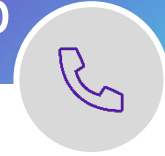# Making and receiving calls from the app

Webex Calling

Make and receive external calls from the messages or calling tab from your Webex app.

Activate your account

1. Follow the instructions from your activation email.
2. Select the **Activate** icon.
3. Create and confirm your password, on the page that loads.
4. Enter your e-mail address to login to the Cisco Webex portal.
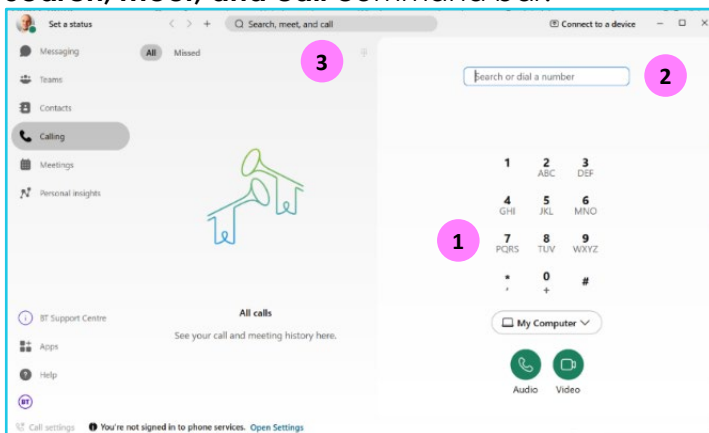5. Select **Webex Calling** (your assigned number will appear on the top right).

Access the calling menu from your Webex application

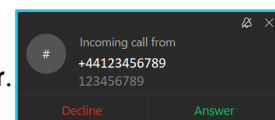1. Select the **Calling** tab.

Make a call

You can make a call using the following methods:

1. the keypad
2. using the **Search or dial a number** command bar
3. **Search, meet, and call** command bar.

Incoming call alert

1. When someone calls, you'll get a notification to **Decline** or **Answer**.

Place a call from a direct message

1. Select the **Call** option from the top right to place your call.

Make a call from the command bar

1. Select the **Command bar** at the top of the window.
2. Type the name, number, or email of the contact.
3. Select the **Call** icon.

Add people to your contacts list

1. Select **Contacts** >**Add contact**.
2. Type the name or email address of the person you want to add.
3. If outside the organisation, select **Create a custom contact**.
4. Select **Add**.
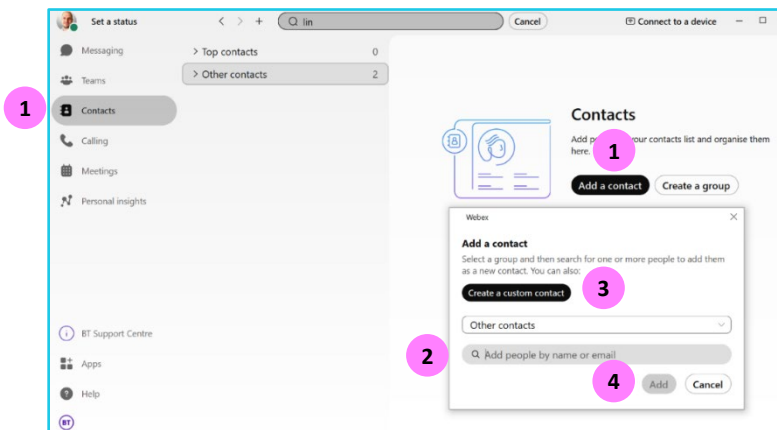
Make a call using your contact list

1. Select **Contacts**.
2. Select the name you wish to call. Then chose the **Call** icon.

Call history

1. Select **Calling** tab.
2. Call history and missed calls will be displayed in the middle.

E911 Emergency calling

Available to North America (US, its territories, and Canada). To find out more, please visit E911 Location settings (North America only).

Learn more

- Call forwarding >
- Transfer a call >

Discover more at the BT Support Centre >

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.