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Introduction

Webex Teams is a platform with associated mobile apps for continuous teamwork with video meetings; group messaging, file-sharing and white boarding. Webex Teams is redefining the way people meet and collaborate. With a simple to use secure interface, Webex Teams allows you to stay connected in a perpetual way using messaging, file sharing, video calling and more.

Accessing Webex Teams

There is a variety of ways to access Webex Teams depending on location and needs. This manual is written with the desktop application user interface in mind.

Downloading Webex Teams from the Software Center

1. Click the Windows Start button.

2. Click All Programs (Windows 7) or All apps (Windows 10), then navigate to the Microsoft System Center folder.

3. In the Microsoft System Center folder, click Software Center.

4. Search for Webex Teams in the Search box or scroll through the applications to locate.

5. Click on Webex Teams and then click Install.

Note: Webex Teams can also be downloaded on personal devices by heading to teams.webex.com/download. Follow all prompts to login to the service and download the appropriate product for your computer.
Overview of the Environment

1. **Navigation Menu** – Switch between spaces, teams, call and meetings view.
   a. **Message** – This is the default view and shows you activity in all of your spaces.
   b. **Teams** – All teams that you are currently part of show up as tiles.
   c. **Call** – Allows you to make phone calls as if you are on your TU desk phone.
   d. **Meetings** – view upcoming meetings in Day view

2. **Status/Preferences** – Add a profile picture, access your settings/preferences and set your status.

3. **Search/Filters** – Use a predefined filters or type custom search criteria to find information that you need.

4. **Spaces** – Group work takes places in spaces. You can create groups or personal spaces. The most recently active spaces are at the top.

5. **Messages Area** – This is where messages, files and whiteboards are housed in a persistent fashion.

6. **Activity Menu** – Click the activity menu to reveal activity circles allowing you to start a video call, meeting, whiteboard or to view all files.
Creating a Space

A space is a secure, digital workspace equipped with video meetings, messaging, calling, file-sharing, and white boarding. All of your work takes place within spaces. There are two types of spaces: personal spaces and group spaces. There are also Teams which contain spaces and will be explained later in this manual.

Creating a Personal Space

If you need to send a message directly to one person, create a personal space. The conversation remains private between the two of you. You cannot add other people to the conversation later.

1. Click the **Message** icon in the left navigation.

   ![Figure 4](image)

2. Click the **Contact a person or create a space** button (plus sign).

3. Click **Contact a Person**.

   ![Figure 5](image)

4. **Contact a person** will appear in the message area. Click in the **Search for people by name or email** gray box and enter the recipient. The name will appear in predictive search.

   ![Figure 6](image)

5. Click on the name or press **ENTER** to add the recipient.
Creating a Group Space

Group spaces work well when collaborating on a specific project or topic with more than one person. All team members automatically have the same privileges.

1. Click the **Message** icon in the left navigation.

   ![Figure 7](image)

2. Click the **Contact a person or create a space** button (plus sign).

3. Click **Create a Space**.

   ![Figure 8](image)

4. Type the space name in the **Name the space** gray box.

5. Click in the **Add people by name or email** gray box and enter the recipient’s email address or full name. The name will appear in predicative search.

6. Click on the name or press **ENTER** to add the recipient. Continue to add additional group members in the same manner.

   ![Figure 9](image)

7. When you are finished adding group members, click the **Create** button. The new space will be added to the **Spaces** area and will appear at the top of the list.
All About Spaces

After creating a space, the natural next step is to populate that space. You may do this in several ways. You may add a message, an attachment file, a screen capture or even an emoji or gif.

The Message Area

You have the ability to create and receive messages, format the text, as well as add emojis and gifs. Messages can include a maximum of 5400 characters.

1. Click in the **Write a message to** area of a space.

   ![Figure 10](image)

2. Type your message.

3. Press **ENTER**.

   **Note:** If you wish to put a hard return in a space without sending the message, hold down the **SHIFT** key and press **ENTER**.

**Formatting the Text**

1. Within the message area, click the **Format Text** icon. A menu will appear beneath.

2. Select the text you wish to format.

3. Choose to make the text **bold**, **italic** or **underlined** by clicking on that icon. You may also create a **bullet** and **number** list and apply three (3) heading styles.

   ![Figure 11](image)

4. Press **ENTER** to send the message.
Note: If you want more control over the formatting, select Markdown enabled. You can't use both methods of formatting messages in the same message. If you switch to Markdown after applying any rich text formats, you will lose those styles.

Adding Emojis and Gifs

1. Within the message area, click the emoji icon.
2. Choose from 80+ different emojis.

Note: Frequently used icons are in a category at the top.

![Frequently used emojis](image)

3. Click the GIF icon.
4. Type in search criteria and associated GIFs will appear.
5. Make a selection and press ENTER to send the message.

![GIFs](image)
Responding to a Conversation (Threading)

To keep a conversation in the same context, you can Reply to Thread. This ensures that your response is inline with the conversation and does not appear out of place.

To reply to a thread:

1. Within the message area, select a Message that already has a threaded conversation
2. Select the Reply to Thread button

![Reply to thread button](image)

Figure 14

3. Write your reply to the original author.

![Message thread example](image)

Figure 15

Additionally, you can create a thread from an existing message:

1. Within the message area, select a Message.
2. Hover over the message and click the Reply Icon to Start a thread.

![Thread creation example](image)

Figure 16
**Quoting a Portion of the Conversation**

If you need to reference a portion of the conversation without creating a separate thread, you can do that using the quote feature.

1. Hover over the portion of the message that you wish to quote.
2. Select the **Quote** icon located at the top right corner of the message.

![Figure 17](image17.png)

3. The portion of the message will be copied and displayed in the message window in quote format. You can respond as you would do with any message.

![Figure 18](image18.png)

**Using @ Mentions in a Message**

If you wish to alert a particular person in a space, you can do that using an @message.

1. Begin typing your message as you would normally.
2. At the section of the message you wish to alert the member type the @ symbol.
3. Immediately following, the list of people in the space will appear. You can select a person and they will be individually notified of your message.

![Figure 19](image19.png)
Adding an Attachment

You can share most types of files (except for .tif files) in a space. The maximum size limit is 2 GB. You can also preview documents without downloading them first if they’re no more than 150 pages and less than 200 MB in size, and one of these file types: .doc, .docx, .gif, .jpeg, .pdf, .png, .ppt, .pptx, .svg, .xls, and .xlsx

1. Within the message area, click the Attachment icon (paperclip).
2. Choose the correct drive and directory.
3. Choose the file and click Open.

![](image)

*Figure 20*

4. Type a message if you wish and then press ENTER to post the message.

![](image)

*Figure 21*

**Note:** When you press ENTER, a preview of the document will show up in the team space.
5. Alternatively, you can drag and drop the file.
Webex Teams: Reference Guide

Linking to an OneDrive or Sharepoint File

Webex Teams has the ability to link to a OneDrive or Sharepoint account. This allows the file to remain in the original location and shared with just those members of a space. If you wish to add an attachment from OneDrive or Sharepoint you must link your account in Webex Teams.

1. Click the **Attachment** icon and choose **Connect to OneDrive or Sharepoint Online**.

   ![Figure 23](image)

   **Figure 23**

2. You will be directed to the **Accounts** section of the **Webex Teams Options** screen.

   ![Webex Teams Options](image)
3. Click **Add Account**. You will be required to **Sign In** with a Microsoft Account. Enter your Towson University email address and click **Next**.

4. You will automatically be redirected to the Towson University authentication page. Enter your password and click **Sign In**.

![Sign In](image)

**Figure 24**

**Note:** You may receive a Permission requested dialog box when your first connect to OneDrive. You must press Accept before proceeding.
5. You will be asked whether you wish to **Stay signed in**. If you are on a public computer, choose **No**. If you are on your own work machine or a private computer, click **Yes**.

![Figure 25](image)

6. You will have to authenticate via Duo. When complete you will be brought back to the Message window. Click the **Attachment** icon again and choose **Share from OneDrive or SharePoint Online**

![Figure 26](image)

7. Your OneDrive window will appear where you can select the file you wish to share.

![Figure 27](image)
8. Select the file you wish to attach. A Share screen will appear. Choose the level of Sharing you wish to assign. If you desire, you can allow users to edit your document by checking the Allow editing checkbox.

![Image](image.png)

Figure 28

**Adding a Screen Capture**

1. Click in the message area and make sure whatever you want to capture is open on the desktop beneath the Webex Teams application.

2. Click the screen capture icon.

![Image](image.png)

Figure 29

3. Your mouse will turn into a plus sign. Drag your mouse around the area you would like to capture. It will be outlined and have a blue tint within the captured area.

4. When you release your mouse button, the screen capture will be entered into the text area.

5. Press ENTER (or type a message first and then press ENTER).

![Image](image.png)

Figure 30
Changing the Name of a Space

1. Click on the space.
2. Click the i and then click **Edit space settings**

![Edit space settings](image)

Figure 31

3. Click on the space name and type the new name of the space.

![Space Name](image)

Figure 32

4. Click **Save**.

Webex Teams

Teams allow you to create multiple spaces under a common theme. If you find that you begin to create many spaces with the same people in those spaces – it may be time to create a team. Teams are usually created for one of two reasons: you have grown out of space or you have a specific communication structure in mind for a large project or group. An example of a team might be - a group will be working on a project for a long period and there are different activities or subprojects that will be conducive to different spaces.

Important Information about a Team

- Teams automatically come with a General space. This space name cannot be changed. The General space is typically used for announcements where you can share important information as read-only messages.
- Everyone you add to the team is automatically added to the General space.
- When you create a team, you become the moderator of that team and everyone you add is a team member. As the moderator, you can add, remove and delete the team and all of its spaces.
- Anyone on the team can add spaces to the team.
- Team members have the option of joining additional spaces under the team – they do not automatically get added to additional spaces.
Creating a Team

1. Click the **Teams** icon in the left navigation.

![Teams icon](image)

*Figure 33*

2. Click the **New Team** button in the upper right corner.

![New Team button](image)

*Figure 34*

3. Type a name in the **Name this team** box and a description (not required) in the **What is this team about** box and then click **Create**.

![Create new team dialog](image)

*Figure 35*

4. Your new team will appear in a colored box. Click on the team to open it. Notice that a **General** space has automatically been created. This space cannot be renamed nor can it be deleted.
Adding Team Members

1. From within the team, click the **Team members** tab and then click **Add Team Member.**

   ![Team members tab](image)

   **Figure 36**

2. Click in the **Search for people to add** box and enter the recipient’s email address or full name. The name will appear in predictive search. Click on the name or press **ENTER** to add the recipient. Continue to add additional group members in the same manner.

   ![Search for people to add](image)

   **Figure 37**

Adding a Space to a Team

When adding additional spaces to a team, team members must join the spaces within the team. They are not automatically added to the space.

1. From within a space, click the **Spaces** tab and then click **New Space.**

   ![Spaces tab](image)

   **Figure 38**

2. Give the space a name in the **Enter space name** box and press **ENTER.** The space will appear under the **General** space for the moderator.

3. The space will appear under **spaces to join** for Team members.

   ![Spaces to join](image)

   **Figure 39**
4. To join a space, click on the space and then click **Join Space**.

![Image](image1.png)  
**Figure 40**

**About the General Space**

The General Space is automatically created when a team is created. You cannot delete or rename the general space. This space keeps track of activity within the team. This includes things like when a team member or space is added or deleted. You can use the General space for a couple different things:

- **Announcements area** – share important information as read-only messages. Only the moderator will be able to post, start calls schedule meetings or create whiteboards in this space. This will prevent others from deleting important messages or from posting information incorrectly.
- **Water Cooler area** – use the space for casual chat about nonspecific topics. Team members have the choice of turning on @notifications or turning off notifications all together. What to use the General space

**Making the General Space an Announcements Area**

1. Click the **General** space within a team.
2. Click the i and choose **Turn on announcement mode**.
3. A confirmation box will appear, click **OK**.
4. To turn off announcement mode, click the i and choose **Turn off announcement mode**.

**Note:** This can only be done by the Moderator of the space.
Identifying the Difference Between Personal, Group and Team Spaces

After creating a variety of spaces, it may be difficult to identify the difference between these spaces in the Spaces view. Here are some tips:

- **Personal Spaces** – The other person you share the space with always identifies the space name.

  ![Image](christine_tennis.png)  
  Figure 42

- **Group Spaces** – The name of space is on a single line.

  ![Image](webex_boards_discussion.png)  
  Figure 43

- **Spaces within a Team** – The name of space is on the top line and the name of the team is beneath it.

  ![Image](ots_and_campus_news_items.png)  
  Figure 44

Roles of Space Members

There are different roles that team members possess including moderator, member or external participant. These roles are explained below:

- **Space Moderator** – Can add or remove people, edit space information, make other people moderators delete other people's messages. Moderators can also remove other peoples’ ability to add or remove people. Spaces do not have a moderator until this role is assigned.

- **Space Member** – In an unmoderated space, space members all have the same privileges. You can add or remove people and change the space name.

- **External Participant** - You can participate in a space even if you're not part of the same company. As an external participant though, you won't be able to see or join other spaces. You can participate fully as a member of the space, sharing your expertise on one aspect of a larger project.

- **Team Moderator** - If you created the team, you are the team's moderator. You have all the same privileges as a space moderator and you can control which spaces are available and who belongs to them. When you add people to the team, they are automatically added to your team's General space. You can also make other people on the team moderators so they can share these responsibilities with you. So, even if you haven't created the team, you might still be a moderator.

- **Team Member** - If a moderator adds you to the team, you are automatically added to the General space. After you become a team member, you can join other team spaces. You can also add other people as a guest to a space within a team. Only the moderator can add new people to the team.

- **Team Guest** - If someone adds you to a team space without adding you to the team, you become a guest in that space. As a guest, you won't be able to see or join other spaces in the team. But you can participate fully as a member of the space, sharing your expertise on one aspect of a larger project.
The Moderator (and what they can do) Privileges in Group Spaces

Assigning a Moderator to a Group Space

As defined above, group spaces do not automatically have moderators. However, this role may be assigned. The first one to assign themselves this role will be the moderator and have all the powers around it.

1. Click on a group space.
2. Click the i and then click **Moderate space**.

![Moderate space](image)

3. Click **Yes** to the confirmation box.
4. Once the moderator is assigned, no one else can make themselves the moderator. However, the moderator can assign this privilege to someone else.
Making Someone Else Within a Group Space a Moderator

If you are the moderator of a group space, you can then make others group members a moderator.

1. Click on a group space.
2. Click on the Activity Menu.

![Figure 46](image)

3. Click on the People activity circle.

![Figure 47](image)

4. All the members of the group space will appear.
5. Right click on the space member and then click Assign as Moderator.

![Figure 48](image)

Removing Moderator Status from a Group Space Member or Members

You can remove moderator status from only one designated moderator or all moderators at one time.

Remove Moderator Status from all Moderators

1. Click on the space.
2. Click the i.
3. Click Remove moderators.

![Figure 49](image)

4. Click Yes in the confirmation box.
Remove Moderator Status from an Individual Moderator

1. Click on the Activity Menu.

![Activity Menu](image)

Figure 50

2. Click on the People activity circle.

![People](image)

Figure 51

3. All the members of the group space will appear.

4. Right click on the space member and then click **Remove as Moderator**.

Removing Space Members from a Group Space

If a group space has a moderator assigned, only that moderator can remove space members (and of course, a space member can always remove themselves from the space). When there are no moderators assigned to a group space, anyone can remove a space member.

1. Click on a group space.

2. Click on the Activity Menu.

3. Click on the People activity circle.

4. All the members of the group space will appear.

5. Right click on a space member and click **Remove from Space**.


Moderator Privileges in a Team

Assigning Additional Moderators to a Team

As defined above, whoever creates a team becomes the moderator. Additional moderators may be appointed though.

1. Open the team.
2. Click on Team members.
3. Right click on a team member.
4. Click Make Moderator of team.

Figure 52

Note: Right click on the team member and click Remove Moderator of team to revoke the privilege.

Removing Team Members

As the moderator, you have the ability to remove team members from a team. You can remove a team member from the entire team or on a space by space basis.

Removing a Team Member from the Team

1. Open the team.
2. Click on the General space.
3. Click on Team members.
4. Right click on a team member and click Remove from team.
5. Click OK to the confirmation box. They will be removed from the team and every space in the team.

Figure 53

Removing a Team Member from a Space within a Team

1. Open the team.
2. Click on a space within the team.
3. Click on the **Activity Menu**.

4. Click on the **People** activity circle. All the members of the group space will appear.

5. Right click on the space member and then click **Remove from Space**.
Notifications

How you set your notifications determines when you get alerted about new messages in Webex Teams. You can manage your notifications to avoid becoming overwhelmed by too much information.

**Note:** You can set global notification settings which affect all spaces. You can also set notifications by space. Both options will be covered in this manual.

### Changing Global Notification Settings

You can turn notifications on or off for all spaces or choose to be notified only when you are mentioned in a space. This can be done globally through Settings. Please note, that even if you turn off notifications, there are a variety of icons and text that appear on a space that give you details about the messages you are seeing.

1. Click the **Status/Preferences** icon and then click **Settings**.
   
   ![Figure 56](image)

2. Click **Notifications** in the left navigation.
3. Under **Spaces**, choose one of the following:
   - **All Messages** – This is the default setting. This means that you will receive a notification of any activity in any space that you are a member of.
   - **@Mentions only** – You will only receive a notification when you are specifically mentioned in.
   - **Off** – You will no longer receive notifications for any space that you are a member of.

![Image 57](image_url)

4. Under **Scheduled Meetings**, you have choices separately pertaining to notifications for scheduled meetings. Choose one of the following:
   - 5 minutes before start time
   - 1 minute before start time
   - At start time
   - Off

![Image 58](image_url)

5. After making your selections, click the **Save** button at the bottom of the box.
Setting Notifications on a Space by Space Basis

You may set custom notifications on group spaces. You cannot set custom notifications on personal spaces. You can mute personal spaces though.

1. Click in the space and then click the i icon.
2. Click **Notifications**.

![Image of Webex Teams interface showing notification settings](image-link)

3. Under **Custom**, choose one of the following:
   - **All messages** – You will receive notifications for all messages in this space.
   - **@Mentions** – You will only receive notifications when you are mentioned in this space.
   - **Off** – You will not receive any notifications.

![Image of custom notification settings](image-link)

4. After making your selection, click **Save**.

**Note:** It is recommended that globally you choose **@mentions only** and then turn on **All messages** on a space by space basis. This will decrease the number of notifications that you receive but will also allow you to see all notifications in spaces that are active projects or high priority spaces.
**Muting a Personal Space**

1. Click in the personal space and then click the **Information** icon.
2. Click **Mute notifications**.

![Image of Personal Space Muting](image)

**Status Indicators**

You can see other people's status in the Webex Teams app. If you need to contact someone, check to see if they are actively using the app. This makes it easy to know if others are available to respond to messages.

Webex Teams shows you status information by adding details to people's profile pictures:

- **Green border** - active in the last 10 minutes.

![Image of Profile with Green Border](image)

- **No border** - active in the last 24 hours.

![Image of Profile with No Border](image)

- **Translucent profile picture** - not active for more than 24 hours.

![Image of Translucent Profile](image)

- **Moon**—do not disturb is turned on in Webex Teams.

![Image of Profile with Moon](image)
Turning on Do Not Disturb Status

1. Click your profile picture.
3. Choose from one of the four options available.
4. A moon will appear over your profile picture.

Making a Video Call

Calls can be made with an individual in Webex Teams whether you have a personal space with them or not. If you do not have a space already created, after making a call, a space is automatically created.

You can also call everyone in a space.

Calling from an Existing Personal Space

1. Find the personal space in the Spaces area in Webex Teams by scrolling through the spaces.
   - OR -
   Click in the Search box and type the full name or email address of the person you wish to call. The name will appear in predicative search.
2. Hover over the profile picture and an information box will appear.
3. Click on Call.
4. Click Start with Video.
5. The recipient’s device will ring and a dialog box will appear with the following options:

![Incoming call dialog box]

**Figure 68**

a. **Message** – The call is declined and the Webex Teams personal space pops up giving the recipient the option to type a message.

![Webex Teams personal space]

**Figure 69**

b. **Decline** – Recipient refuses to start a call.

c. **Answer** – You will be connected to the call with audio and video capabilities.

![Connected call]

**Figure 70**
**Calling from a Group Space**

1. Click on the space.
2. Click on the **Activity menu**.
3. Click on the **Call** activity circle.

![Figure 71](image)

4. A **Start The Meeting** window will appear. Click **Start With Video**.

![Figure 72](image)

5. Recipients will receive a banner notification in the lower right hand corner of the screen notifying them of the call. The recipient may click on the banner and then **Join with Video**.

![Figure 73](image)
6. As recipients join, you will see their name appear under **In Meeting** on the right navigation. You will see their video. The current speaker will become the prominent video.

![Image](https://via.placeholder.com/150)

Figure 74

**Turn Off Video and Audio**

Your audio and video are automatically shared during a call.

1. Click the **Mute** button to turn off audio. Click it again to turn it back on.

![Image](https://via.placeholder.com/150)

Figure 75

2. Click the **Turn off video** button to turn off your video camera. Click it again to turn it back on.

![Image](https://via.placeholder.com/150)

Figure 76

**Adding Someone to the Call**

You can add people to a call or meeting that is already in progress. The person is invited as a guest and will not be added to the space. You will be able to share your screen or application with them; however, they won’t be able to see any messages or shared content, including whiteboards or files within the space. You can add people who are new to the app, but you will need their email addresses, and they will need to register before answering. The person you invite gets an invitation to join the call and can join or ignore it.

1. From within an existing call, click the **More** button.
2. Click **Add guest**. Type the guests email address. Predicative search may bring up the guest if they already have the Webex Teams app and you can click on their name.

3. The guest will receive a message asking them to **Join as a guest** or **Ignore**.

4. If the guest clicks on **Join as a guest**, they will receive another message informing them that they will need to wait to be let into the meeting.
5. A message will appear in the meeting space that the guest has accepted and is waiting to join the meeting.

![Figure 81](image)

6. Click in the dialog box on **1 person is waiting to join**. They will appear under **Waiting to Join**. Click **Let in**.

![Figure 82](image)

### Scheduling a Meeting in Webex Teams

**Schedule a Meeting Using Outlook**

When creating a meeting in Webex Teams through Outlook, Webex Teams automatically addresses the meeting invitation to all group members. You can add or delete members from the invitation.

1. Click on the space.
2. Click the **Activity Menu** and then click **Meetings**.

![Figure 83](image)

3. Select **Schedule a meeting**. The **Quick schedule** dialog box will open. Click **Open** to launch Outlook.

![Figure 84](image)
4. Webex Teams opens a calendar invite in Microsoft Outlook that automatically includes email addresses for everyone in the space. Notice that the **space name** is the **Subject**. And **@webex: space** is in the **Location** field. The invite also includes a link to **Join Webex Teams meeting**, and a video address so people can join from any standards-based video system or numbers to **Join by Phone** only.

![Calendar invite screenshot]

**Join Webex Teams meeting**

**Join by Video system**

88834454752@meet.ciscospark.com

5. Specify a **date**, beginning and ending **time**, and other details you need to include.

**Note:** You may add or delete email addresses to the invite. If you add a guest (someone is not a group member), you will be notified that they are waiting to join and you will have to let them into the meeting as well. The guest will not have access to the space.

6. **Send** the meeting invite.

7. The meeting will be show up as a banner in Webex Teams. This is a clickable link that may be used to begin the meeting. It will show up in your Outlook calendar as well.
Scheduling a Meeting directly in Outlook

When you’re scheduling a meeting in your Outlook calendar, you can add a keyword to create a Webex team meeting.

1. Go to your Outlook calendar app, schedule a meeting, and then add some people.
2. In the meeting location field, add @meet to create a Webex team meeting.
3. Click Send. This will automatically create a new space in the Webex Teams app.

Note: You must add two or more people to the meeting for a Webex Teams space to be created. The name of the space will be the subject line in the Outlook calendar.

Conducting a Webex Teams Meeting

Anyone in a space can begin a Webex Teams Meeting that was scheduled. The first person to click the Start Meeting button will begin the Webex Team Meeting.

1. Click on the banner within the space to begin the meeting.
2. When the dialog box appears, click Start Meeting.
Mute Yourself or Others in a Webex Teams Meeting or Call

You can mute yourself or others so that everyone can concentrate on what's being discussed.

1. To mute yourself, select **Mute** at the bottom of the meeting window. You know it's working when the button turns blue.

![Figure 88](image)

2. To mute someone else, click the **Activity menu** and then choose the **People** activity circle.

![Figure 89](image)

Right-click the person's name and then select **Mute**. You can also click on the mute icon beside the person's name. If you want to unmute yourself or others, select **Unmute** from the menu when you right click on the person's name.

**Note:** If you are using the Web version of Webex Teams for Web, you can mute yourself but not others.

Sharing Content

You can share everything on your screen during a meeting or call, or you can share just a single application, such as an email or document that you're working on. When you start sharing, you'll see indicators at the top of the screen or app to let you know what's being shared. If someone else starts sharing their screen and you want to go back to what you were sharing, you can use the resume option.

1. During a meeting or call, select the **Share screen** icon.

![Figure 90](image)

2. Choose which screen or application you want to share.
Figure 91

**Note:** If you don't see the app you want to share, just scroll to see all your open apps.

3. A red border and banner reading **You are sharing Screen X** will appear around the screen you are sharing.

4. Select the **Stop** icon to stop sharing your screen.

Figure 92
Recording a Webex Teams Meeting

Recordings are helpful for people who can't attend the meeting or for those who want to later refer back to what was discussed.

1. Click the More button and select **Start recording**.

![Figure 93](image)

2. **Recording in Progress** will appear on your screen and then disappear. A small recording icon will appear in the upper right hand corner.

![Figure 94](image)

3. Click the More button to **Pause** or **Stop** the recording at any time.

![Figure 95](image)
4. If the recording is paused, you will see the **Paused** Icon.

![Recording is paused](image)

**Figure 96**

### Navigation while in a Meeting

1. **Open the Webex Teams space during a meeting** – Click the **hamburger** icon in the left hand corner to reveal the team spaces. You will be in the space that relates to the current meeting. Here you can perform any functions that you normally would in a space. This includes writing a message, attaching a file or screenshot, etc. The meeting will continue and you will see the webcam images in the middle of the screen.

![Team space](image)

**Figure 97**
2. **Return to full screen meeting view.** This icon is located in the upper right corner of the webcam view. Clicking on this takes you back to full screen view of webcam images.

![Figure 99](image1.png)

**Figure 99**

3. **View Files within a space while you are meeting in.** If you want to see a file such as a meeting agenda while in a meeting, click the **Activity** menu and then click the **File** activity circle. Only the files within the space will appear on the right hand side of the meeting. Click the **X** to close this panel down.

![Figure 100](image2.png)

**Figure 100**

![Figure 101](image3.png)

**Figure 101**

![Figure 102](image4.png)

**Figure 102**
4. **View who is and is not in the meeting.** Click the **Activity Menu** and then click the **People** activity circle. The pane on the right will designate who is and is not in the meeting. Click the **X** to close this panel down.

![Figure 103](image1.png)

![Figure 104](image2.png)

**Searching and Filtering Content**

If you have been using Teams for a decent amount of time, it will become harder to keep spaces and messages organized. By design, the most recent activity in a space will then elevate a space to the top of the navigation window. To quickly find content, you can use the Search and Filter options in Webex Teams.

1. Click the **Magnifying Glass** icon on top of **Spaces** pane.

![Figure 105](image3.png)
2. Use the pre-built filters to identify common search components such as **Unread Messages** or **Mentions**.

![Show me](#)

*Figure 106*

3. Alternatively, you can begin typing a phrase in the search field and the results will return with any matches, specified by category: spaces, messages or files.

![Spaces, Messages, Files](#)

*Figure 107*

4. Toggle between each category to see the matching results.

![Messages](#)

*Figure 108*
Appendix

Adding People from Outside the Organization

With Webex Teams, you're not limited to communicating only with people within your organization. If you're working with other people, such as vendors or customers, you can invite them to collaborate with you in the Webex Teams app. You can invite anyone to join you in Cisco Webex Teams. They’ll get an email invitation that contains a link to download the app. If they can’t find the invitation, ask them to check their spam folder first. If it's not there, ask them to go to https://teams.webex.com to sign up.

1. From the **Space** or **Team** you wish to add the person too, click the **Activity** menu.

![Figure 109](image)

2. Click the **People** icon then choose **Add People**.

![Figure 110](image)

3. In the **Add people by name or email** field, enter their email address. If they are not a member of the organization, you will be presented with a message to invite them to Webex Teams.

![Figure 111](image)

4. Press the **Enter** key and then complete the process by clicking the **Add** button. The contact will receive an invitation via email to create a Webex Teams account.

![Figure 112](image)
5. When the contact clicks the **Join** button, they will automatically be taken to the Webex Teams web-based app.

6. They will be joined to the team or space you invited them to. At this time, they can interact with others in the space.

**Note:** The desktop app may be downloaded by clicking **Download** in the upper right-hand corner.

**Note:** There are limitations to users on the free version of Webex Teams. This table shows the difference between the two services. Participants outside of the organization cannot moderate a space, or add people to a space they did not create. They can however create new spaces.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Webex Teams free client</th>
<th>Webex Teams paid client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited team messaging</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Any-time screen sharing</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Up to 5GB file sharing</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Unlimited in-app video calls</td>
<td>3 people per call</td>
<td>75 people per call or more (depends on subscription)</td>
</tr>
<tr>
<td>SIP calls</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Search messages, files and users</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Integrate apps like Zendesk, GitHub, and Zapier</td>
<td>Up to 10</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Security</td>
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<td>X</td>
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<tr>
<td>Locking messaging rooms</td>
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</tr>
<tr>
<td>Admin controls</td>
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<tr>
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<td>X</td>
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<td>Org analytics and metrics</td>
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<td>X</td>
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<td>Integrate with Exchange, Outlook, and your corporate directory</td>
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<td>X</td>
</tr>
<tr>
<td>Live support</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Figure 113**

**Figure 114**