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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. **Spaces** – 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 filter 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 **Spaces** icon in the left navigation.

![Spaces icon](image)

**Figure 4**

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

3. Click **Contact a Person**.

![Contact a Person button](image)

**Figure 5**

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 predicative search.

![Contact a person search](image)

**Figure 6**

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 **Spaces** icon in the left navigation.

![Spaces icon](image)

**Figure 7**

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

![Create a Space](image)

**Figure 8**

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 predicated search.

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

![Create a space](image)

**Figure 9**

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.

![Write a message](image)

**Figure 10**
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.

![Format Text](image)

**Figure 11**

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.

![Emojis](image)

**Figure 12**
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.

![Figure 13](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

![Figure 14](image)

3. Write your reply to the original author.

![Figure 15](image)
4. Additionally, you can create a thread from an existing message:

5. Within the message area, select a Message.

6. Hover over the message and click the Reply Icon to Start a thread.

![Start a thread](image)

Figure 16

**Viewing Existing Threads**

Once you have a number of threads in a space, it may become difficult to manage them or see responses to each thread. You can, however, view existing threads using the Activity Menu.

1. Click the Activity Menu.

![Activity Menu](image)

Figure 17

2. Click the My threads activity circle.

![My threads](image)

Figure 18

3. A list of the threads in the space will appear.

![Threads list](image)

Figure 19
4. Clicking on a thread will take you to the thread within the space.

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

Figure 20

**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.

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

Figure 21

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.

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

Figure 22

**Forwarding a Message to another Space**

1. Hover over the portion of the message that you wish to forward.
2. Select the **Forward message** Icon located at the top right corner of the message.

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

Figure 23
3. From the **Forward Message** screen, begin to type the space name.

![Forward message](image)

Figure 24

4. From the list of matching spaces, choose an existing space or create a space by typing the desired name and clicking on **Create a space**.

**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.

![Mentions](image)

Figure 25

**Viewing Links**

If you have a space where you have shared hyperlinks, it can be difficult to scroll back to view those links. The Links activity button stores all links in a space for easy access.

1. Click the **Activity Menu**.

![Activity menu](image)

Figure 26
2. Click the **Links** activity circle.

![Image showing the Links activity circle](image)

**Figure 27**

3. A list of all of the links in the space appears.

## 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 showing the Select a file to upload dialog box](image)

**Figure 28**
4. Type a message if you wish and then press **ENTER** to post the message.

![Image of a document with text: Pilot for Webex 14 KB. Here is the document I promised you.]

**Figure 29**

**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.

![Image of a document with text: Drop files here.]

**Figure 30**

**Linking to a 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**.

![Image of the Attachment Icon with options: Upload from my computer and Connect to OneDrive or SharePoint Online.]

**Figure 31**
2. You will be directed to the **Accounts** section of the **Webex Teams Options** screen.

![Figure 32](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**.

![Figure 33](image)
4. You will automatically be redirected to the Towson University authentication page. Enter your password and click **Sign In**.

![TU Towson University](image)

**Figure 34**

5. **Note:** You may receive a **Permission requested** dialog box when your first connect to OneDrive. You must press **Accept** before proceeding.

6. 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**.

![Microsoft Stay signed in dialog box](image)

**Figure 35**

7. 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**

![Share from OneDrive or SharePoint Online](image)

**Figure 36**
8. Your OneDrive window will appear where you can select the file you wish to share.

![OneDrive window]

Figure 37

9. 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.

![Share screen]

Figure 38

**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.

![Screen capture icon]

Figure 39

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**).

![Figure 40](image)

**Open in new Window**

The more frequently you use Webex Teams, the more you will need to manage spaces and work in multiple spaces at the same time. You can manage this by using the open in new window feature. This feature allows you to separate spaces from Webex Teams for use as separate windows.

1. Right-click on a Space that you wish to see separately.
2. Select **Open in new Window**.

![Figure 41](image)
3. The Space will appear in its own window, separate of the main Webex Teams window.

![Figure 42](image)

**Peek in a Space**

If you have an active space that you wish to look at but not mark messages as read, you can use the Peek feature.

1. Right-click on a space that you wish to Peek in and select **Peek in space**. Note: The space must have unread messages for this feature to work.

![Figure 43](image)

2. You will be able to view the space contents without showing Read status on messages. A peek icon will appear in the message window.

![Figure 44](image)
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 45

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

![Space Name](image)

Figure 46

4. Click **Save**. A message will appear in the space showing the name change.

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

![Image 48](image48)

**Figure 48**

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**.

![Image 49](image49)

**Figure 49**

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**.

![Image 50](image50)

**Figure 50**

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

![Image 51](image51)

**Figure 51**
**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**.

![Figure 52](image)

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.

![Figure 53](image)

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

![Figure 54](image)
**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.

![Figure 55](image)

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.

![Figure 56](image)

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

![Figure 57](image)
Spaces within a Team – The name of space is on the top line and the name of the team is beneath it.

Figure 58

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)

Figure 59

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.

![Activity Menu](image)

Figure 60

3. Click on the People activity circle

![People](image)

Figure 61

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

![Assign as Moderator](image)

**Figure 62**

**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**.

![Remove moderators](image)

**Figure 63**

4. Click **Yes** in the confirmation box.

**Remove Moderator Status from an Individual Moderator**

1. Click on the **Activity Menu**.

![Activity Menu](image)

**Figure 64**

2. Click on the **People** activity circle.

![People activity circle](image)

**Figure 65**

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 66

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.

![Image of team management options](image)

**Figure 67**

### Removing a Team Member from a Space within a Team

1. Open the team.

2. Click on a space within the team.

![Image of space management](image)

**Figure 68**

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**.

![Image of removing team member](image)

**Figure 69**

### 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**.

![Status/Preferences Icon](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.

![Notifications Options](image)
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

![Scheduled Meetings](image)

**Figure 72**

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**.

![Notifications](image)

**Figure 73**

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.

![Custom](image)

**Figure 74**
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**.

![Mute notifications](image)

**Figure 75**

### 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.

![Green border](image)

**Figure 76**

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

![No border](image)

**Figure 77**

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

![Translucent profile picture](image)

**Figure 78**

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

![Moon](image)

**Figure 79**
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 predictive search.
2. Hover over the profile picture and an information box will appear.
3. Click on Call.

![Cyndi Caravello](image)

Figure 80
4. Click the **Audio Call** or **Video Call** icons to initiate your call.

![Webex Teams Call](image)

Figure 81

5. The recipient’s device will ring and a dialog box will appear with the following options:

![Incoming call from](image)

Figure 82

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](image)

Figure 83

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

c. **Answer** – You will be connected to the call with audio and/or video capabilities.
Calling from a Group Space

1. Click on the space.
2. Click on the **Meet** icon, adjacent to the **Activity Menu**.

![Meet Icon](image)

Figure 84

3. A **Start Meeting** window will appear. Click **Start With Video**.

![Start Meeting Window](image)

Figure 85

4. Alternatively, you can click the **My Computer** dropdown and select **Use phone for audio**.

![My Computer Dropdown](image)

Figure 86
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**.

![Join With Video](image)

**Figure 87**

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.

![In Meeting](image)

**Figure 88**

**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.

![Mute](image)

**Figure 89**

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

![Turn off video](image)

**Figure 90**


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.

![Add guest button](image)

Figure 91

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.

![Add guest dialog](image)

Figure 92

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

![Join as a guest dialog](image)

Figure 93

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.

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

---

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

![Image of email invitation]

**Join Webex Teams meeting**

**Join by Video system**

88834454752@meet.ciscospark.com

---

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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 the join and you will have to let them in 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.

![Figure 100]

3. Click Send. This will automatically create a new space in the Webex Teams app.
4. **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.

![Figure 101]

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 102]
2. To mute someone else, click the **Activity menu** and then choose the **People** activity circle.

![Activity menu](image)

Figure 103

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.

![Share screen](image)

Figure 104

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

![Choosing screen](image)

Figure 105

**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.

![Stopping sharing](image)

Figure 106
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 107]

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 108]

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

![Figure 109]

4. If the recording is paused, you will see the Paused Icon.

![Figure 110]
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.

   ![Figure 111](image1.png)

   Figure 111

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 112](image2.png)

   Figure 112

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.

   ![Figure 113](image3.png)

   Figure 113
4. 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 114](image)

5. **View who is and is not in the meeting.** Click the **Activity Menu** and then click the **People** activity circle.

![Figure 115](image)

6. The pane on the right will designate who is and is not in the meeting. Click the X to close this panel down.

![Figure 116](image)
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 **Filter by** icon on top of **Spaces** pane.

   ![Filter by Icon](image1.png)

   Figure 117

2. Use the pre-built filters to identify common search components such as **Unread** messages, **Threads** and **Flags**.

   ![Filters](image2.png)

   Figure 118

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

   ![Search Field](image3.png)

   Figure 119

4. Toggle between each category to see the matching results.
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 120]

2. Click the People icon then choose Add People.

![Figure 121]

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 122]

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 123]
5. When the contact clicks the **Join** button, they will automatically be taken to the Webex Teams web-based app.

![Figure 124](image)

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.

7. **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>Offer</th>
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<th>Webex Teams paid client</th>
</tr>
</thead>
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<td>X</td>
</tr>
<tr>
<td>Any-time screen sharing</td>
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</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>
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<td>X</td>
</tr>
<tr>
<td>Search messages, files and users</td>
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<td>X</td>
</tr>
<tr>
<td>Integrate apps like Zendesk, Github, and Zapier</td>
<td>Up to 10</td>
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<tr>
<td>Live support</td>
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**Figure 125**