



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. The top bar contains a search bar labeled 'Search, meet, and call' and a 'Connect a Device' button. The main area displays a list of contacts under 'Top contacts' and 'Other contacts'. The left sidebar contains icons for 'Status and Preferences', 'Contacts Button', 'Calling', 'Dialpad', 'Voicemail', and 'Unavailable Icons'. The bottom bar contains a 'Help' button and 'Call Settings' and 'Call pickup' buttons.

Callouts and descriptions:

- Add a Contact or Make a call**: Points to the top bar area.
- Status and Preferences**: Points to the top left icon.
- Contacts Button**: Points to the top left icon.
- Calling**: Points to the top left icon.
- Dialpad**: Points to the top left icon.
- Voicemail**: Points to the top left icon.
- Listen to your voicemails through the app**: Points to the top left icon.
- Unavailable Icons**: Points to the top left icon.
- Messaging and Spaces are only available for users with a Webex Spaces licence and above**: Points to the top left icon.
- Search for a Contact or Make a call**: Points to the search bar.
- Connect a Device**: Points to the 'Connect a Device' button.
- 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.
- Link to Help page**: Points to the 'Help' button.
- Quick access to call forward, call pickup and call preferences**: Points to the 'Call Settings' and 'Call pickup' buttons.