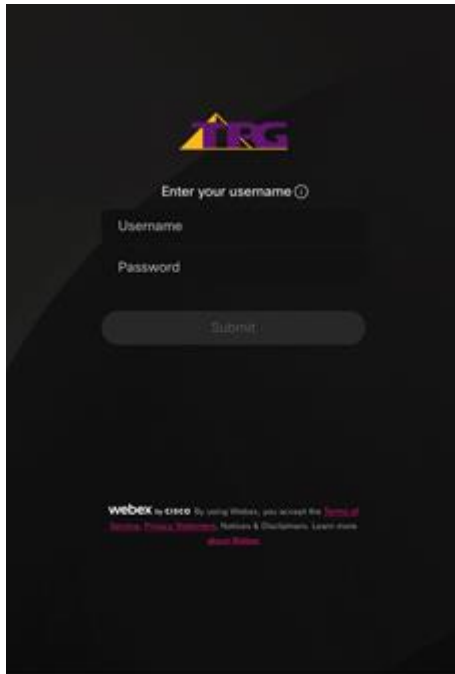


It will prompt you to the TPG login screen, enter your BizPhone Service ID or email address provided during the Self-Activation process and web password.

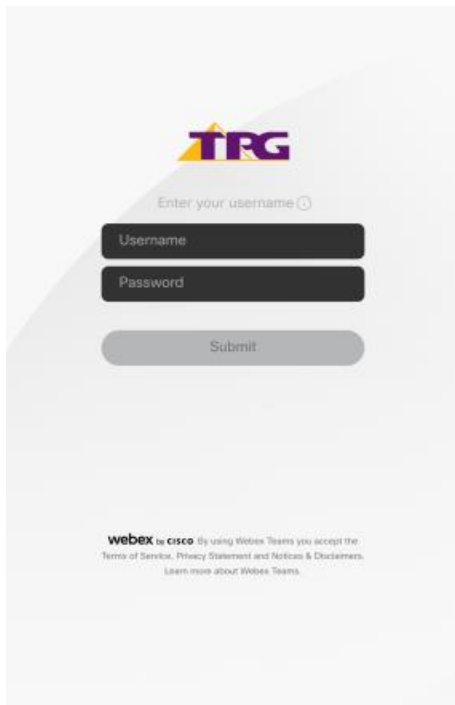
## Login Screen - Desktop



## Login Screen – iOS device



## Login Screen – Android device

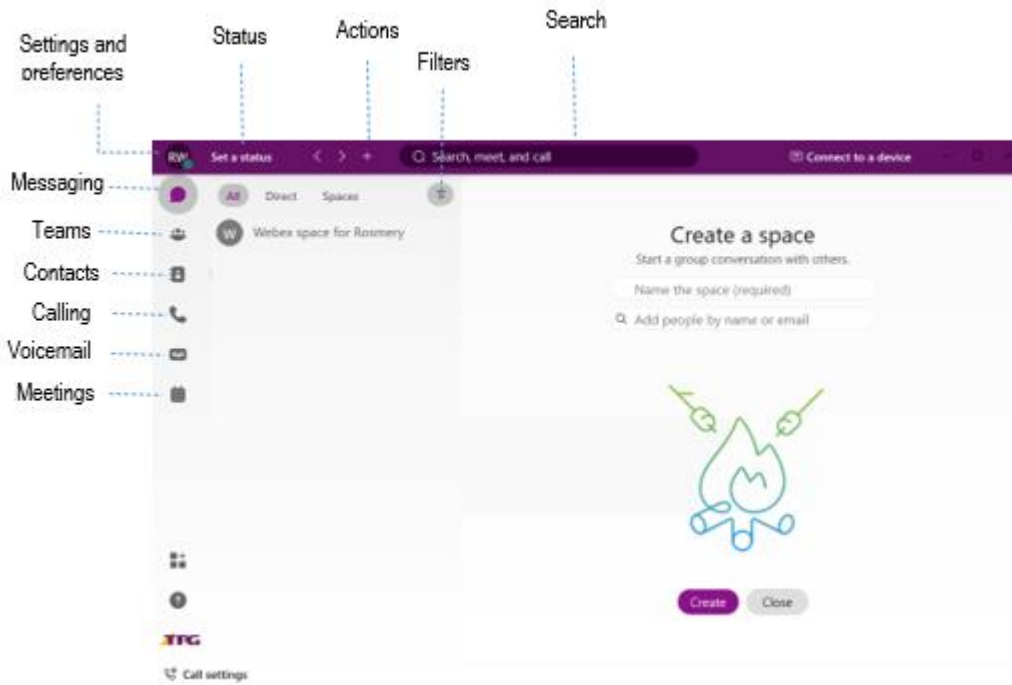


# OVERVIEW

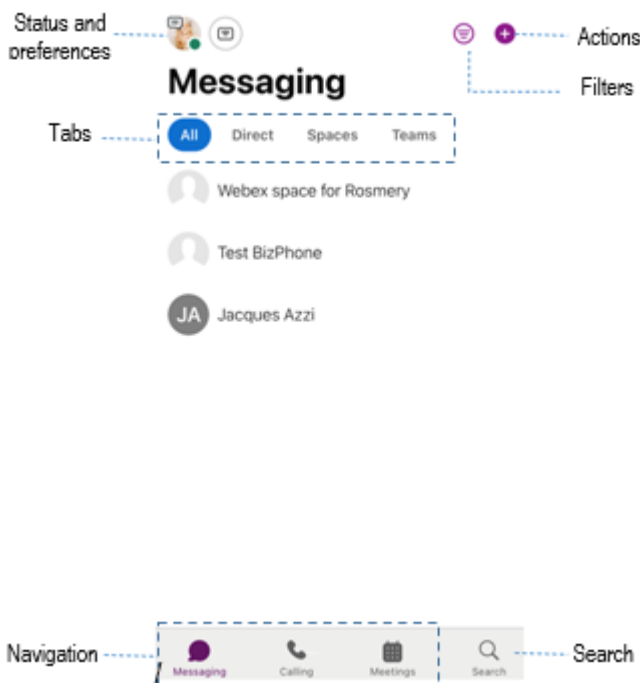
The TPG BizPhone with Webex is an easy-to-use one app to call, message and meet, which is available on your Desktop and Mobile devices. First, let's get familiar with the User interfaces across the different devices.

## User Interface

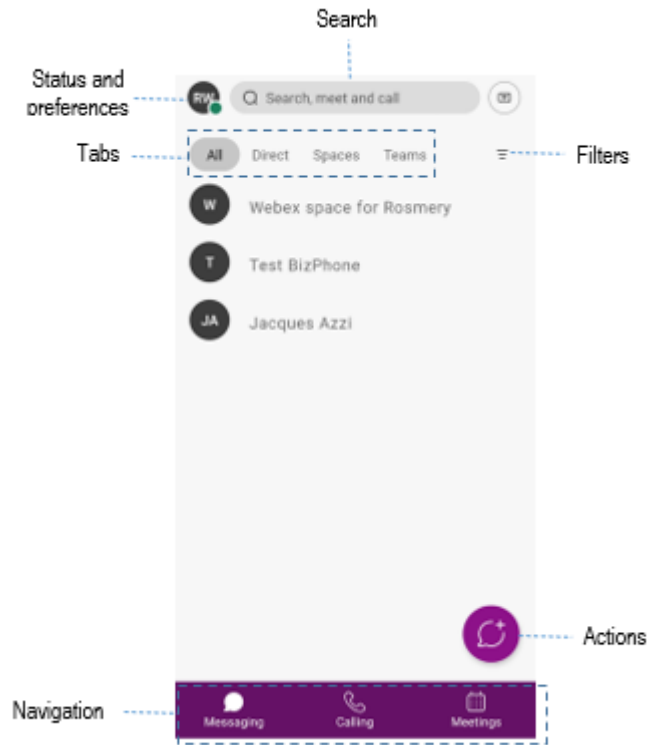
### For Windows and Mac



### For iPhone



## For Android





# Profile and Preferences

## Add your Profile Picture and a Cover Image

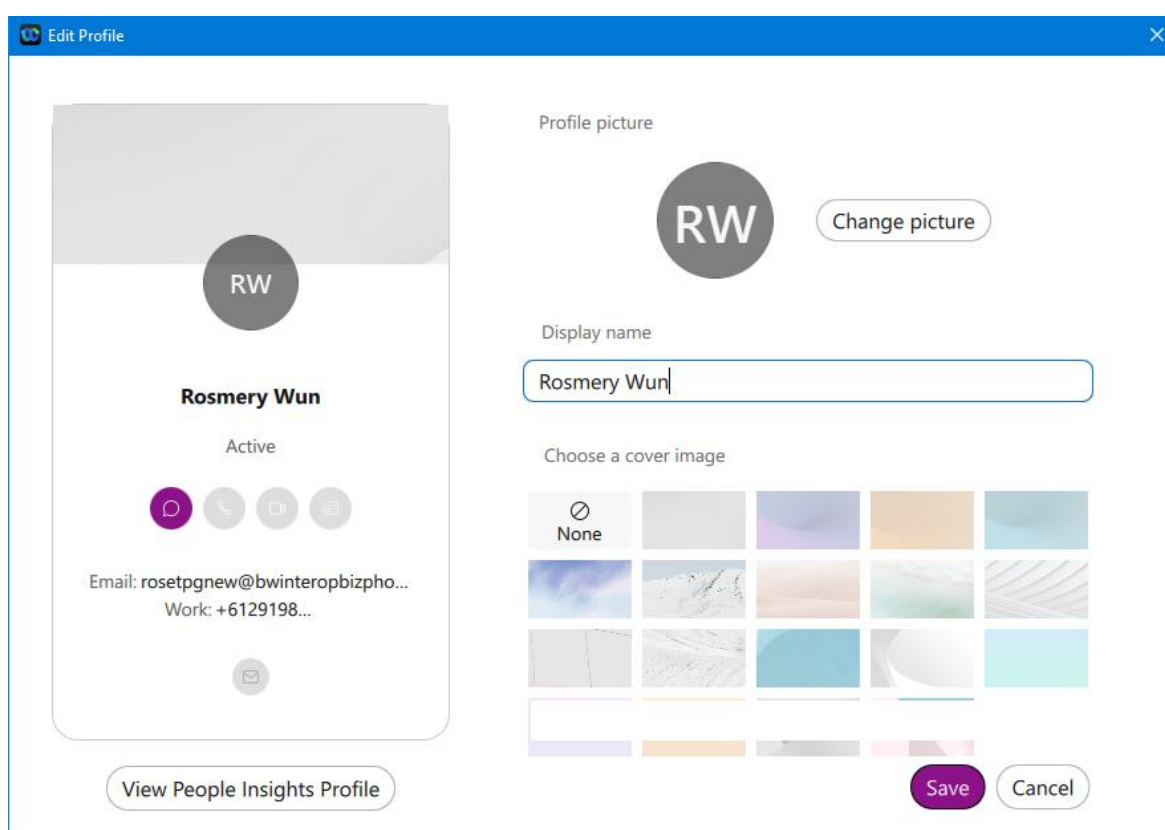
You can add your picture to your profile to make it easier for people to recognise you in BizPhone App. If you do not add a picture to your profile, your profile will only show your initials inside the circle.

### 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 take 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.




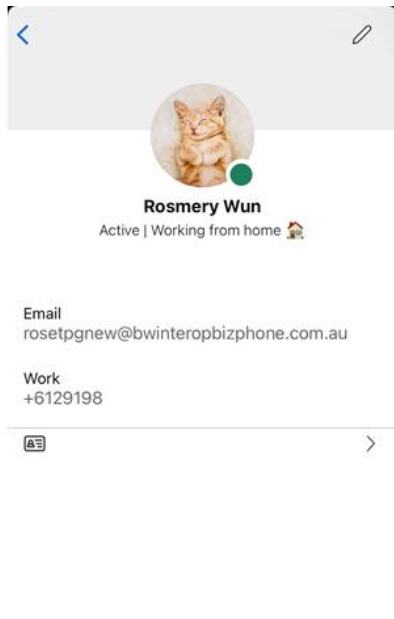
3. Click **Upload picture** to browse a picture to upload. If you already have a profile picture, click **Change picture** to change your current picture.

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.

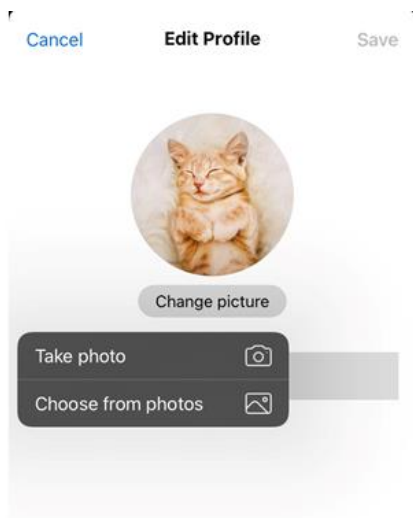
4. When you have made your changes, click **Save**.

## Add a profile picture from iOS device

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 .




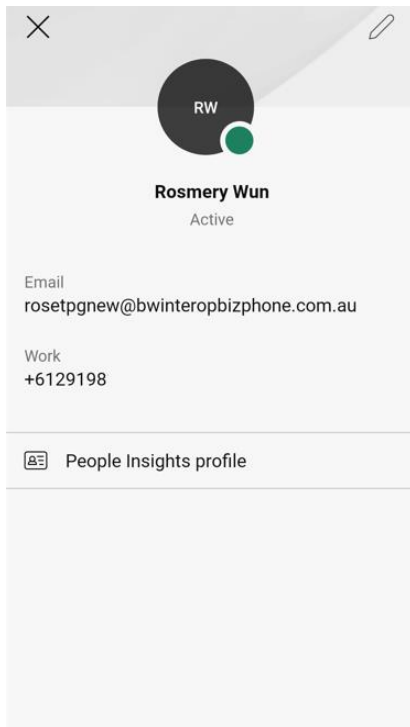
3. Tap **Change picture**, and then choose from the following:
  - **Take Photo** to take a picture.
  - **Choose Existing Photo** to select an existing picture.  
You might need to give BizPhone App access to your pictures first.



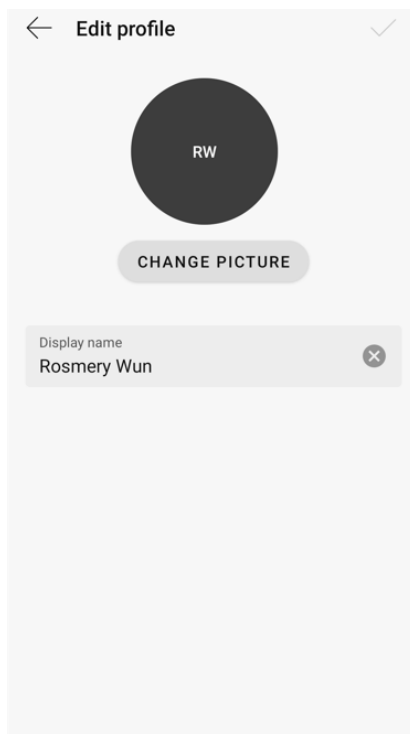
4. Tap **Save**.

## Add a profile picture from Android device

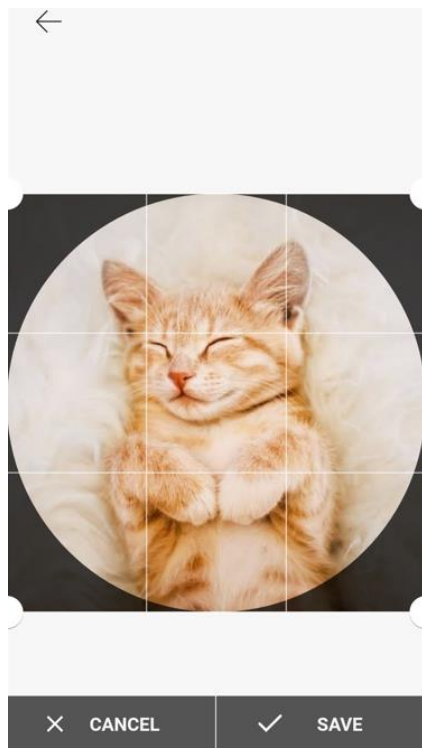
1. In the app header, tap your profile. If you have not already added a picture, you will see your initials in a circle.
2. Tap **Profile** and then tap .



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.



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

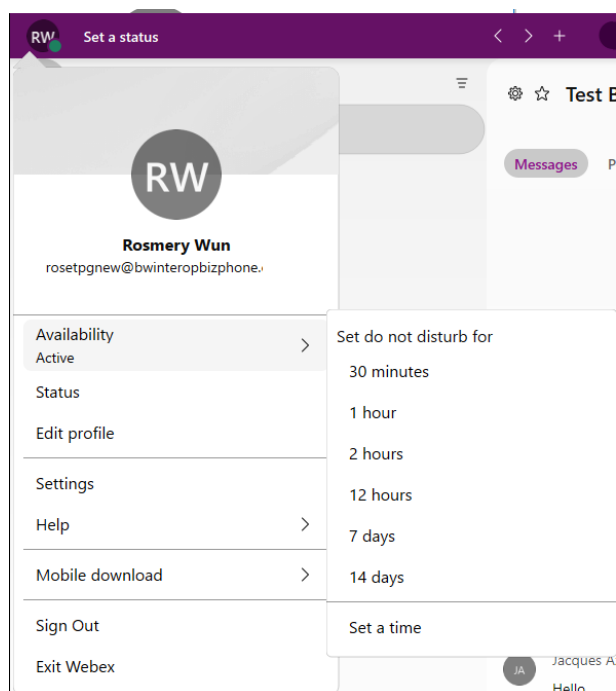


## Set Do Not Disturb

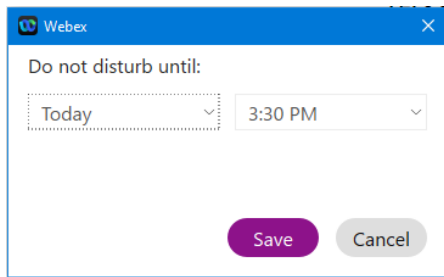
You can set your availability to Do Not Disturb (DND) to let others know that you are busy or do not want to be disturbed. People can still send you messages and you will still see your unread indicators.

### Set DND from Desktop App

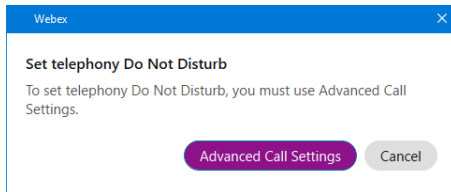
1. Choose your profile picture and select **Availability**.
2. Choose from the following:
  - Select how long you do not want to be disturbed for from the list.



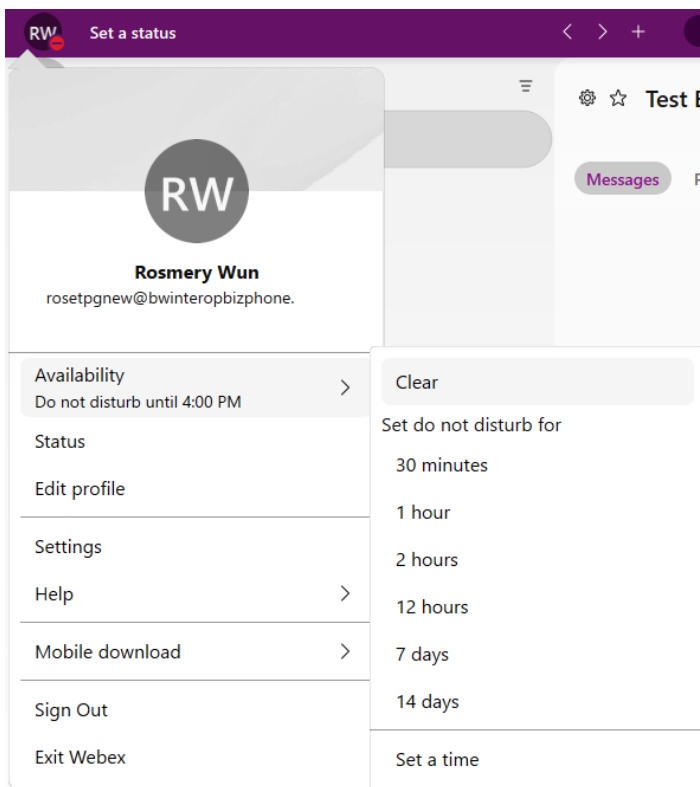
- Click **Set a time** to choose a specific time.



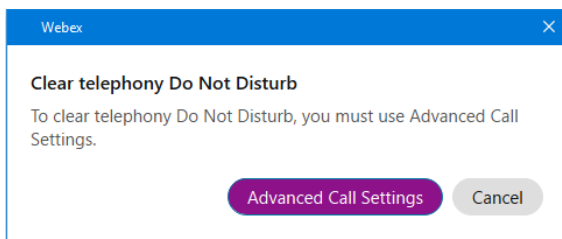
- Click **Cancel**.



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

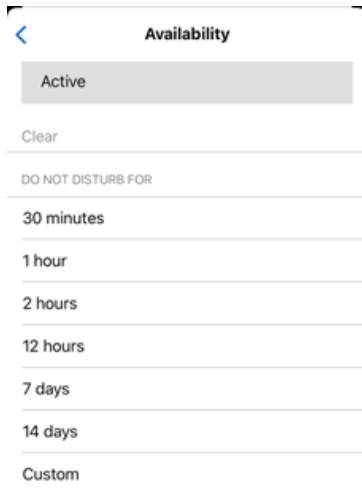


- Click **Cancel**.



## Set DND from iOS device

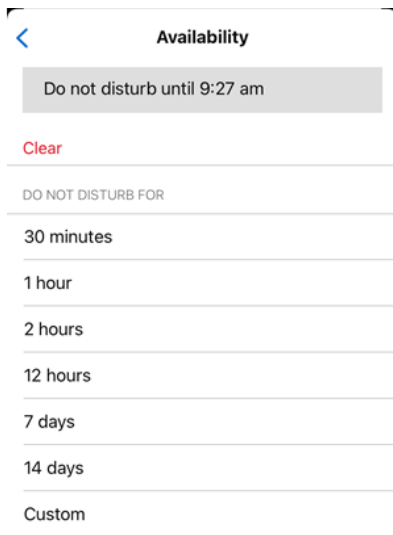
1. Tap your profile picture, tap **Availability**
2. Choose from the following:
  - Select how long you do not want to be disturbed for from the list.
  - Tap **Custom**, choose a specific date and time.



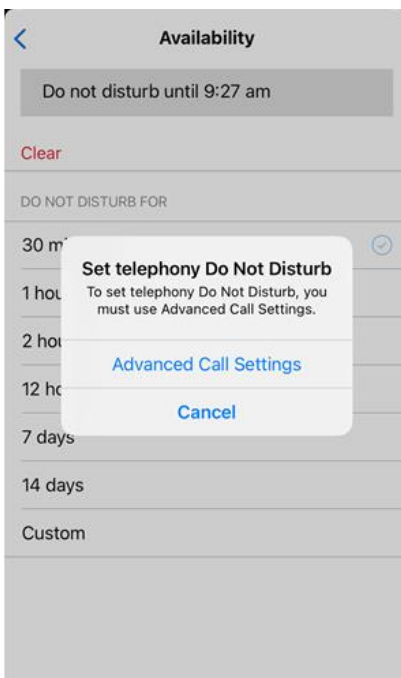
- Click **Cancel**.



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

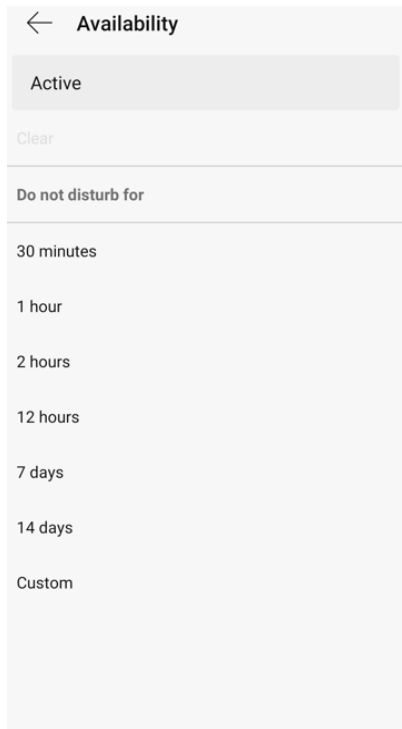


Click **Cancel**.

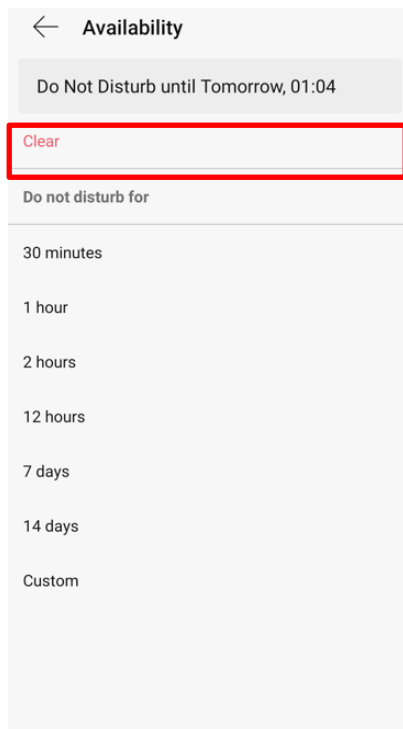


## Set DND from Android device

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**.



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





## 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.

#### Notes:

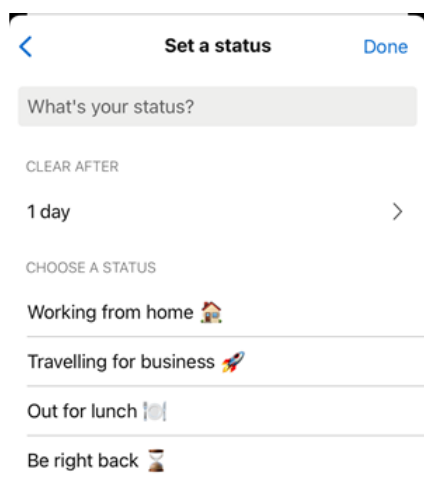
- You can add up to five status options to the list, so they are quickly available.
  - The maximum length for each status is 75 characters and can also include emojis.
3. In the **Clear After** drop-down, choose from the following:
    - Select when you want your status to clear, by choosing a time from the list.
    - Click **Set a time**, to choose a specific date and time.

**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**.

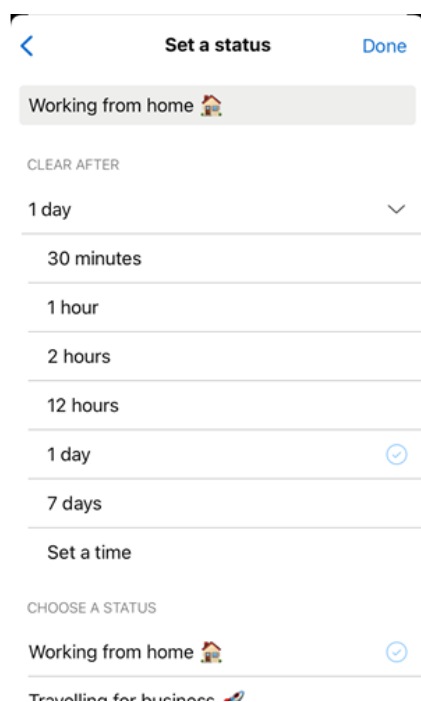
## Set your Status from iOS device

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.



### 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.

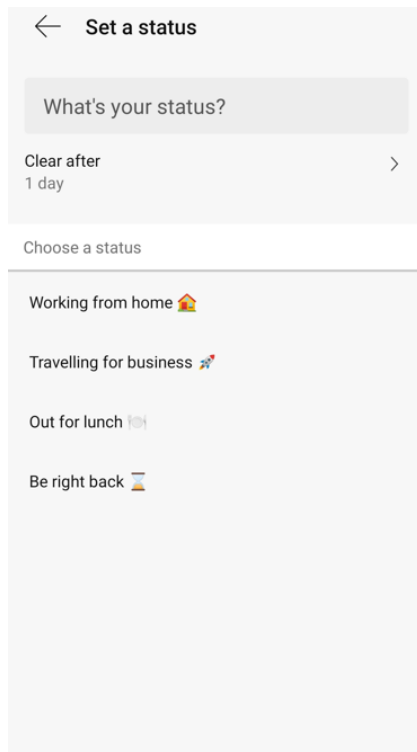


**Note:** You can set a status for a maximum of 7 days or a minimum of 30 minutes.

4. Tap **Done**.

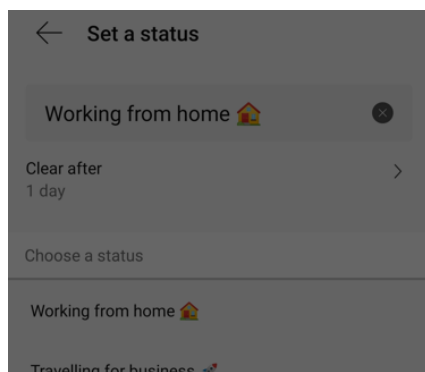
## Set your Status from Android device

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.



### Notes:

- You can add up to five status options to the list, so they are quickly available.
  - The maximum length of 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.



- 30 minutes
- 1 hour
- 2 hours
- 12 hours
- 1 day
- 7 days
- Set a time

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

4. Tap  .

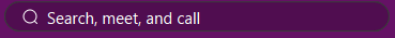
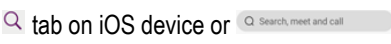


# CONTACTS

## 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 [Add New Contacts](#) 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  on the Desktop App header or  on the **Search** tab on iOS device or  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:

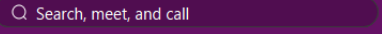
- Other users in the same vPBX with BizPhone App/SoftPhone (sync immediately).
- Other users in the same vPBX who do not have the BizPhone App/SoftPhone (sync every 7 days or can be triggered manually by support).
- Other services in the same vPBX, such as Auto Attendants, Hunt Groups and Call Centre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

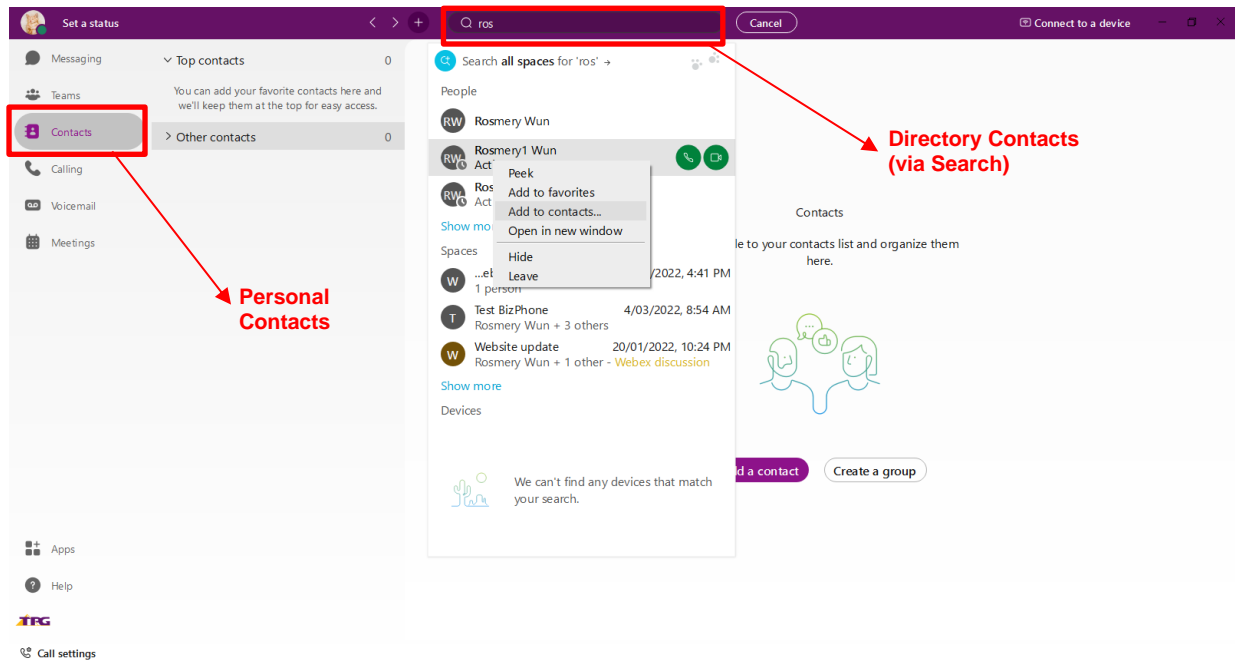
You can also add these searchable contacts to your personal contacts. Please refer to [Add New Contacts](#) section on how to add Directory contacts to Personal Contacts.

For more information relating to the Search function on the BizPhone App, please refer to [Find people, spaces, messages, files and devices](#).


## View contacts from Desktop app


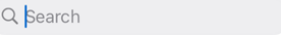
To view Personal Contacts on the Desktop App, click on  **Contacts** (see below screenshot).

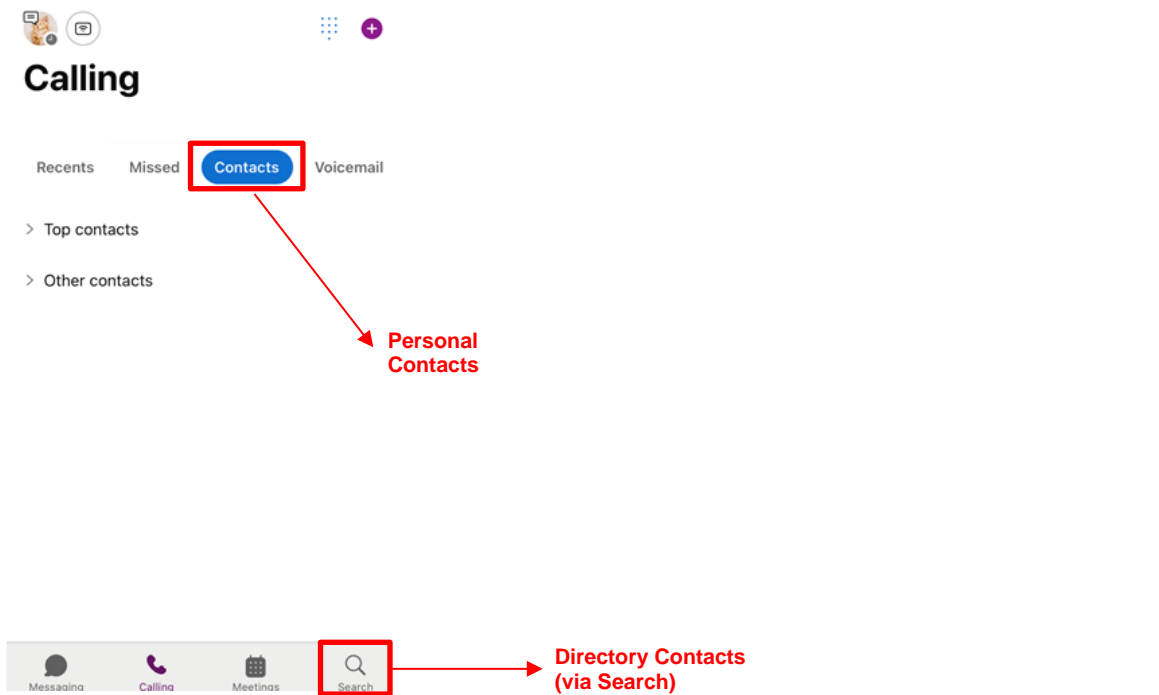
To search a contact, type the contact name on the Search function  on the app header to begin the search (see below screenshot).



## View contacts from iOS device



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

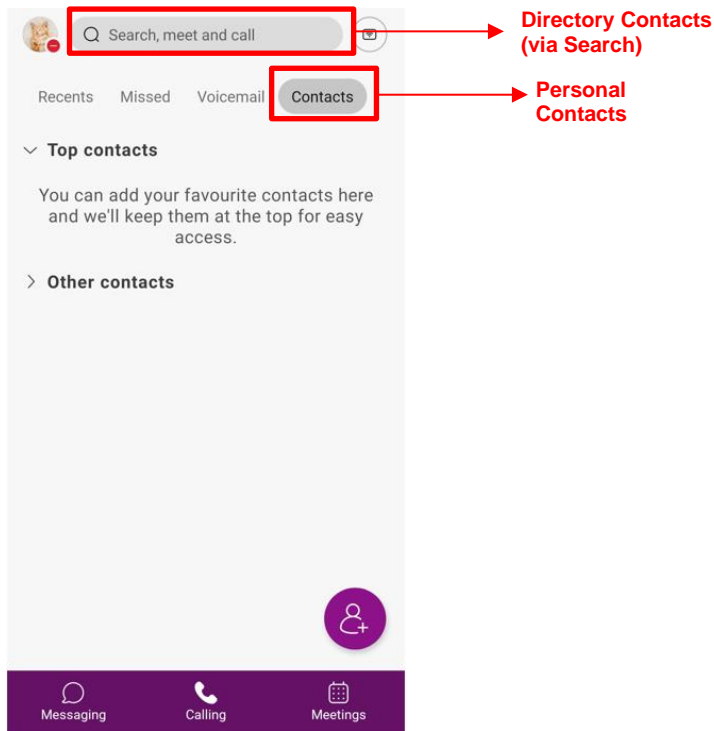
To search for a contact, go to the **Search**  tab, and type the contact on the search bar .



## View contacts from Android device

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

To search for a contact, type the contact on the search bar  on the **Calling**  tab.

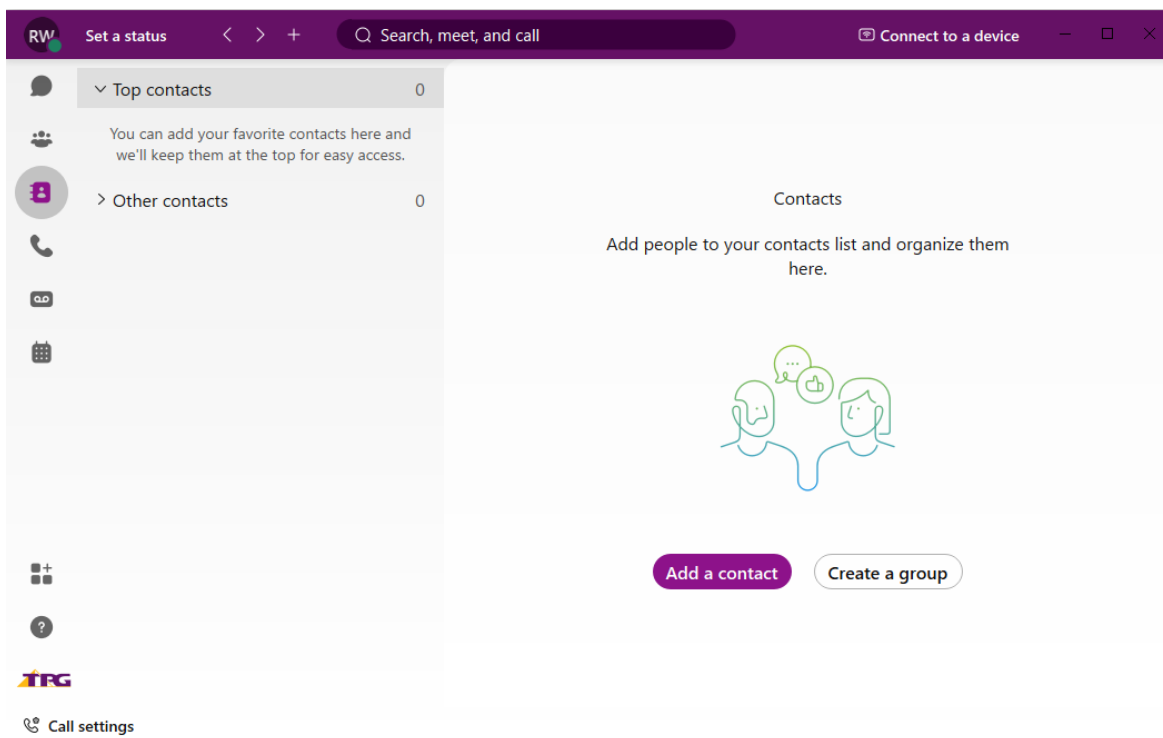


## Add Contacts

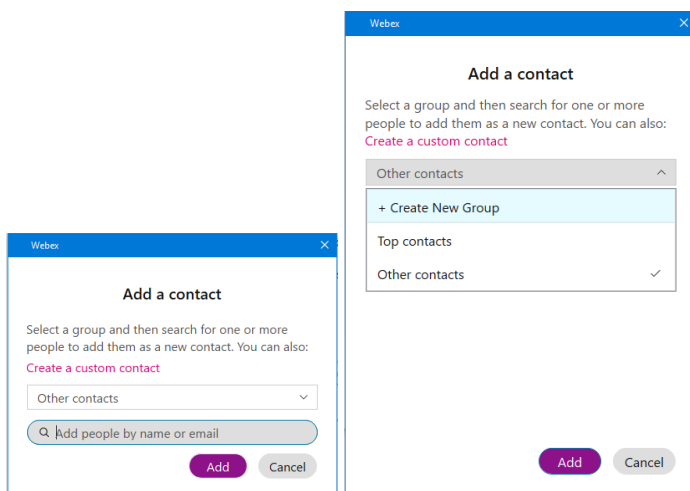
You can add a Contacts list and then group them and customise the contact information.

### Add contacts from Desktop app

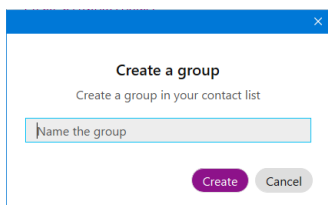
1. Go to  and select **Add a contact** or click  in the app header then select **Add a contact**.



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**.

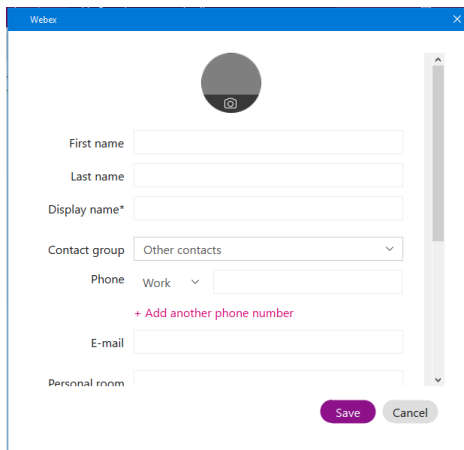


If you are creating a new group, give the group a name and then click **Create**.

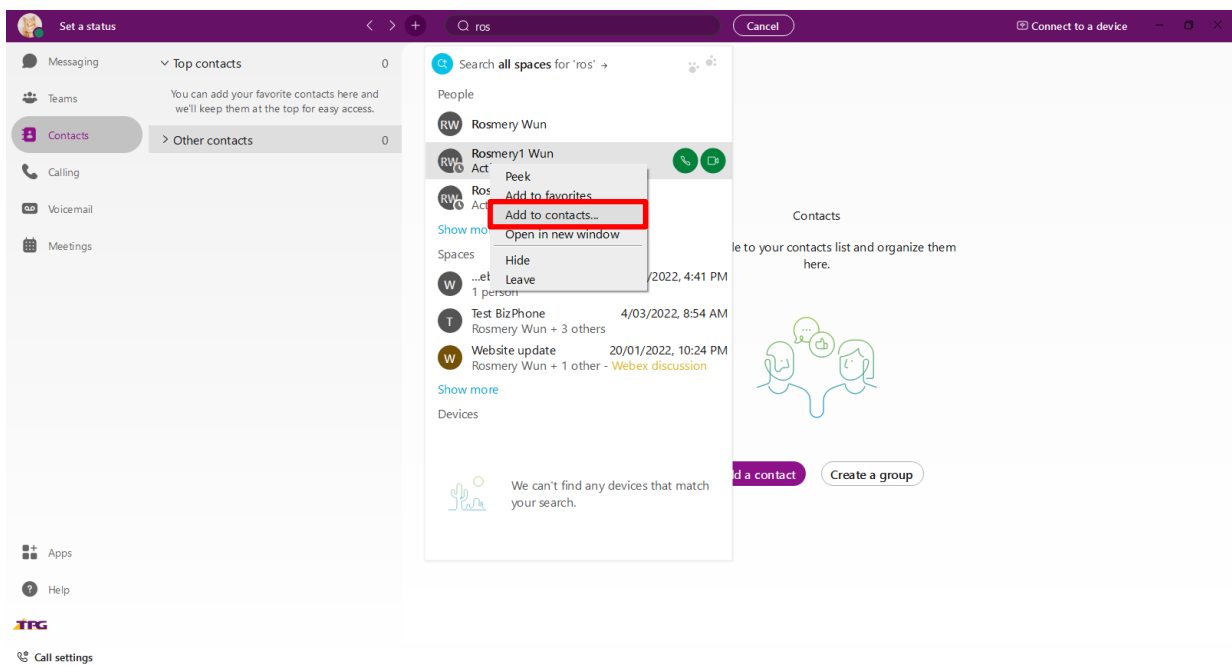




- Click **Create a custom contact**, enter the person's information and then click **Save**. This contact will then be saved into your personal contacts,

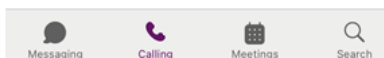
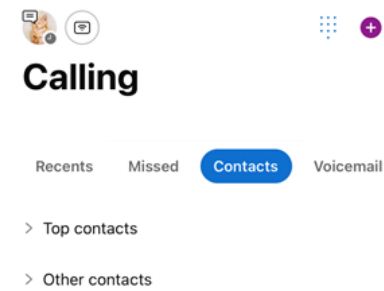


Or you can also add a contact found through the Directory Search by right clicking on the contact and select **Add to contacts**. You can either assign the person to a default group or **Create New Group** and click **Add**.

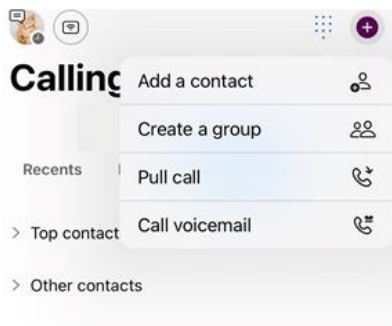


## Add new contacts from iOS device

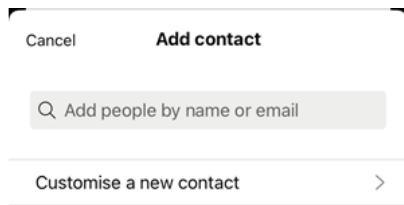
1. At the bottom of your app, go to **Calling** , then go to **Contacts** and tap .



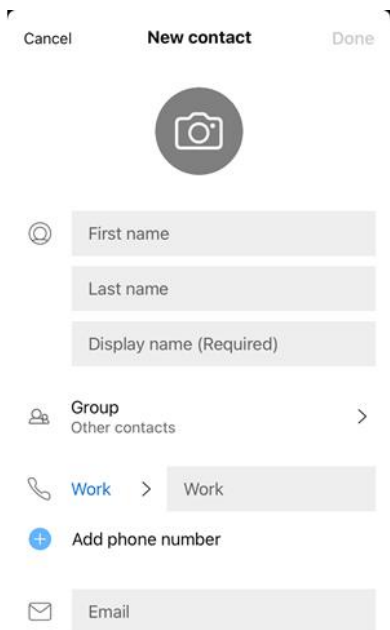
2. Select **Add a Contact**. You can also **Create a Group** from here.




3. Choose one of the following options:
  - Enter the person's name in the **Search** field and then 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**.

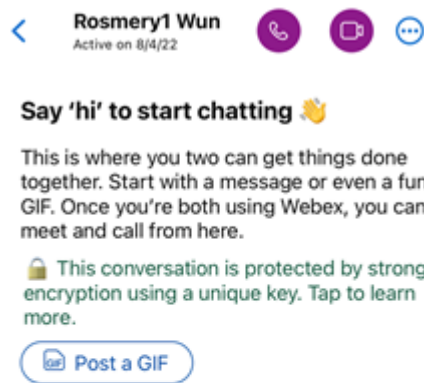


- Tap **Customise a new contact**, enter the person's information and then tap **Save**.

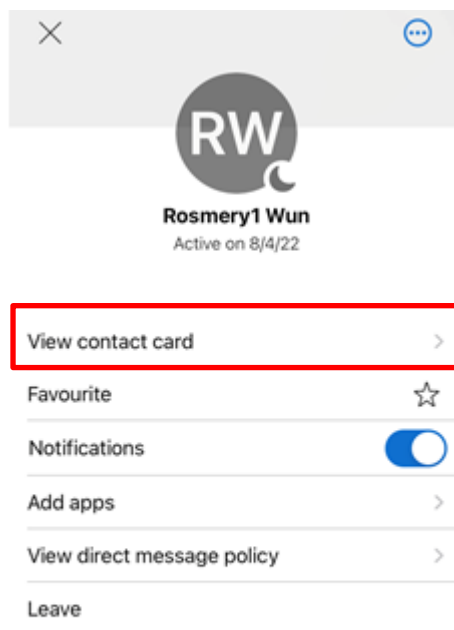


4. Tap **Done**.

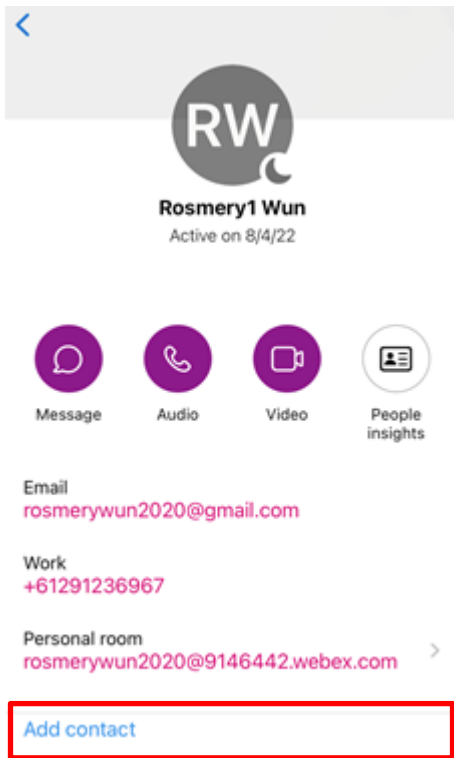
Or you can also add a contact found through the Directory Search by tapping on the contact and tap  on the top right corner.



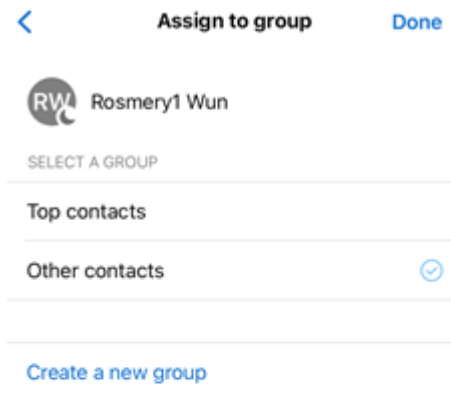
Tap on **Info** and then tap on **View contact card**.



Then tap on **Add contact**.

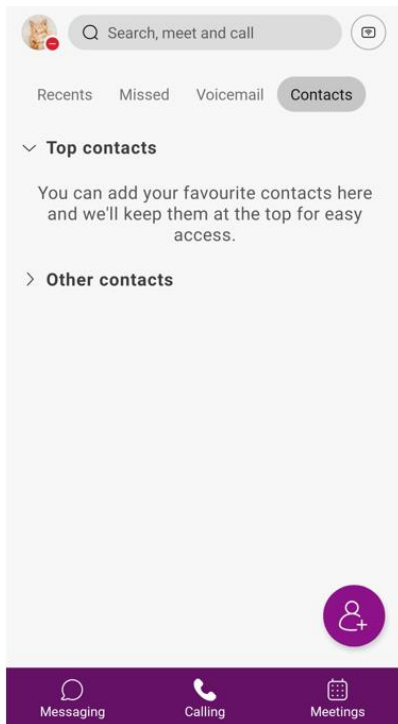


You can either assign the contact to a default group or **create a new group** for the contact and then tap **Done**.

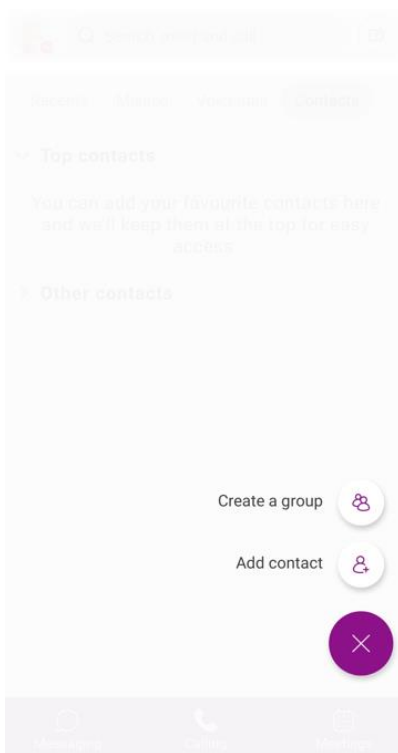


## Add contacts from Android device

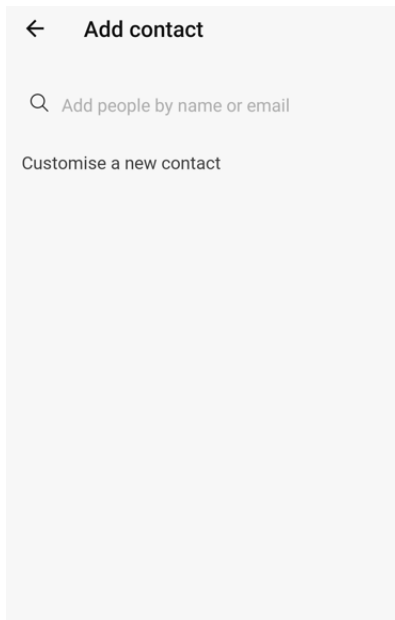
1. At the bottom of your app, go to **Calling** , then go to **Contacts** and tap .



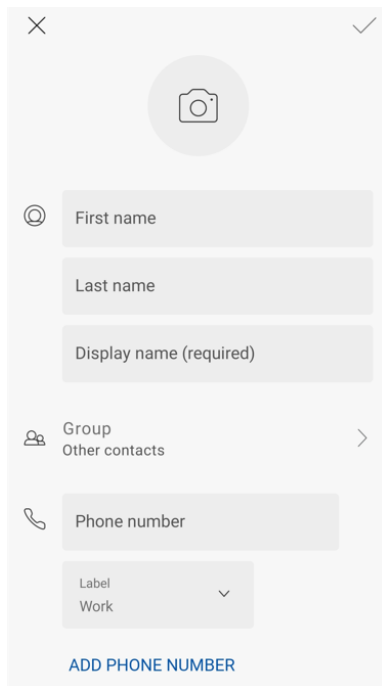
2. Select **Add a Contact**. You can also **Create a Group** from here.



3. Choose one of the following options:
  - Enter the person's name in the **Search** field and then 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**.

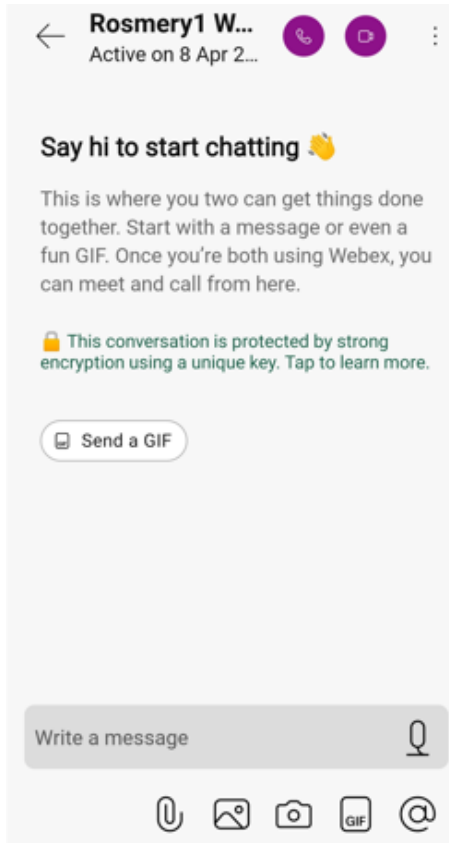


- Tap **Customise a new contact**, enter the person's information and then tap **Save**.

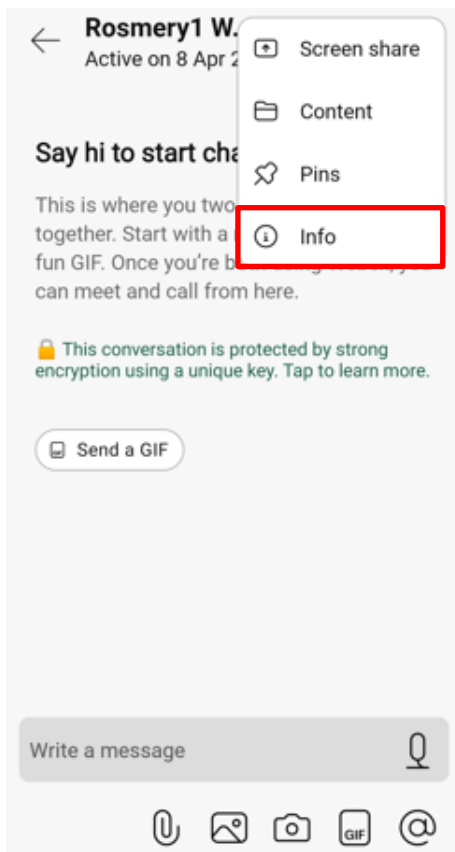


4. Tap **Done**.

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

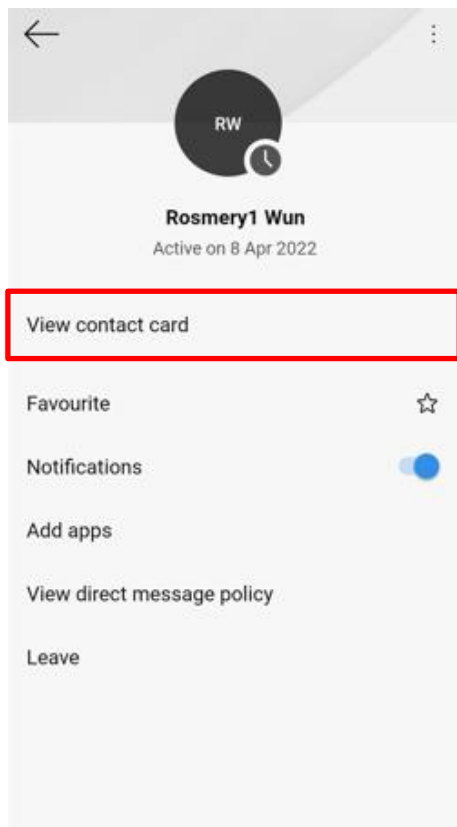


Then tap on the drop-down menu, tap **Info**.

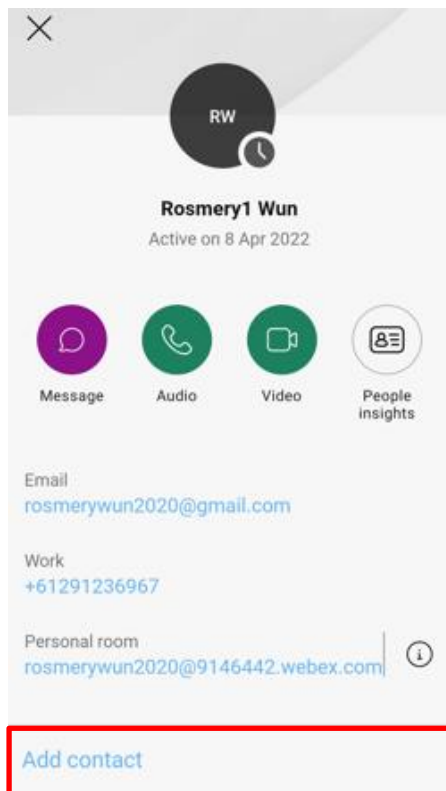


Then tap on **View contact card**.






Then tap **Add contact**.



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

← **Assign to group** ✓

 Rosmery1 Wun

Select a group

---

Top contacts

Other contacts

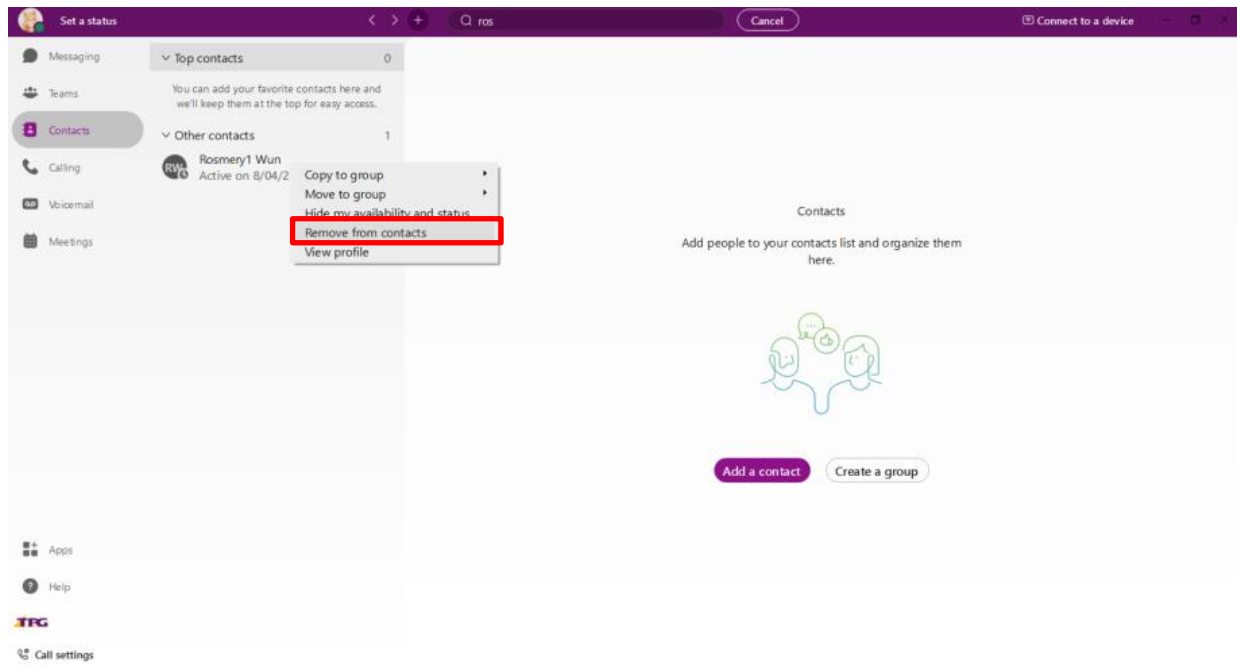
---

Create a group

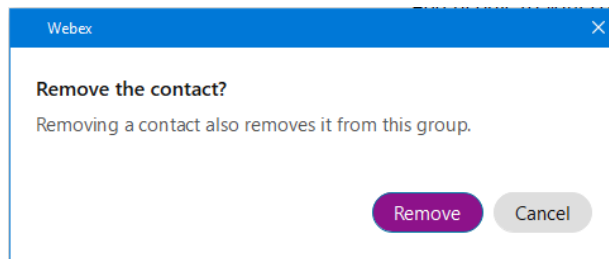
## Remove Contacts

### Remove contacts from Desktop app

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

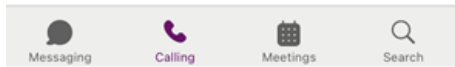
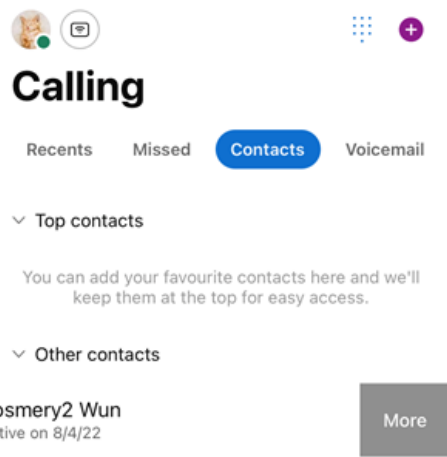


Then click **Remove** to remove the contact.

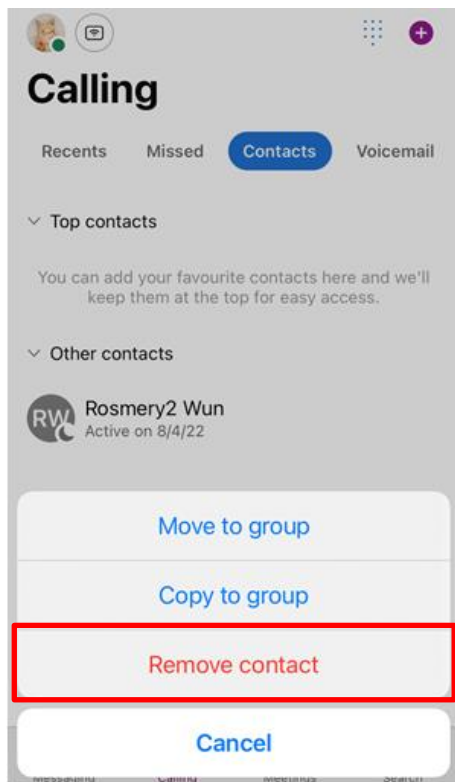


### Remove contacts from iOS device

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

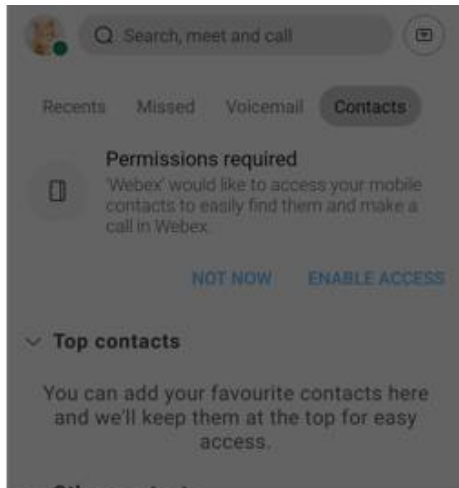


Then select **Remove contact** to remove the contact.



## Remove contacts from Android device

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



Copy to group

Move to group

Hide my availability and status

Remove from contacts

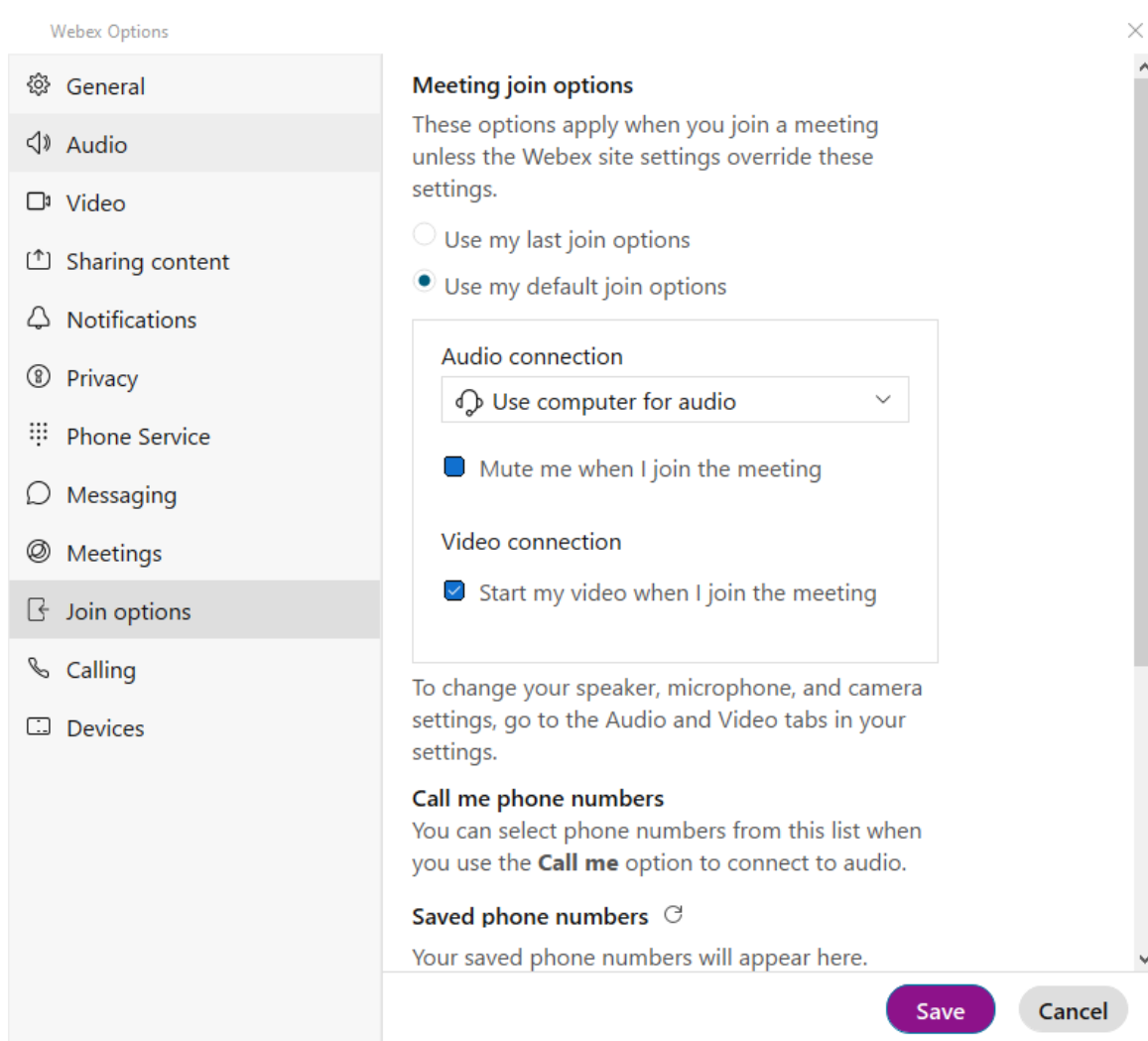
# AUDIO AND VIDEO SETTINGS

## Default Audio and Video preferences for Meetings

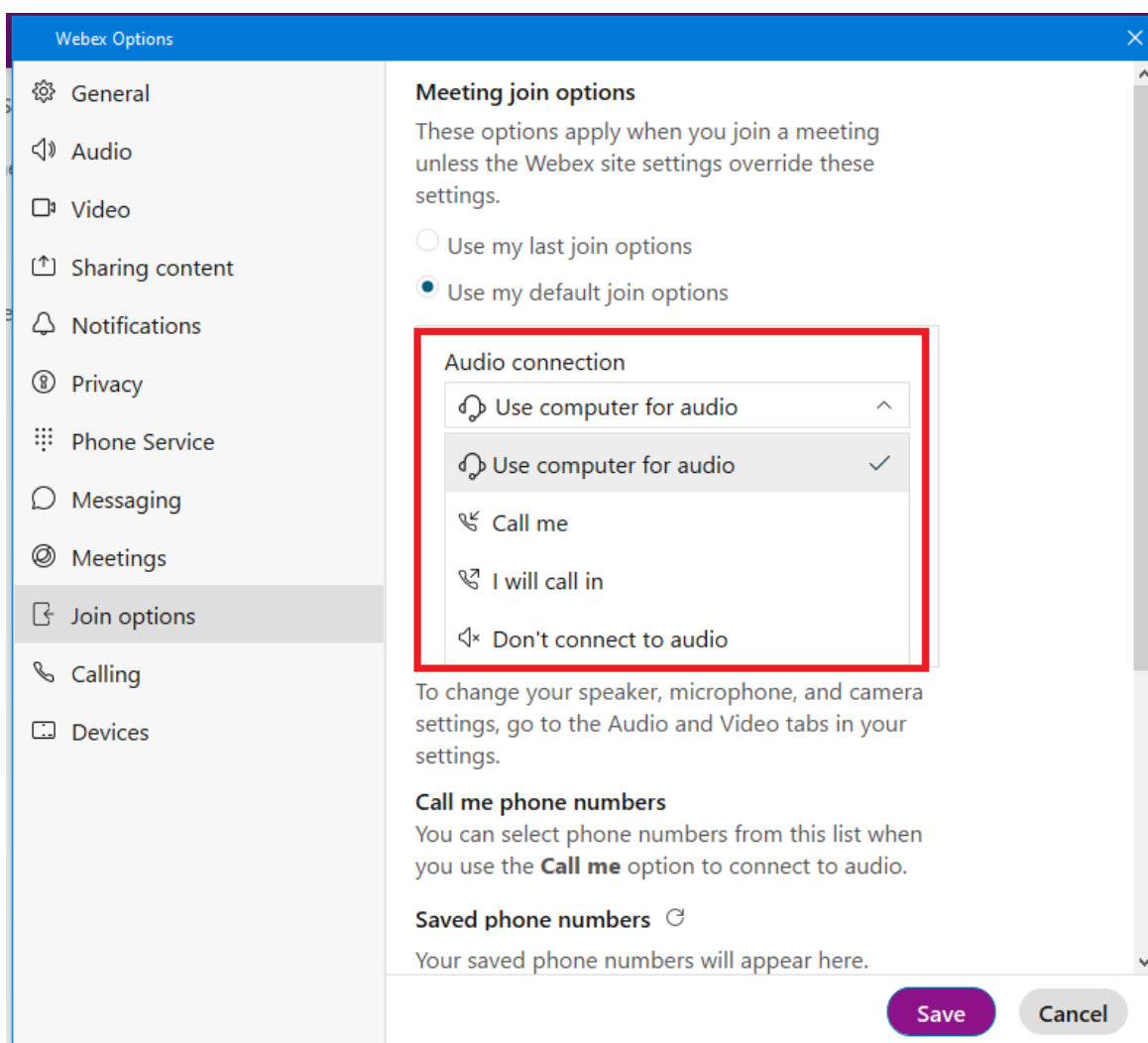
You can manage your audio and video preferences in advance prior to joining a meeting.

### 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.



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.



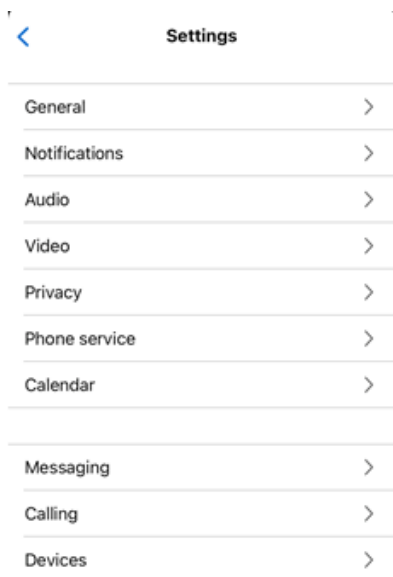
5. Select **Mute me when I join the meeting** to mute your audio when you join a meeting.
6. For **Video connection**, select **Start my video when I join the meeting** to show your video when join a meeting. Select a camera to be on video when you join meetings. See [Choose which camera to use](#).
7. Click **Save**.

### Manage your default audio and video preferences from Mac devices

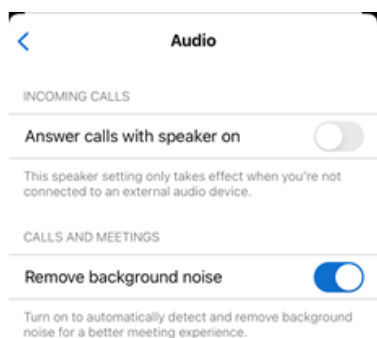
1. In the app header, click on your profile picture and then select **Preferences**.
2. Select **Join options**.
3. For **Meeting join options**:
4. Select **Use my last join options** – to use the same audio and video that you used in your last meeting.
5. Select **Use my default join option** – to 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 [Choose which camera to use](#).

## 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.

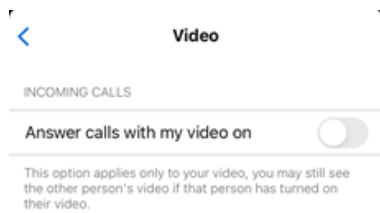


- For Audio, you can choose whether you want to answer calls with speaker on. This setting will only take effect if you are not connected to any external audio device. You could also turn on **Remove Background noise** capability.



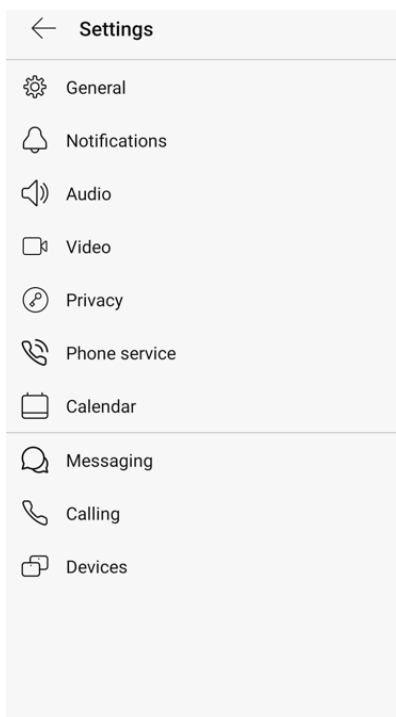
- For Video, you can choose whether to enable or disable **Answer calls with my video on**. This option only apply to your video. You will still see the other person even if your video is off, providing the other person has their video on.



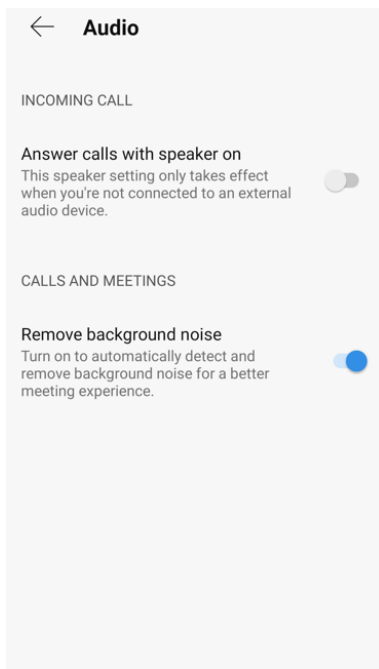


### Manage your default audio and video preferences from Android devices

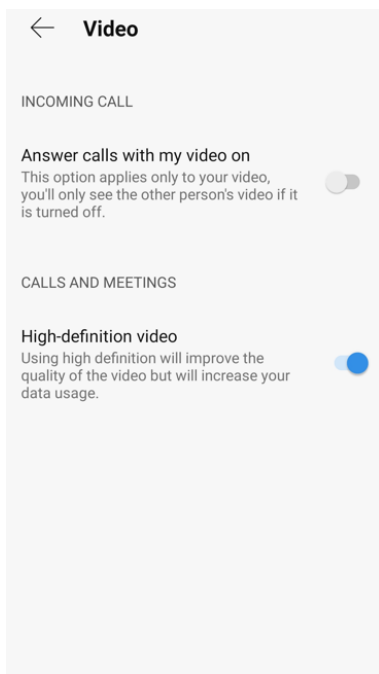
1. Tap your profile picture and then tap **Settings**.
2. Choose **Audio** to adjust your audio settings or choose **Video** to adjust your video settings.



- 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:

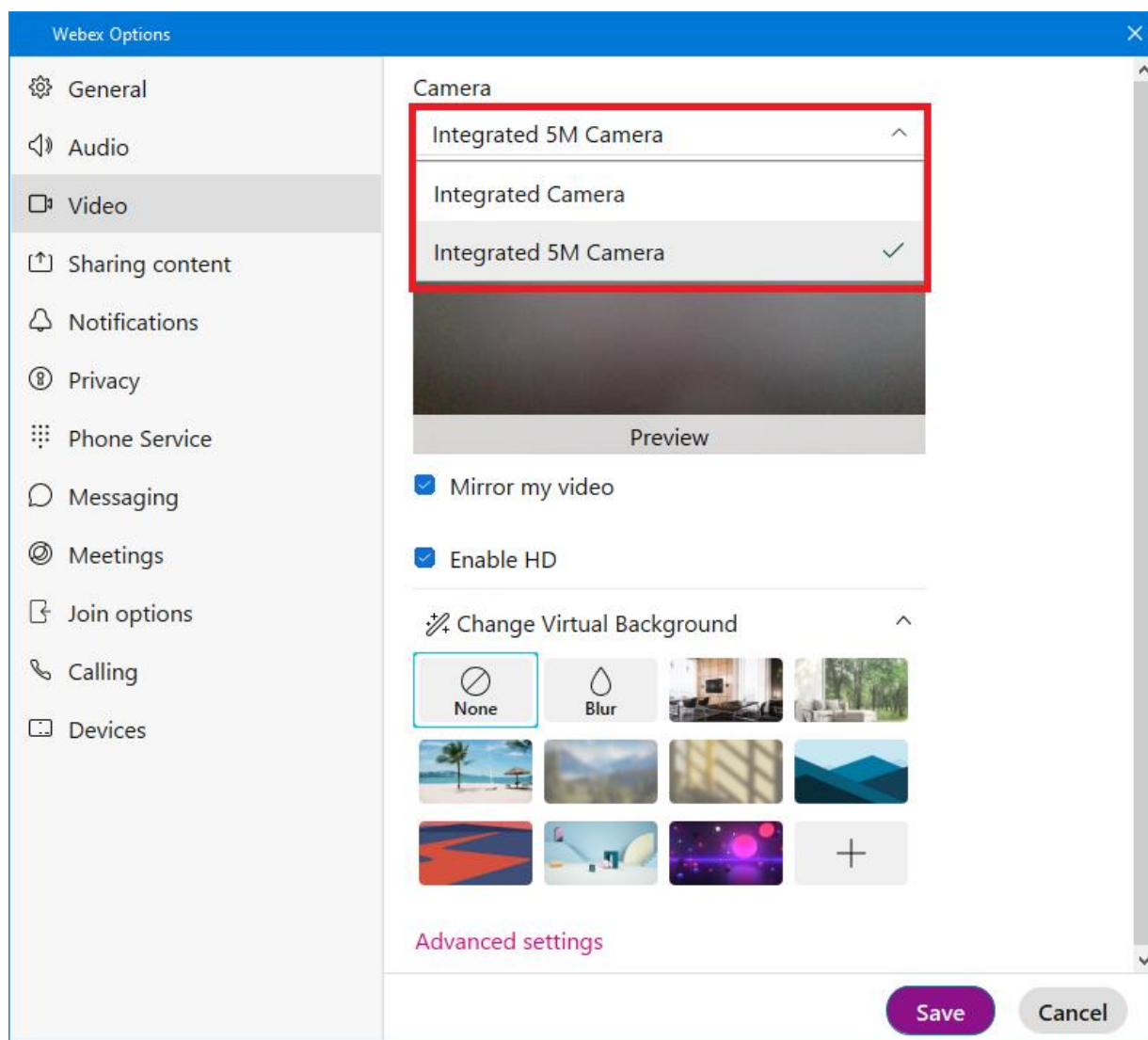
- Choose what camera to use.
- Blur your background or use a preset or custom virtual background.

### 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.

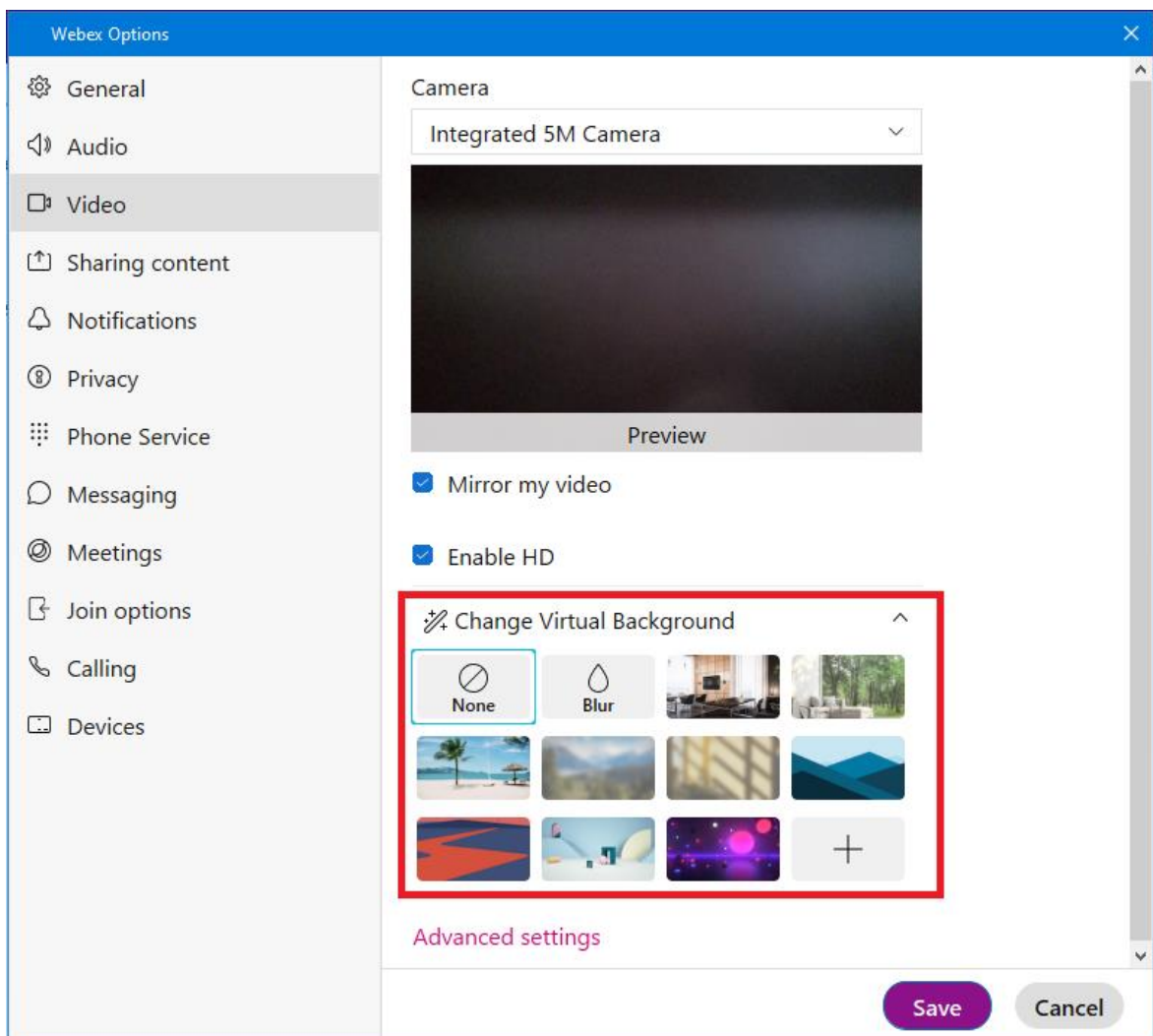
### Before you begin

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 <a href="#">here</a> for more information.
	Processor	<ul style="list-style-type: none"> <li>• Intel Core i3, i5 or i7 4000 series of higher</li> <li>• AMD Ryzen 5,7,9 or higher</li> </ul>
	Memory	<ul style="list-style-type: none"> <li>• 8 GB or more of RAM</li> <li>• 2 GB or more of VRAM for dedicated GPUs</li> </ul>
Mac	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 <a href="#">here</a> for more information.
	Processor	<ul style="list-style-type: none"> <li>• Intel Core i7 4000 series quad-core or higher processor</li> <li>• Intel Core i7 5000 series dual-core processor or higher</li> <li>• Intel Core i5 6000 series dual-core processor or higher</li> </ul>
	Memory	2 GB or more of VRAM for dedicated GPUs
iOS		<ul style="list-style-type: none"> <li>• iPhone 7 or later</li> <li>• iPad Pro and later</li> <li>• iPad mini (5th generation) and later</li> <li>• iPad Air (3rd generation) and later</li> </ul>
Android	Operating System	Android 9.0 (Pie) and later
	Processor	<ul style="list-style-type: none"> <li>• Snapdragon 845</li> <li>• Samsung Exynos 9810</li> <li>• Equivalent processors with eight or more cores</li> </ul>
	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 [Change your virtual background during a Meeting](#).

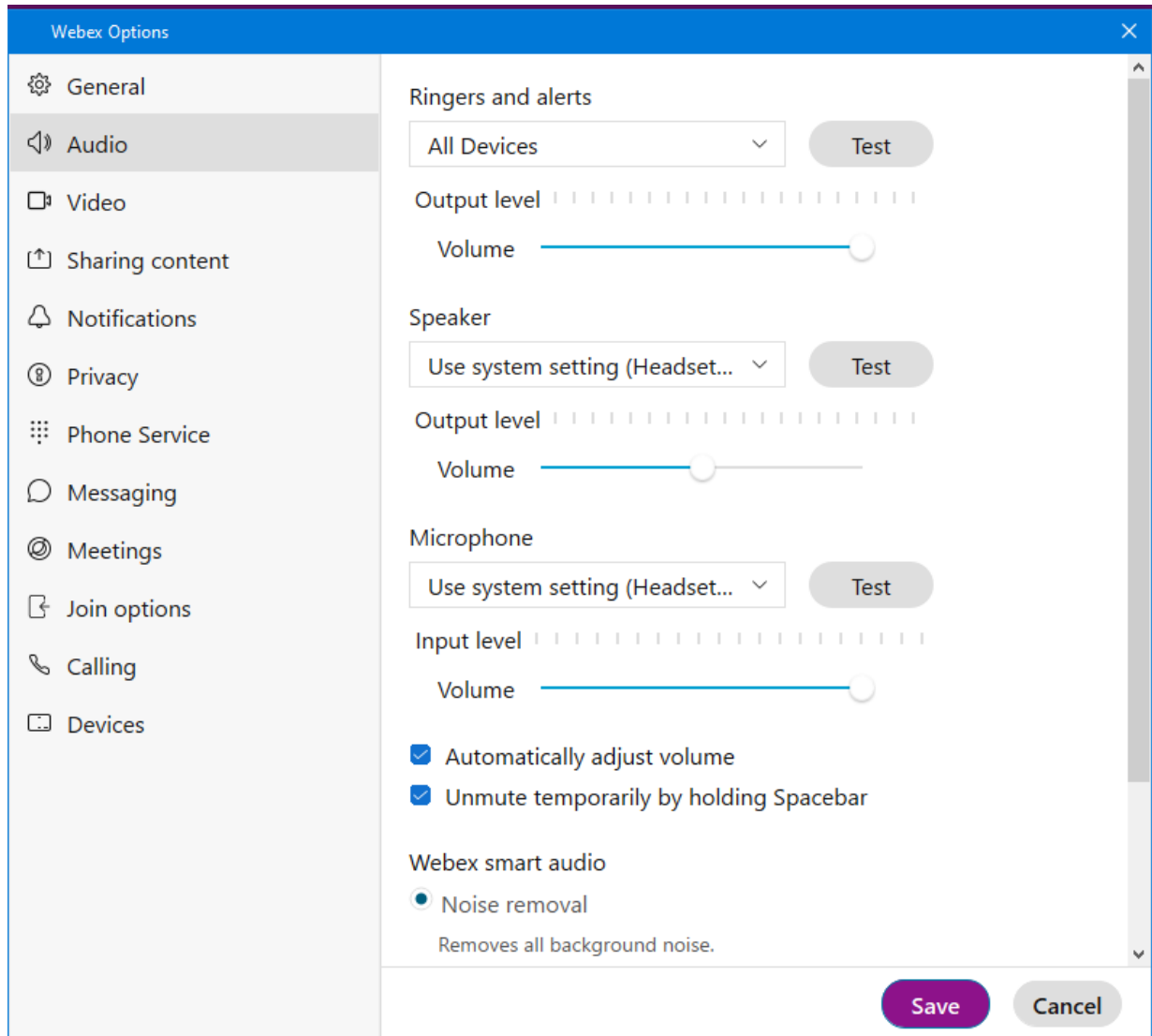
## Customise your audio preferences (Windows and Mac only)

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**.



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:

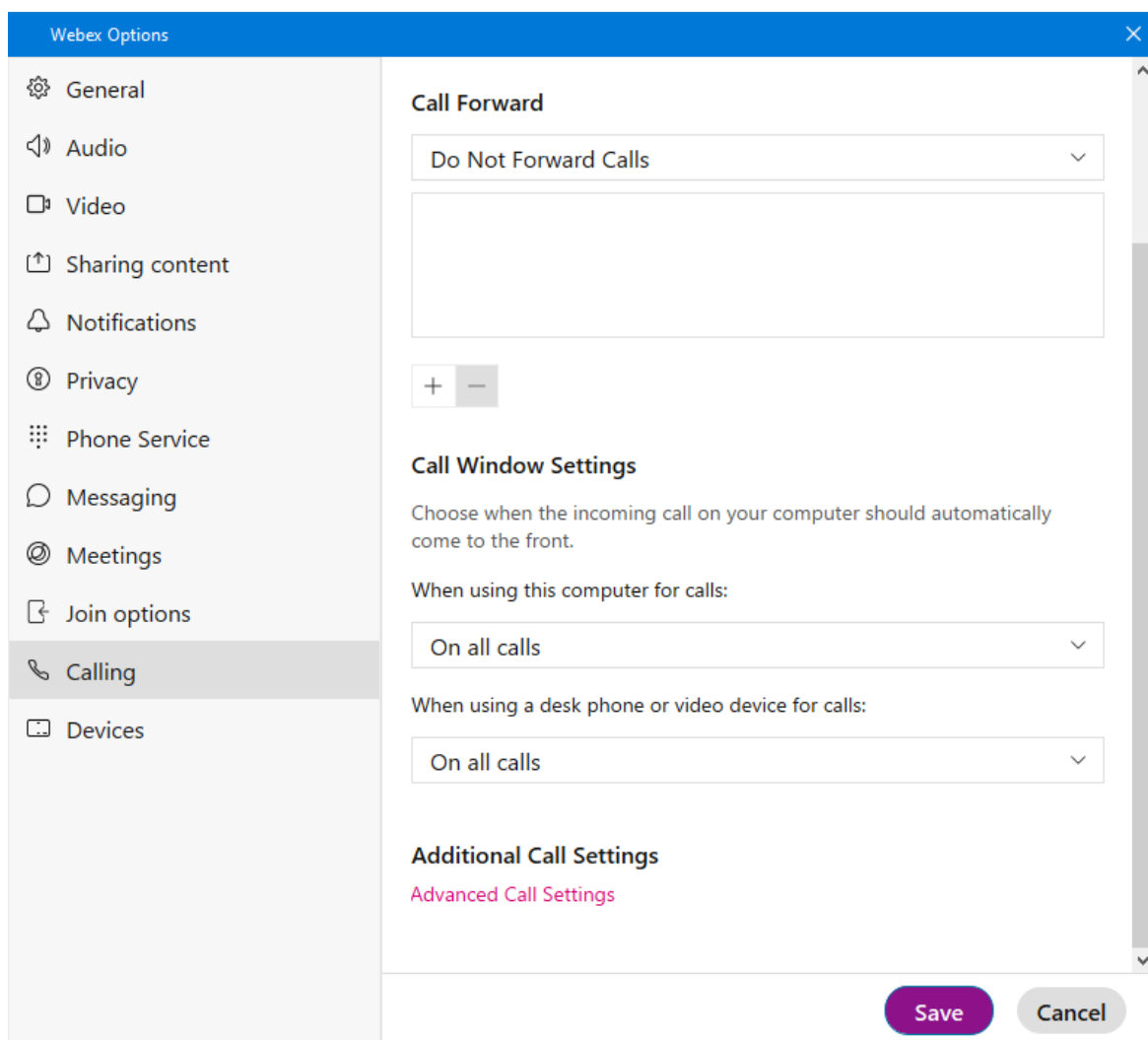
- Choose the devices to use for the microphone, speaker and ringer. You can adjust the volume of your speaker and microphone from here and check the **Automatically adjust volume** check box.
- Choose **Use system setting** to use a device that is configured as the default option on your system. When 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.

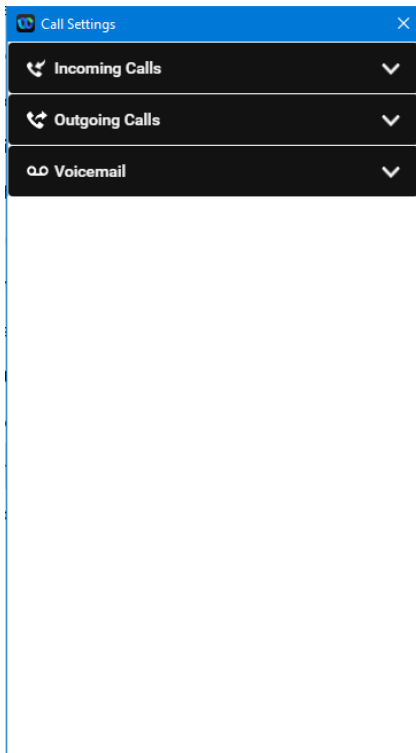
## Change your Advanced Call Settings on Desktop devices

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



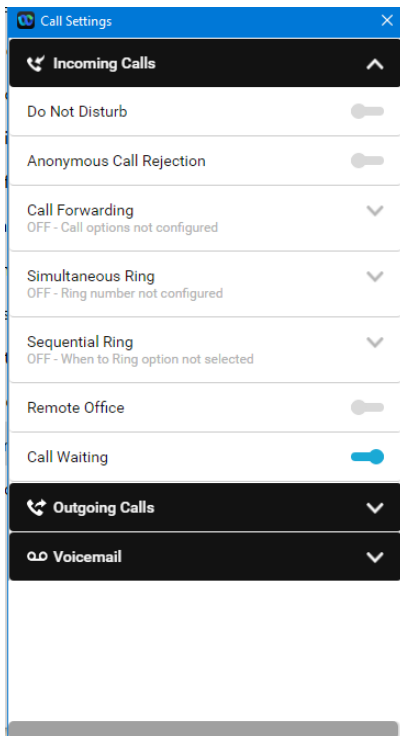
2. Click on the drop-down arrow on each category (**Incoming Calls**, **Outgoing Calls** or **Voicemail**) to configure the settings.





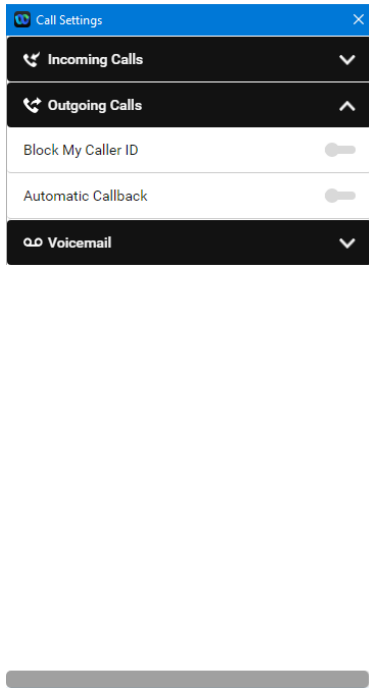
For Incoming calls, you can choose to enable or disable:

- 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.



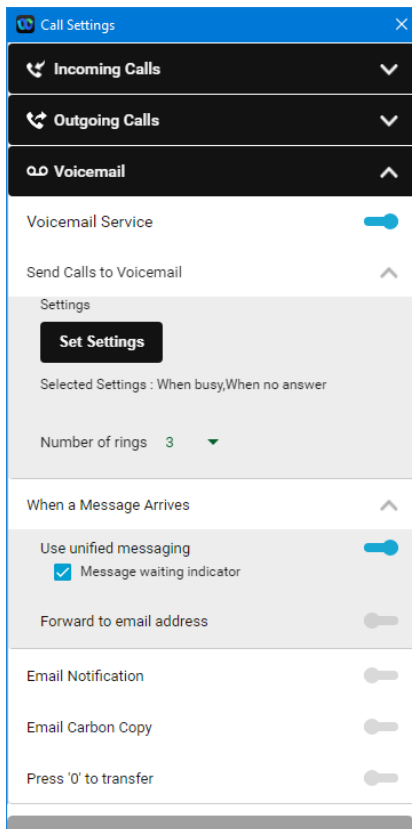
For Outgoing calls, you can choose to enable or disable:

- Block My Caller ID.
- Automatic Callback.



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. Once 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 [Advanced Call Settings for the list of call settings on Desktop app that you can also configure on Mobile app.](#)



# CALLING

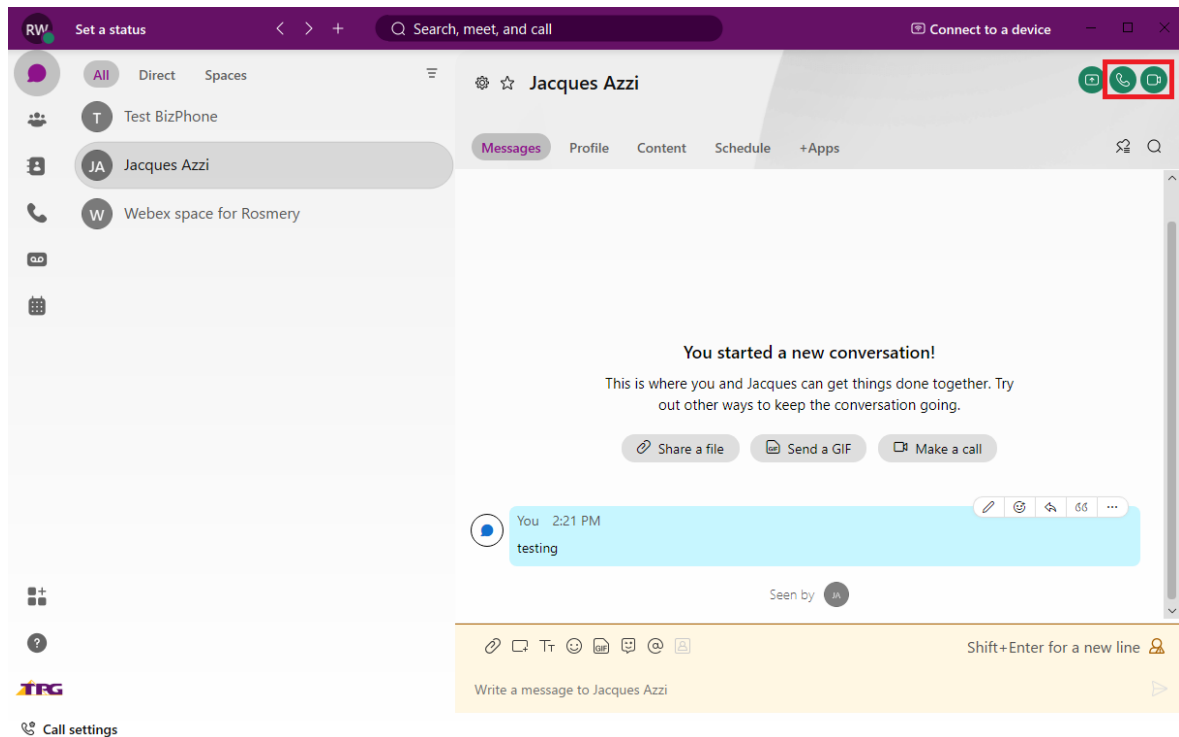
## Making Calls





### Call on Webex

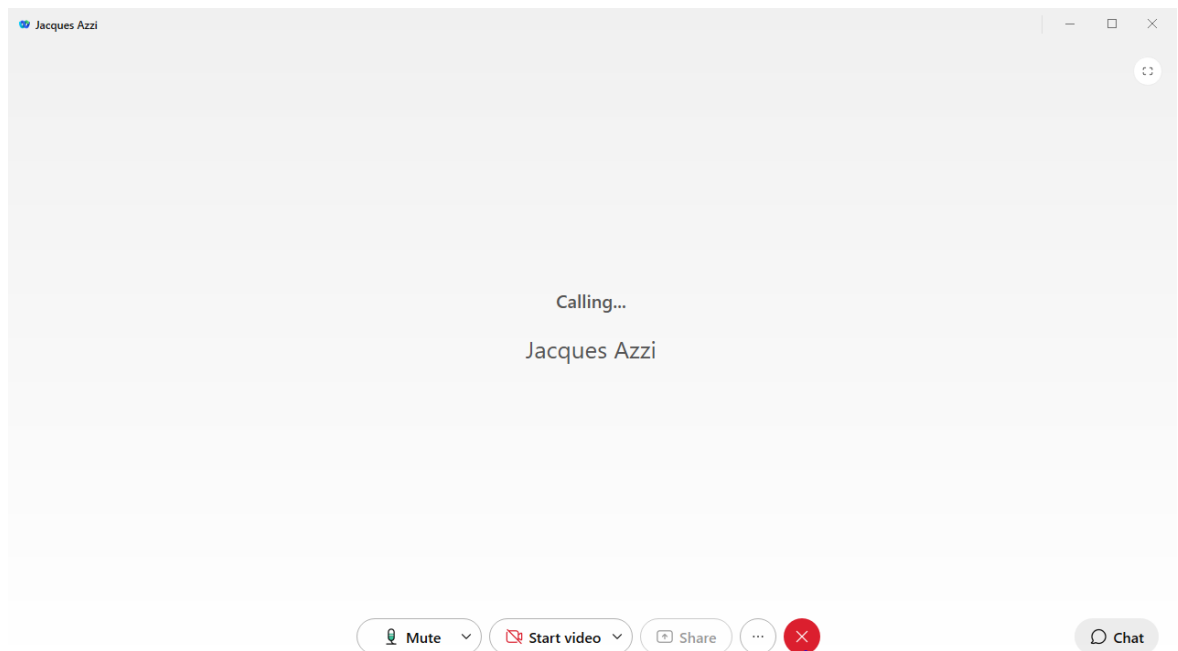
You can call anyone with a Webex account via the BizPhone App. Just look for the  or  icon.

### Call on Webex from Desktop app




1. Choose whether you want to make it an **Audio**  or **Video**  call.

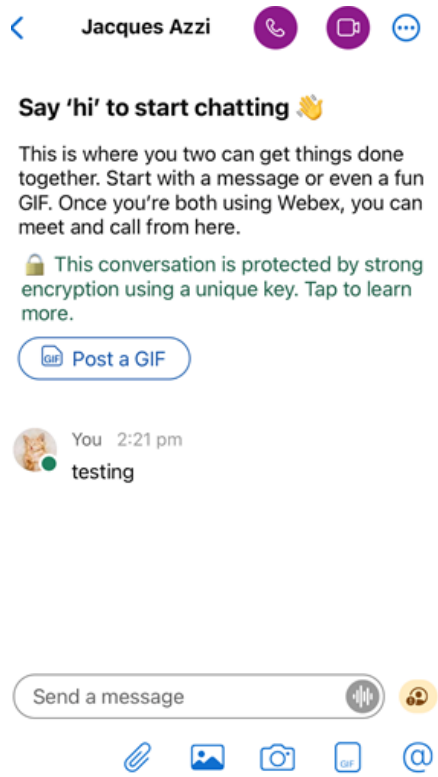




2. While you are on a call, you can select the following:
  - Click  and  to turn your video on and off (no matter how you placed the call originally).
  - Click  to [share your screen](#).
  - Click  to [share your whiteboard](#).




### Call on Webex from iOS device

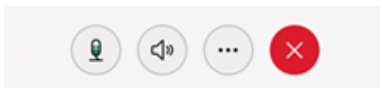
1. Go to **Messaging**  and select a contact, choose whether you want to make a video  or audio  call.



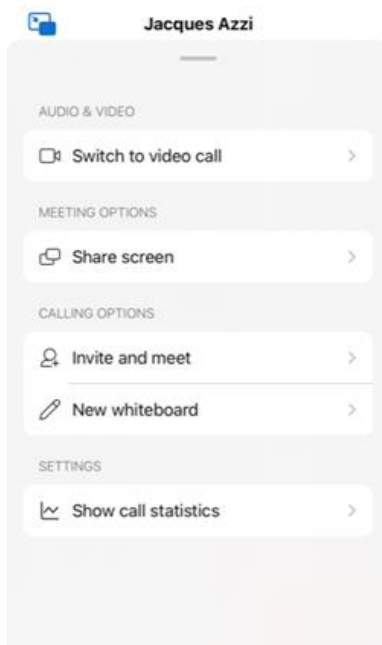
2. While it is ringing the other party, you can:
  - Mute the call by clicking on .
  - Put the call on speaker by clicking on .

 Jacques.Azzi




 Calling...

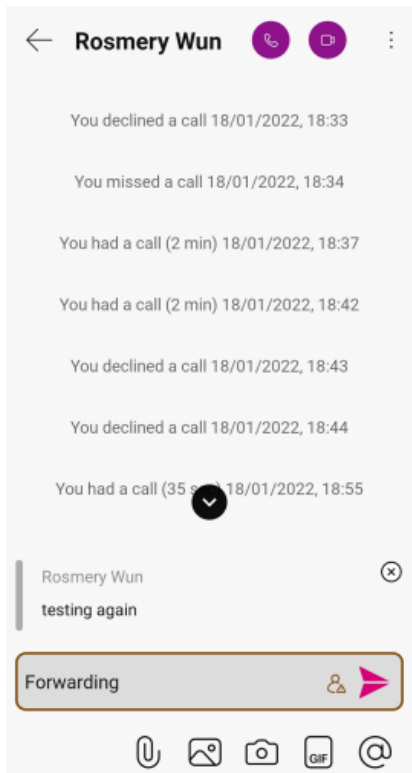




- When you click on , you can choose to **Switch to video call**, **Share screen**, **New whiteboard** and more.

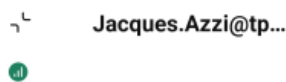


## Call on Webex from Android device

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




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

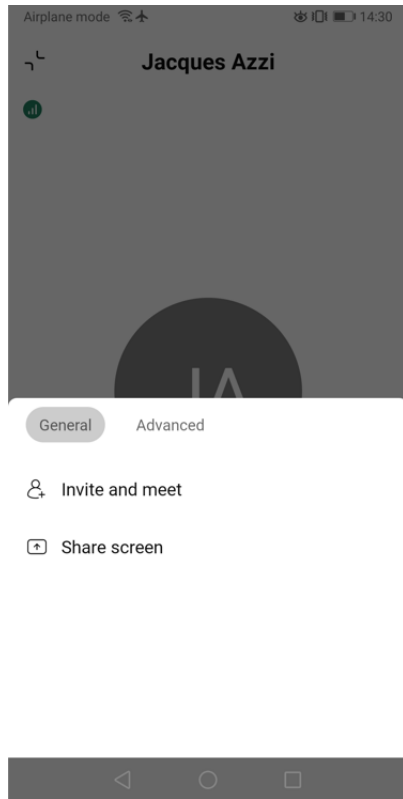


Calling...

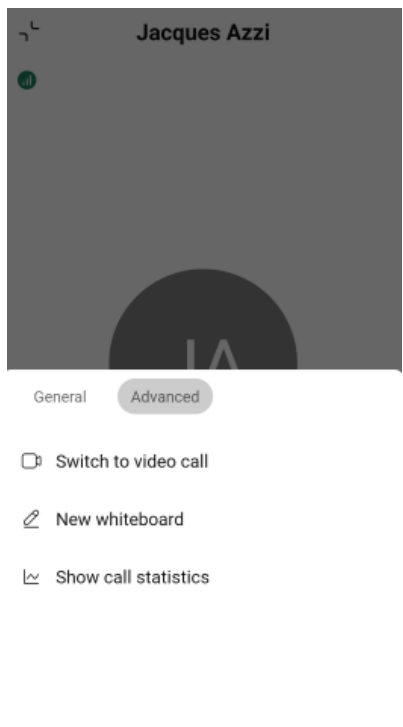
Using an earpiece for audio



- When you click on :
  - you 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.





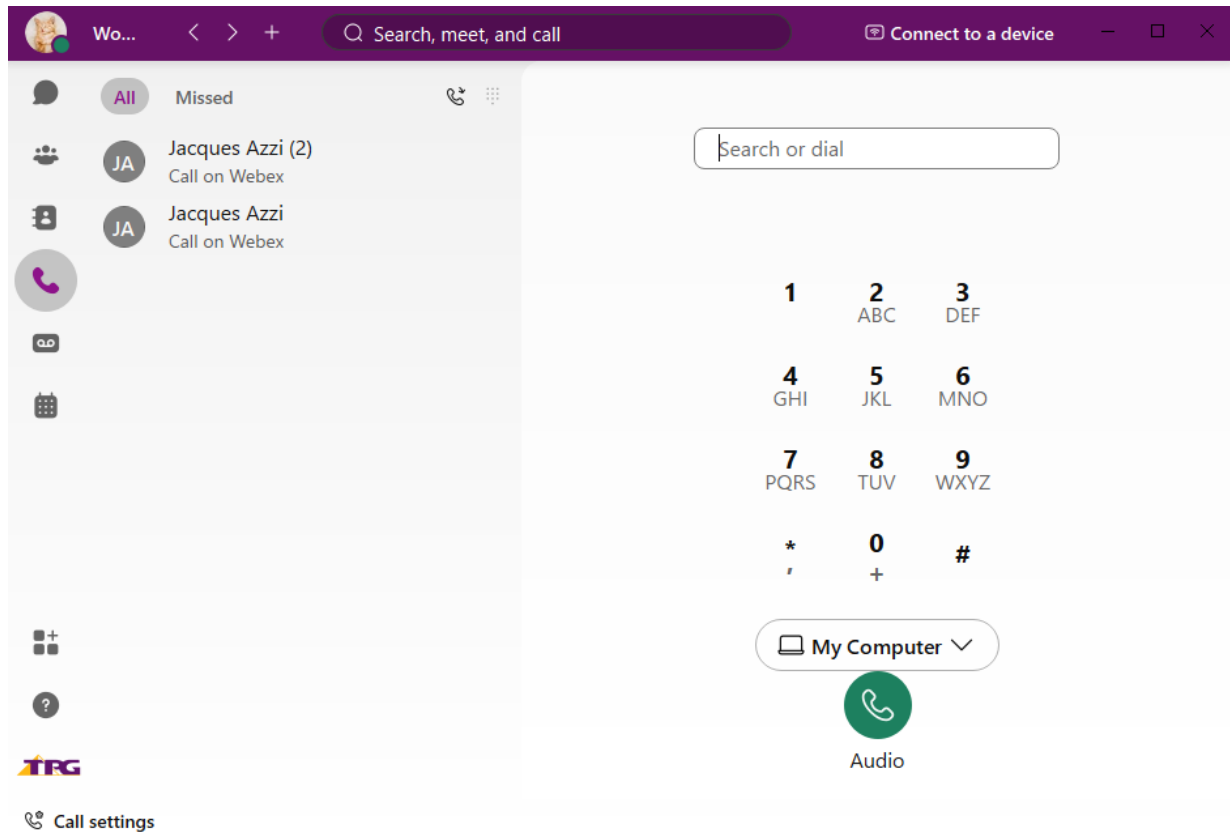


## Call anyone with a Phone number

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.

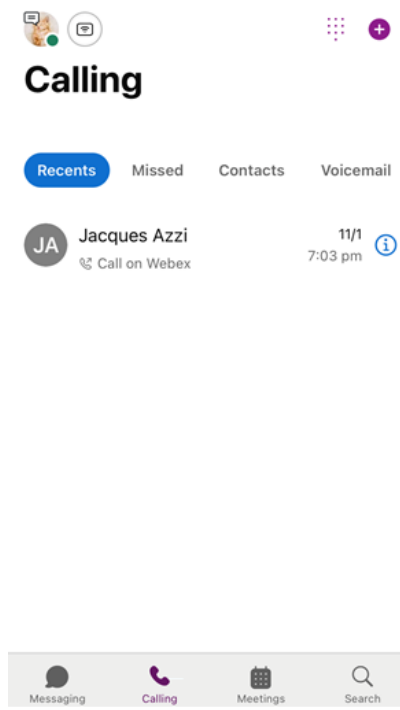
### Calling anyone with a Phone number from Desktop app


Go to , enter a phone number in the dial pad, and then click on **Audio** .



## Calling anyone with a Phone number from iOS device

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

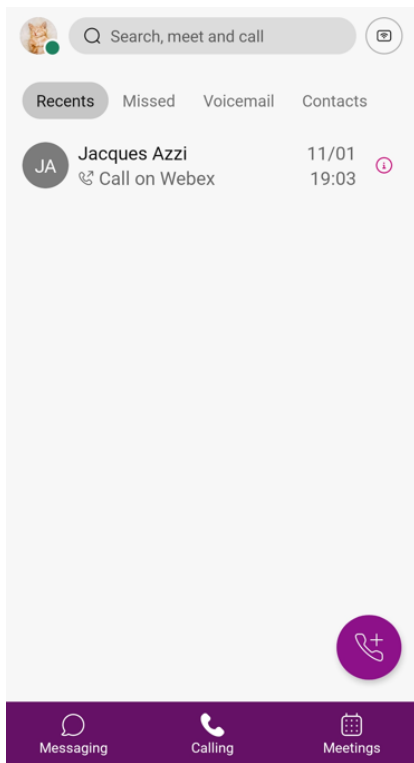


2. Enter the phone number and tap .

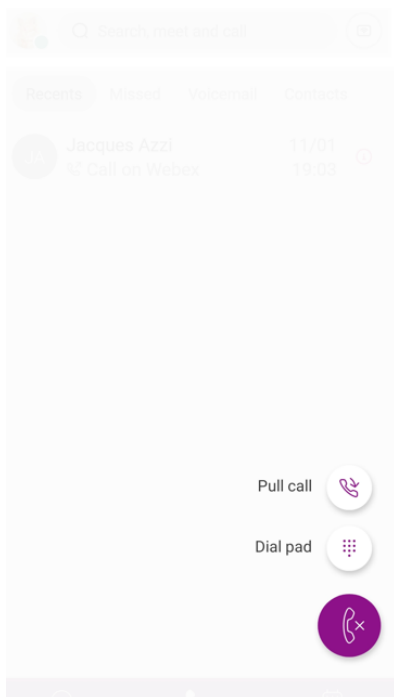



## Calling anyone with a Phone number from Android device

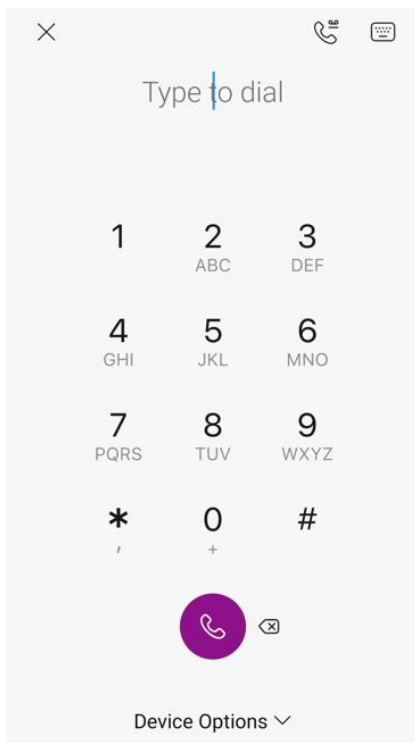
1. Go to **Calling** , tap .



2. Choose **Dial pad** .



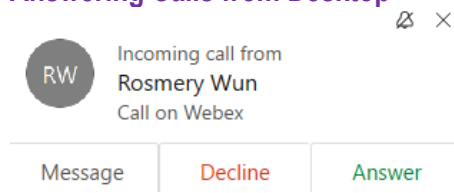
3. Enter the phone number and tap .



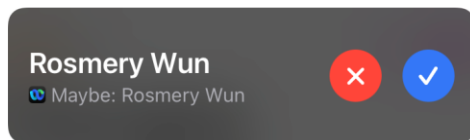
## Answering Calls

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

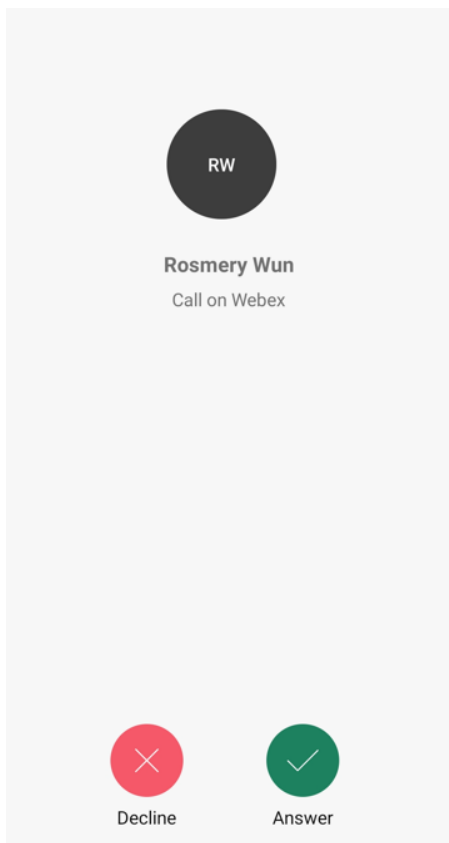
### Answering Calls from Desktop



### Answering Calls from iOS device




### Answering Calls from Android device

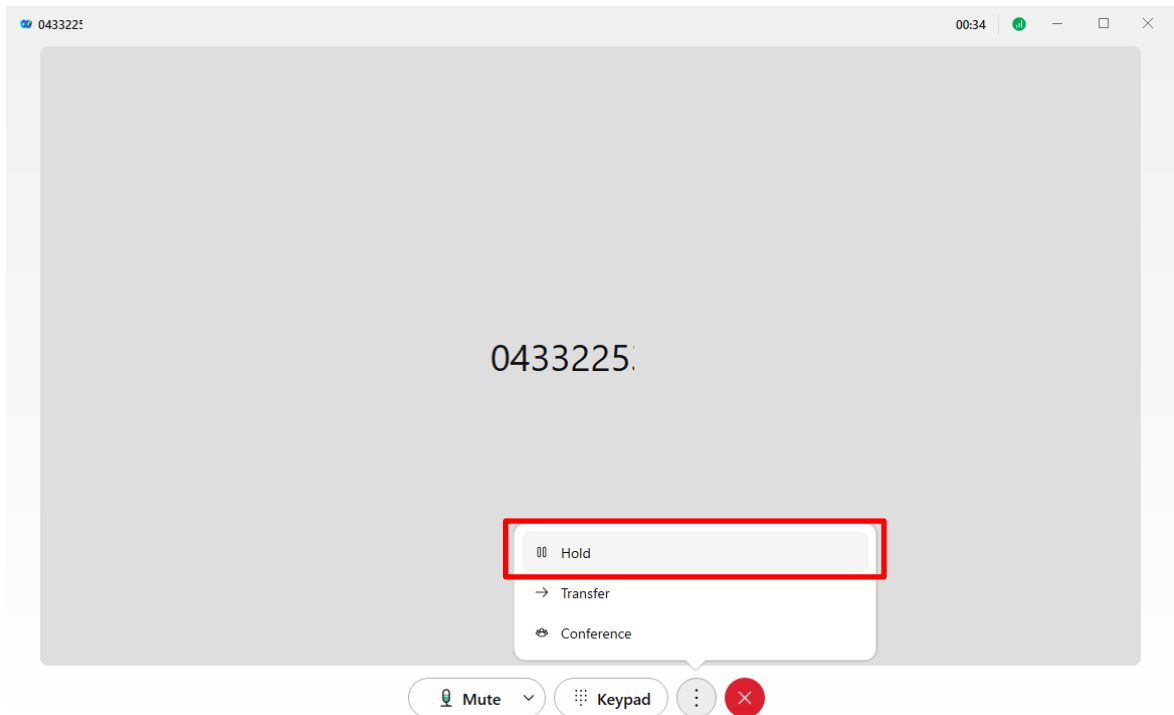


## Hold/Resume Call

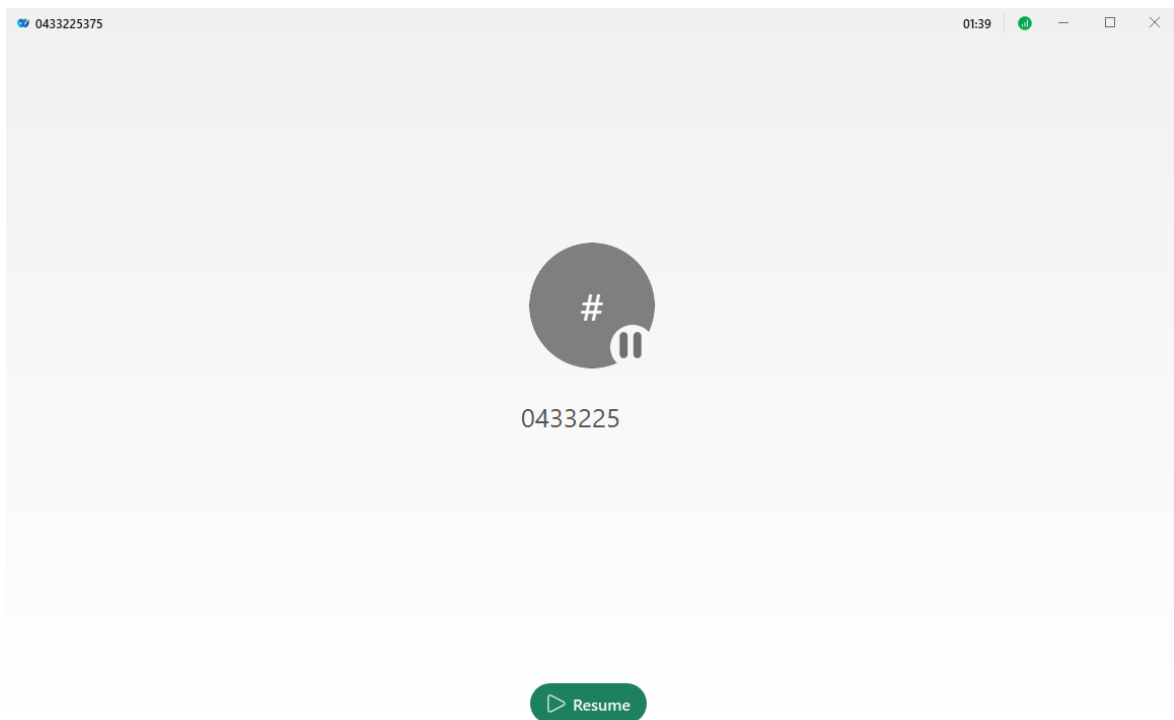
While you are on a phone call with someone, you can put the call on hold and resume it when you are free to chat again.

### Hold a call on Desktop app


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

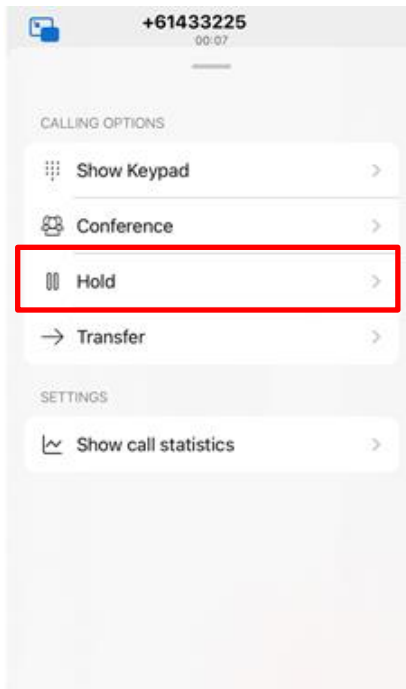



2. To go back to your held call, select it from the spaces list and then select  .

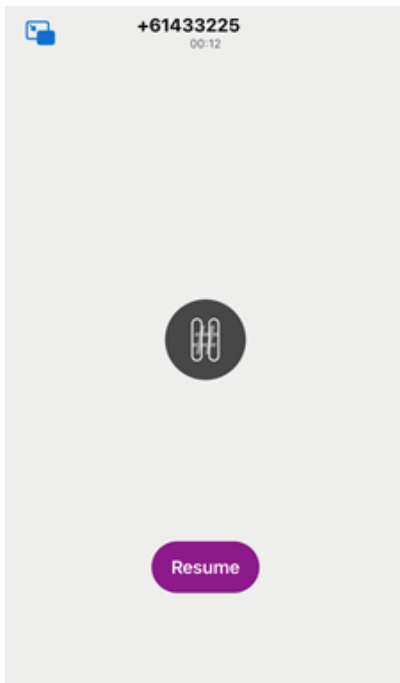


## Hold a call on iOS device

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

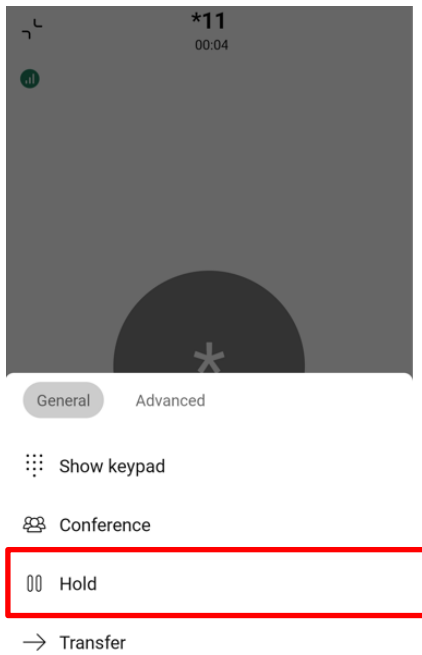



2. To go back to your held call, tap .



## Hold a call on Android device

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



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



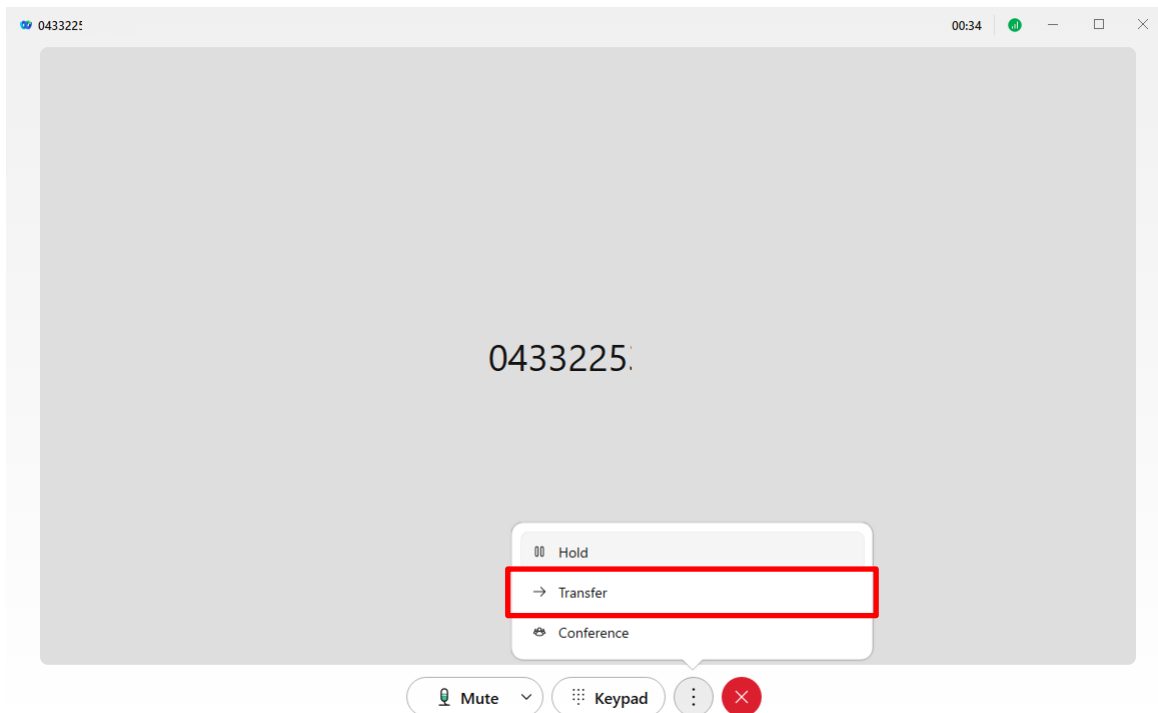


## Call Transfer

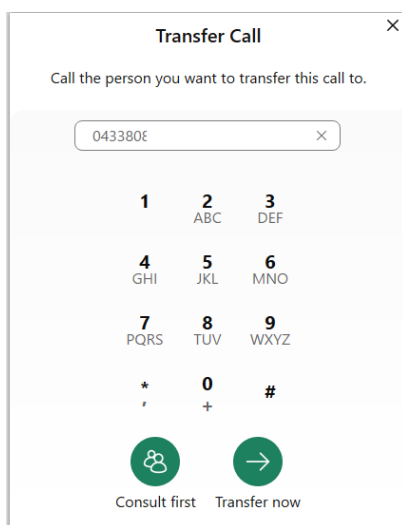
When you are on a phone call, you can transfer that call to someone else and let the person know that you are transferring the call to them.

### Transfer calls from Desktop device

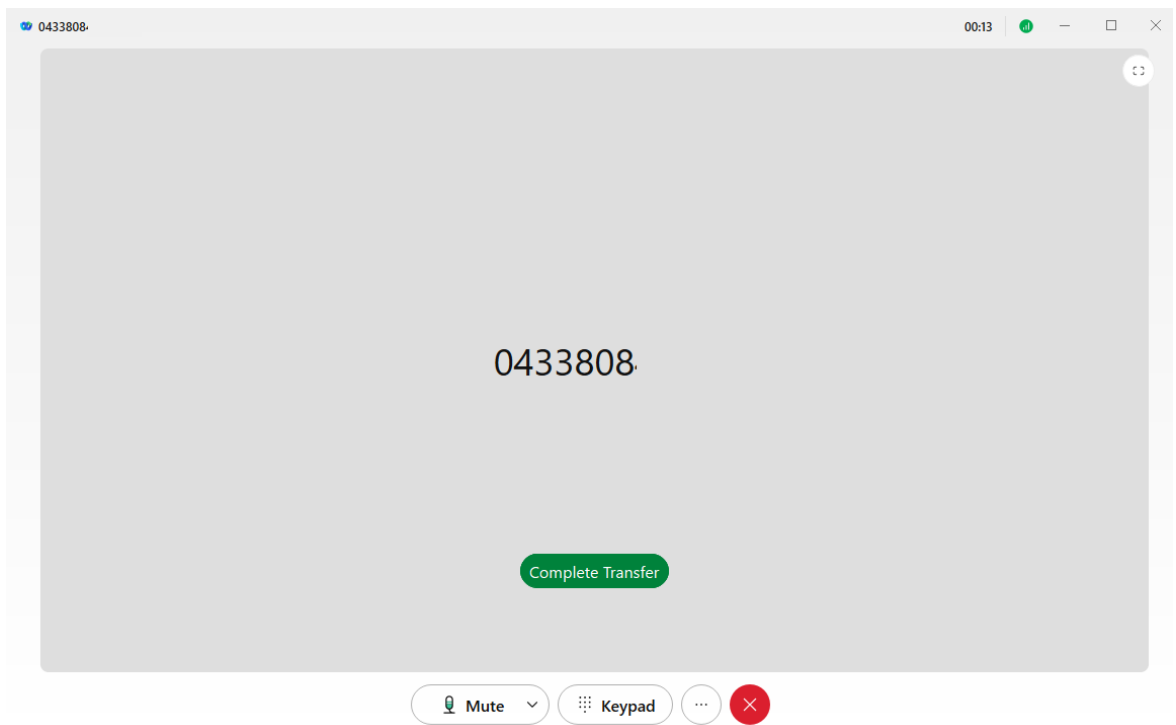
1. While on a phone call, select  and then select **Transfer**.




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.

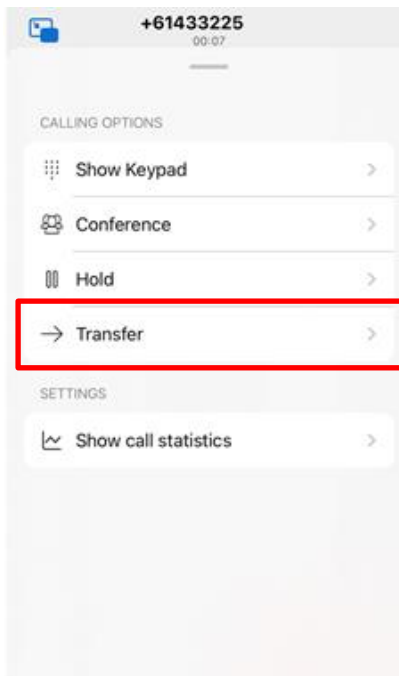




If you select **Consult first**, you will need to press **Complete Transfer** after speaking to the other party to transfer the call to the other party.



### Transfer calls from iOS device

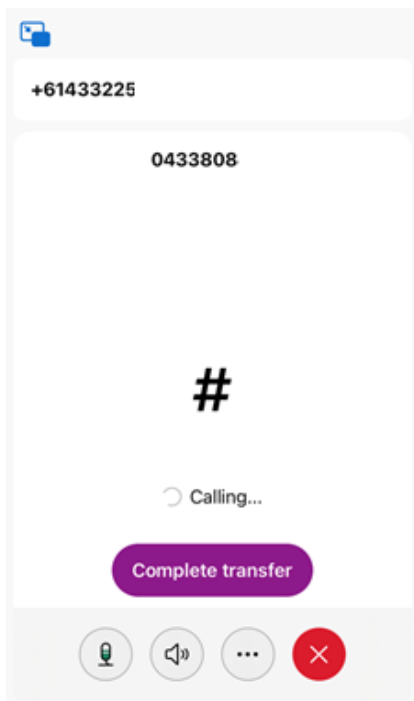
1. While on a phone call, tap  and select **Transfer**.




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.

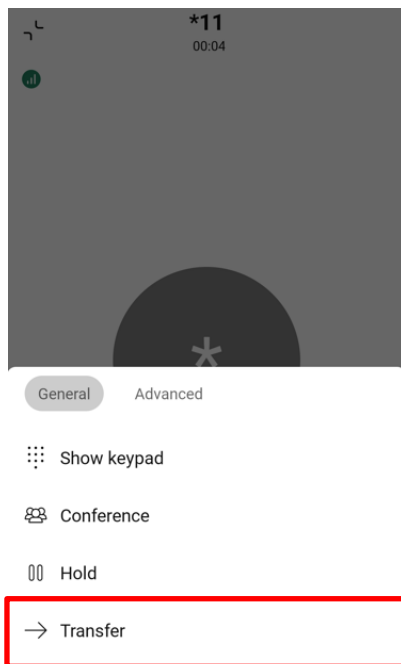



3. Tap **Complete transfer** to transfer the call to the person.

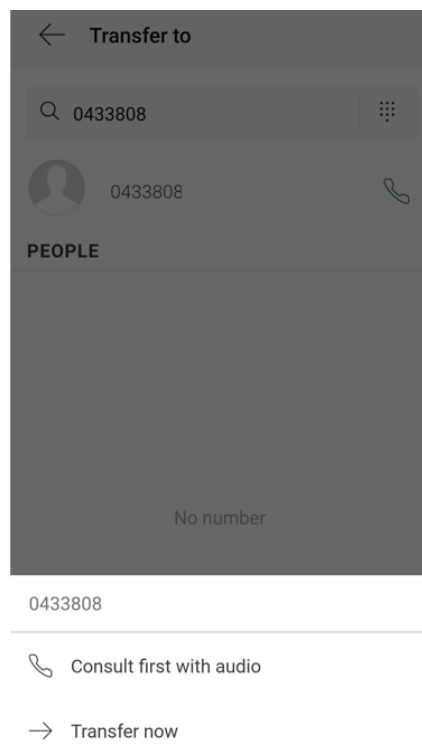


## Transfer calls from Android device

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




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

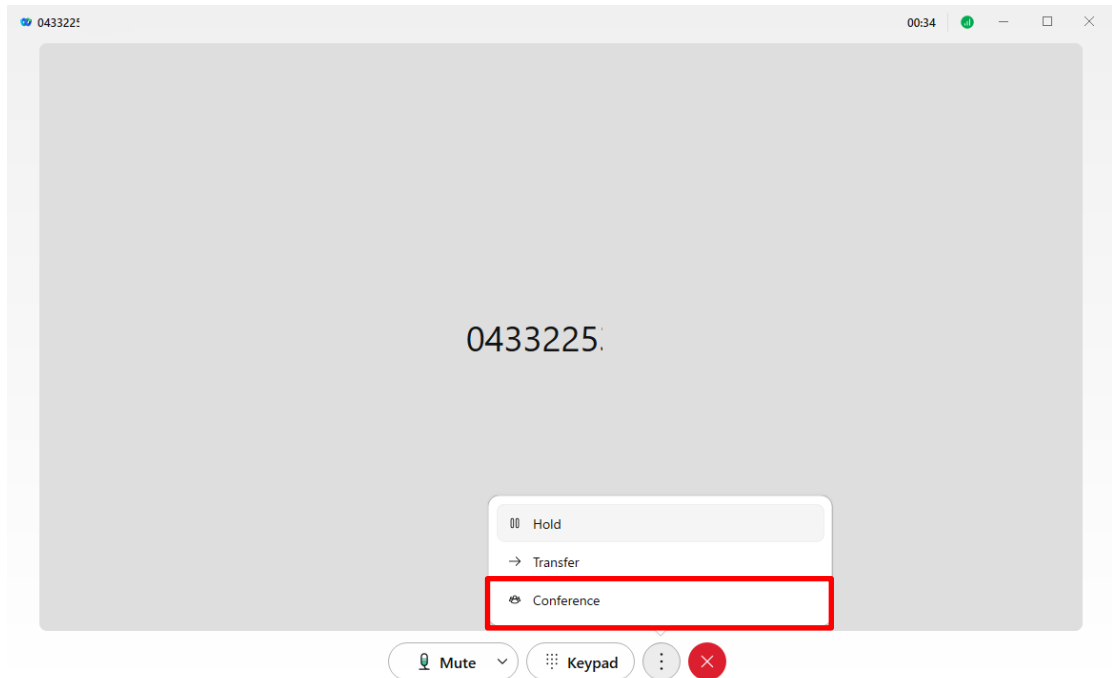



## Conference/Merge Calls

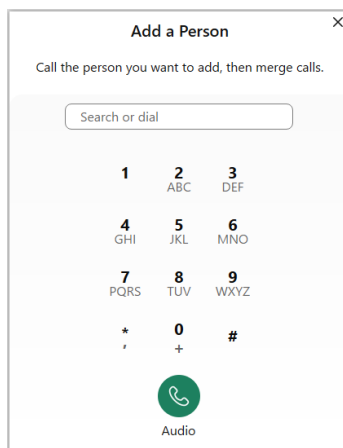
When you are on a phone call and you receive an incoming call in BizPhone App, you can merge the two phone calls into one and have everyone in one phone call. Or if you are on a call, you can dial a number and merge the calls.

### Conference/Merge calls from Desktop device

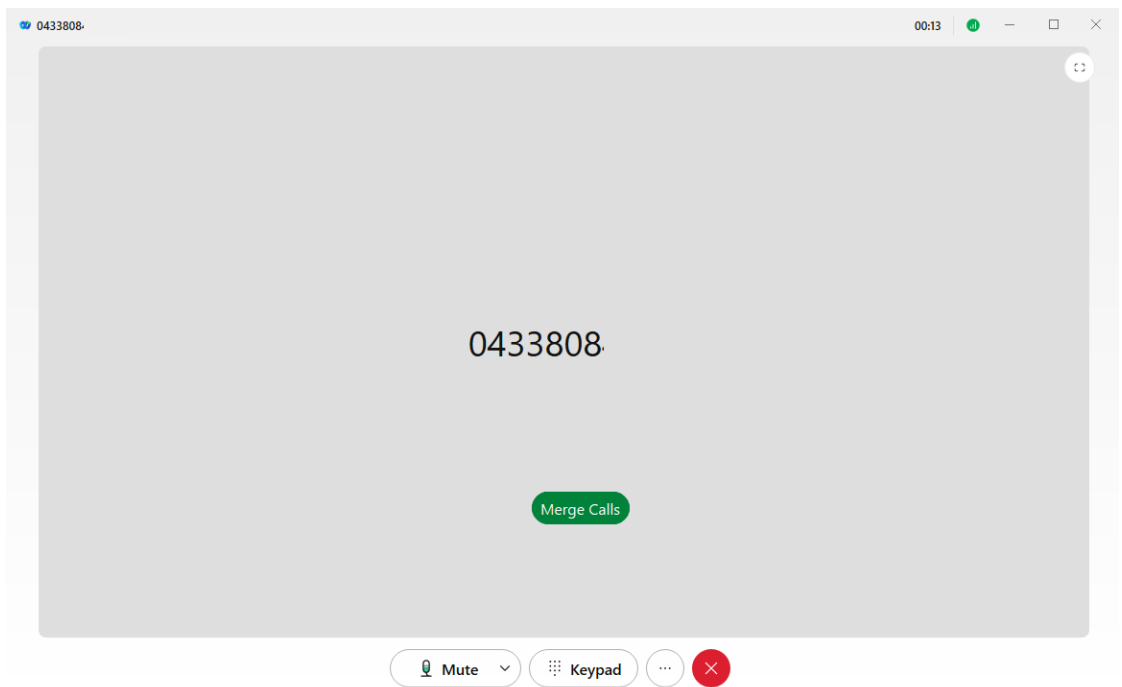
- If you are already on a phone call and wish to add a person into the call:
  1. Select  and then select **Conference**.



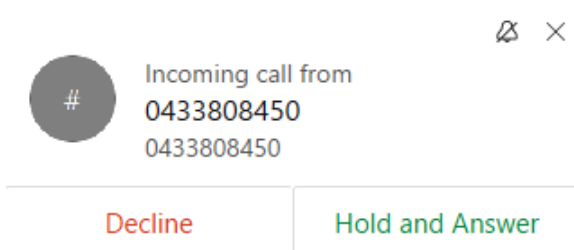
2. Enter the number of the person that you want to add to the call and click on **Audio** .




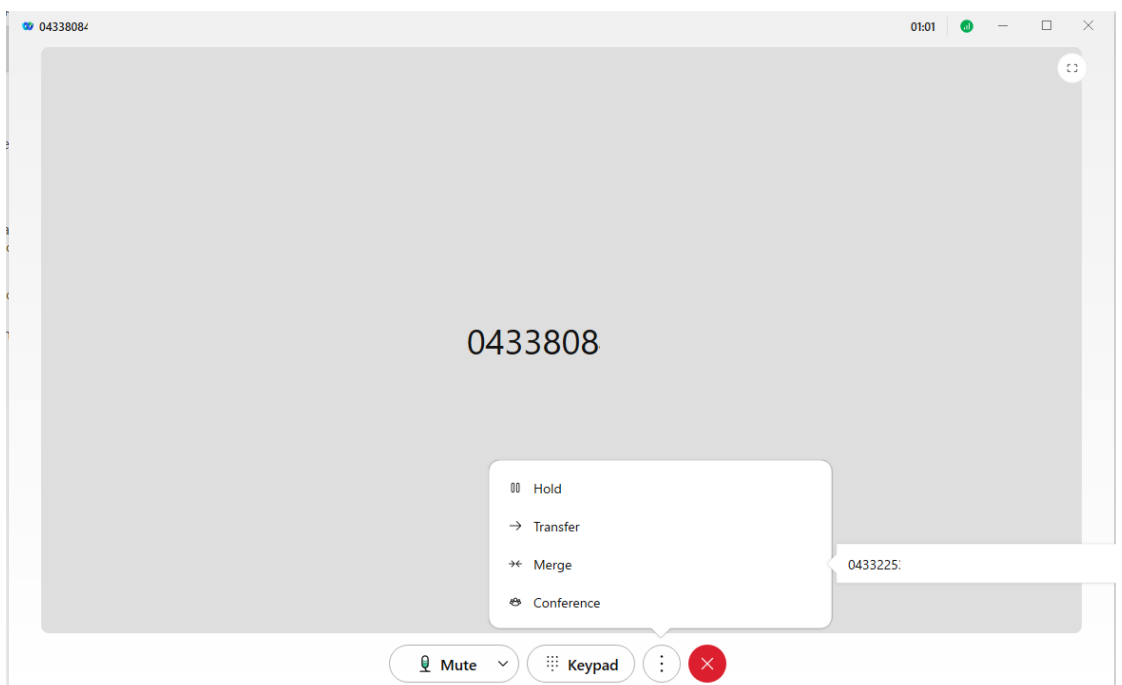
3. Press **Merge Calls** to merge the calls into one.



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




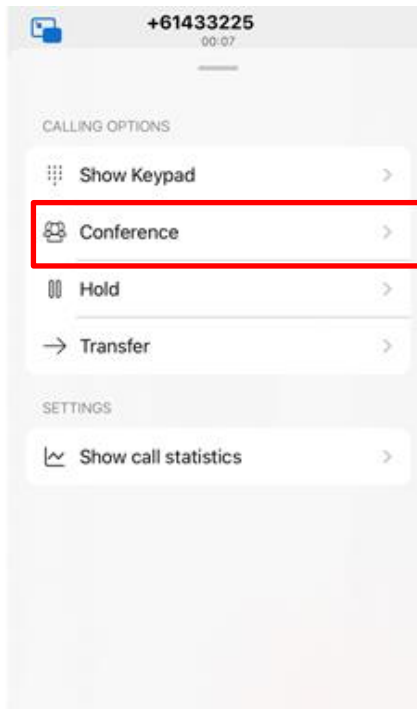
2. The original phone call is placed on hold. Select , select **Merge** and then choose the phone call to merge. The original call is resumed and merged with the incoming call.





### 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**.

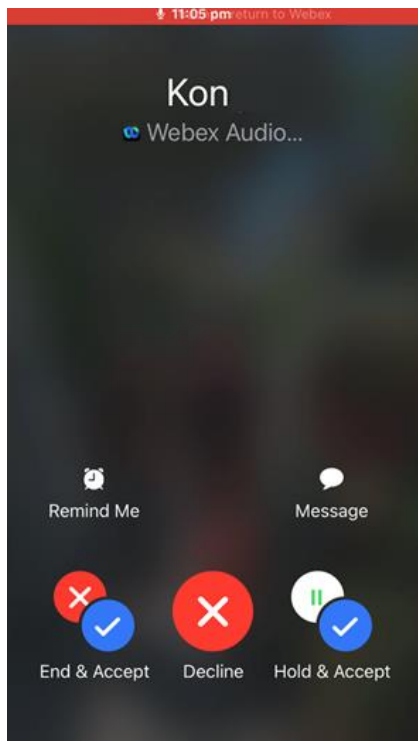



2. Enter the number or the name of the person who you want to transfer the phone call to and tap  or  next to number or the name. When the person answers the call, the calls will be merged.

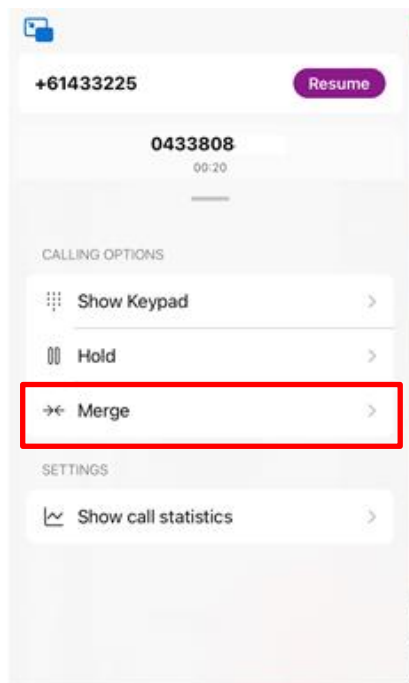


- If you are already on a phone call and receive a phone call and wish to merge the two calls:

1. Tap **Hold & Accept**.




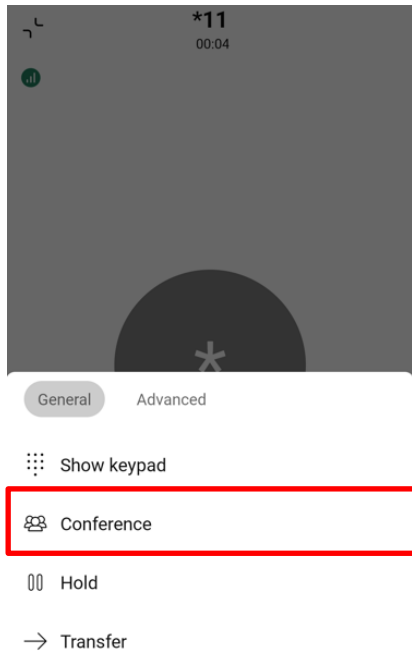
2. The original call will be placed on hold. Tap  and select **Merge**. The original call is resumed and merged with the incoming call.





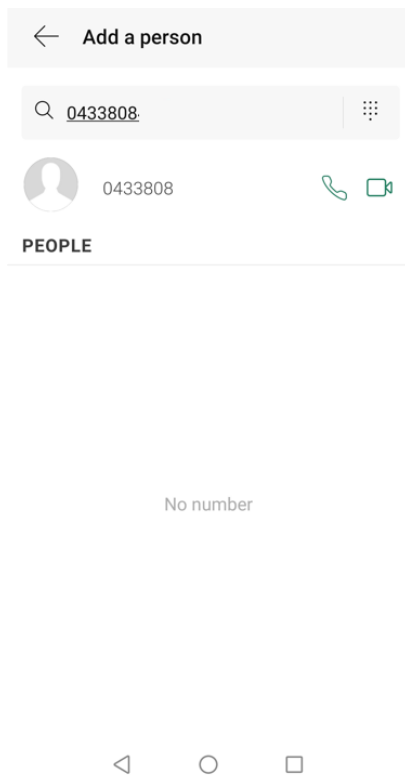


## Conference calls on Android device

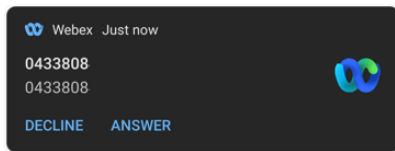
- If you are already on a phone call and wish to add a person into the call:
  1. While on a phone call and wish to add someone to the call, tap  and on the **General** tab, select **Conference**.




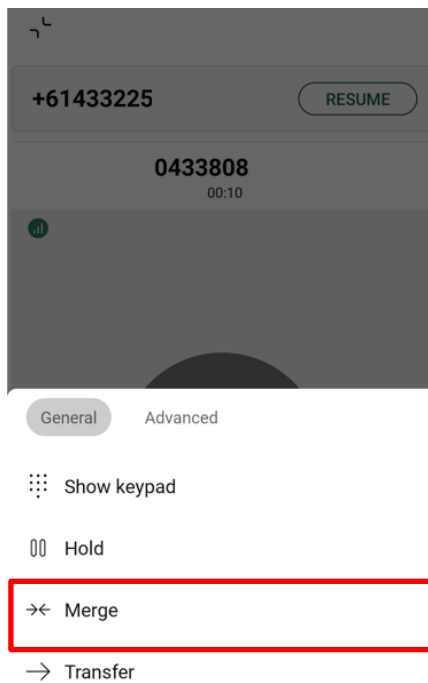
2. Enter the number or the name of the person who you want to transfer the phone call to and tap  or  next to number or the name. When the person answers the call, the call will be merged.



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





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

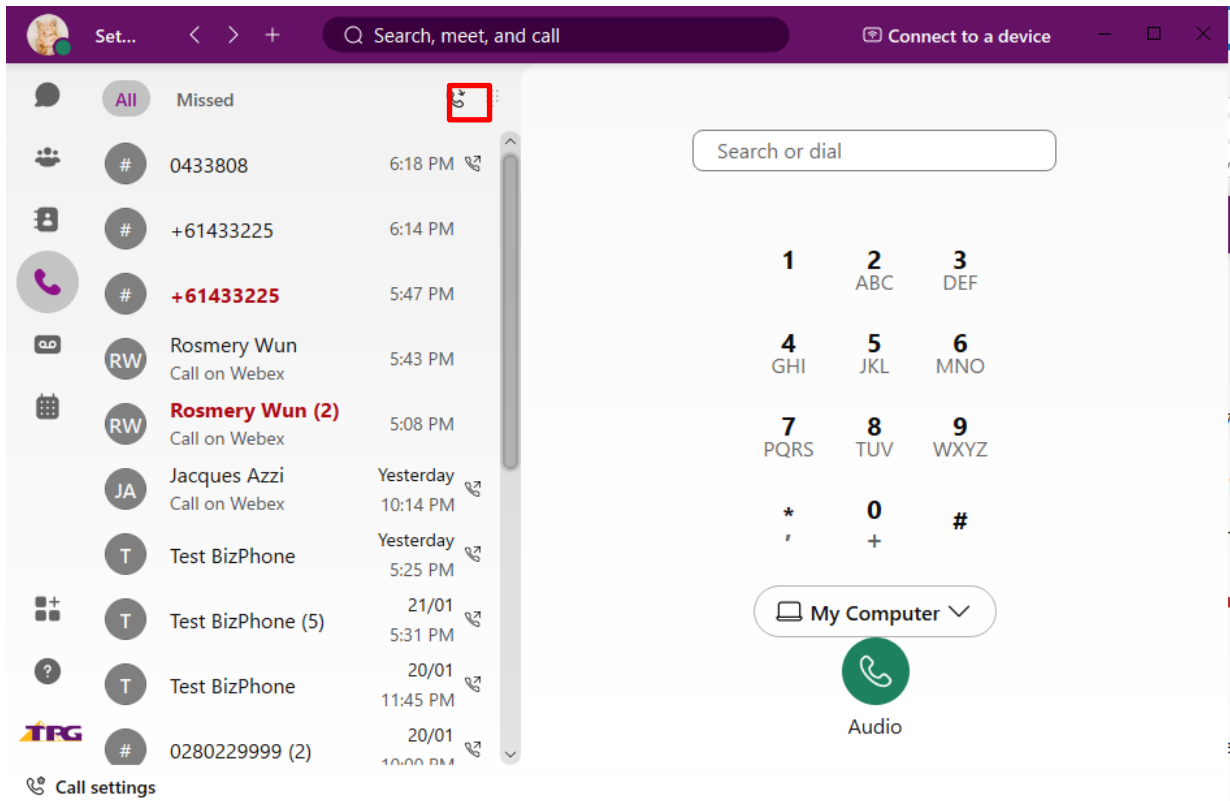


## Call Pull



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.

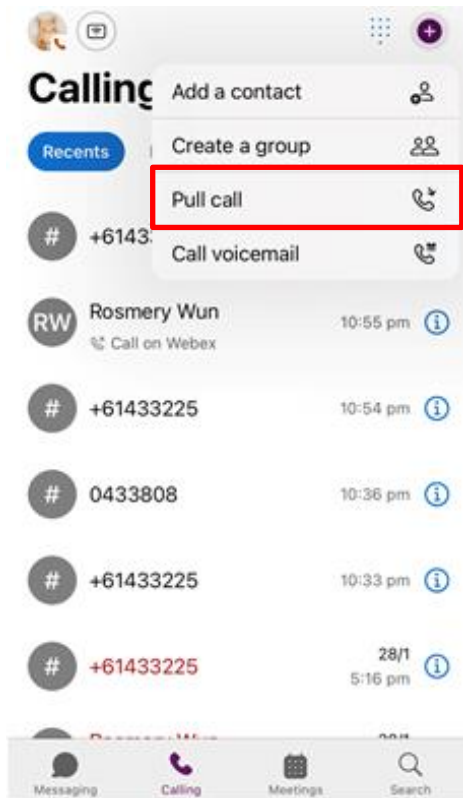
### Pull a call from Desktop device

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



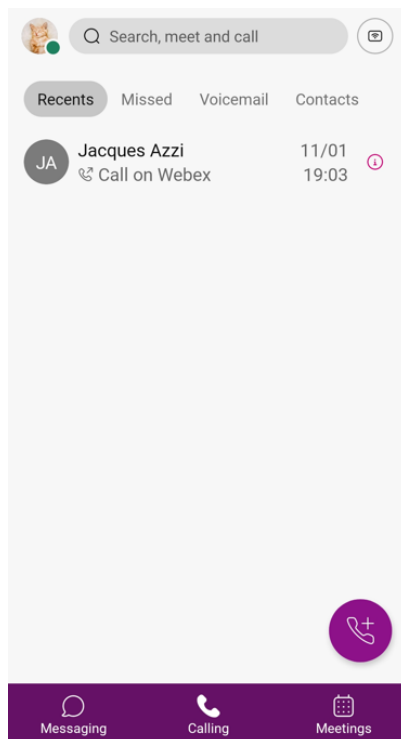
## Pull a call from iOS device


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

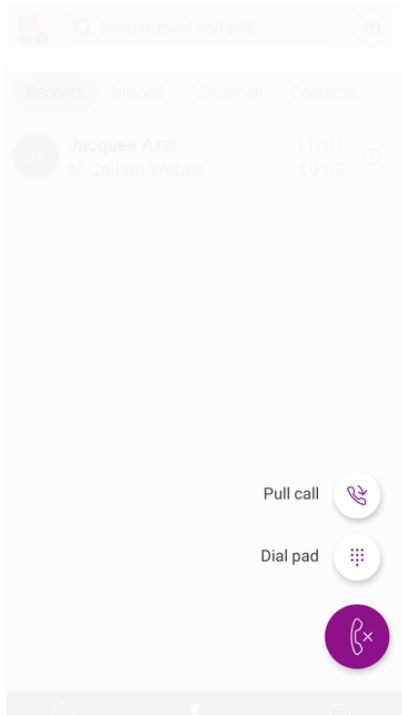


## Pull a call from Android device

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




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




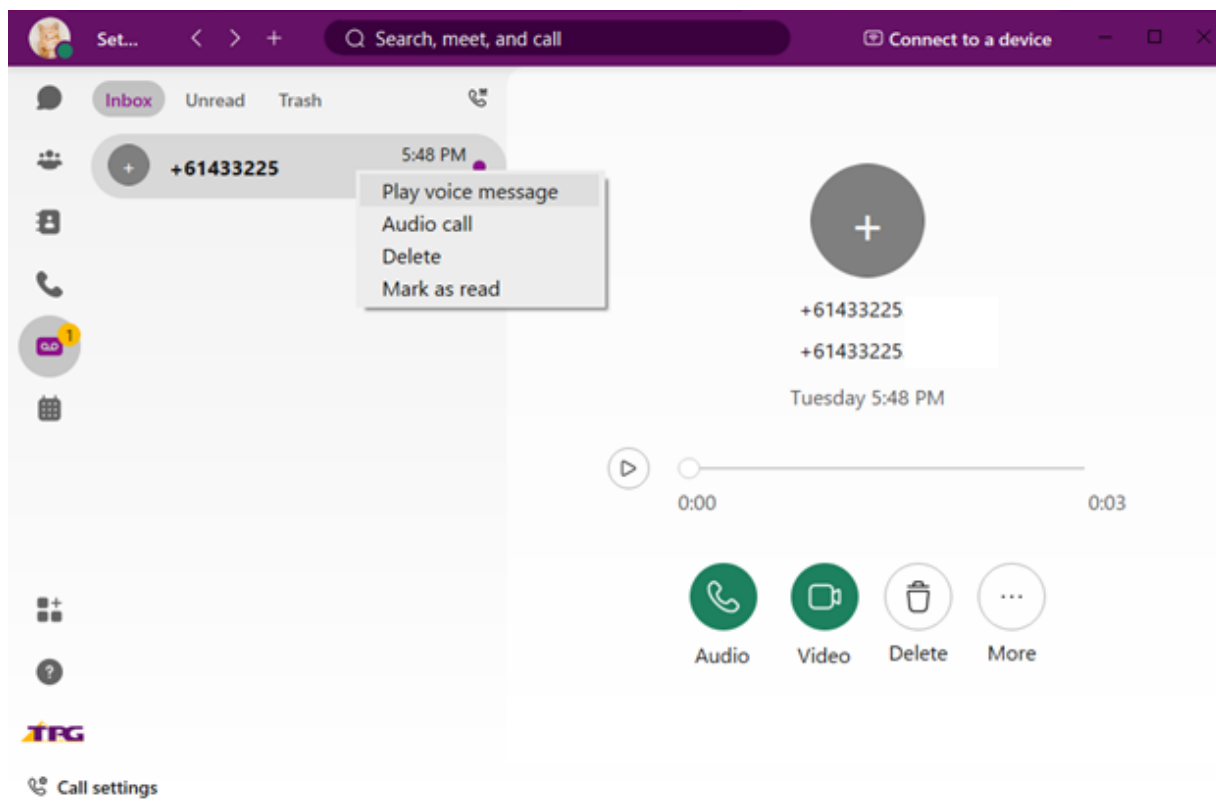
## Visual Voicemail

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:

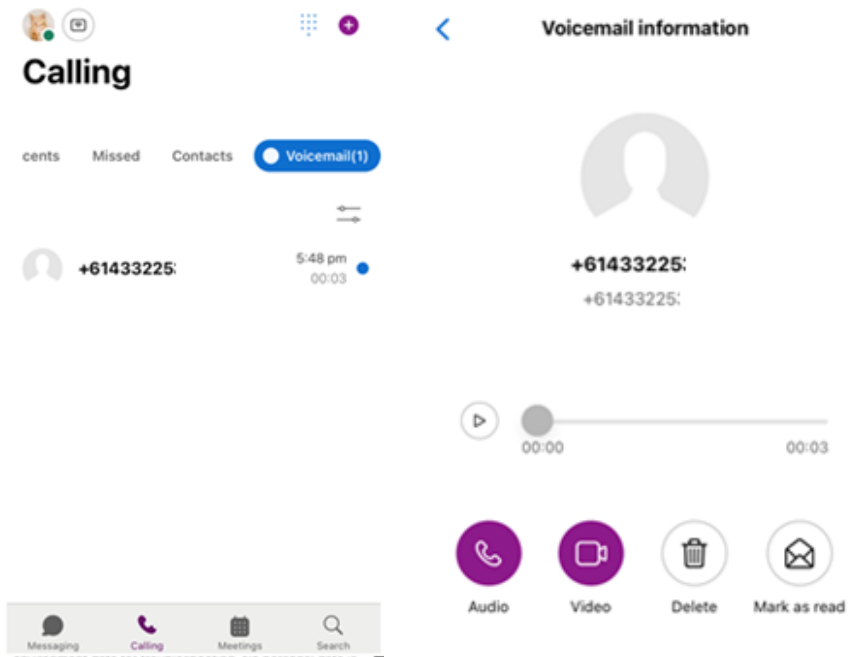
- Right-click the message and choose **Play voice message**, or
- Click **Play**  in the window that opens to the right.



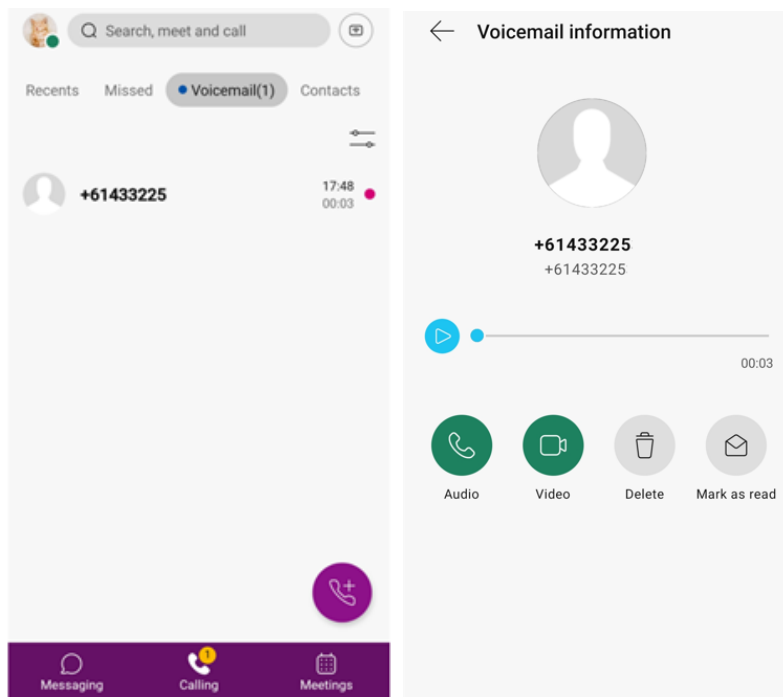
## Access your voicemail from Mobile device

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

### Voicemail window on iOS




### Voicemail window on Android

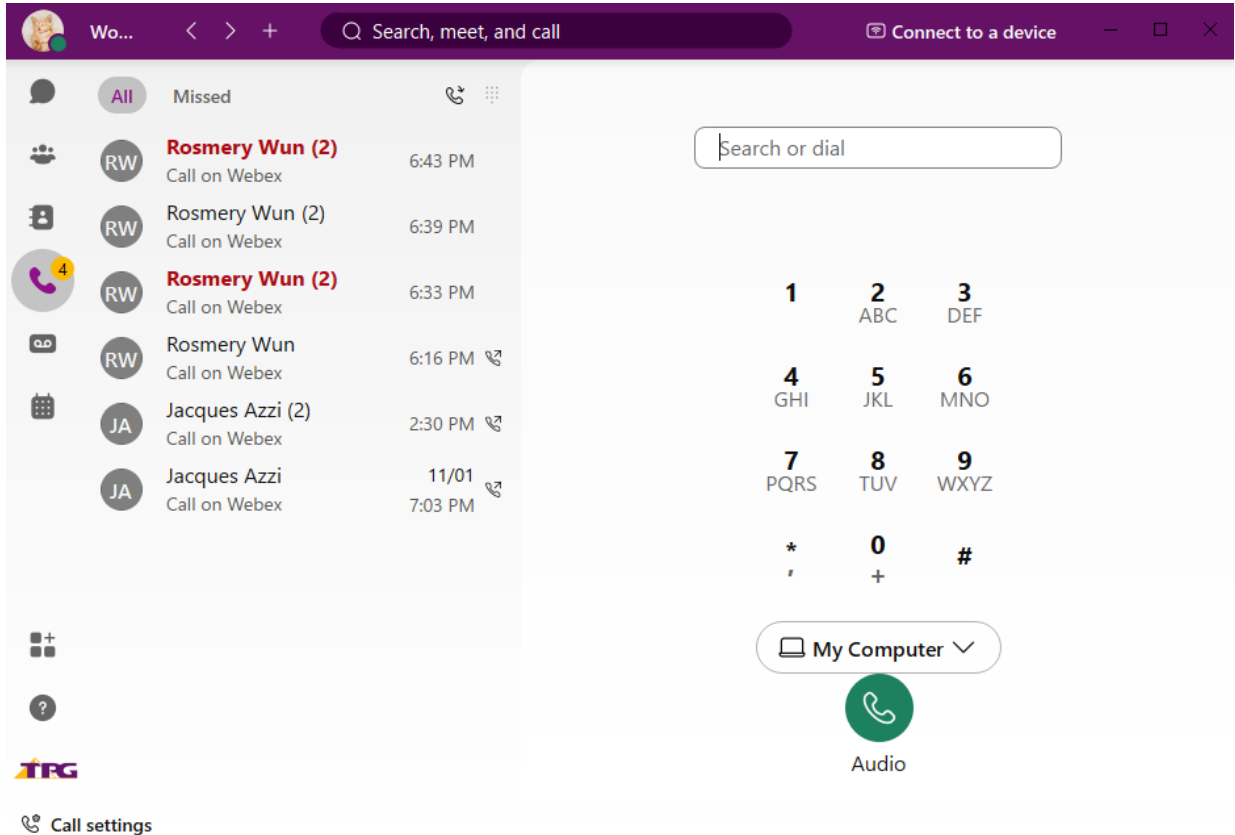


## Call History

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





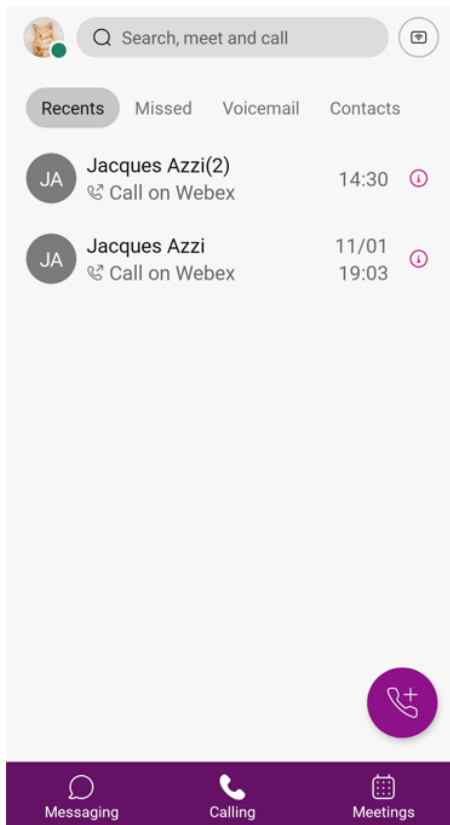
## View Call History on Mobile device

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

### Call History on iOS device



### Call History on Android device

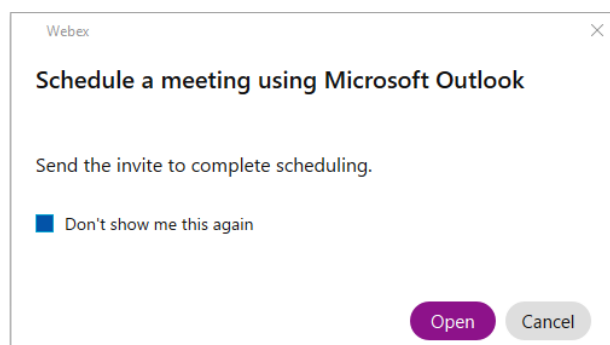
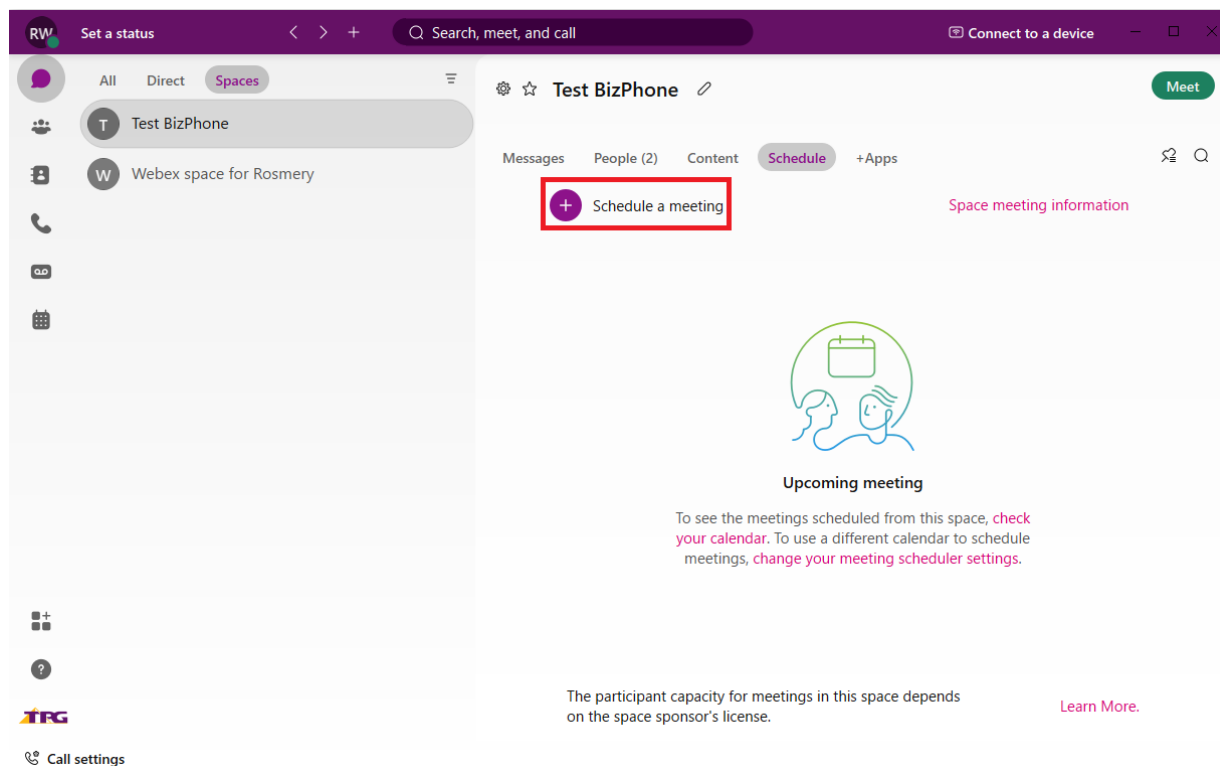


# SPACE MEETING

## 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, [set your virtual background](#), [get rid of distracting background noise](#) and [share your screen during your meeting](#).

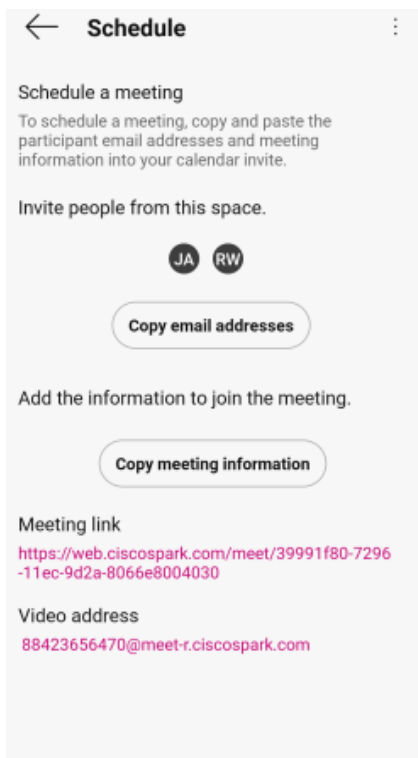
## Schedule a meeting from Desktop app



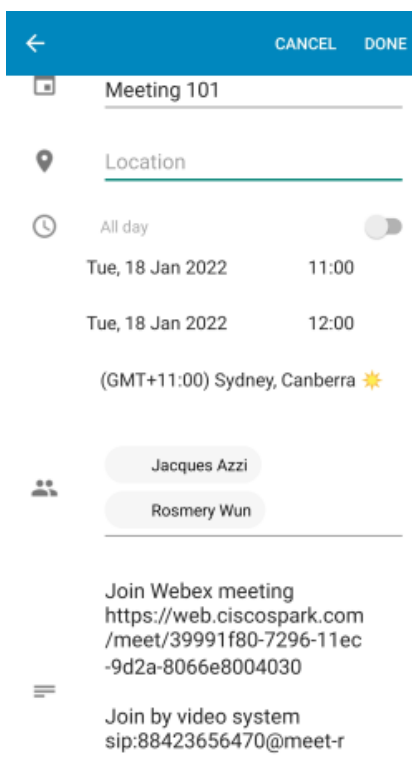
1. In the space, click **Schedule**.
2. Select **Schedule a meeting**.
3. (Optional) Edit the name of the meeting in **Topic**.
4. Select the **Date and Time** for your meeting and (optional) add a **Description** of the meeting.
5. All members of the space are automatically invited to the meeting. Add invites 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** 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.
4. 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.



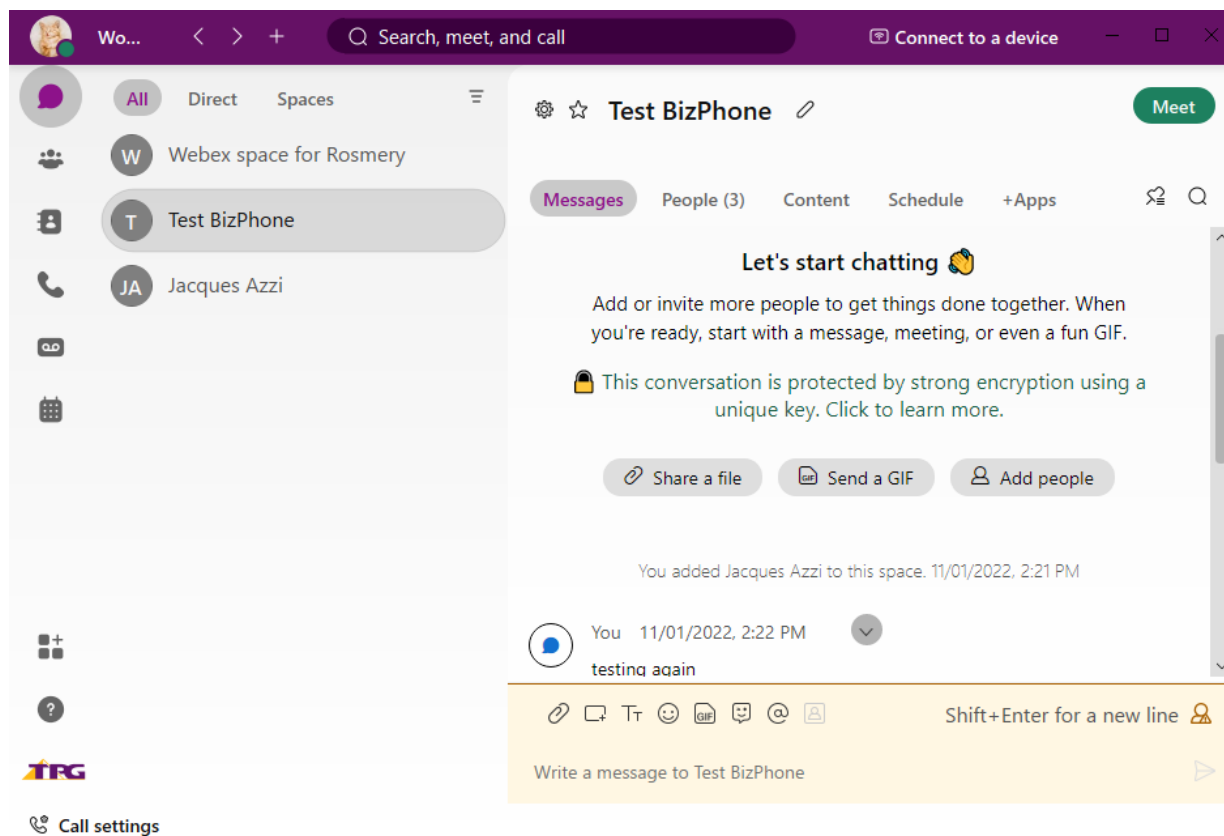
## Start a meeting from a space

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

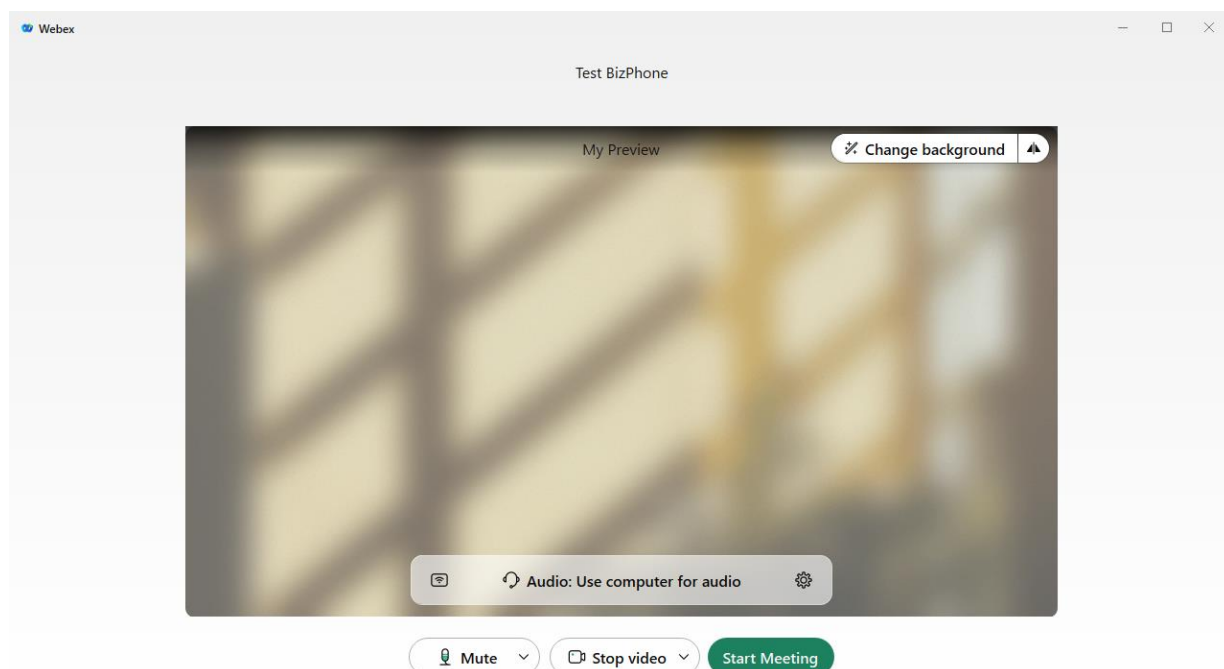
### Notes:

- Up to 100 space meetings participants can join the meeting on the Webex Basic license.
- Meeting Duration: 40-minute limit.

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

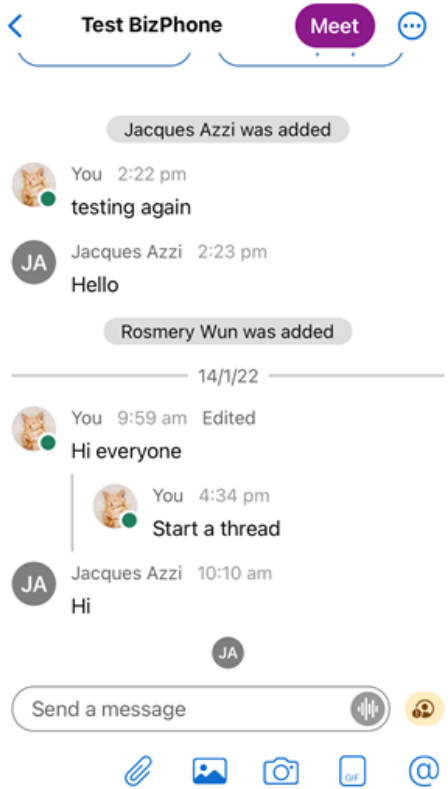


Click **Start Meeting**.

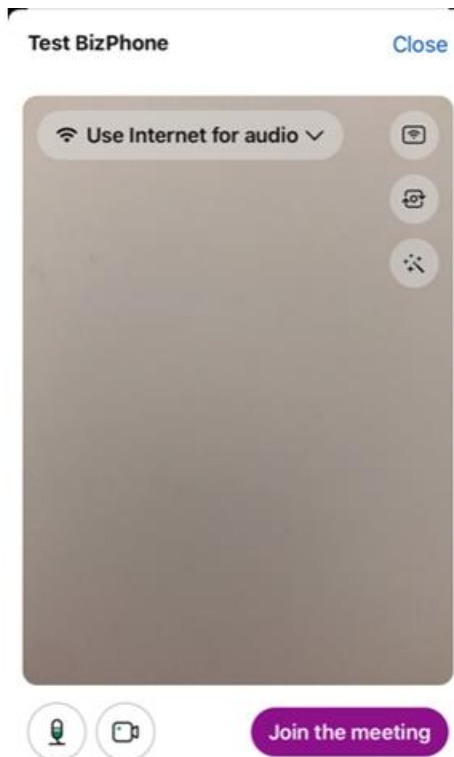


The meeting starts instantly and everyone in the space sees a **Join** button in their meeting list and in their spaces list in the app.

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



Click **Join the Meeting**.



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

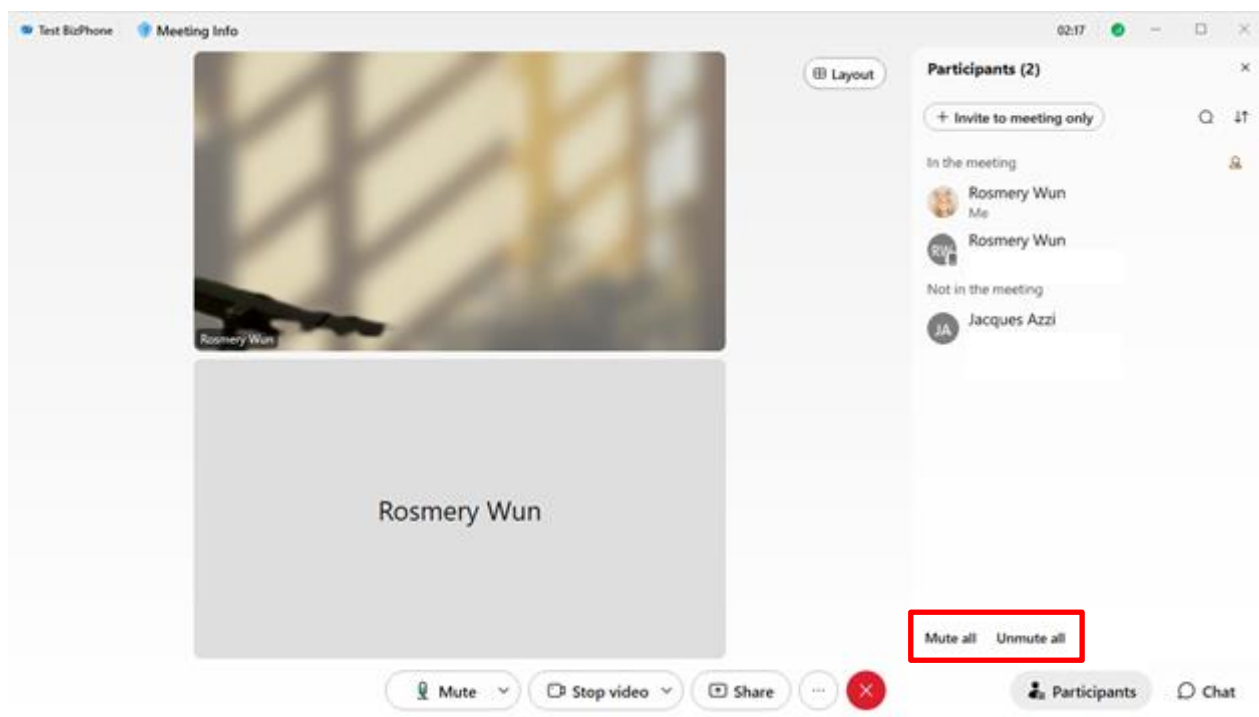
You can mute everyone or specific people during meeting.


### 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  and click **Mute All**.

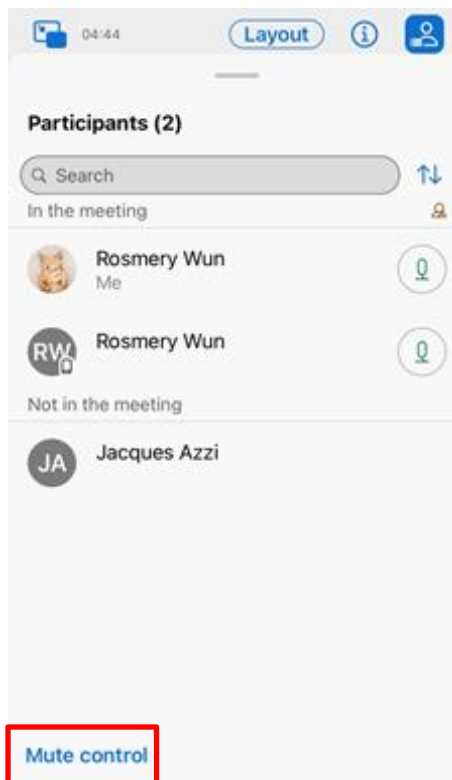


To unmute everyone, go to the participants list  and select **Unmute All**. Everyone in a Webex meeting sees a notification that lets them know they can unmute themselves.

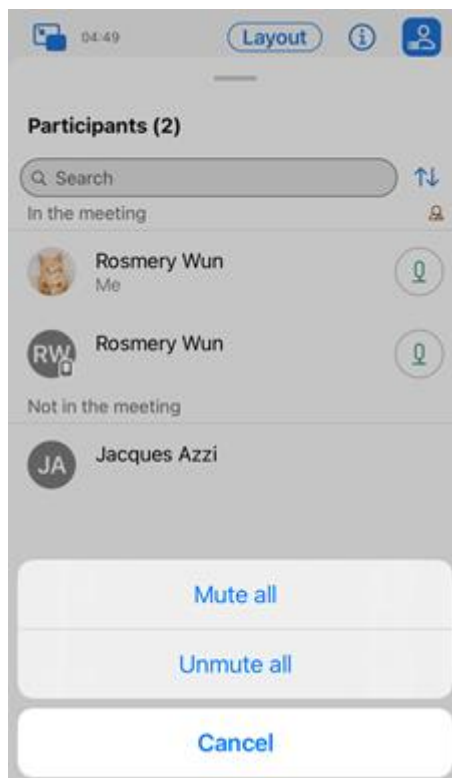
**Note:** When you mute yourself, you stay muted, even when someone else selects **Unmute All**.

## Mute or Unmute All Attendees from Mobile device

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



Tap **Mute All**.





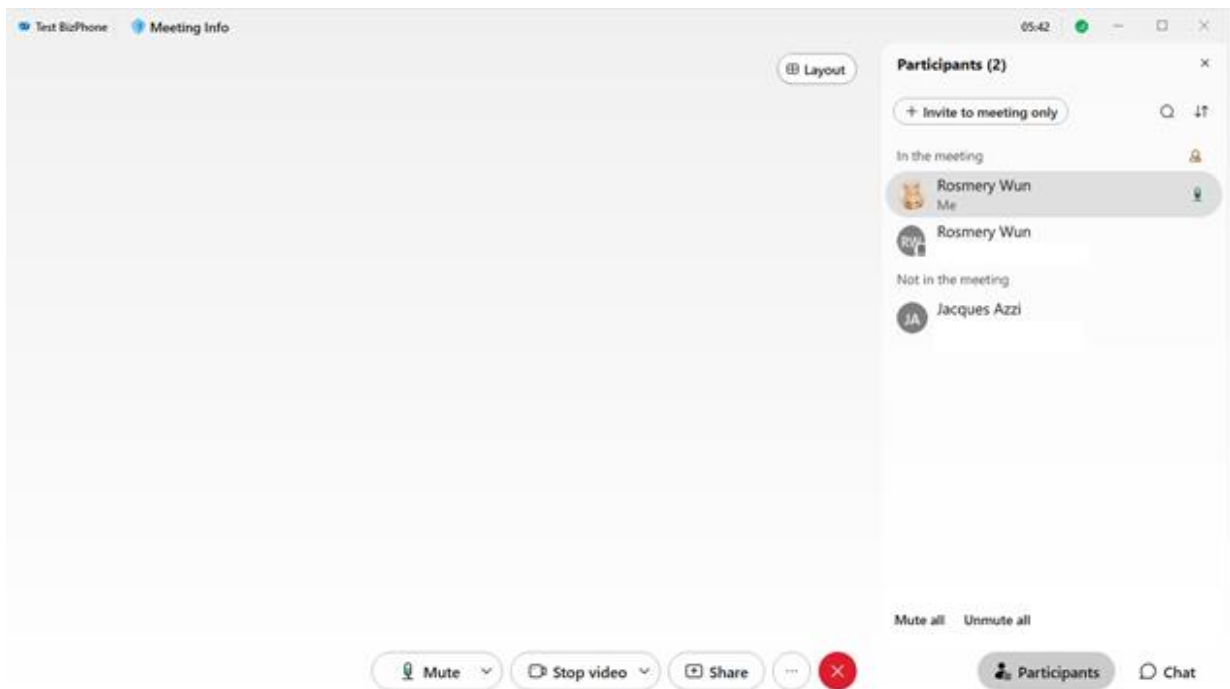
To unmute everyone, go to the participants list and tap **Unmute All**.


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

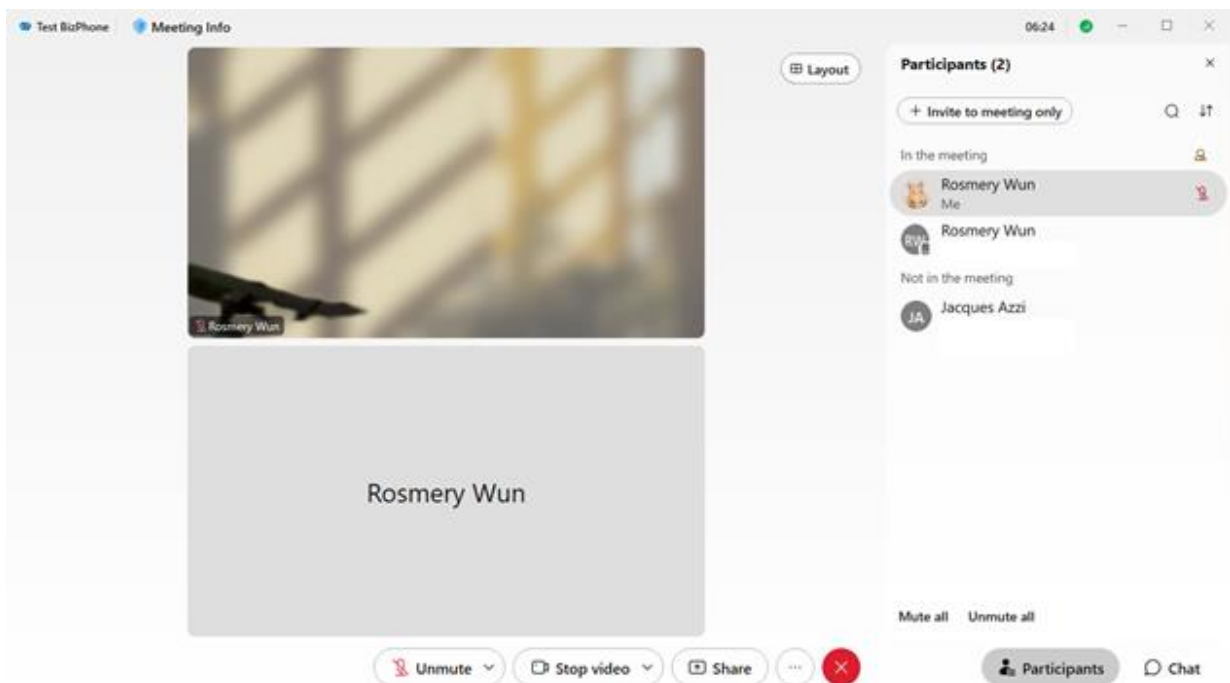
## Mute or Unmute a Specific Attendee in a Meeting


### Mute or Unmute a Specific Attendee from Desktop device

During an active meeting, go to participants list , click the person's name and select mute .



You will see  beside their name to indicate they are muted.

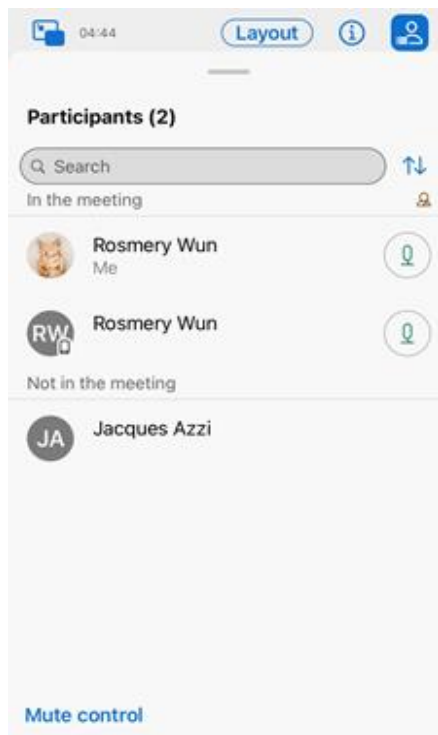



If you want to unmute someone, click  beside the person's name in the participants list.

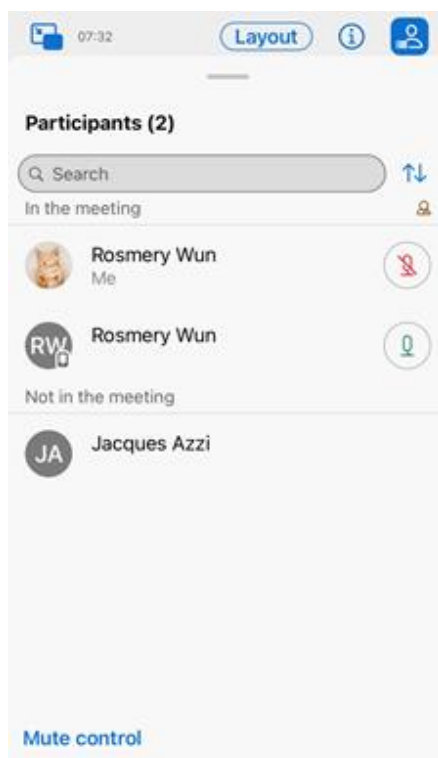


## Mute or Unmute a Specific Attendee from Mobile App

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.



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

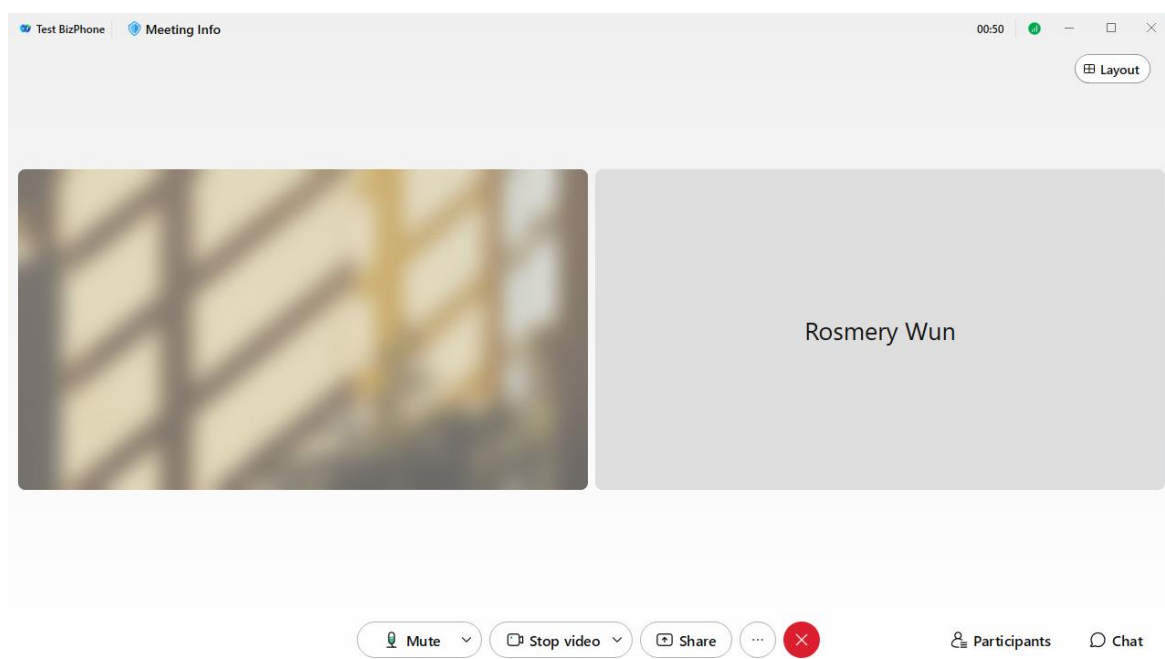


## Sharing your screen or application in a Meeting

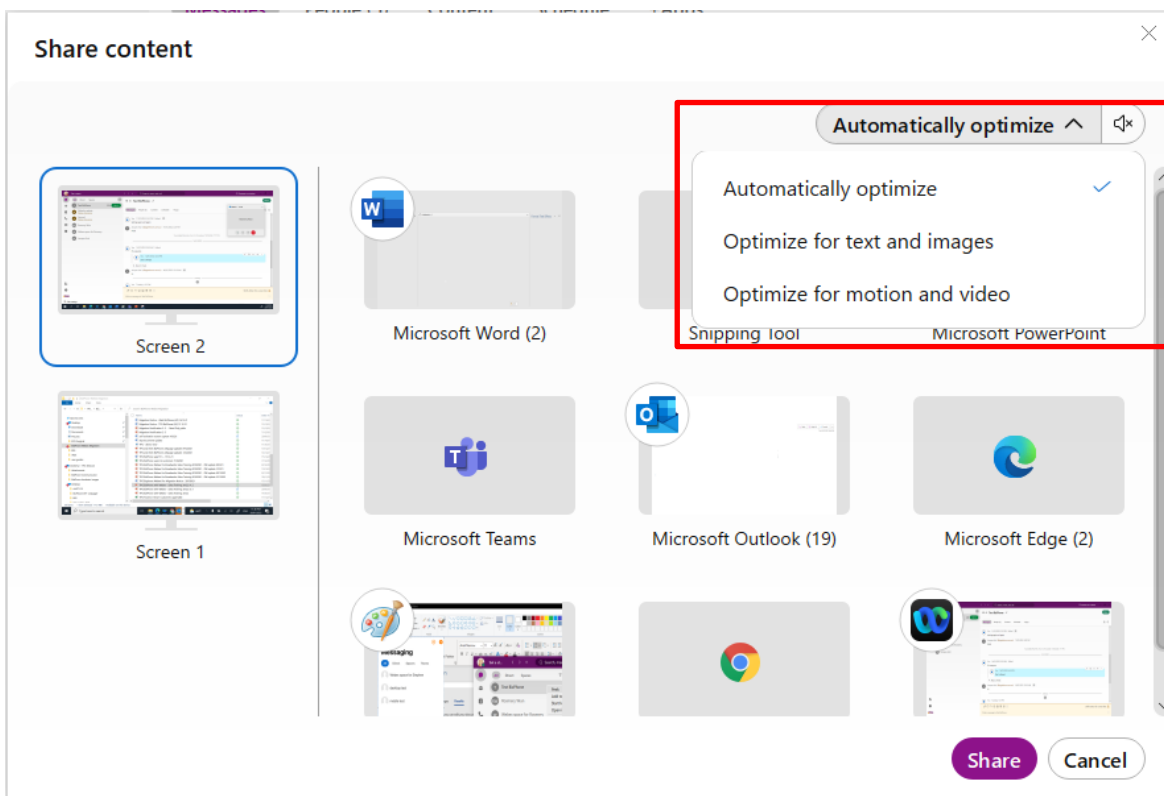
When you share your screen in the BizPhone App, everyone in the meeting can easily see what is being discussed. Anyone can share their screen, but only one person can share at a time.

### Sharing your screen from Desktop device

1. During a meeting, select  Share .

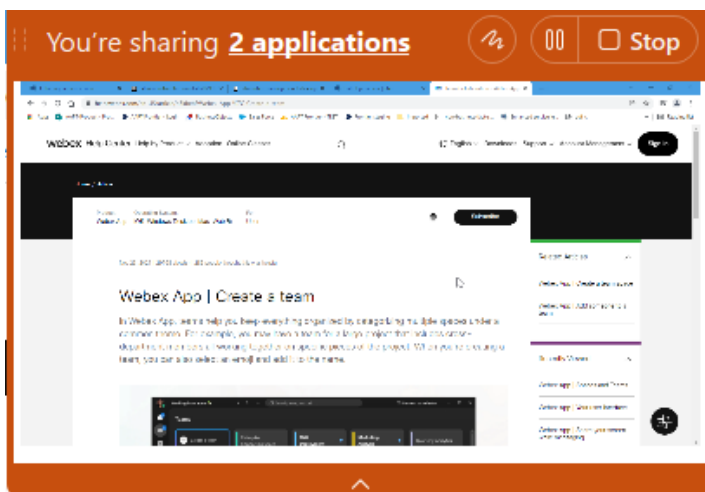


2. When you are sharing a content with video or audio, you should check these options:
  - Optimization drop-down menu:
    - **Automatically Optimize** – Choose the best optimisation for your content type.
    - **Optimize for text and images** – Display text and images in your shared content at the 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.



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.









If you do not see the app that you want to share, scroll to see all your open apps.

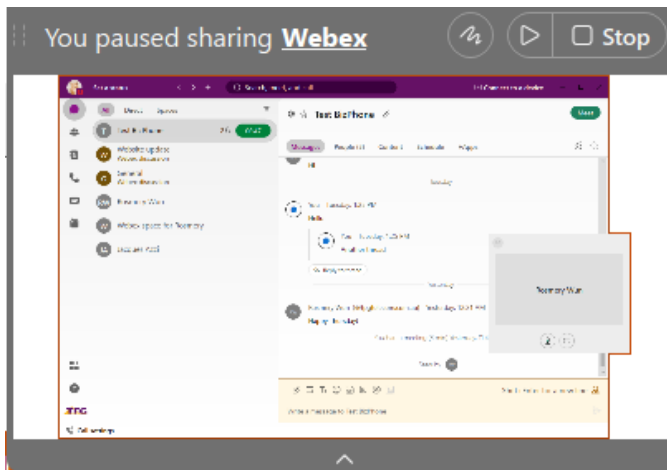
**Note:** You will just see the name of the app when the app is minimised, when the app relies on hardware to display graphics, or when it's a Universal Windows Platform app.

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**  to switch to another screen or application without needing to stop sharing first.

- **Annotate**  to mark up a shared screen during a call or a meeting. Refer to [Whiteboards](#) 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**   to pause sharing your screen or application.
- **Resume**   to resume sharing your screen or application.




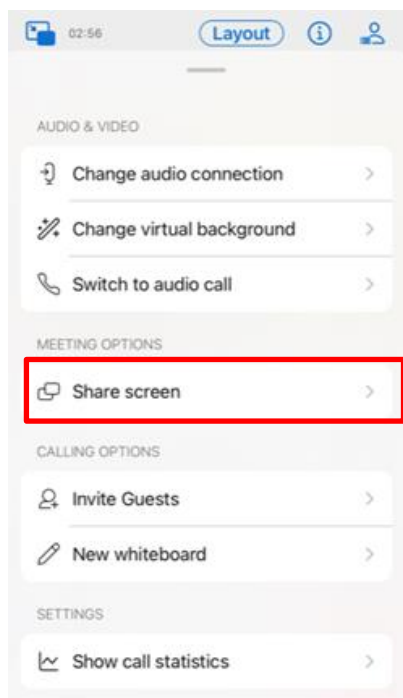
- **Stop** to stop sharing.

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

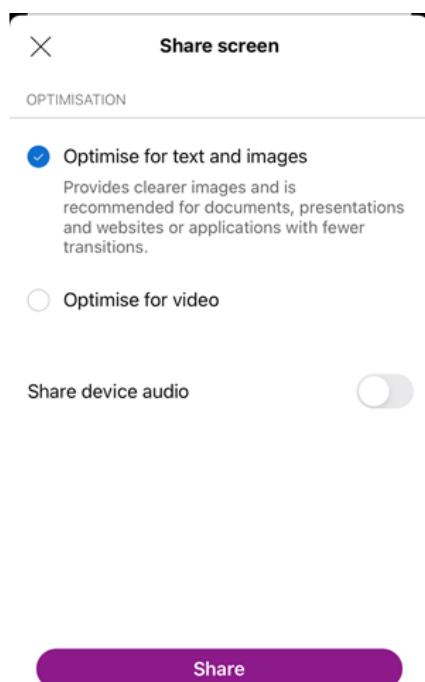
## Sharing your screen from iOS device

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

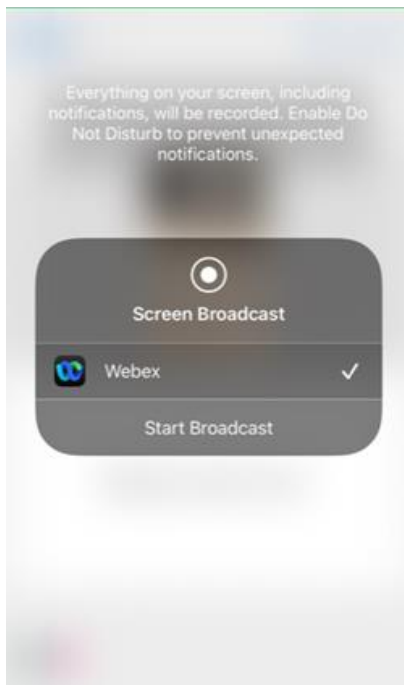
1. During a meeting, tap  > **Share Screen**.



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 lag 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.

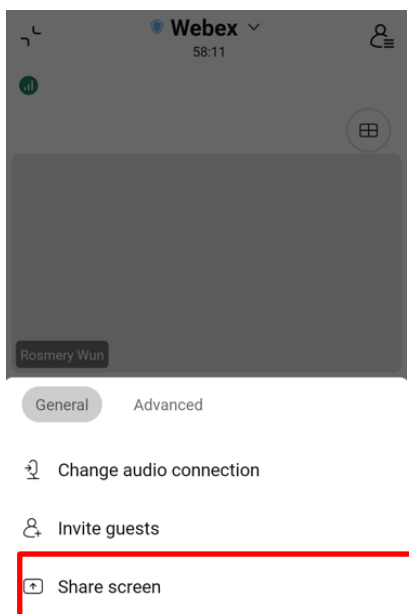


5. Tap anywhere on your screen to exit the broadcast menu and start navigating your screen share.
6. When you're finished, tap **Stop Sharing** in the meeting to stop sharing.

## 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.

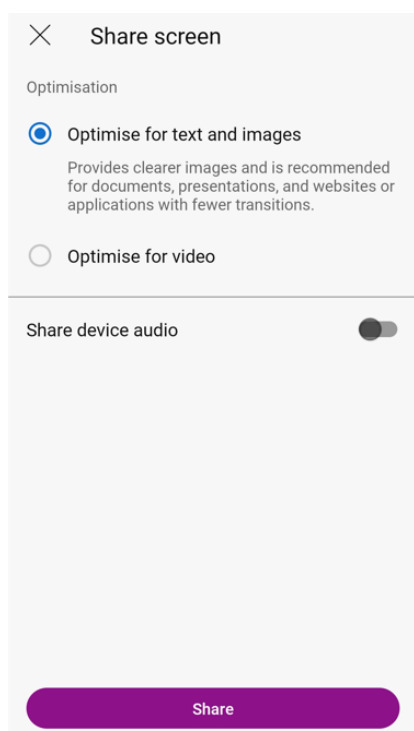
1. During a meeting, tap  and on the **General** tab, select **Share Screen**.



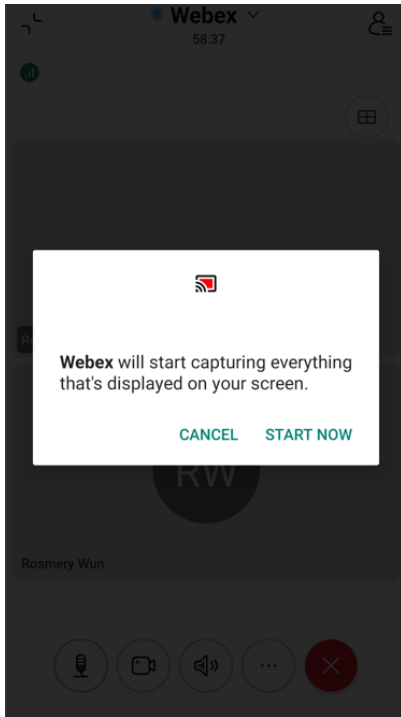
2. Choose your optimisation option:

- **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 lag 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** > **START NOW** to accept recording permissions and prepare your screen share.



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



Screen share in progress



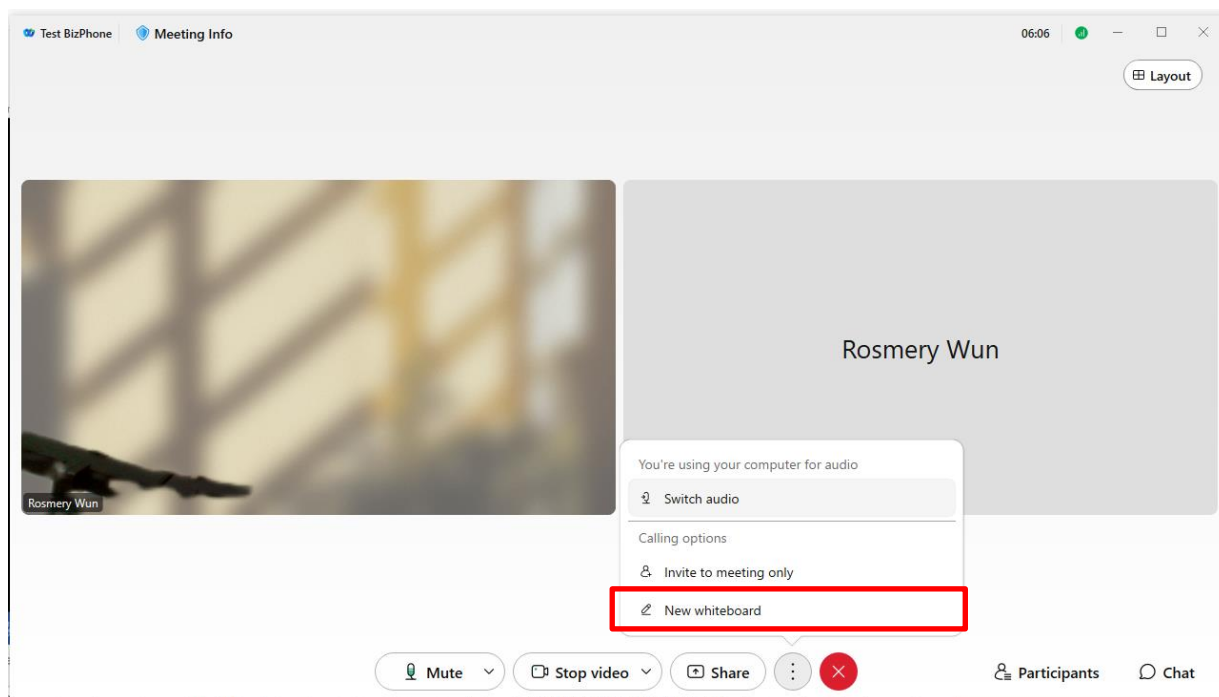


## Whiteboard during a Meeting

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

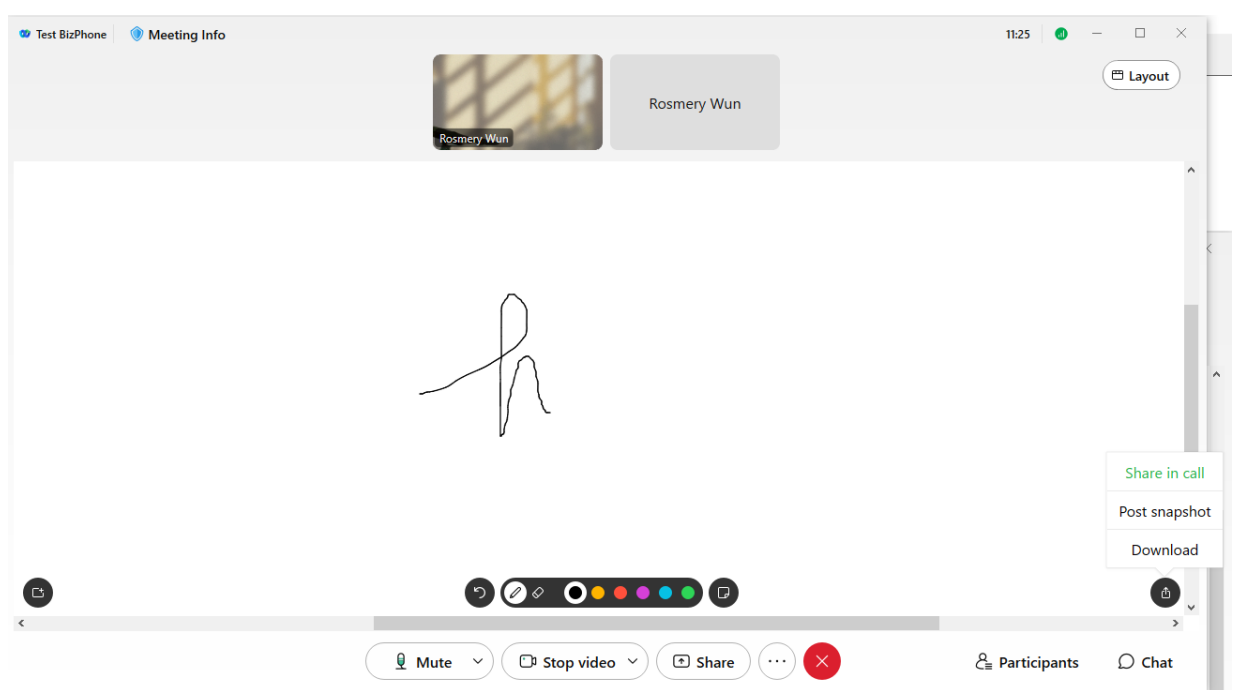
During a meeting, click  and select **New Whiteboard**




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

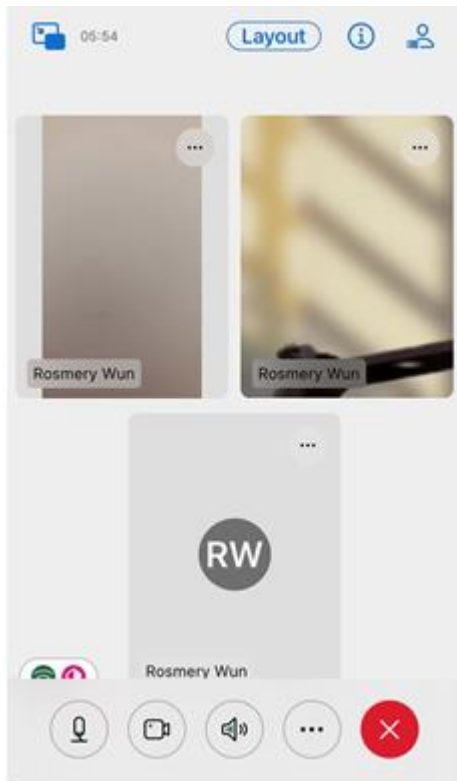
You can also select the following:

- Color  changes the marker 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 is 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.

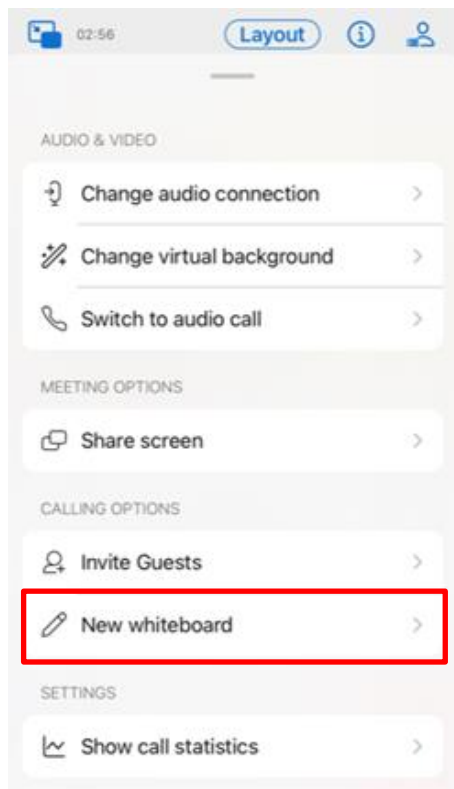


## Whiteboard during meeting on mobile app

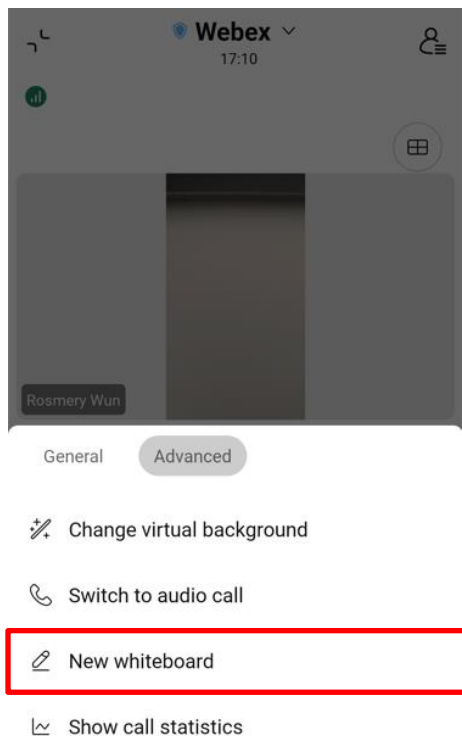
During a meeting, tap on .



On iOS device, select **New whiteboard** and then tap on  **New whiteboard**.



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



Then you can start draw on the whiteboard.




hi

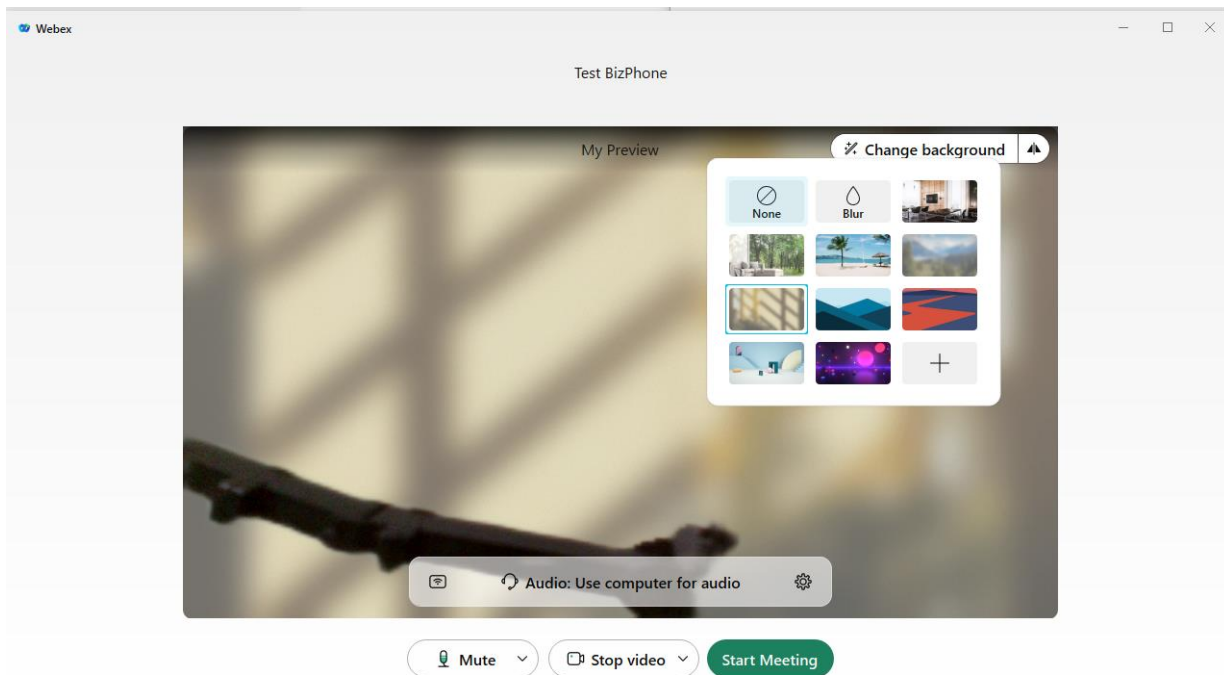



## Change your virtual background during a Meeting

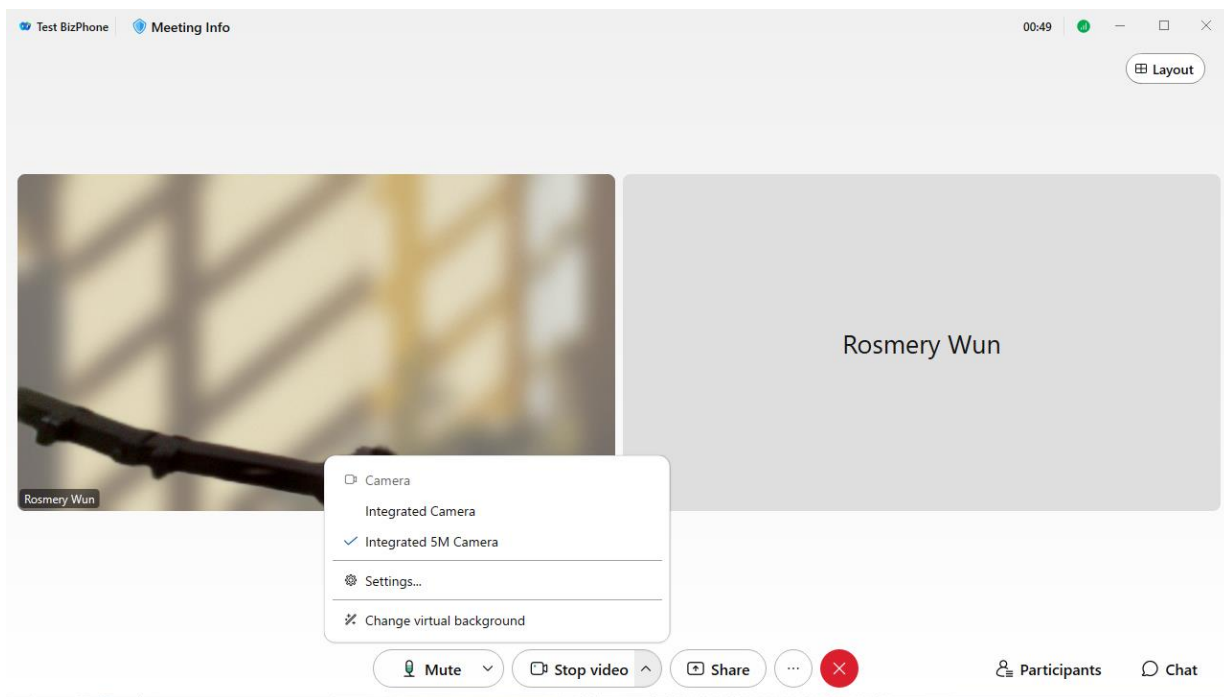
### Change your virtual background during a Meeting on a Desktop app

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

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




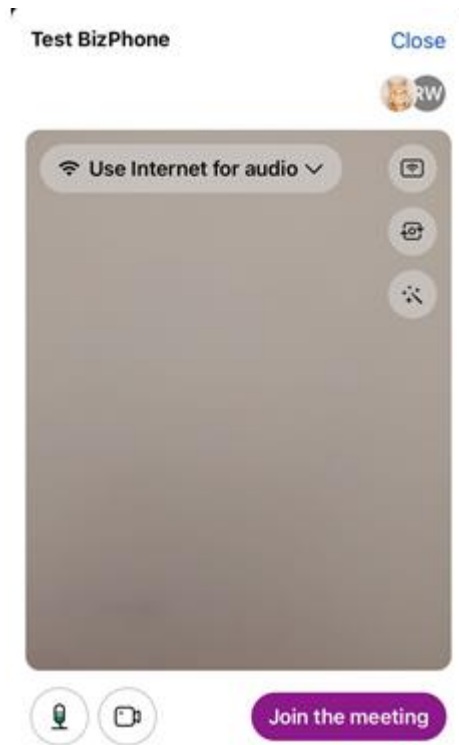
During meeting, click the arrow on the , then choose **Change virtual background**. The Video settings will pop up and you can choose or upload your virtual background and click **Save** to confirm changes.



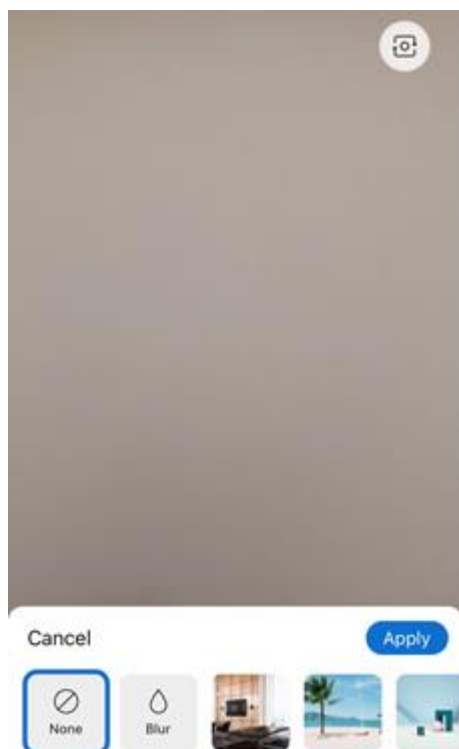
## Change your virtual background during a Meeting on Mobile device

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

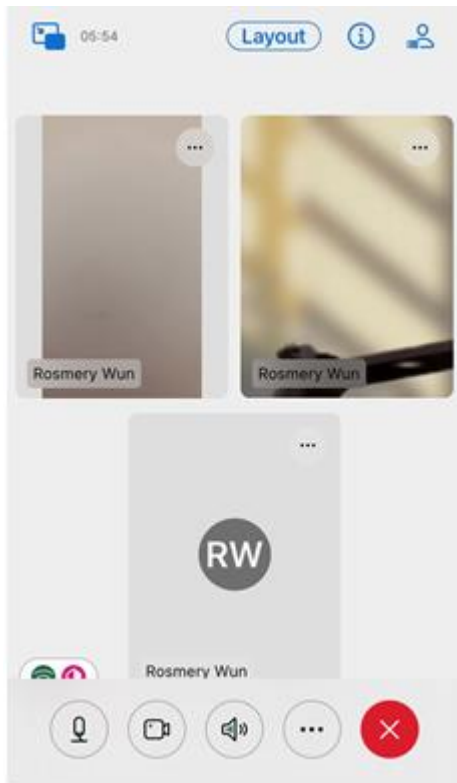
From the join meeting preview window, tap .



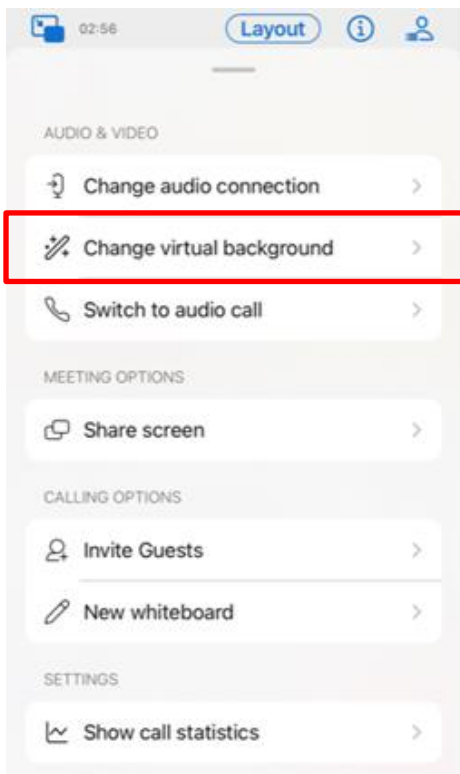
Choose the background and then tap **Apply**.



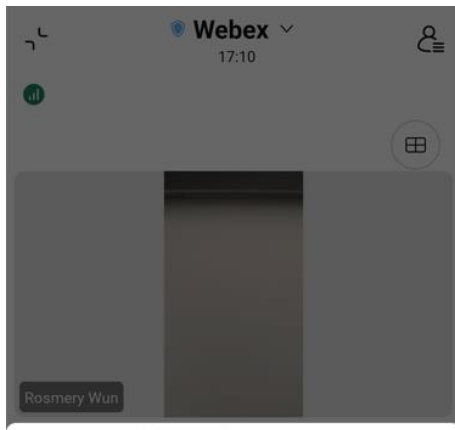
During a meeting, tap on .




For iOS device, select **Change virtual background**.





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




General   **Advanced**

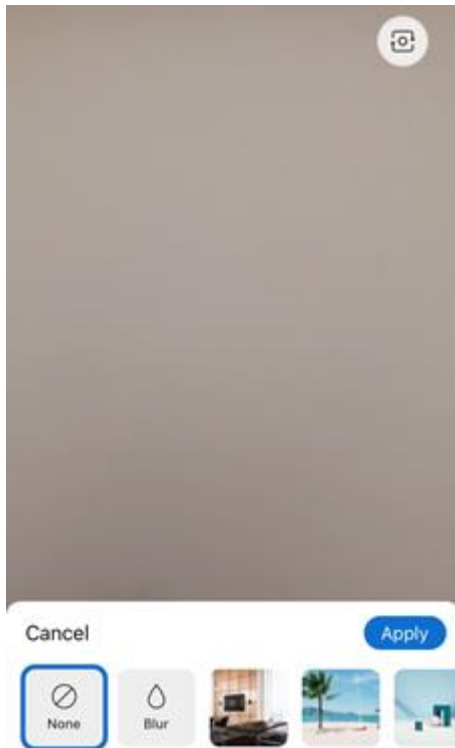
 **Change virtual background**

 Switch to audio call

 New whiteboard

 Show call statistics

Choose the background and then tap **Apply**.





## 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.

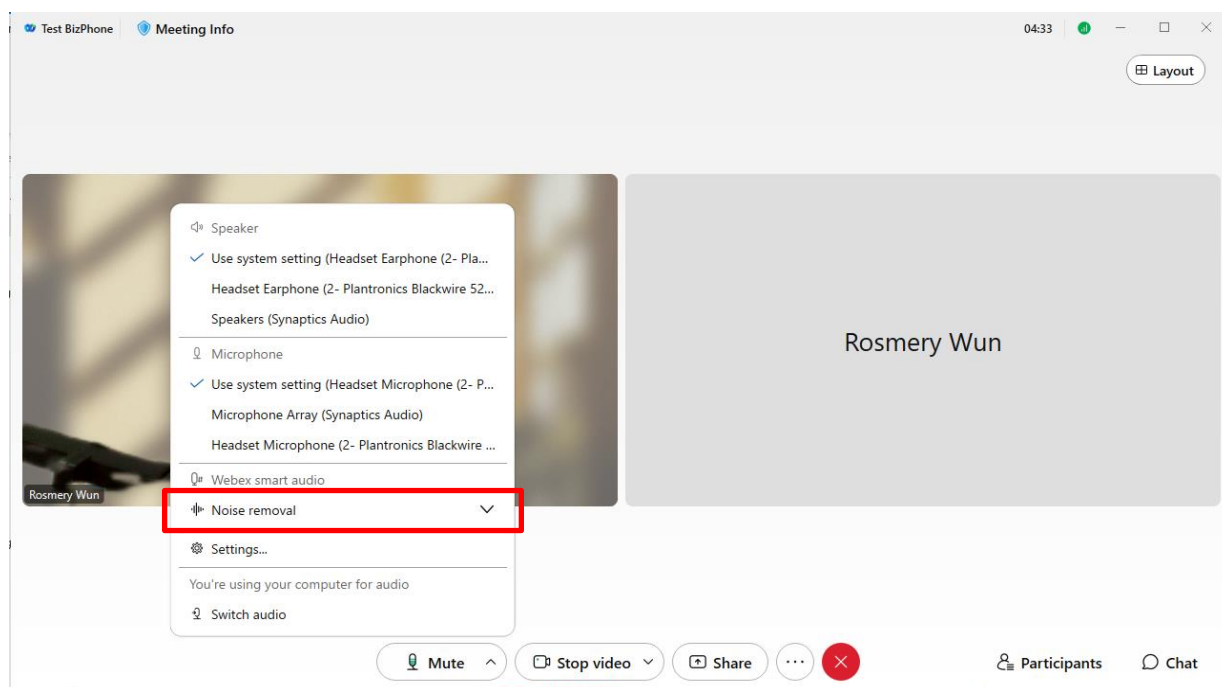
When a call or meeting begins, the microphone optimises audio for speech by default. To optimise for music, turn on music mode.

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

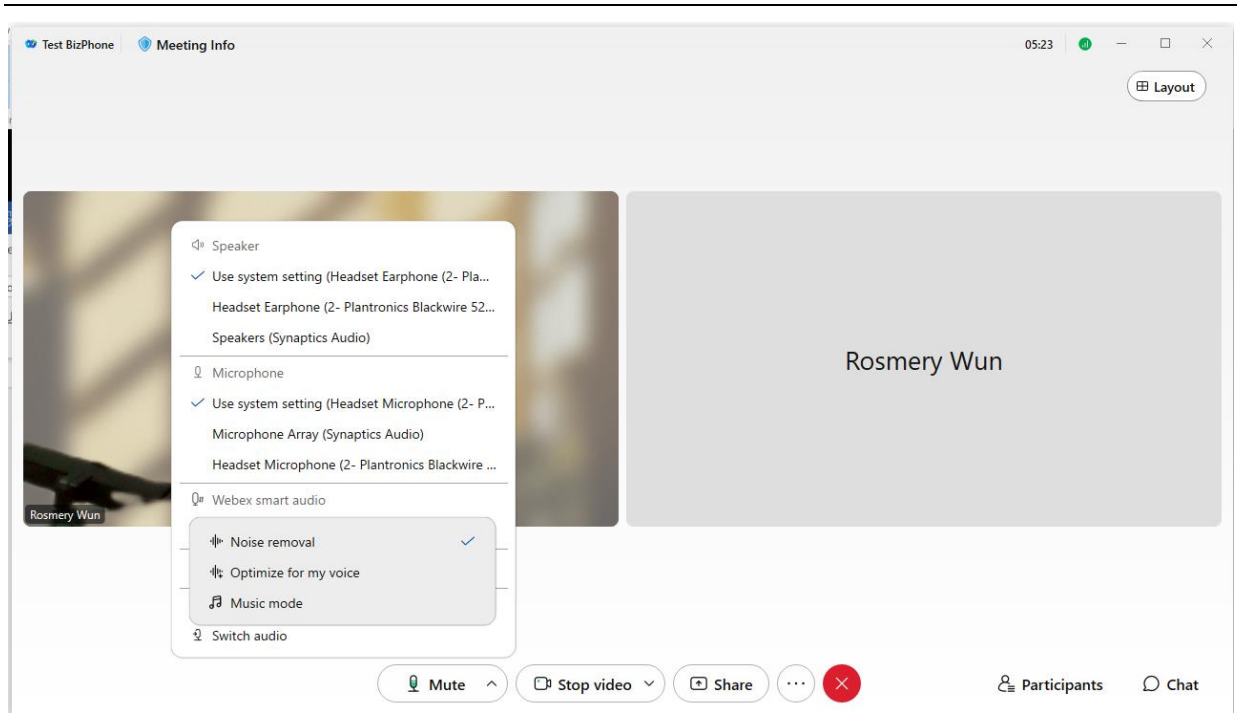
- **Noise removal** – removes all background noises.
- **Optimize for my voice** – removes all background noise and background speech.
- **Music Mode** – preserve your microphone's original sound.

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

Click the arrow on the  and choose **Noise removal** under **Webex smart audio**.



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



# MESSAGING

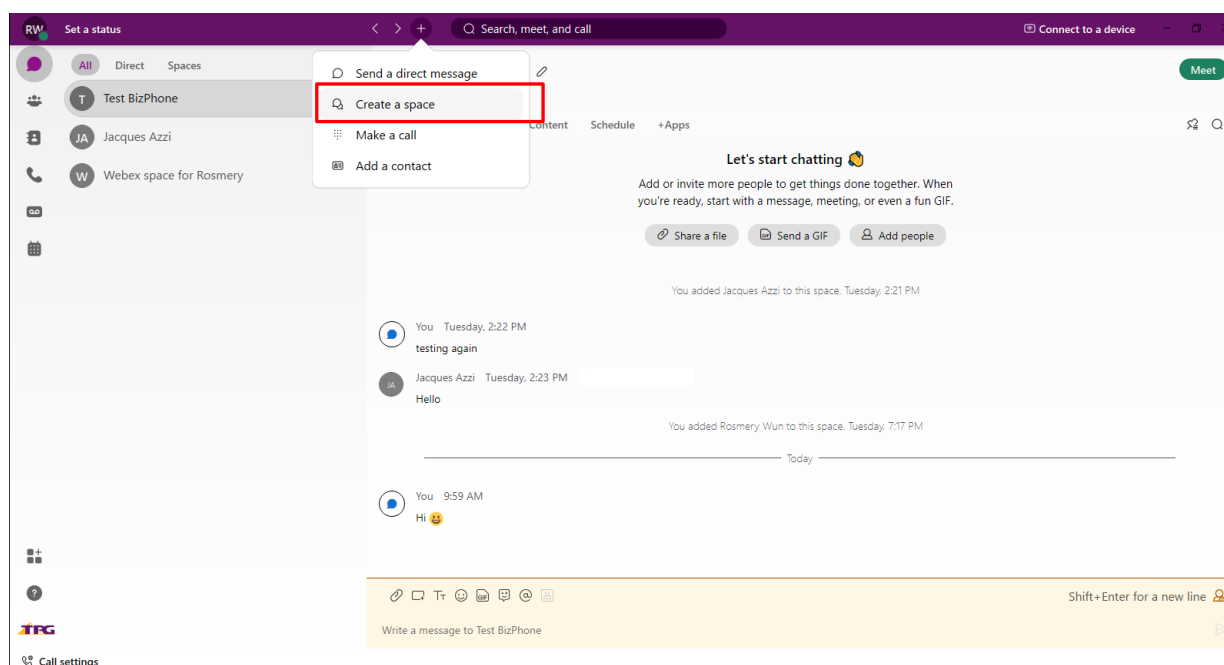
Messaging is where you chat with colleagues, share content and ideas in a space.

## 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.

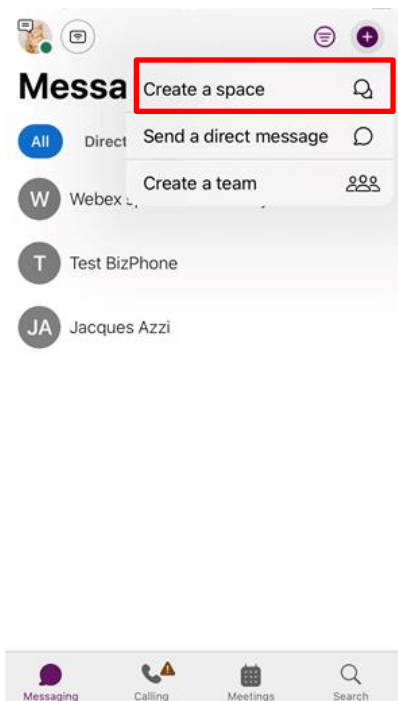


When you have unread messages in your spaces, you will see counters next to **Messaging** .

Refer to [People](#) section on how to add or remove people to and from a space.

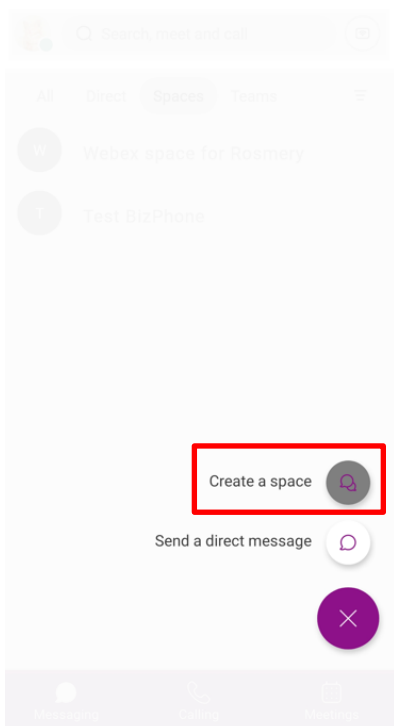
## Create a Space from iOS device

Go to **Messaging** and tap on **+** 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 **+** 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.



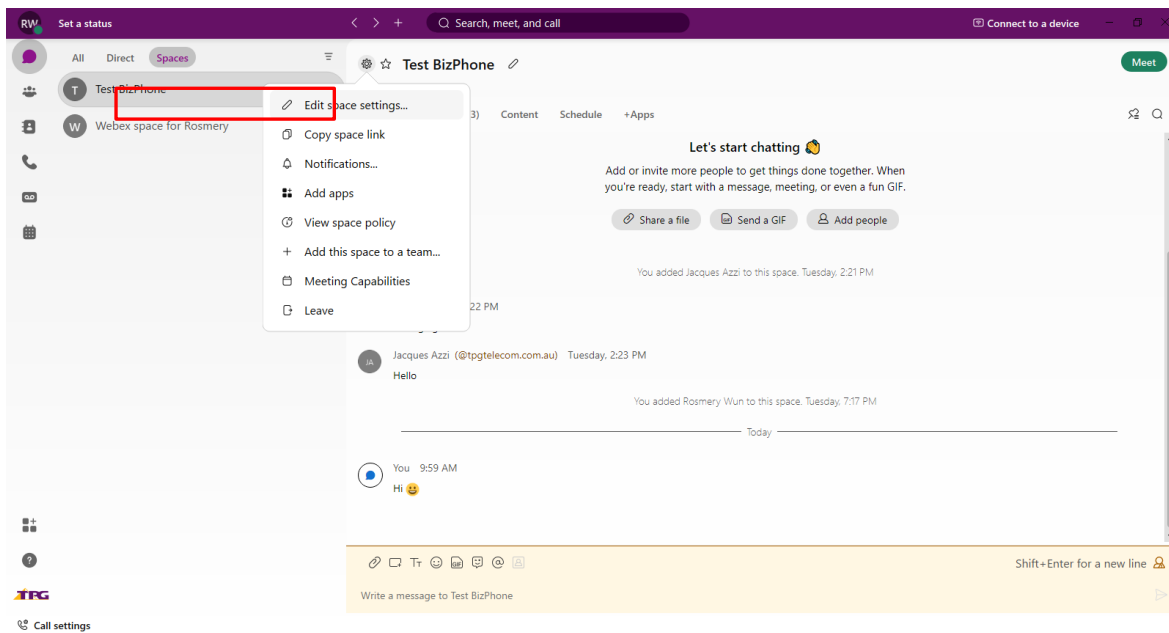
## Update a Space Name, Picture and Cover Image

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.

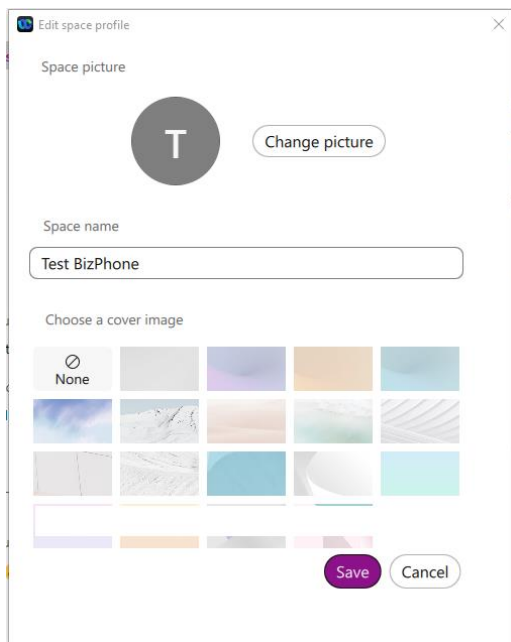
### Update Space details from Desktop device

1. Go to **Messaging** and select a space.
2. Click **Space information** 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**.

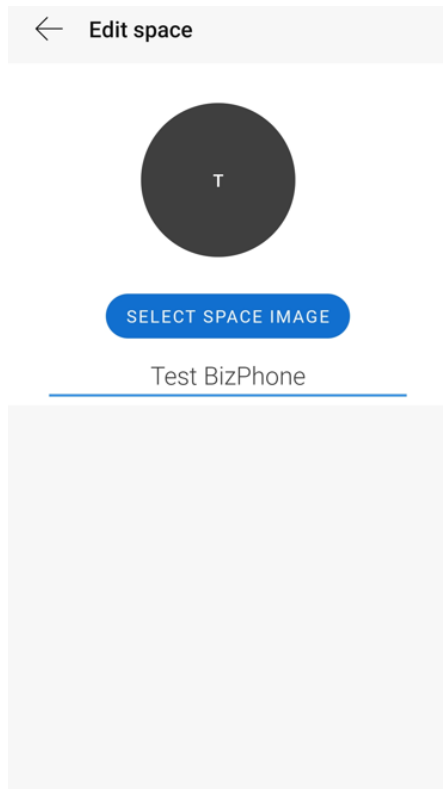
3. Go to **Space picture** and click **Change picture** to change an existing space.



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.

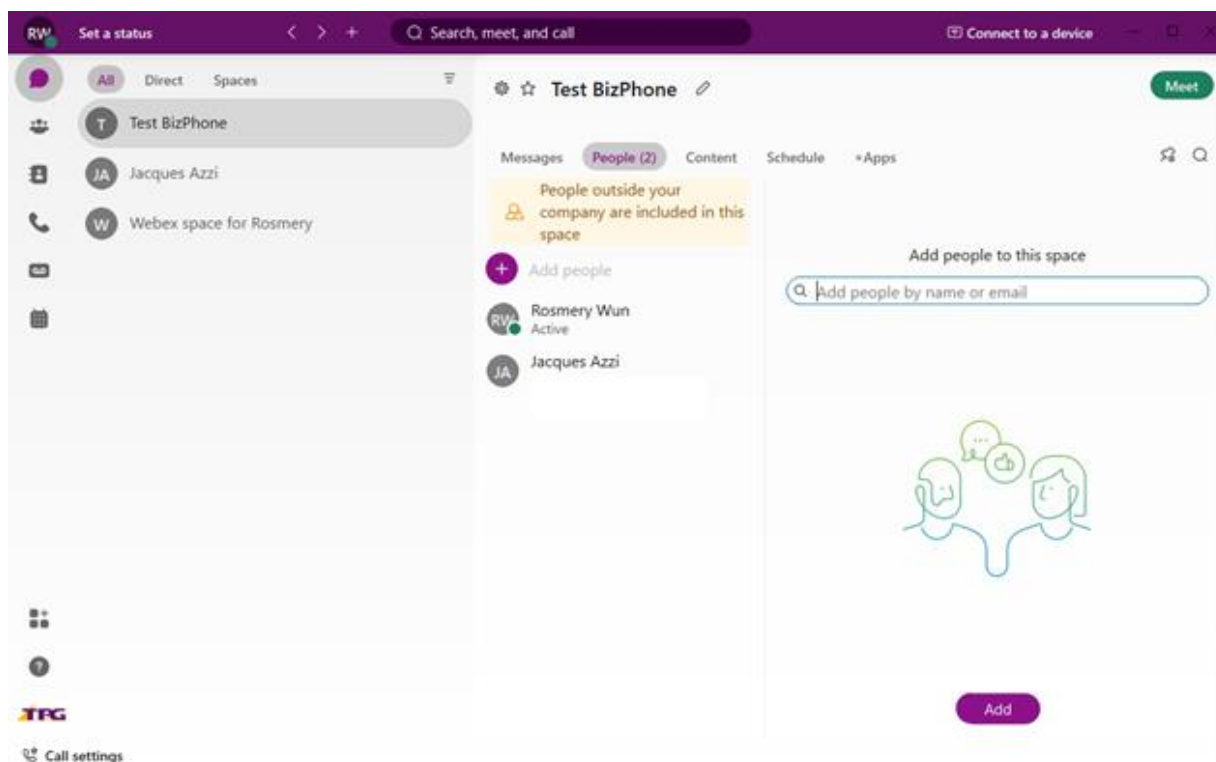




**Note:** When you rename a space, the previous name appears as a note in the message area, so you can see the history of a space name change.

## 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

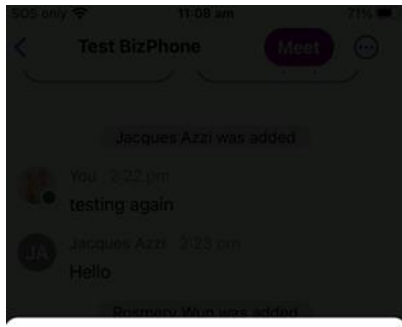


1. Go to **Messaging** , select a space and then click **People**.
2. Click **Add people** , type the first letters of their name or their email address and pick them from the list. If you selected someone that you do not want to add to the space, click their profile picture to remove them. To invite 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.

## Add people from iOS device

1. Go to **Messaging** and select a space.
2. Tap the activity menu , choose **People**.



Screen share

People (3)

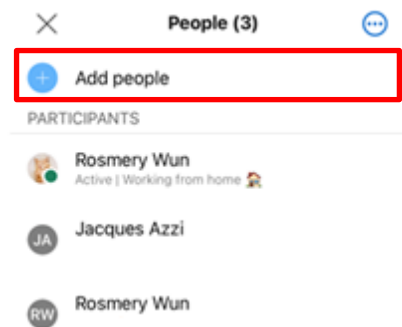
Content

Pins

Schedule

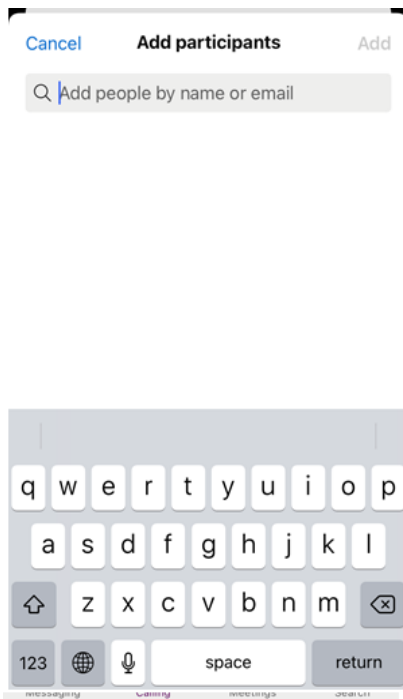
Info

3. select **Add people**.




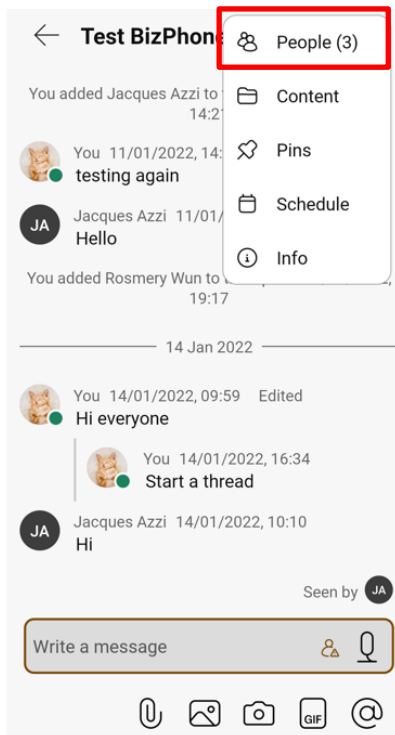
4. Type the first letters of their name or their email address and select from the list. Tap **Add**. Once you add someone to a space, they will receive a notification that they have been added.



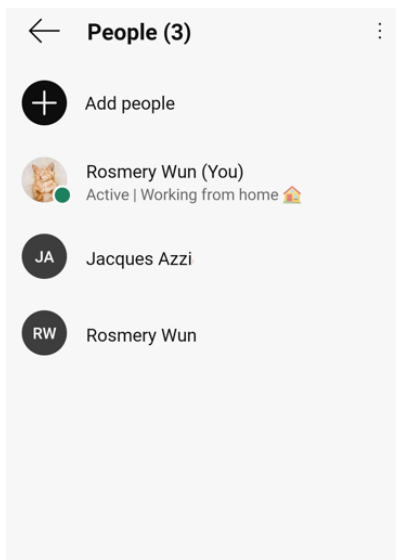


### Add people from Android device

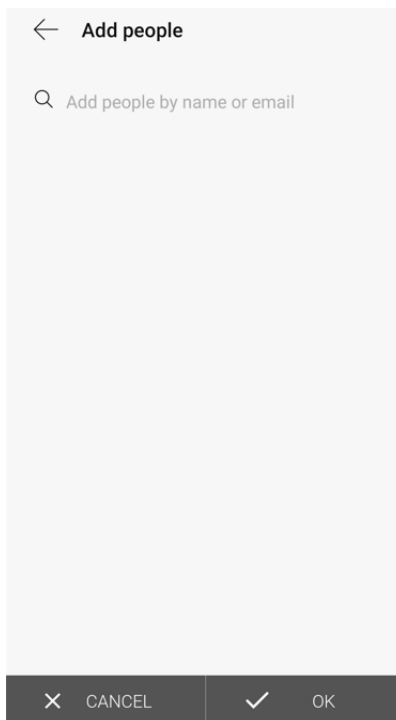
1. Go to **Messaging** and select a space.
2. Tap the activity menu , choose **People**.



3. Select  **Add people**.




4. 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**.

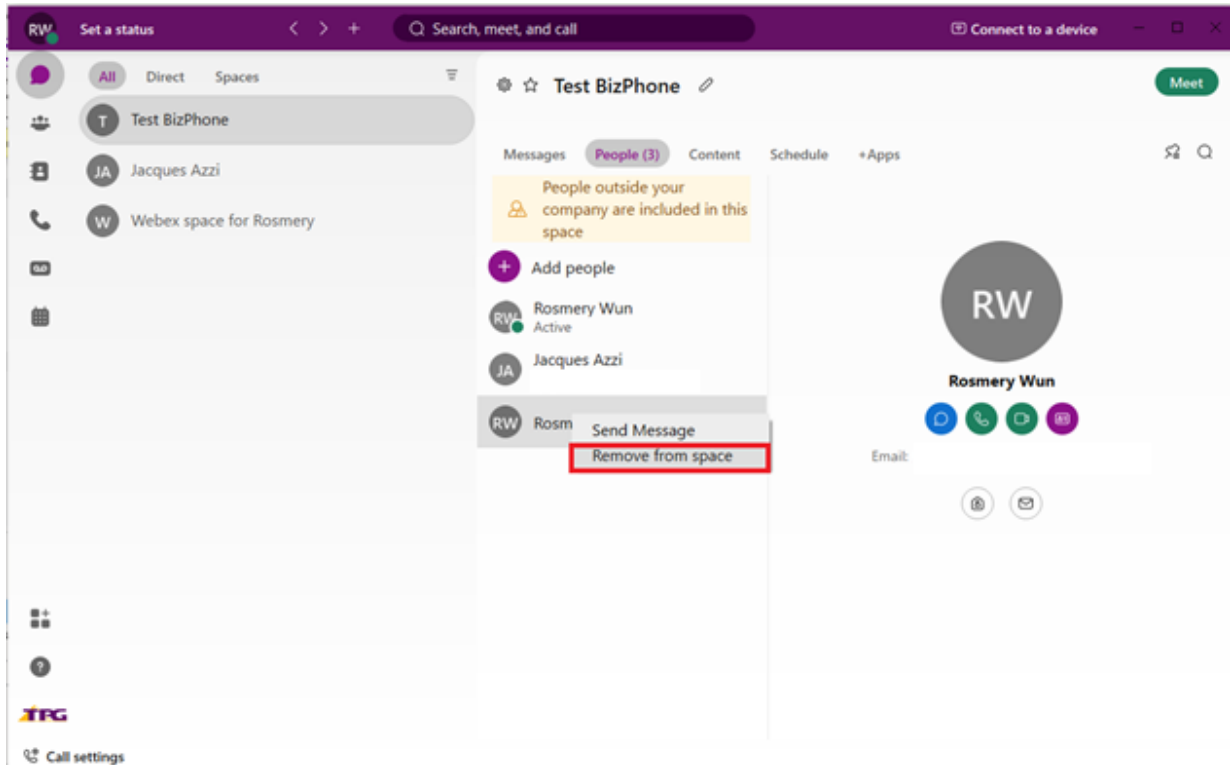


## Remove Someone from a Space



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

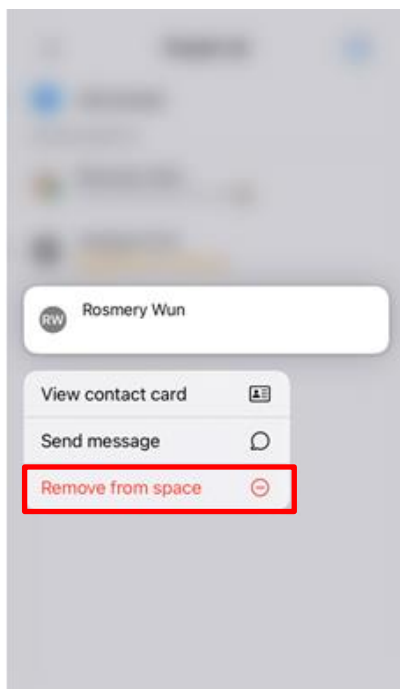
### Remove someone via Desktop app

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



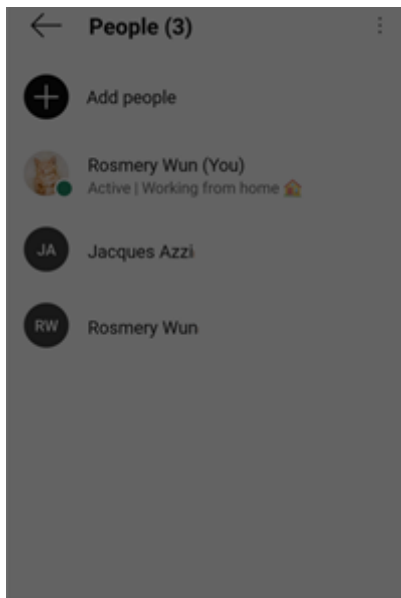
### Remove someone via iOS device

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



## Remove someone via Android device

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



Send Message

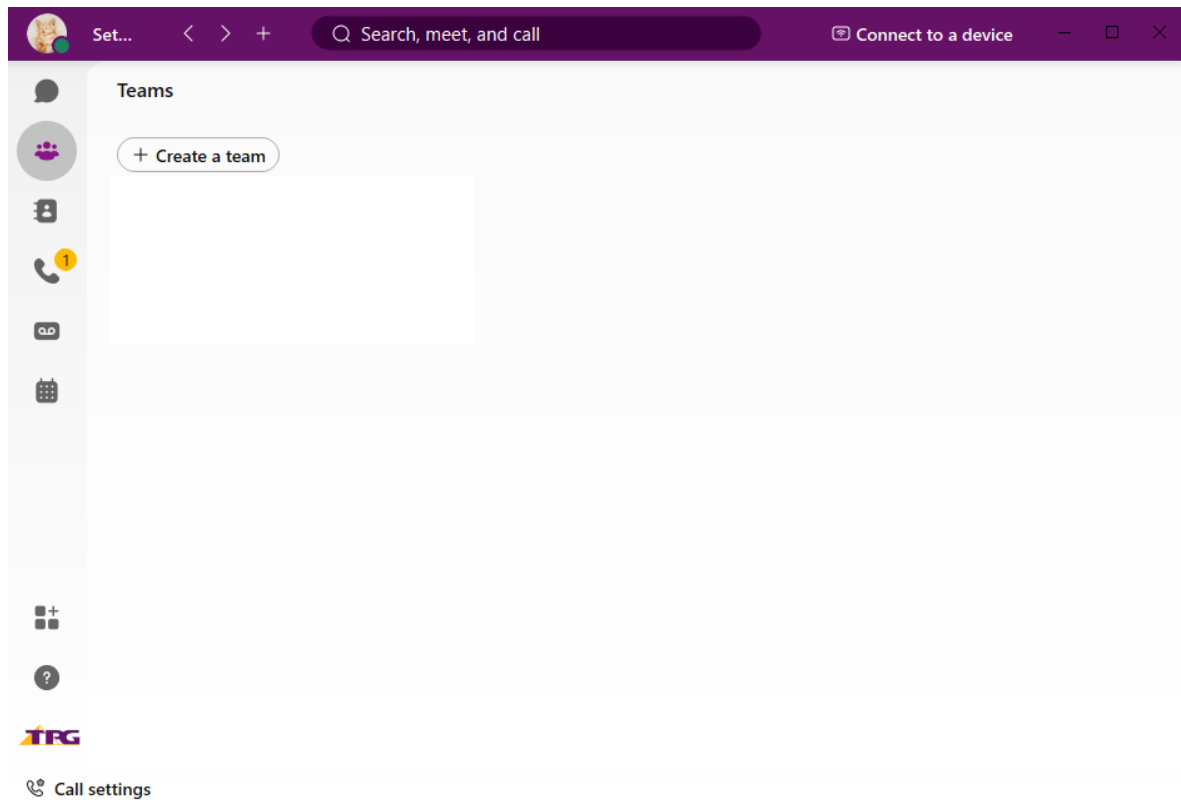
Remove from space

## Create a Team

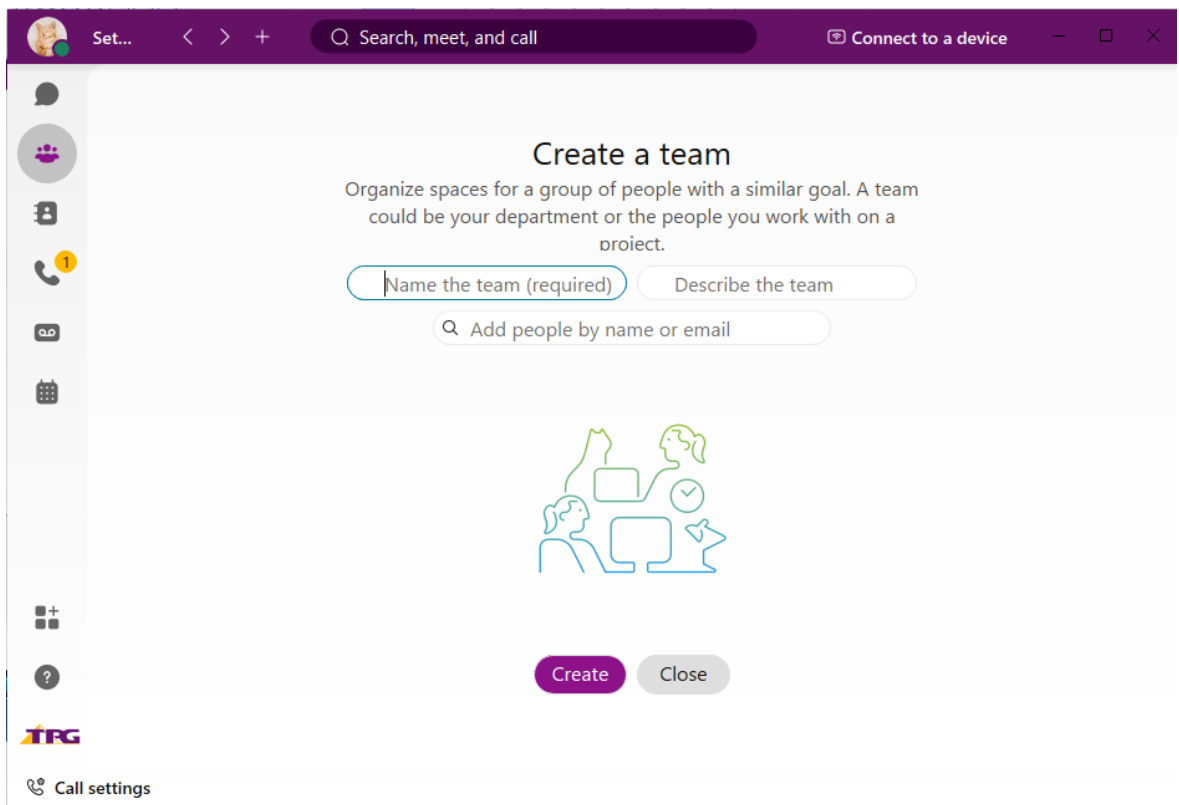
In BizPhone App, Team helps you categorise multiple spaces into a common theme. This is handy if you a large project that includes multiple departments team members discussing on specific pieces of the project, i.e. you can add space to a Team.

### Create a Team from Desktop device

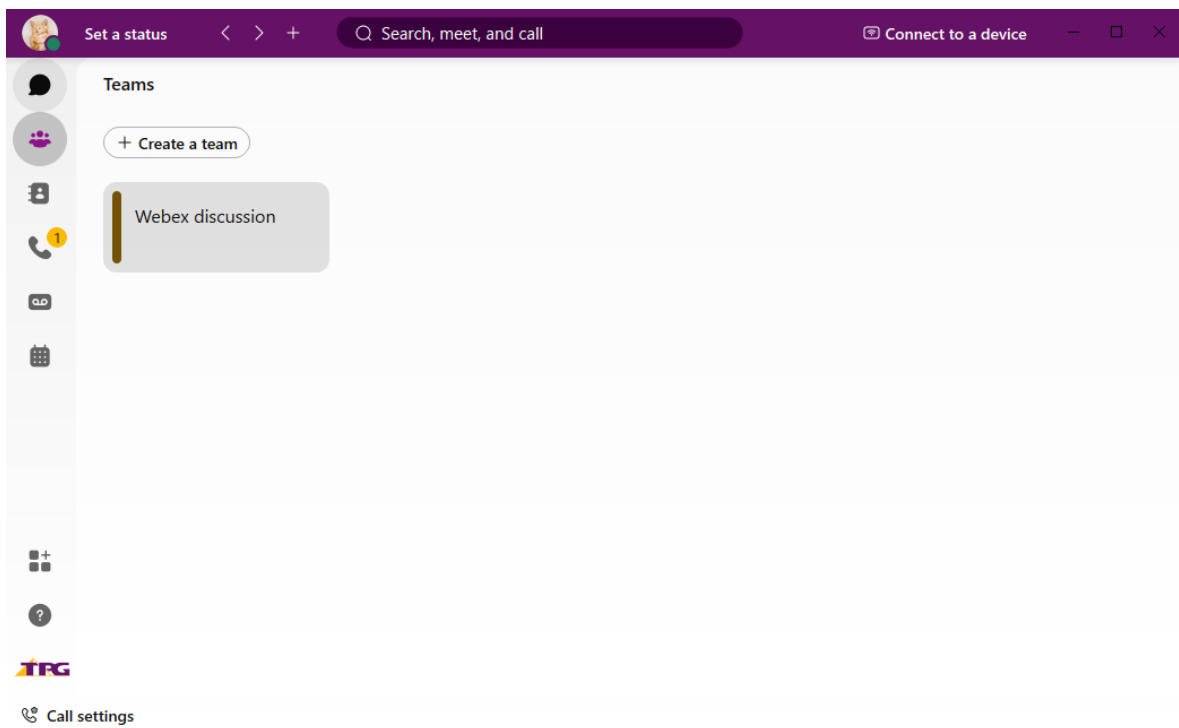
1. Go to **Teams** , click  .



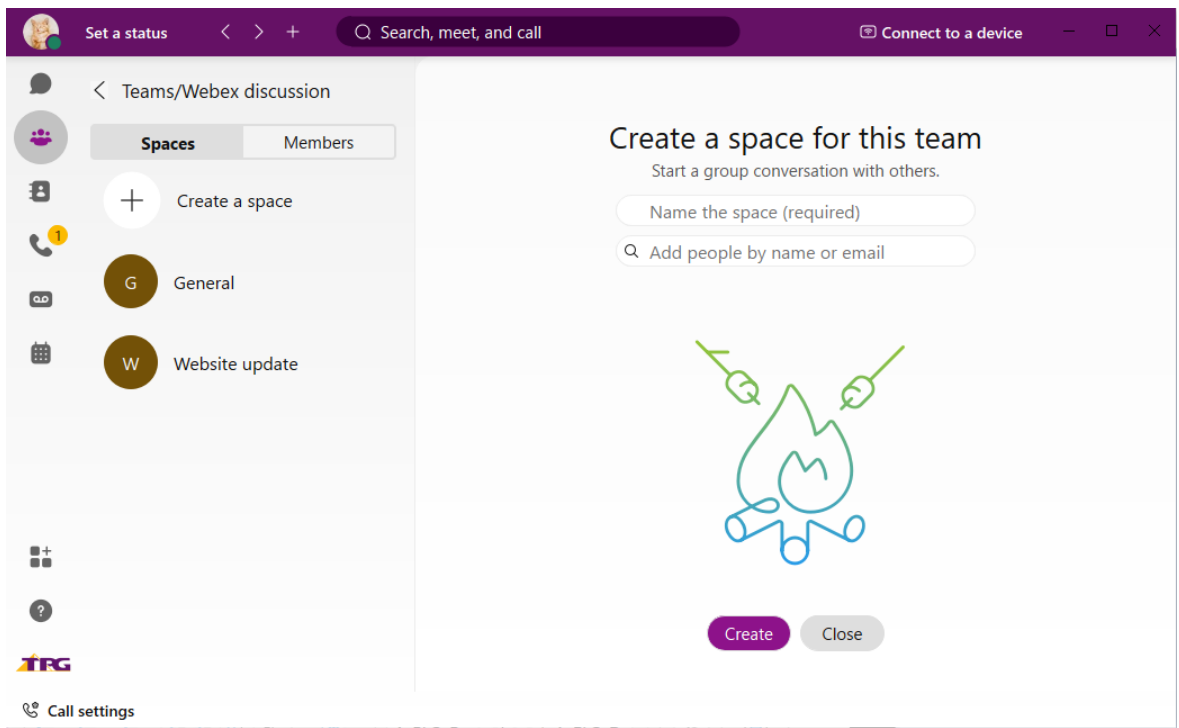
2. Enter the Team name, Team description and add people to the Team and click **Create**.



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

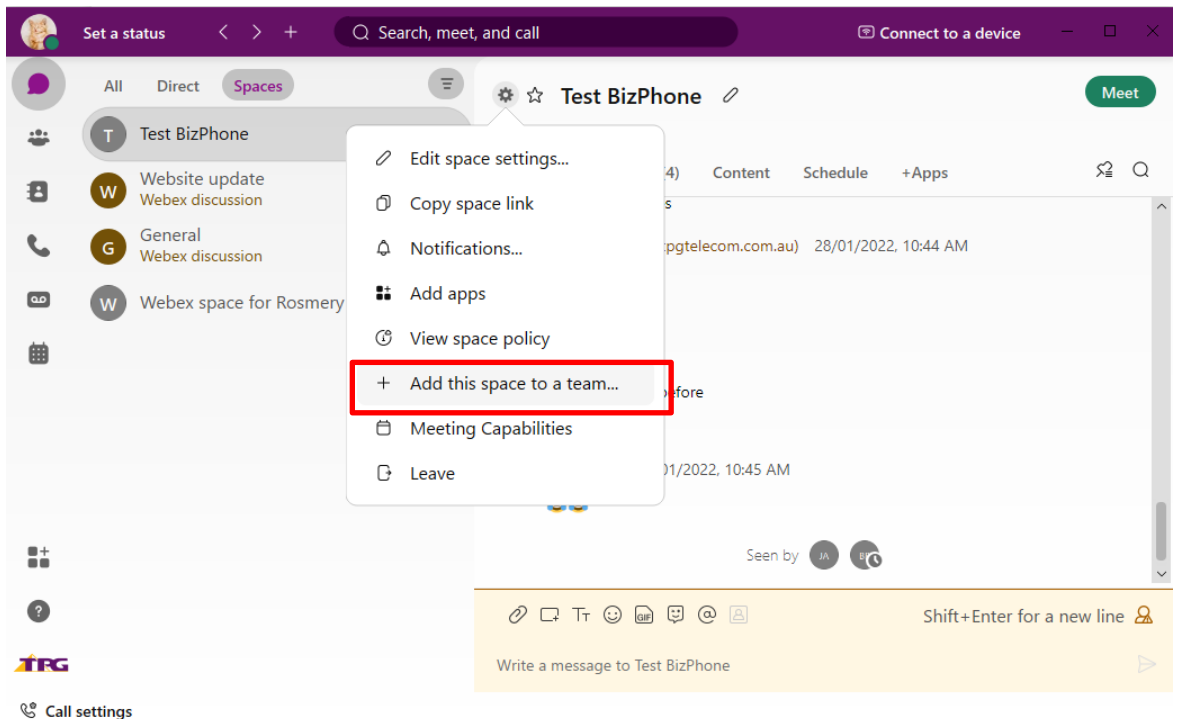


4. You can create a space for this Team you have just created by clicking on the Team name and then click **Create a space** and enter the space details on the right and click **Create**. The space you have just created will appear on the left of the screen (see below "Website update" as example).

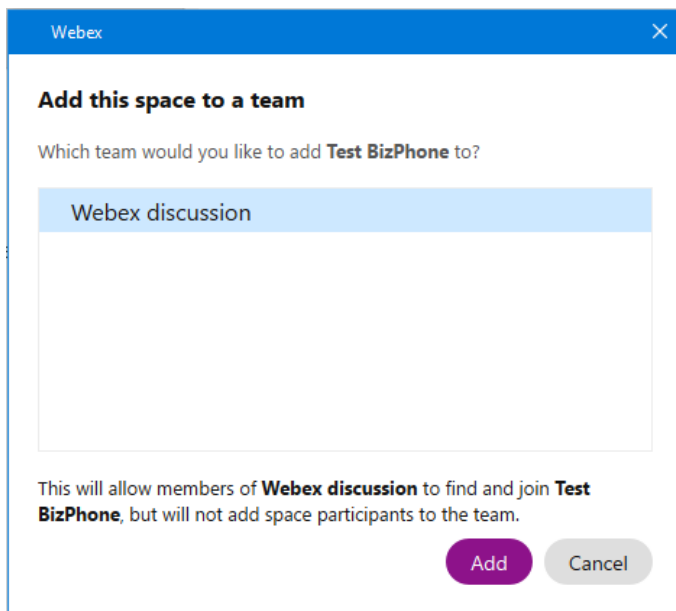


Or you can add an existing Space to the Team. To add existing Space to a Team:

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**.

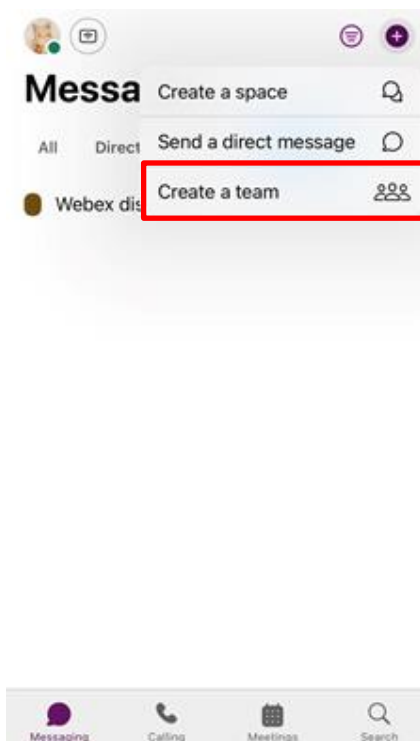


2. Choose the Team that you wish to add the Space to and click **Add**.



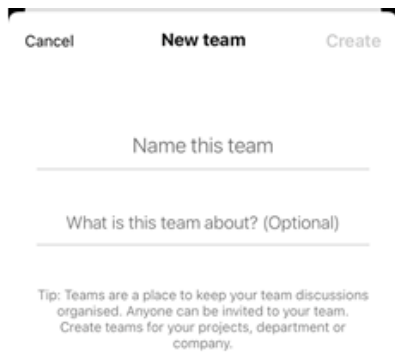
### Create a Team from iOS device

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

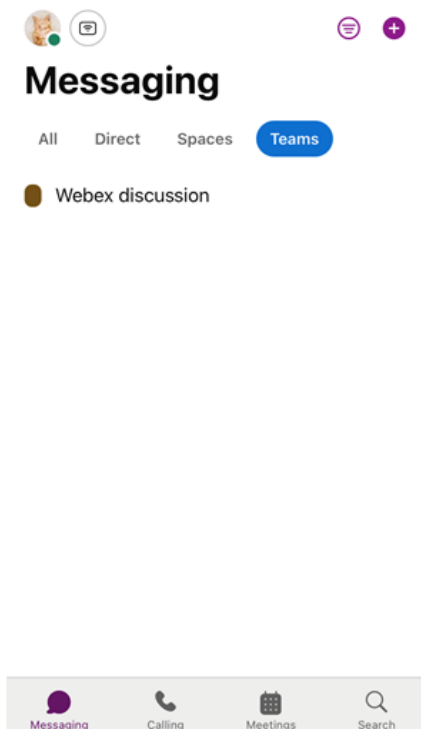


2. Enter the name and description for the Team and tap **Create**.

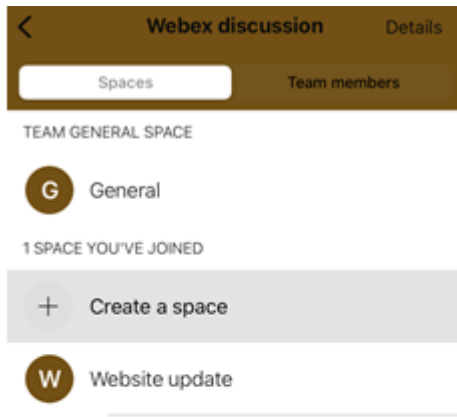




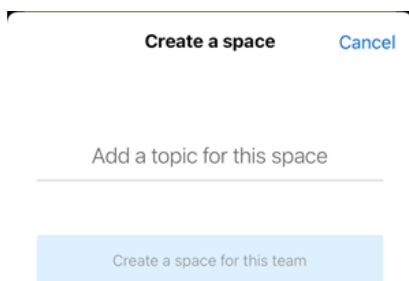
3. The Team is created and appear in the Teams list.




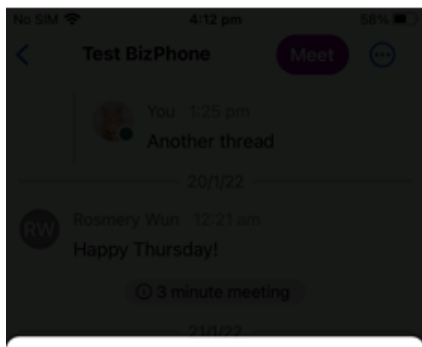
4. You can create a space for this Team you have just created by tapping on the Team name and then tap **Create a space**.



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.



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**.



Screen share

People (4)

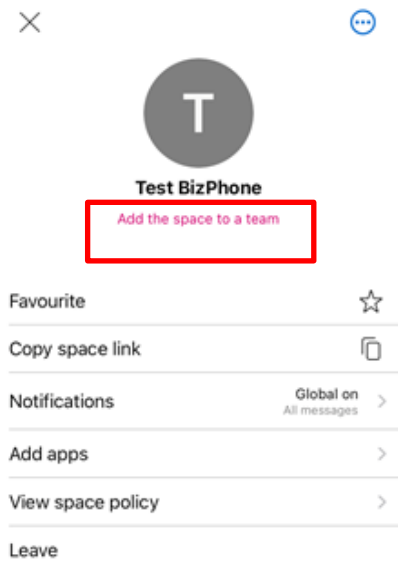
Content

Pins

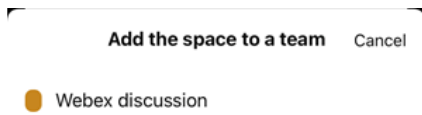
Schedule

Info



7. Tap **Add the space to a team.**

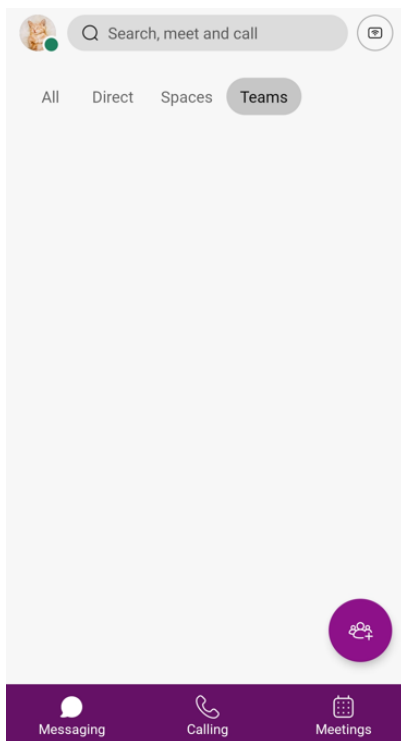


8. Tap on the Space you wish to add.

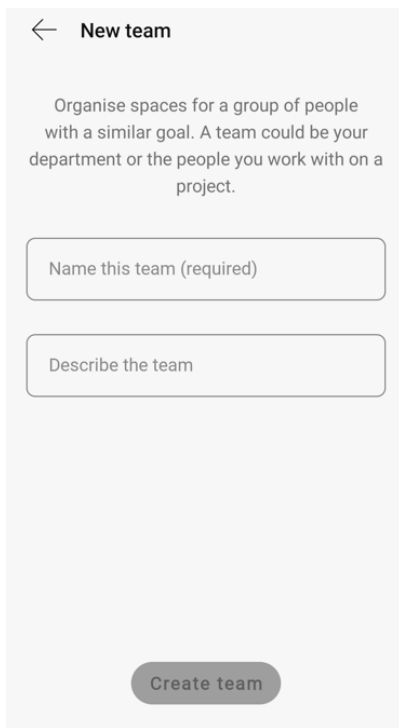


## Create a Team from Android device

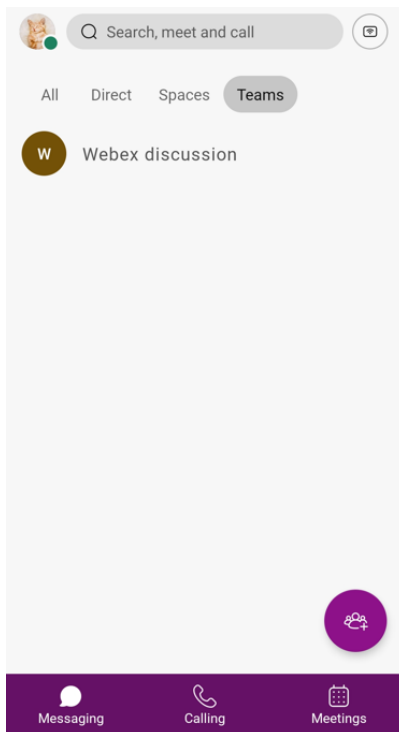
1. Go to **Messaging**  and go to the **Teams** tab and tap on .




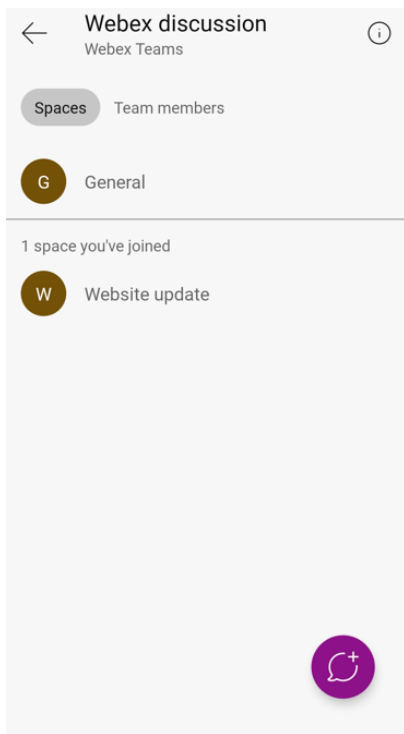
2. Enter the Team name and description and tap on **Create team**.



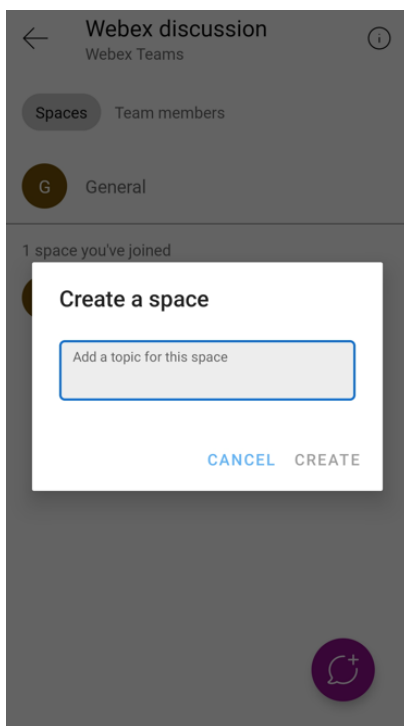
3. The Team is created and appear on the Teams list.




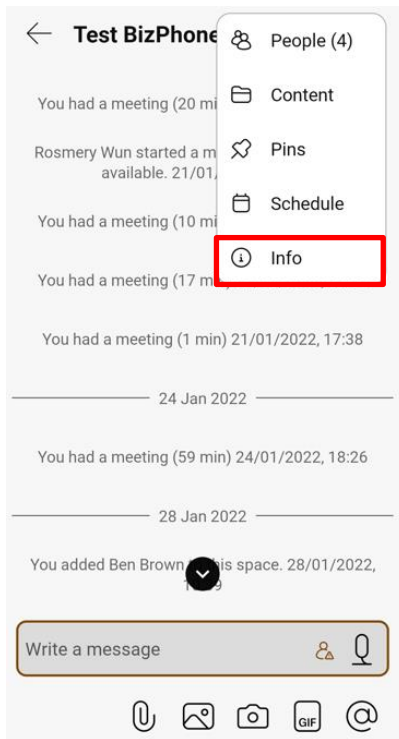
4. You can create a space for this Team you have just created by tapping on the Team name and then tap .



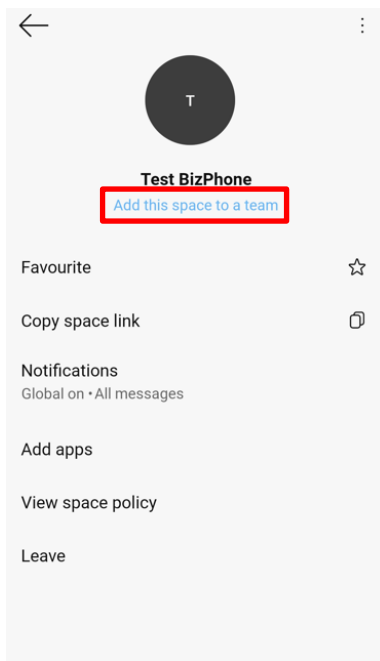
5. Enter the space name and tap **Create**.



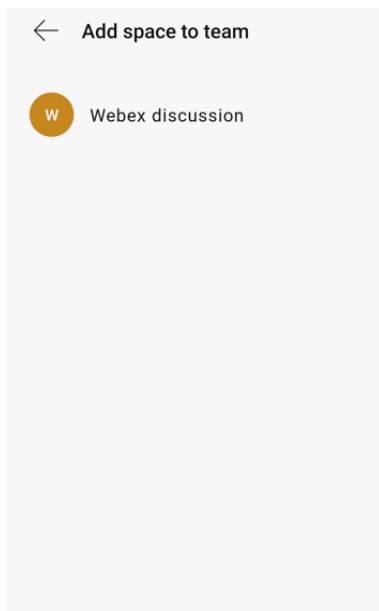
6. You can also add an existing Space to the Team. Go to the Space you wish to add and tap on  on the top right corner and select **Info**.



7. Tap **Add this space to a team.**

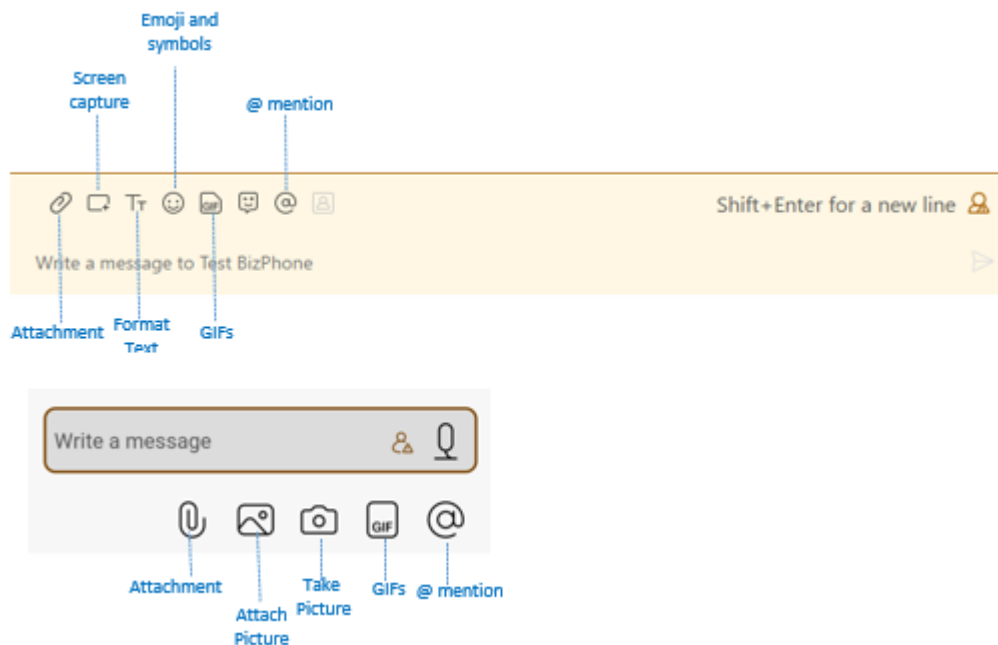


8. Tap the Team that you wish to add the Space to.



## Send a Message

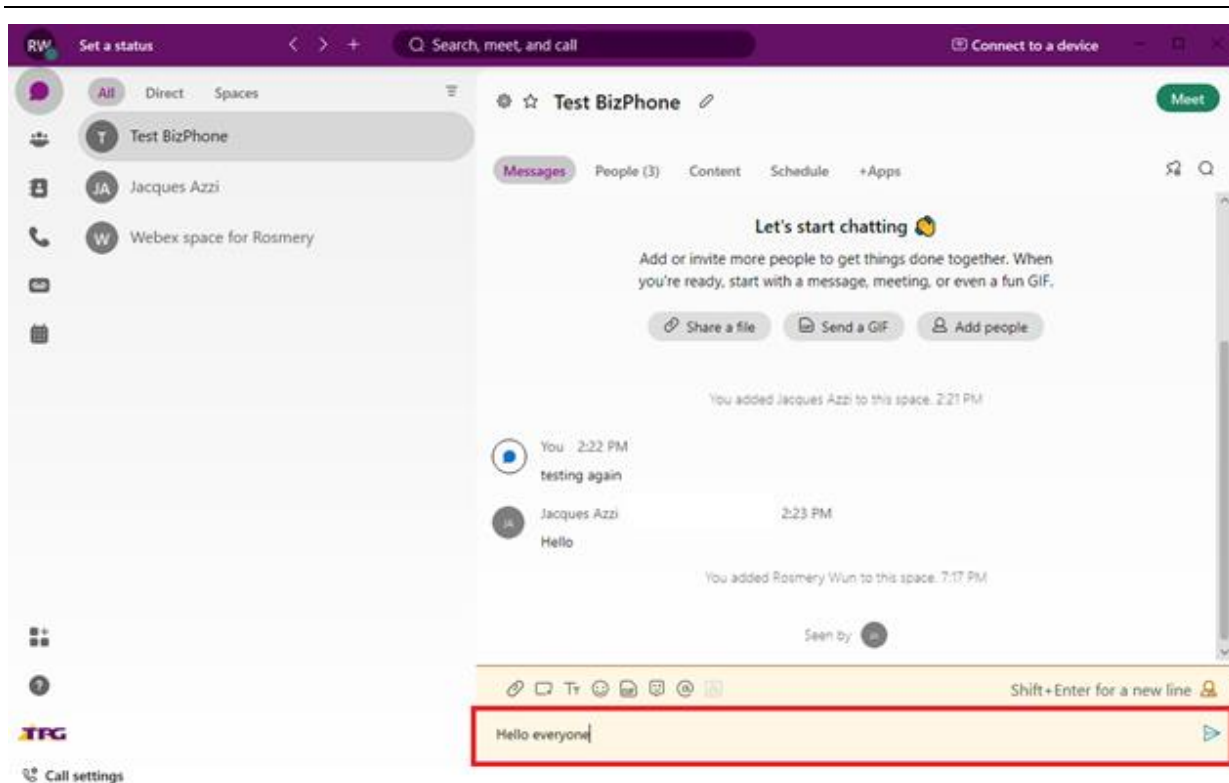
You can send a message to someone directly or to a group space. You can make it more stand out with text formatting and emojis. You can also share files, pictures, videos and even gifs. Use @mentions to get attention of the people you are mentioning. You can also see who has read your message after you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



## Send a Message from Desktop device

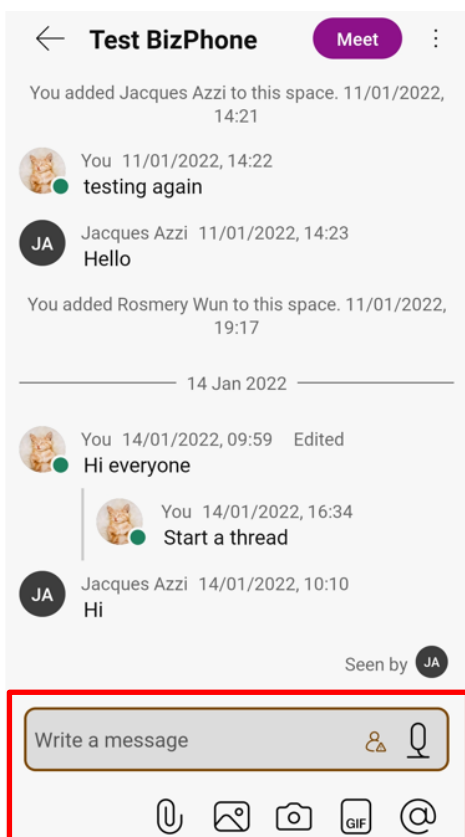
1. Go to **Messaging**, choose a person or a space and click the **Messages** tab.
2. Select a person or a space from your spaces list.
3. Click the message area and then type your message.
4. Click **➤** or press **Enter** to send your message.






### Send a Message from Mobile device

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



## Format a Message (Windows and Mac only)

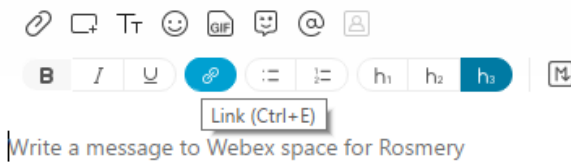
You can make your messages easier to read by adding rich text formatting such as headers, bold, and other styles. When you send formatted text in a message on Webex for Windows or Mac, users on Webex for iPhone, iPad or Android can see the formatting. However, when you send underlined content in a message,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

Select  and then choose the formatting that you want to use.

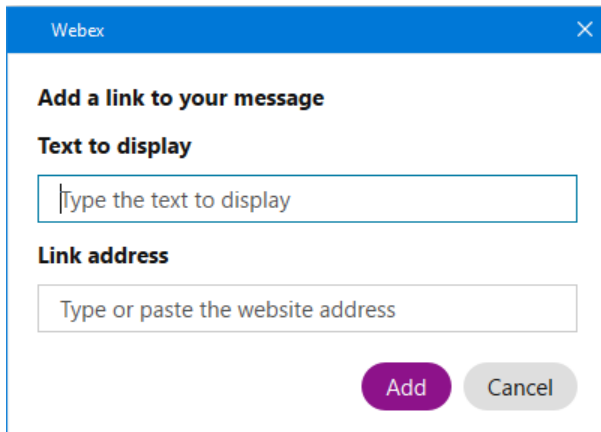


You can add headers and lists or apply bold, italic and underline styles.

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**.



## 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 on a Space

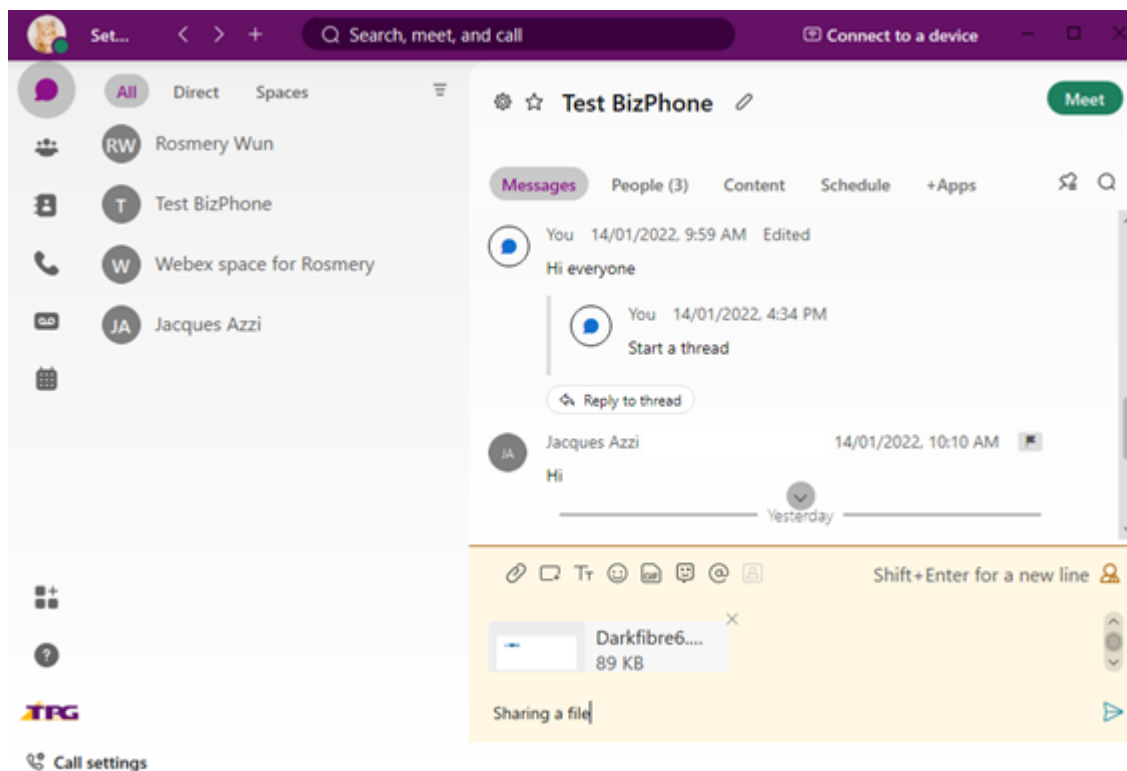
### Sharing files on a Space from Desktop device

1. Drag and drop a file or choose from a file source.



- Drag and drop a file:
  - Go to **Messaging**, 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.

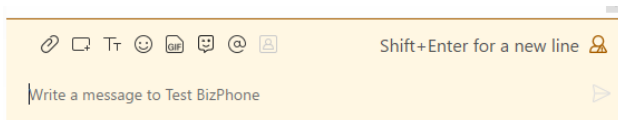
Notes:


- 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.







- Select a file source:

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

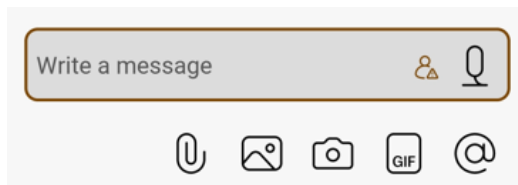


2. Click  to send the file.

### Sharing files on a Space 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:
  -  **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** .


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

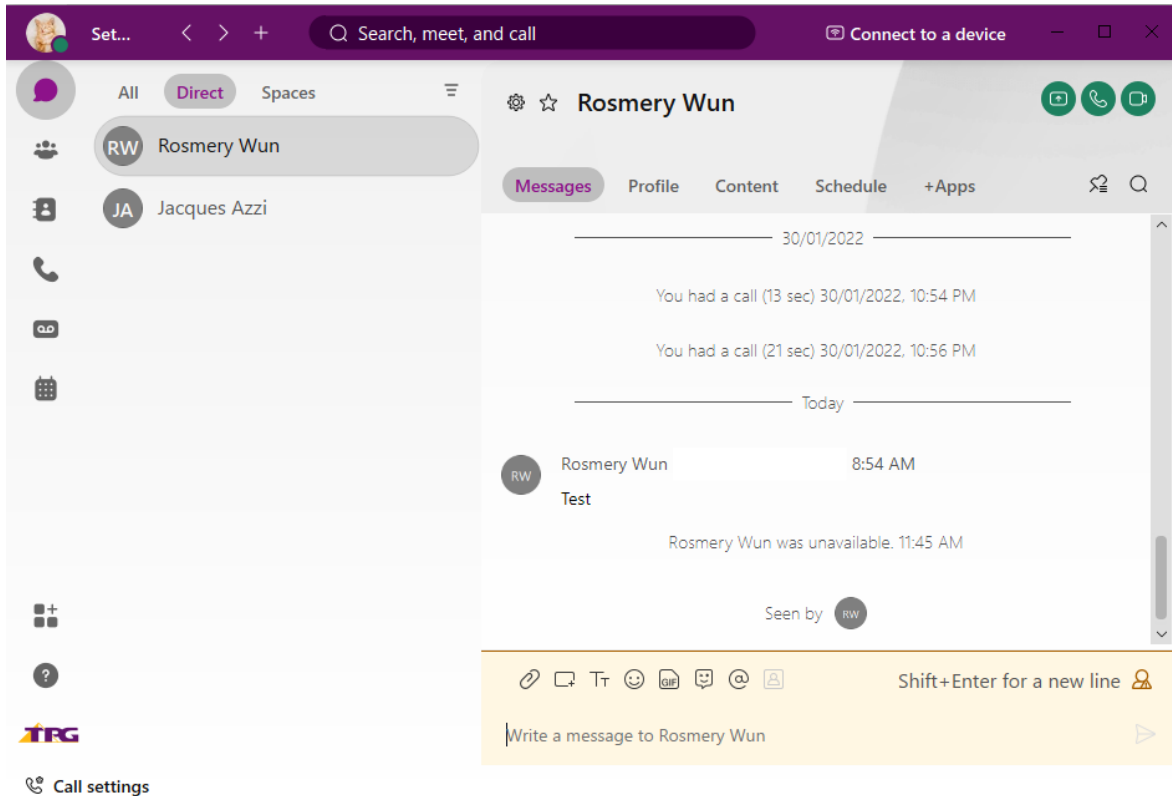


## Share screen with someone on a Message

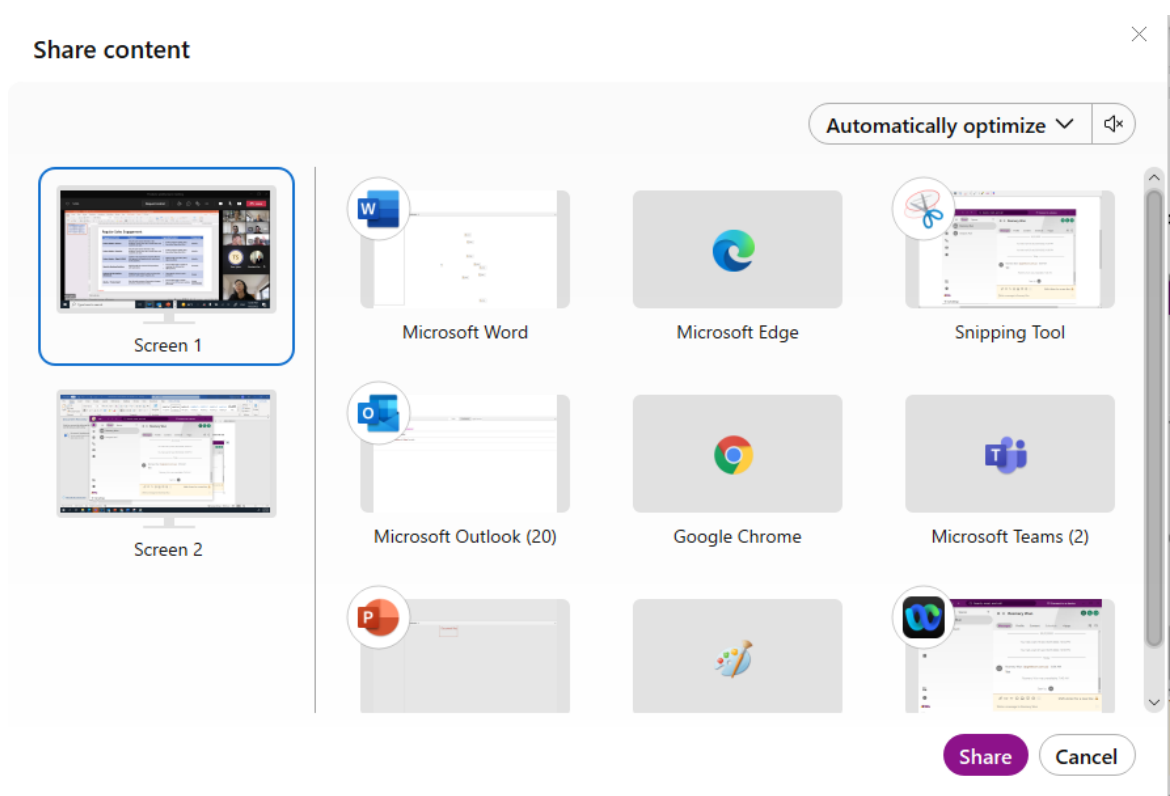
You can share your screen with someone on a Message on both desktop and mobile device.

### Sharing screen with someone from Desktop device

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

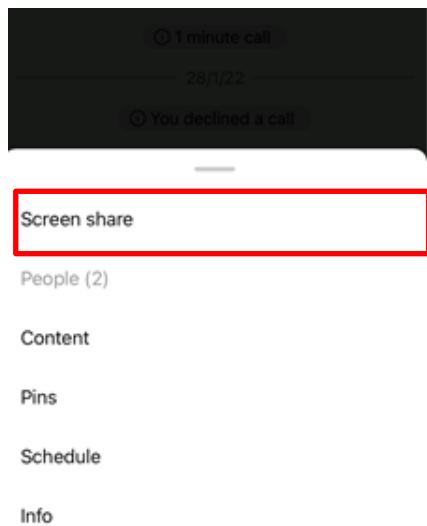


2. Select the screen you wish to share and click **Share**.

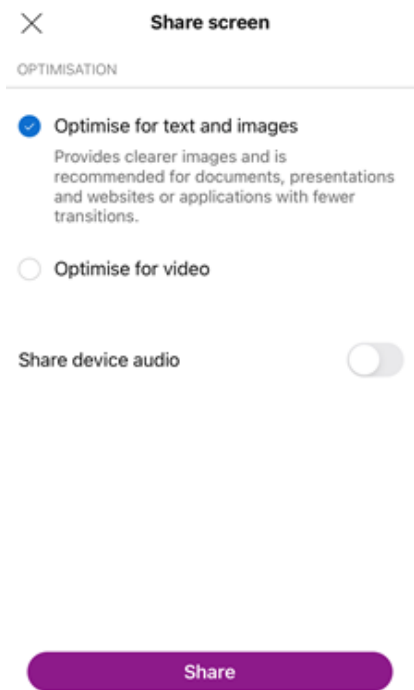


### Sharing screen with someone from iOS device


1. Go to **Messaging** 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**.

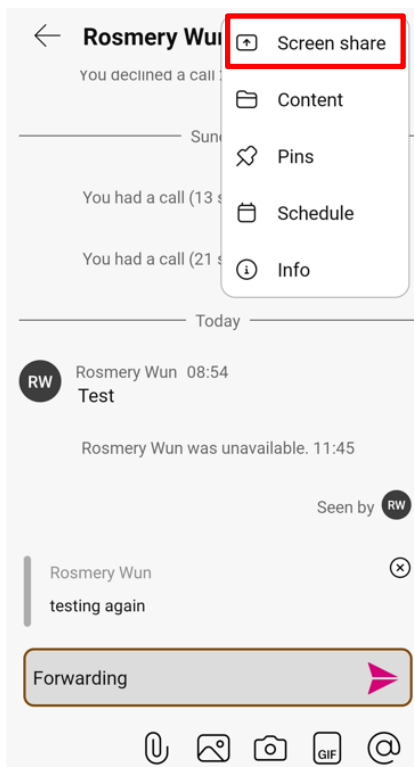


2. Choose your Optimisation option and tap **Share** to start sharing your screen.

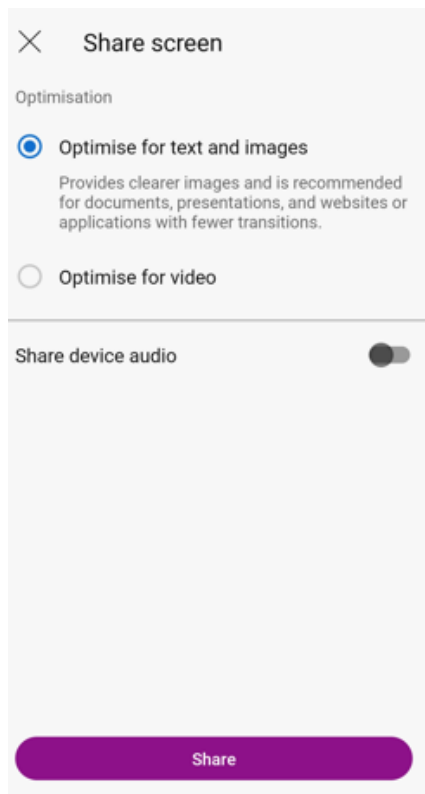


### Sharing screen with someone from Android device

1. Go to **Messaging** 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**.

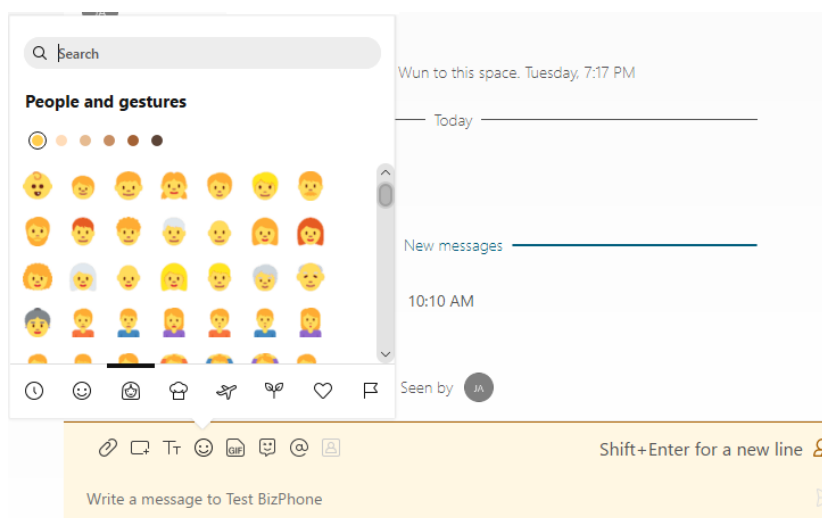


## Adding Emojis to your messages

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** 😊 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.





## Adding Emojis on MAC

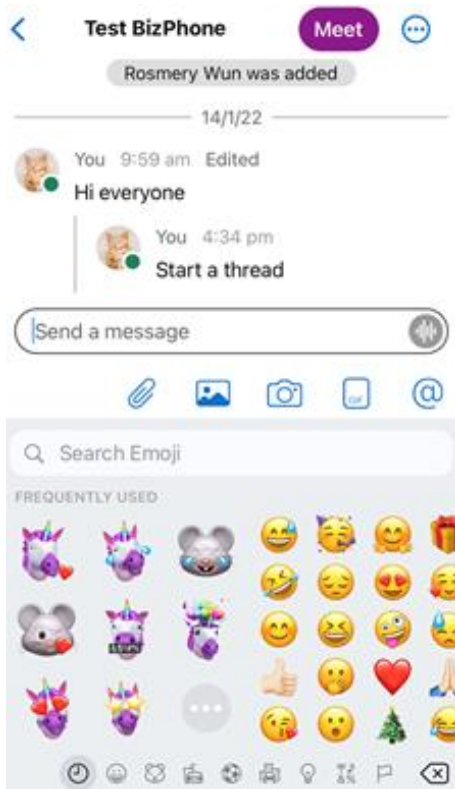
On your MAC app, you have access to a large library of categorised and searchable emojis.

Select **emoji** 😊 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.



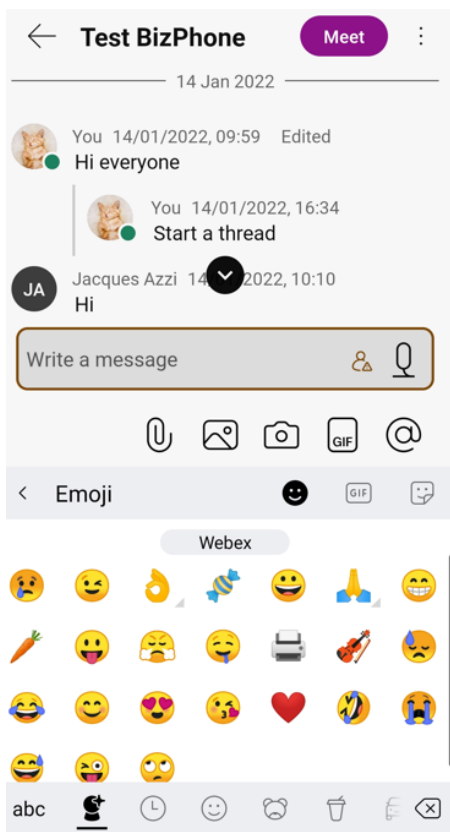
## Adding Emojis on iOS

Select **emoji** 😊 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

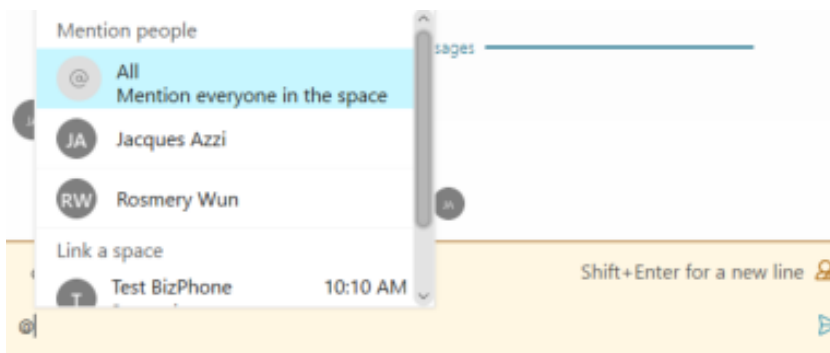
Tap **emoji** 😊 when you are typing your message. Tap the emoji you want to use and send the message.



## 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.




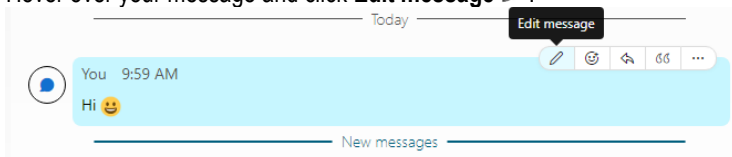
If you want to get everyone's attention, type @All when you want to share something important with everyone in the space.

## Edit Messages

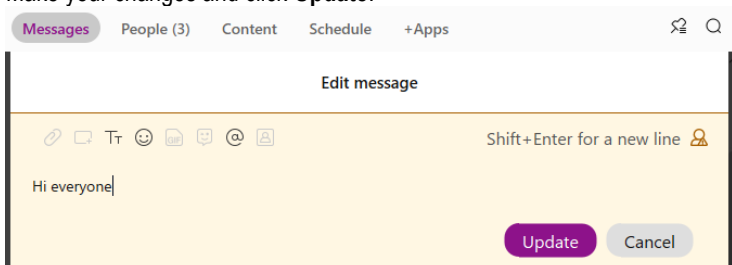
You can edit the text of your messages after you have sent them, including messages with attachments except for messages that have audio file attachments.

### Edit messages from Desktop device

- Hover over your message and click **Edit message** .



- Make your changes and click **Update**.

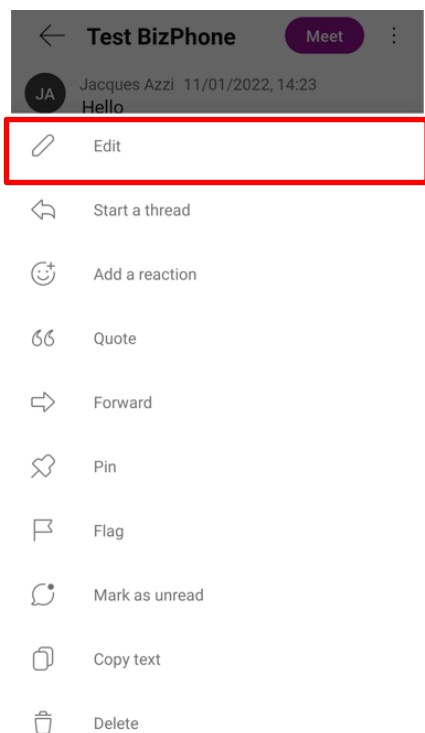


You will see **(Edited)** next to the message in the space. **Note: you can only edit a message 5 times.**

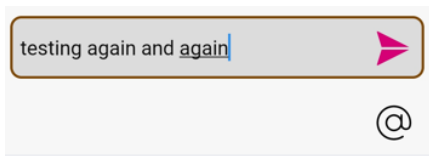


### Edit messages from Mobile device

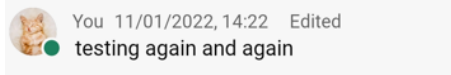
- Long press your message and tap **Edit**.



- Make your changes and tap  to send.




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

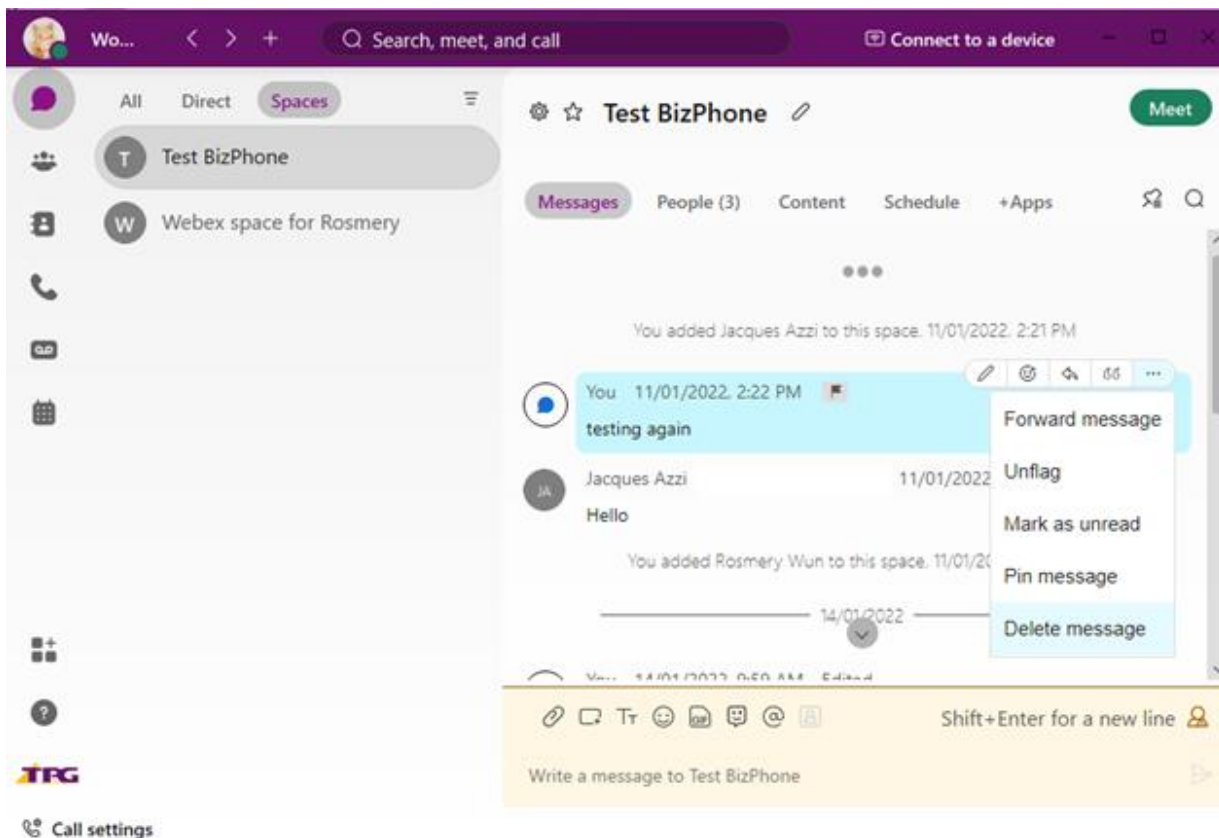


## Delete Messages and Files

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

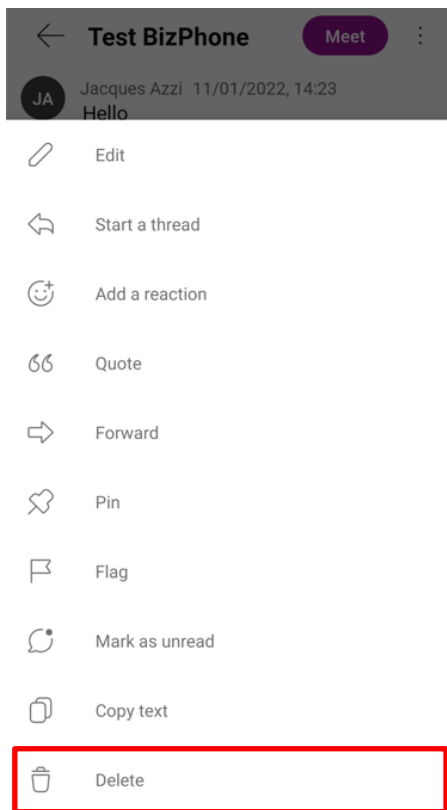
### Delete messages and files from Desktop device

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.



## Delete messages and files from Mobile device

Long press the message or file and tap **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

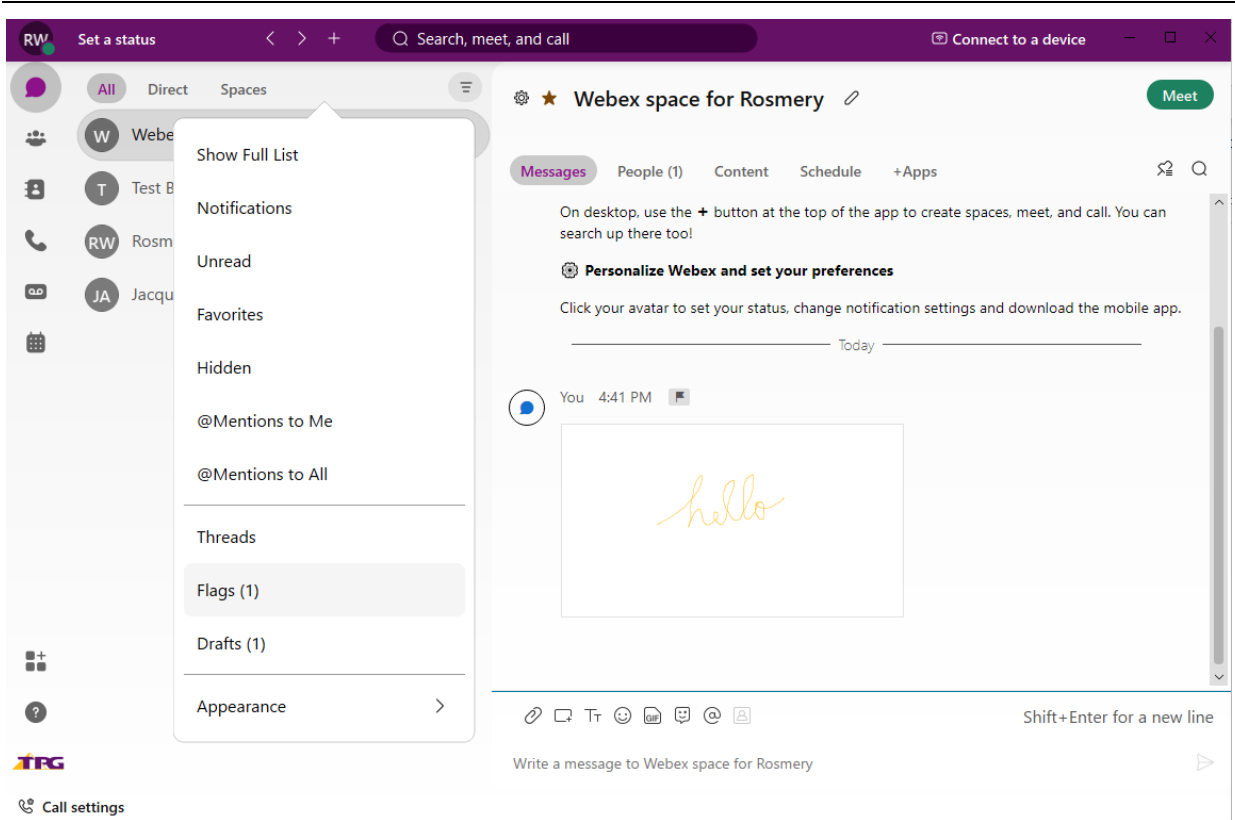
Hover over the message and click **More actions** ..., then click **Flag for follow up**.



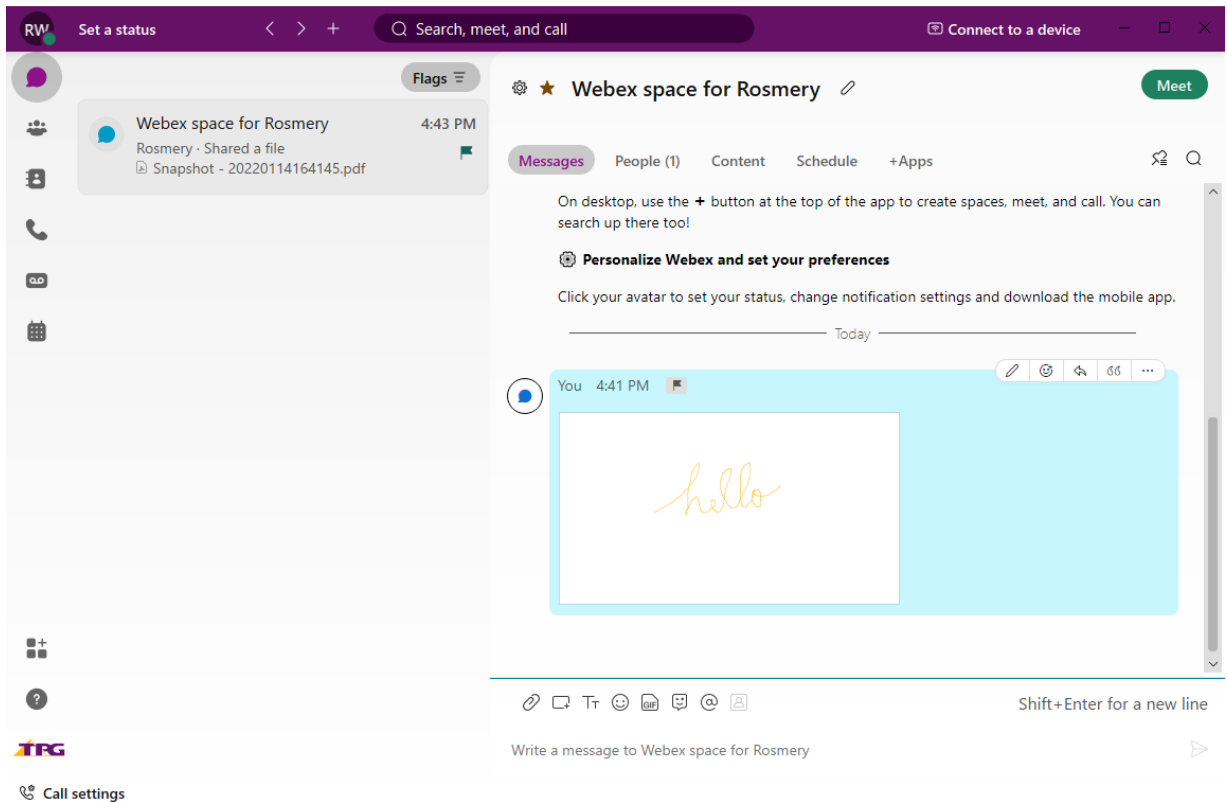
You will see a flag  beside the person's name and time of the message.



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

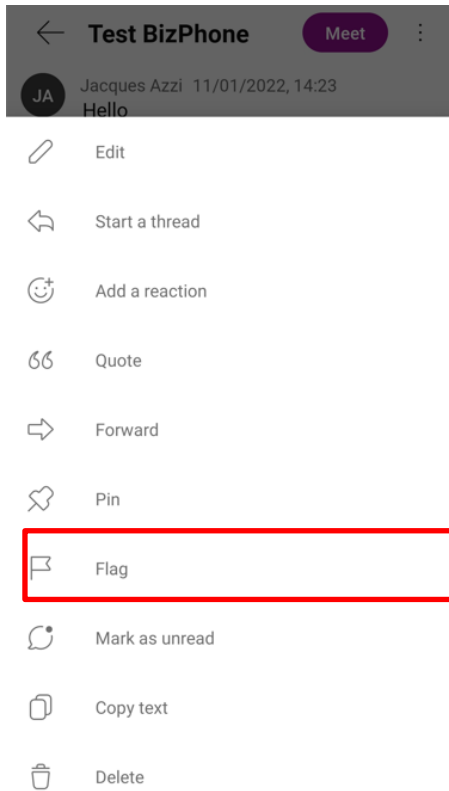



Then only the Flags messages will be displayed.

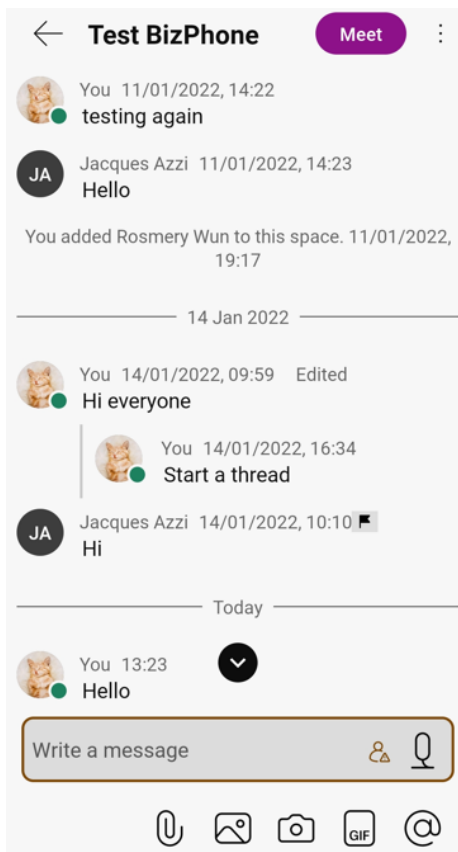



## Flag messages from Mobile device

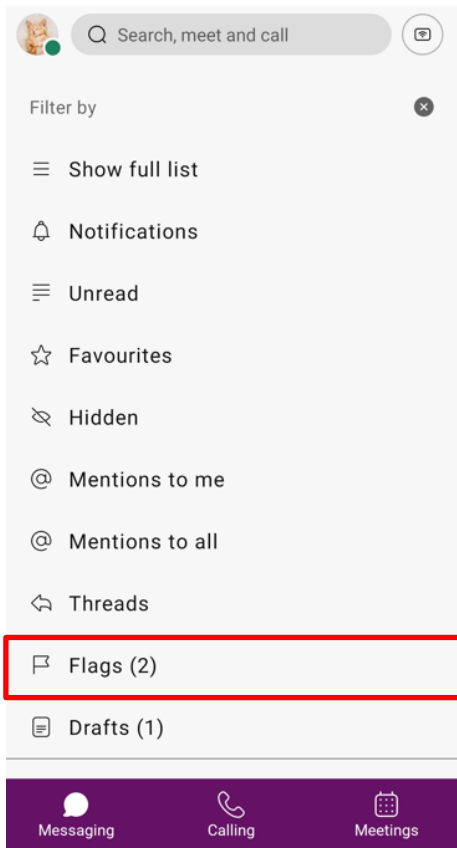
Long press the message and tap **Flag**.



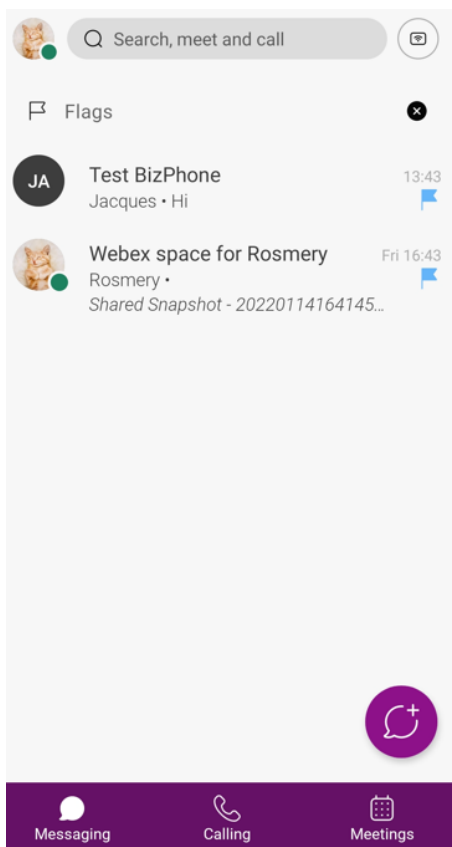
You will see a flag  beside the person's name and time of the message.



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.




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




← **Test BizPhone** Meet ⋮


 You 11/01/2022, 14:22  
testing again

 Jacques Azzi 11/01/2022, 14:23  
Hello

You added Rosmery Wun to this space. 11/01/2022, 19:17

 Start a thread

 Add a reaction

 Quote

 Forward

 Pin

 Unflag


 Mark as unread

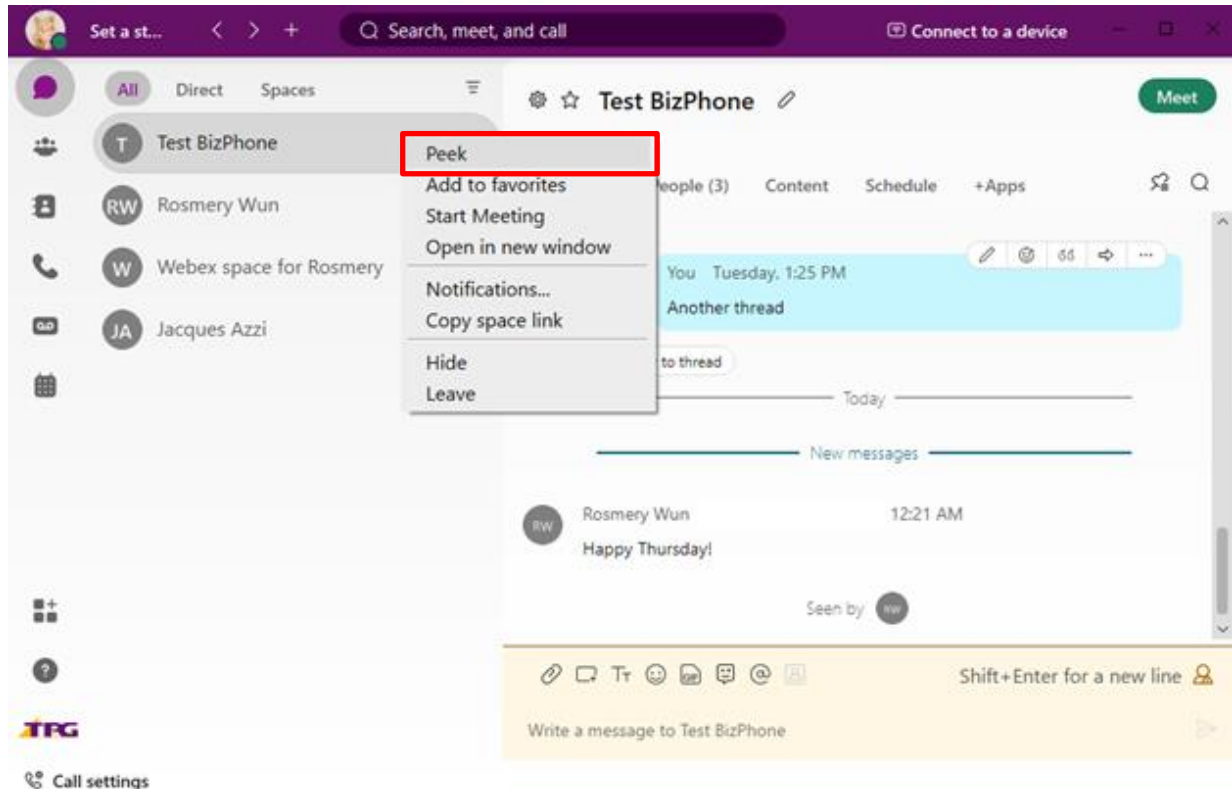
 Copy text

## 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** , right click an unread space and then click **Peek**.



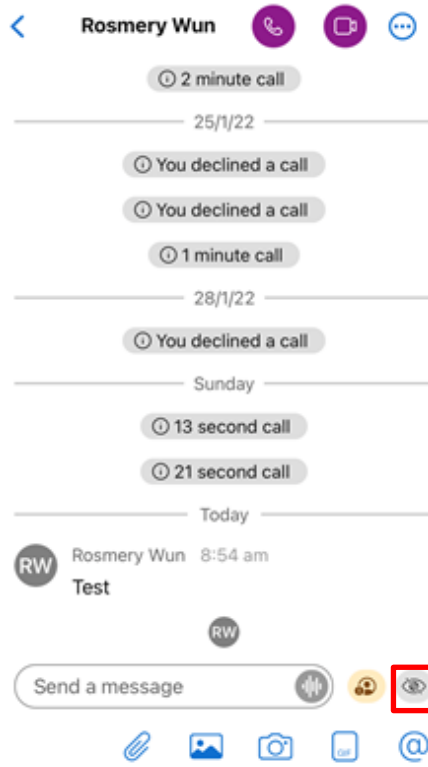
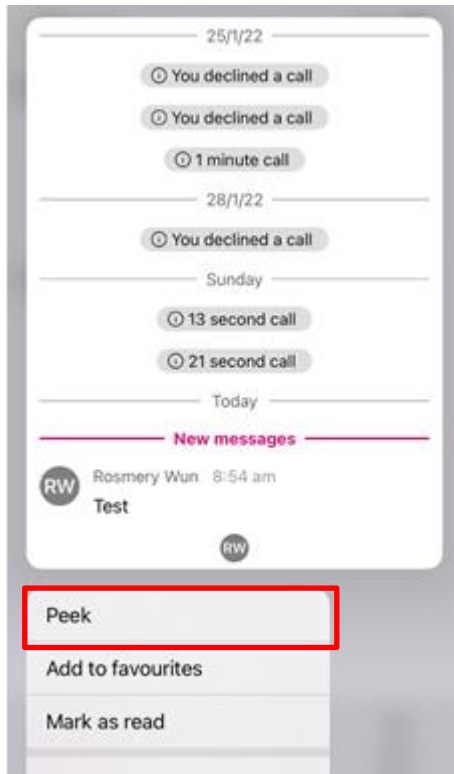
### Peek your unread messages on Mobile app

Go to **Messaging** , long press an unread space and then tap **Peek**.

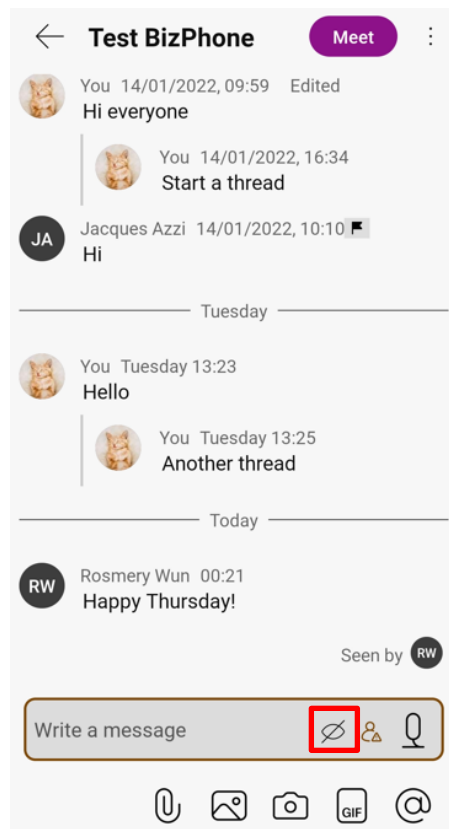
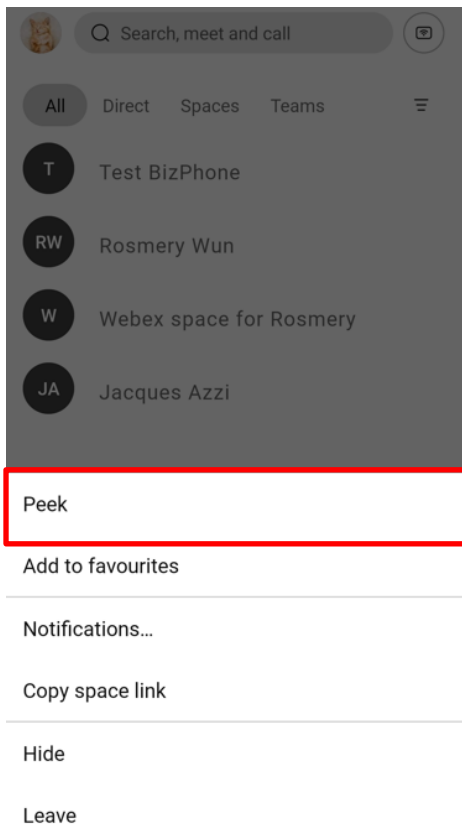
You will see the peek mode icon  in the messaging area to remind you that you are peeking in a space.

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

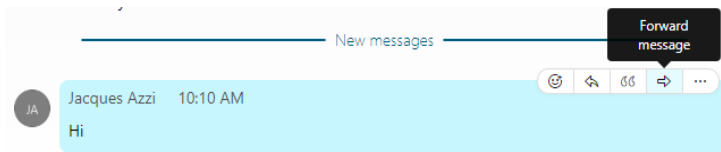


## Forward Messages

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

### Forward message from Desktop device

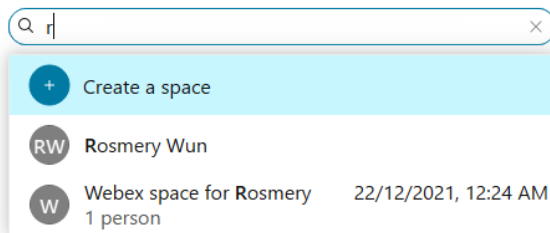
1. Hover over the message and then click **Forward message**.



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

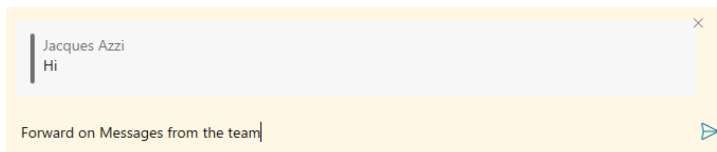
### Forward message to a person or space

Choose an existing space or create a space to start a new conversation.



Close

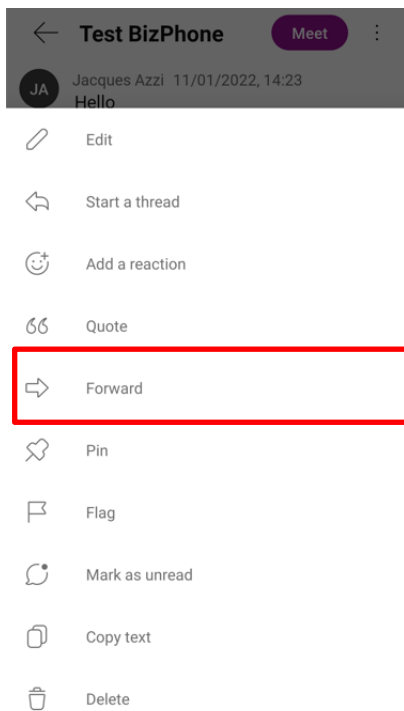
3. Type your message and then press **Enter** to forward the message.



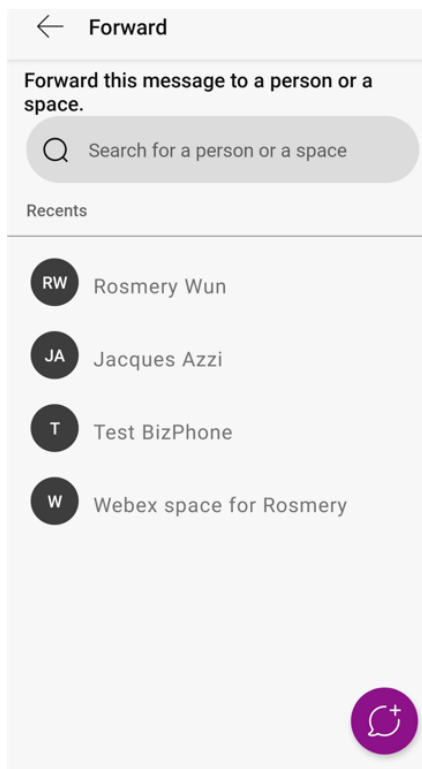
**Note:** You can forward message that include files, GIFs and images. They will not be displayed but you will see the file type that was shared in the original message. If you forward a meeting invite, the invite is not forwarded, just the meeting title.

## Forward message from Mobile device

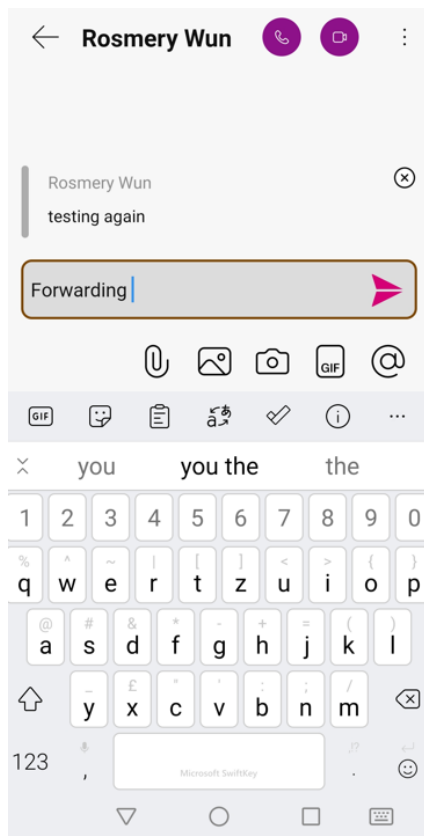
1. Long press the message, then tap **Forward**.



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



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

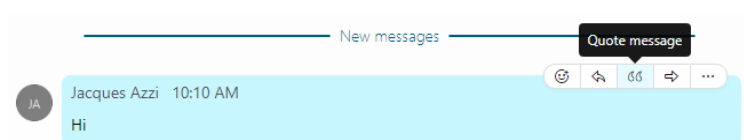


## Quote Someone's Message

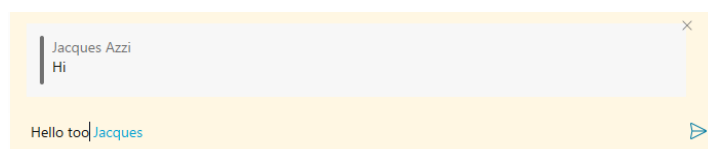
You can quote someone's message and reply directly to their comment. The quoted message shows the person's name and indents their original comment when you add your reply.

### Quote messages from Desktop device

1. 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.

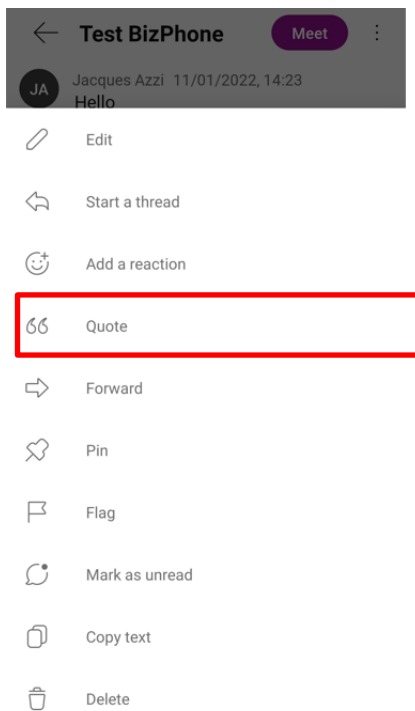


#### Notes:

- 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:

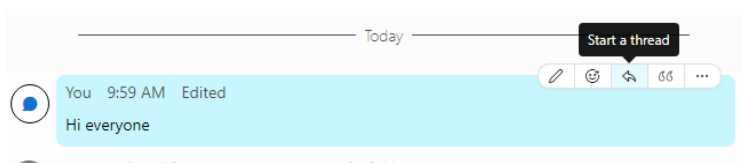
- You cannot quote block quotes, files, GIFs or images.
- If you start a message with a quoted content but do not send it right away, the quoted content is not saved as part of the message.

## 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**.



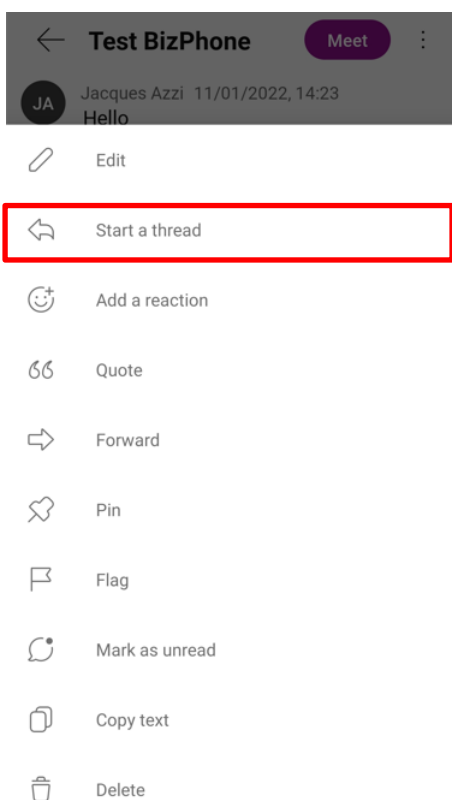
After you create the thread, you or anyone else in the space can add a reply to that thread by clicking **Reply to thread**.



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

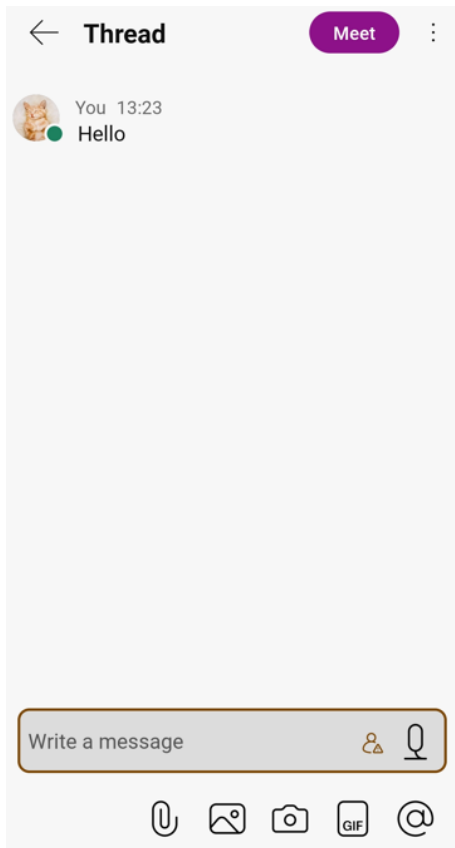
### Start a thread from Mobile device

Long press the message and choose **Start a Thread**.

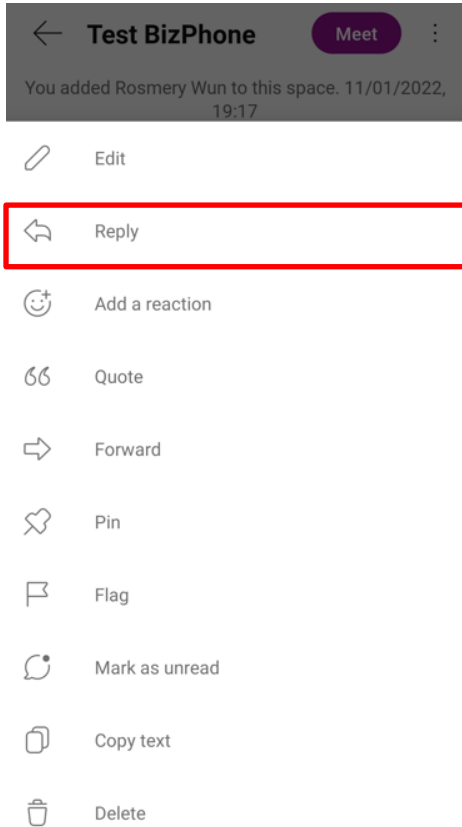


A new thread windows opens.





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**.

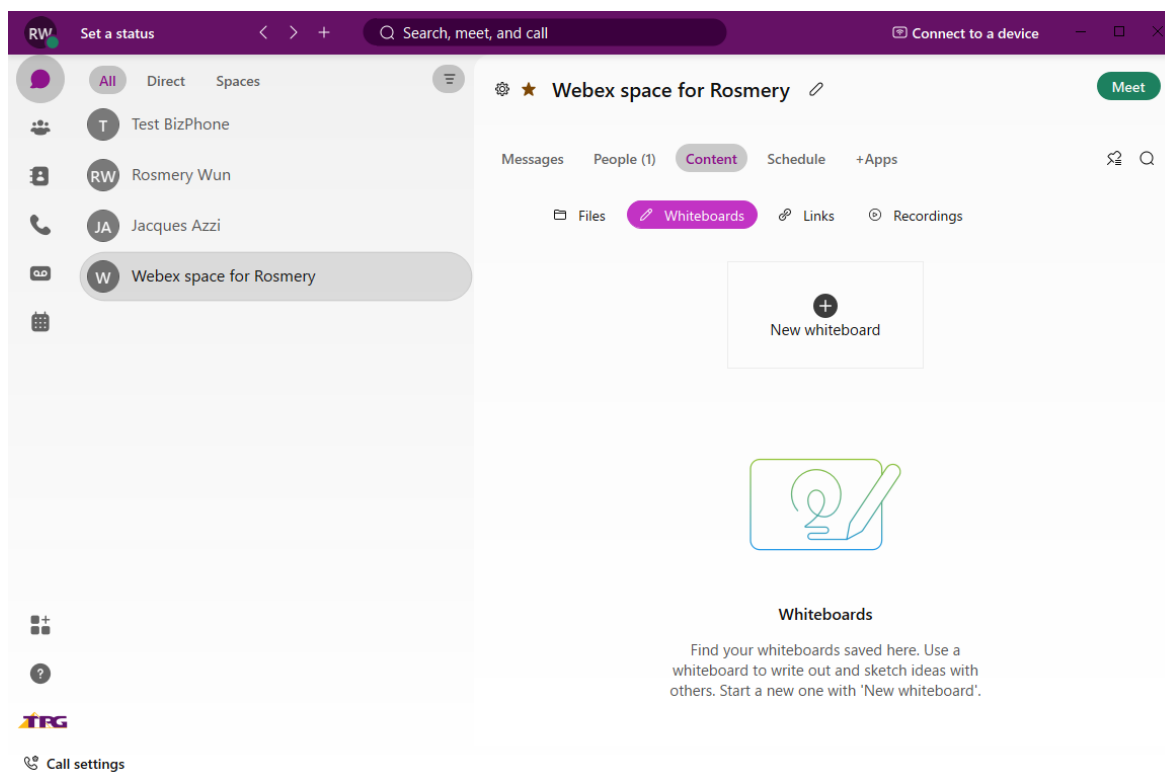









## Whiteboard

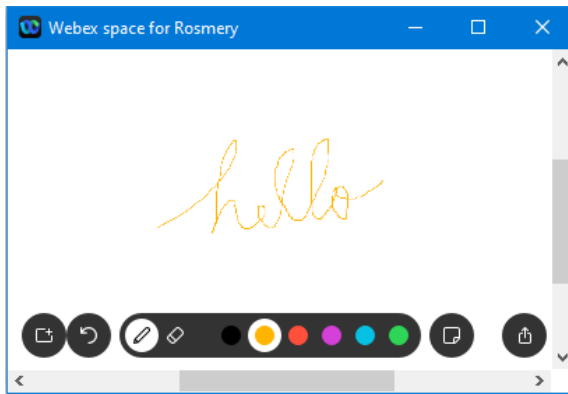
You can create a whiteboard and draw on it to share your ideas. Your changes are saved automatically and your white board is added to the list of whiteboards in the space or direct message. You can go back to edit and share it with others.

### Create and using Whiteboards on Desktop device

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

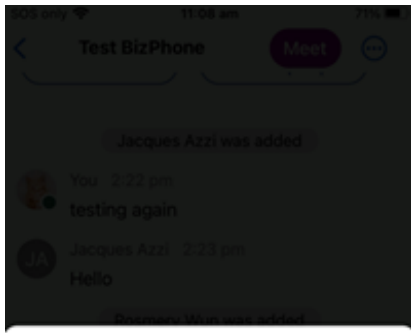


3. You can select the following:
  - Color  changes the marker color.
  - Eraser  turns the marker into an eraser to remove edits. Click Eraser  again to select **Clear all** and remove all edits. You can click undo  to restore the edits.
  - Stickies  creates and add stickies. You can add text, change 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 is 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.

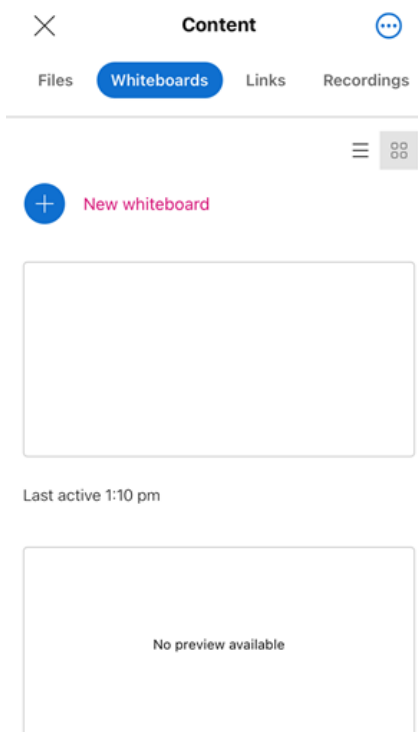


### Create and using Whiteboards on iOS device

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









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




3. You can select the following:

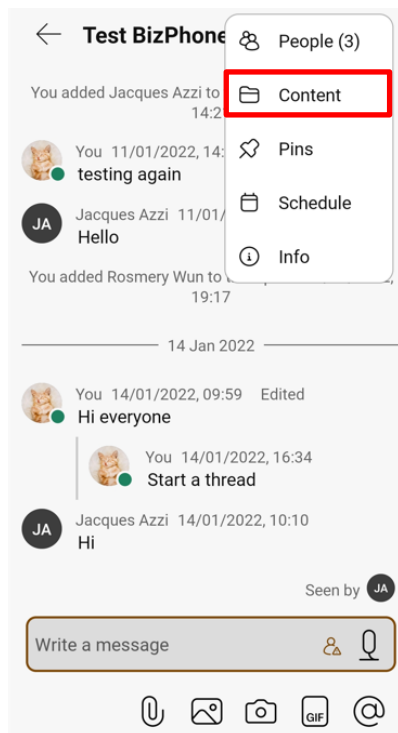


- Color  changes the marker color.
- Eraser  turns the marker into an eraser to remove edits. Tap Eraser  again to select **Clear all** and remove all edits. You can tap undo  to restore the edits.
- Undo  removes your last edit. You can continue to tap undo and remove each edit until you return to the last saved whiteboard.
- On a shared whiteboard, if someone selects **Clear all**, undo is 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.

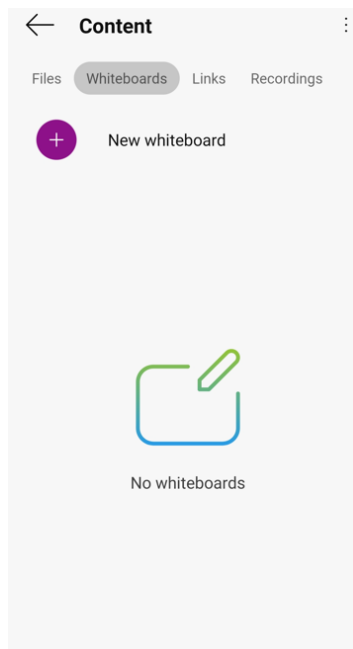


## Create and using Whiteboards on Android device

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









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

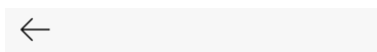


3. You can select the following:

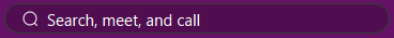


- Color  changes the marker color.
- Eraser  turns the marker into an eraser to remove edits. Tap Eraser  again to select **Clear all** and remove all edits. You can tap undo  to restore the edits.
- Undo  removes your last edit. You can continue to tap undo and remove each edit until you return to the last saved whiteboard.

- On a shared whiteboard, if someone selects **Clear all**, undo is 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  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**  tab at the bottom and type on the Search text box to start searching.



## Search

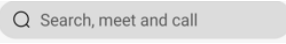
 Search



### What can we help you find?

You can search here for direct messages, spaces, files, messages and devices.



On the Android device, type the keyword in  to begin the search.

## 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

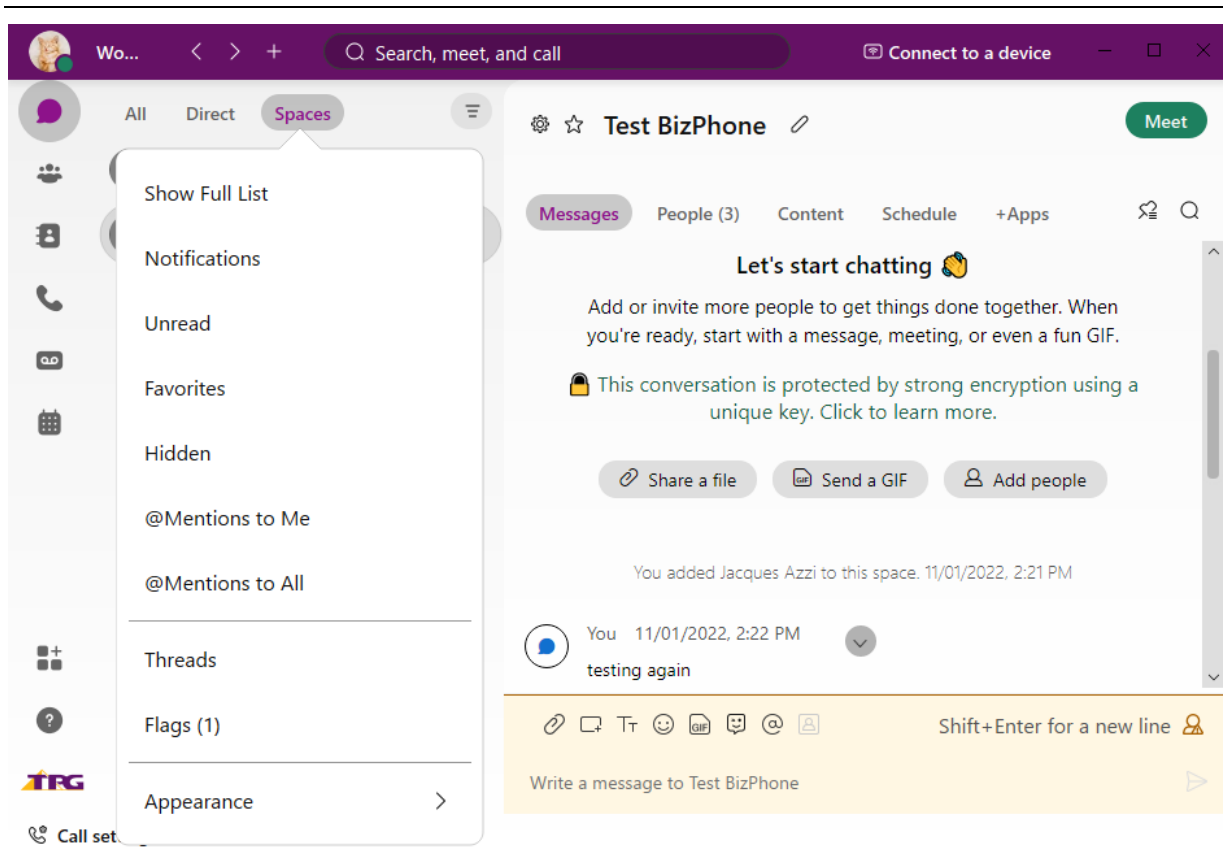
Select Threads filter to view new replies to a thread in a space.

### 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.



If you select the **Unread** or **Notifications** filters, you can click  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.

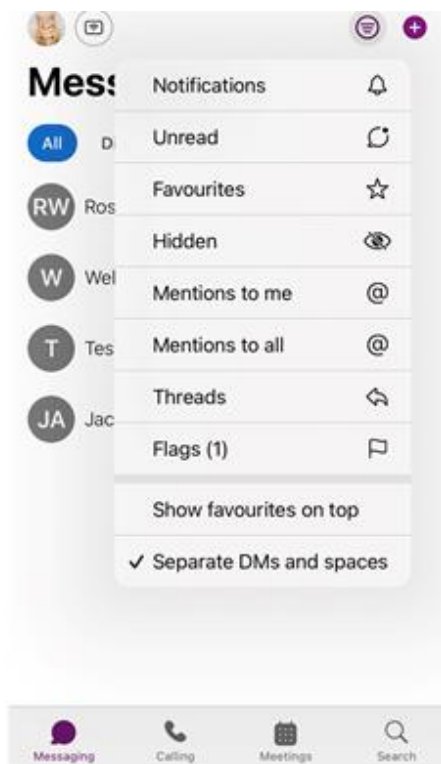
You can also select some appearance preferences from the filters list.

- **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.



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.

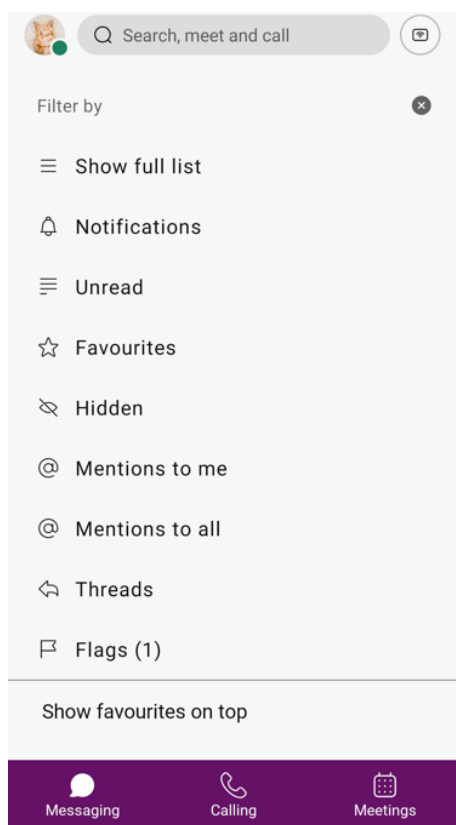
Your upcoming and ongoing meetings are always visible on the top of the spaces list, regardless of any spaces filters you've set. However, upcoming and ongoing meetings are not visible at the top of the spaces list, when message filters, such as **@Mentions** or **Flags** are selected.

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.

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