

Softphone - WebEx Answering and starting calls - Selecting a device, smartphone, computer

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Keywords

Cisco Softphone VoIP WebEx telephone Smartphone

Solution (public)

Answering or starting a call - Selecting an end device Example: Entering numbers using the dialpad

Clicking on "Calls" takes you to the usual telephone keypad where you can start a call.

Screenshot CISCO WebEx (Computer): Selecting the end device Now open the menu at the top right and select the desired device.

Screenshot CISCO WebEx (Smartphone): Selecting the end device This setting can also be found on smartphones and can be disconnected so that only the smartphone is used.

Screenshot CISCO WebEx: Disconnecting the end device
If the call is not routed to your softphone but your desk phone rings, click "Disconnect" on the device shown here.

Webex will now run on your computer or smartphone again.
The device can still be used as usual, but the Webex software will no longer use it (in the sense of a paired headset).