

## Softphone - Using the click-to-call function in the browser

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### Solution (public)

Using the click-to-call function in the browser (telephone number links)  
Phone numbers are often created as clickable links on websites, in e-mail signatures and other documents. For this to work with the softphone, the operating system or browser may need to be told which app is to be used for this protocol. Windows 10

- Right-click on the Start menu icon in the taskbar and select Settings
- Select Apps, then Default apps on the left-hand side
- At the bottom, click Select default app by protocol
- You will then see a list sorted alphabetically.
- In this list, search for the entry TEL as well as CLICKTOCALL and SIP
- Now select WebEx as the default on the right-hand side

#### Windows 11

- Right-click on the Start menu icon in the taskbar and select Settings
- Select Apps on the left, then Standard apps on the right-hand side
- Here you can enter the following directly at the top of the search under Enter a file type or a link: tel
- Now click on the search result and select Default or change the default application stored there to WebEx
- Repeat this process for clicktocall and SIP
- Alternatively, you can also scroll to the bottom and click on Select default values by link type. There, search for tel, clicktocall and SIP and make the desired customization on WebEx.

#### Mac

- Open FaceTime
- Click on Preferences, then on General
- A little further down you will find the item Default for calls
- There you can change the default application for calls on the Mac to WebEx.

- Note: You will only see this settings item if you have installed more than one calling app on your Mac

You may also need to make the link in the browser settings, e.g: Firefox

- Open settings under General under Applications
- File type tel -> Open with Webex (default)

Note: For Firefox and Chromium-based browsers, there are also corresponding extensions for Cisco Webex that take over this task once they have been installed.