

# 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.

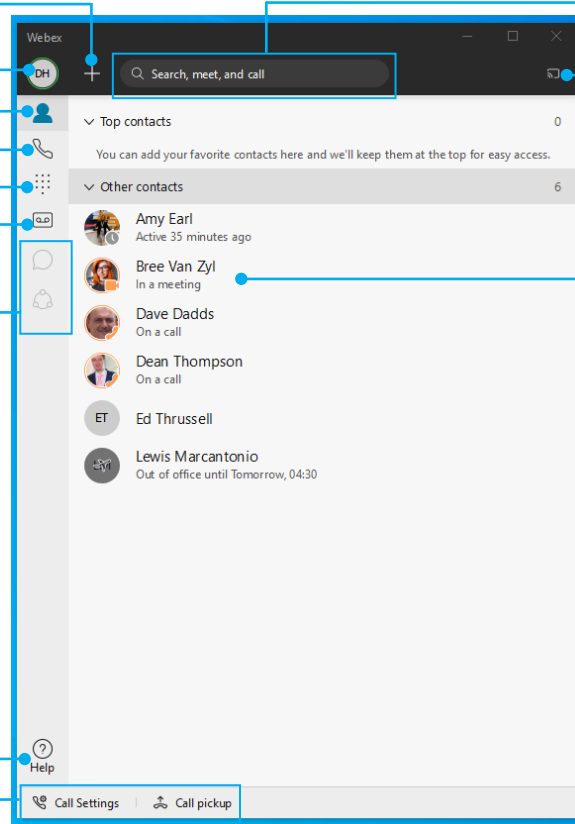
Once installed and the app is open you will be prompted for your username, which is your business e-mail address, then you will be taken to a 2nd screen with your e-mail address already pre-populated and you must enter your User Apps Password (found in the Business User profile page within Uboss).

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 side, there is a vertical navigation bar with several icons. On the right side, there is a search bar and a list of contacts. The bottom of the screen has a status bar with a help icon and call-related buttons.

**Callouts and their descriptions:**

- Add a Contact or Make a call:** Points to the plus sign icon in the top left corner.
- Status and Preferences:** Points to the user profile icon in the top left corner.
- Contacts Button:** Points to the contacts icon in the left navigation bar.
- Calling:** Points to the calling icon in the left navigation bar.
- Dialpad:** Points to the dialpad icon in the left navigation bar.
- Voicemail:** Points to the voicemail icon in the left navigation bar.
- Listen to your voicemails through the app:** Points to the voicemail icon in the left navigation bar.
- Unavailable Icons:** Points to the unavailable icon in the left navigation bar. Description: Messaging and Spaces are only available for users with a Webex Spaces licence and above.
- Search for a Contact or Make a call:** Points to the search bar at the top of the contact list.
- Connect a Device:** Points to the connect device icon in the top right corner.
- 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 contact list items, which show status indicators like 'Active 35 minutes ago', 'In a meeting', 'On a call', and 'Out of office until Tomorrow, 04:30'.
- Link to Help page:** Points to the help icon in the bottom left corner.
- Quick access to call forward, call pickup and call preferences:** Points to the 'Call Settings' and 'Call pickup' buttons in the bottom status bar.