BROWN

Getting started with Webex Calling

Hernan Diaz Sosa - 2025-08-11 - Comments (0) - Phones & Conferencing

Webex is a softphone application that allows you to place and receive calls from a Brown University telephone number through your mobile device or computer.

Webex is available to all Brown University faculty, staff, and researchers.

Below, you'll find a list of knowledge articles organized by topic so that you can learn more about this service.

Getting started

- Install the Webex Calling app

Managing your settings

- Access Webex Calling services in User Hub
- Update your Display Name
- Set your pronouns
- Change the color theme
- Change your audio settings
- Change your video settings
- Add someone to your Contacts list
- Managing incoming calls

- Turn off notifications for incoming calls

- Set your quiet hours

- Forward your phone calls

Calling using Webex Calling

- Call anyone with a phone number

- Put a phone call on hold

- Transfer a phone call

- Start a conference call

- Webex App with multiple lines

Managing missed calls and voicemail

- [View call history](#)

- [Listen to your voice messages](#)

- [Manage voicemail](#)

- [Set or reset your voicemail PIN](#)

Troubleshooting

- [Open a ticket](#) - (Please provide username and telephone number when opening a ticket)