

# Webex Softphone Only

## INSTALL AND SETUP

### The applications can be downloaded from:

- Webex Desktop (Windows / MAC )
  - o [Windows](#)
  - o [Mac OS](#)
  
- Webex Mobile
  - o [Android](#)
  - o [Apple](#)

Please request that your Account Manager assigns the Webex Licences to your users, before downloading and logging in to the app. If your business requires a calendar integration for Webex with either Office 365 or Google Mail, please follow the steps on page 2 before continuing.

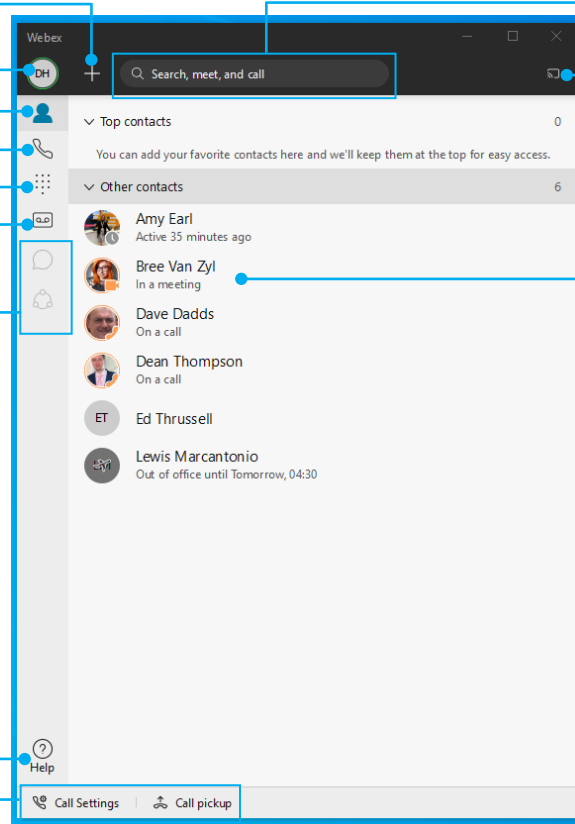
Once installed and the app is open you will be prompted for your username, which is your business e-mail address, then you will be taken to a 2nd screen with your e-mail address already pre-populated and you must enter your User Apps Password (found in the Business User profile page within Uboss).

For any help once in the application, please click the help button and navigate to the 'Call' section



## APPLICATION OVERVIEW

Once you have signed in to the desktop app you will be shown the contact screen see below an overview of the UI:



The screenshot shows the Webex desktop application interface. On the left, there is a sidebar with several icons and a search bar at the top. The main area displays a list of contacts, including their names, status (e.g., 'Active 35 minutes ago', 'In a meeting', 'On a call', 'Out of office until Tomorrow, 04:30'), and profile pictures. At the bottom, there are buttons for 'Call Settings' and 'Call pickup'.

Callouts from the left side of the image point to the following elements:

- Add a Contact or Make a call**: Points to the '+' icon in the top left of the sidebar.
- Status and Preferences**: Points to the user profile icon in the top left of the sidebar.
- Contacts Button**: Points to the contacts icon in the sidebar.
- Calling**: Points to the calling icon in the sidebar.
- Dialpad**: Points to the dialpad icon in the sidebar.
- Voicemail**: Points to the voicemail icon in the sidebar.
- Listen to your voicemails through the app**: Points to the voicemail icon in the sidebar.
- Unavailable Icons**: Points to the unavailable icon in the sidebar. Below this, it says: "Messaging and Spaces are only available for users with a Webex Spaces licence and above".
- Link to Help page**: Points to the help icon in the bottom left of the sidebar.
- Quick access to call forward, call pickup and call preferences**: Points to the 'Call Settings' and 'Call pickup' buttons at the bottom of the main area.

Callouts from the right side of the image point to the following elements:

- Search for a Contact or Make a call**: Points to the search bar at the top of the main area.
- Connect a Device**: Points to the device connection icon in the top right of the main area.
- If you add colleagues that are also on Webex, you will be able to see when they are on a call here, if they are out of office or when they were last active on Webex**: Points to the status information for 'Bree Van Zyl' in the contacts list.