

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.

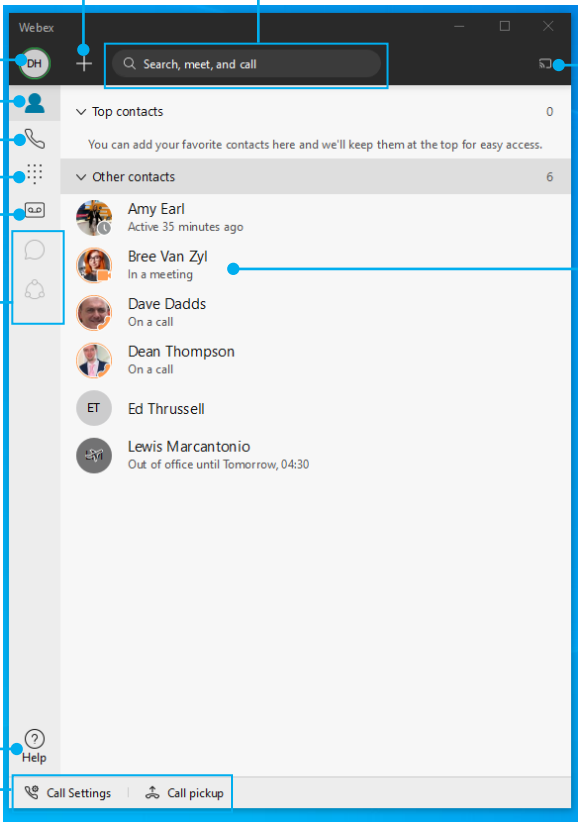
Once installed and the app is open you will be prompted for your username, which is your business e-mail address, then you will be taken to a 2nd screen with your e-mail address already pre-populated and you must enter your User Apps Password (found in the Business User profile page within Uboss).

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 is divided into "Top contacts" (0) and "Other contacts" (6). The "Other contacts" list includes Amy Earl (Active 35 minutes ago), Bree Van Zyl (In a meeting), Dave Dadds (On a call), Dean Thompson (On a call), Ed Thrussell, and Lewis Marcantonio (Out of office until Tomorrow, 04:30). The bottom bar contains a "Help" button, "Call Settings", and "Call pickup".

Callouts and descriptions:

- Add a Contact or Make a call
- Status and Preferences
- Contacts Button
- Calling
- Dialpad
- Voicemail
- Listen to your voicemails through the app
- Unavailable Icons
Messaging and Spaces are only available for users with a Webex Spaces licence and above
- Search for a Contact or Make a call
- Connect a Device
- 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
- Link to Help page
- Quick access to call forward, call pickup and call preferences