

# WEBEX SOFTPHONE SETUP

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## Setup Process

### Step 1:

Webex can be downloaded from one of the following locations:

For **Windows, Mac** and **Linux** - <https://www.webex.com/downloads.html>

**Android & iOS** applications are available from the Google or Apple app stores or by scanning this QR code.



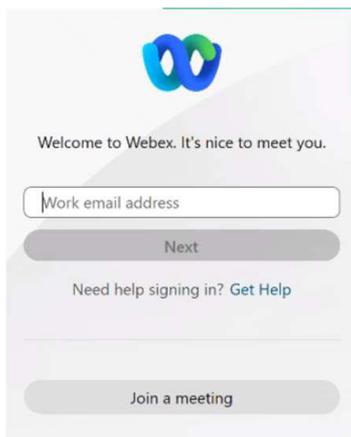
### Step 2:

Once you have successfully downloaded the Webex Application to your desktop, laptop or mobile phone, proceed to login. Enter your username and password supplied by 5G Networks.

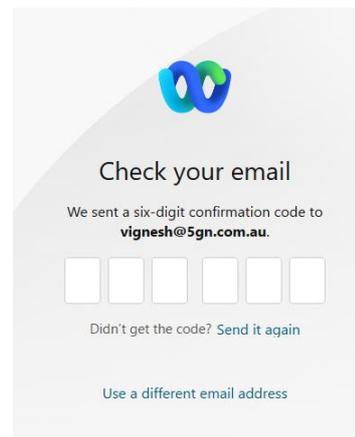
**i** If you're migrating from the older 5GN Communicator app, then these credentials will be the same.

**i** If you get a prompt to enter a 6-digit validation, you might have incorrectly entered your username or entered a username which is not registered. Please try again or contact our support team by emailing [support@5gn.com.au](mailto:support@5gn.com.au) with the subject line '5GN Communicator Migration' and please include the username that you're trying to login with.

**i** If you have forgotten your password, click forgot password and Webex will send you an email to start the password reset process.

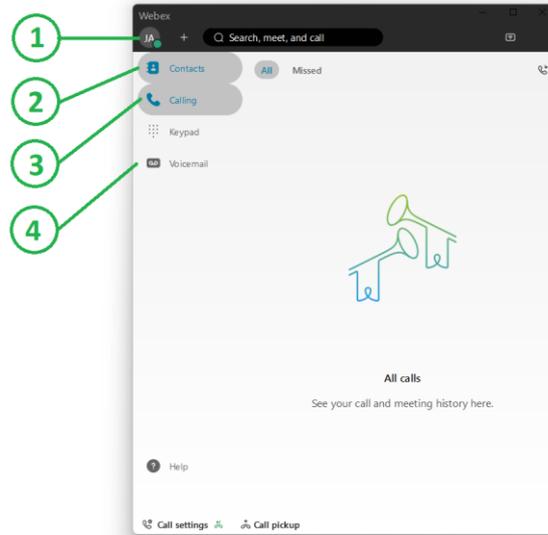


Picture 1: Webex login screen



Picture 2: Incorrect login step

## Softphone Navigation



Picture 3: Webex home screen

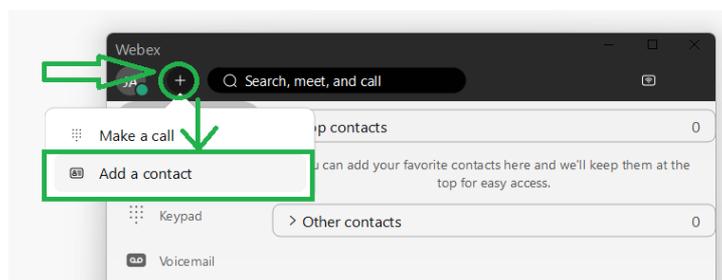
### 1) Profile Icon

Allows access to your **Status** and **Settings** options so you're able to:

- Update your presence status (visible by other Webex users)
- Update your profile
- Change your Speakers, Microphone and Web Camera settings
- Update your voicemail settings

### 2) Contacts

- Can be grouped as needed
- To add a contact, click the + (plus) button to the left of the **search bar** at the top of the screen
  - o Other team members, once they've logged in to Webex for the first time, can be added by name
  - o External contacts can be added via create contact or by email address if they use WebEx as well
- Your contacts status icon will update to a grey icon after 15 minutes of inactivity.



Picture 4: Add a contact to Webex

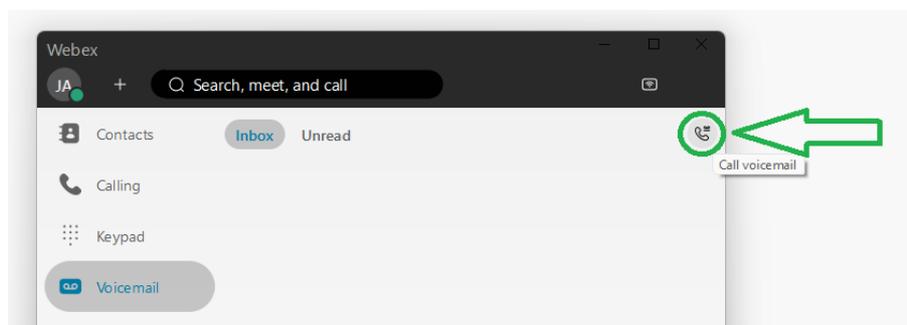
**i** If you're migrating from the older 5GN Communicator app, your existing contacts and chat history will not be migrated, however you will still be able to search for and add users within your business that have also migrated to Webex using the above process.

### 3) Call history

- By default, all of your call history will be shown
- If the contact is highlighted that means you have an outstanding call back for that person and clicking the info icon will show when the call was missed
- You can use the **Missed** filter to filter for calls you may have missed
- Right clicking on a number that has no name will allow you to save as a contact

### 4) Voicemail

- To listen to a voicemail, click the number or contact name and press play.
- You can have your voicemails delivered by email. To activate this, navigate to:
  - o User Profile Icon > Settings > Calling > Advanced Call Settings > Voicemail
  - o Update your email settings
- To update your Voicemail greeting, select the **Call voicemail** button in the top right of the screen
- If your mailbox has had pin enabled, you will be asked to set it before proceeding.  
Your pin will need to be 6 digits and not a string of numbers i.e. 123456 or your extension



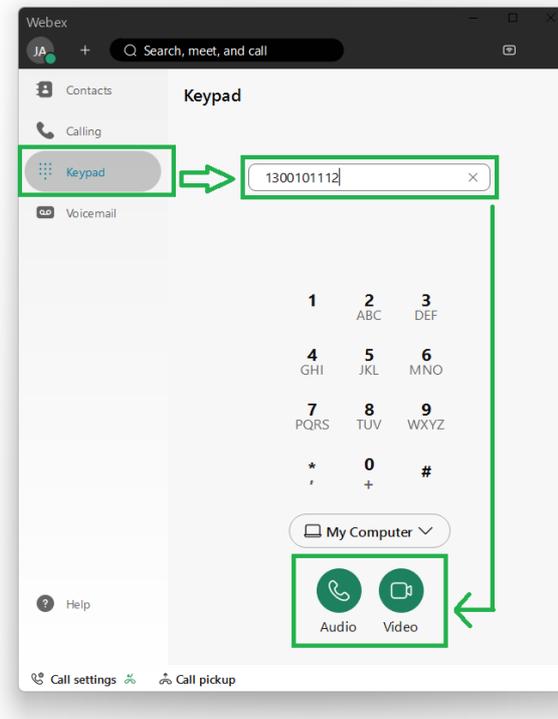
Picture 5: Call voicemail button

## Call Handling

### Making a Call

Click on the left-hand **Keypad** menu icon, then enter phone number or name of contact followed by clicking either **Audio** or **Video** icons depending on the call type you're wanting to make.

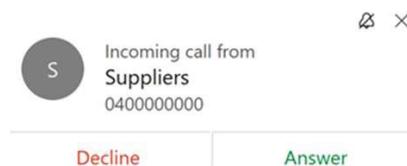
Note that video calls can only be made to other Webex users



Picture 6: Making a call in Webex

### Answering a Call

- When an incoming call arrives, a pop screen will appear on your screen. All of your registered devices will also ring at the same time, for example your Mobile Phone.
- If it is a known contact, the popup will also display their name.
- Click answer to accept call (or press Control+K on your keyboard)
- If you choose to decline the call, the call will follow your configured settings within the Webex application. The following options are available to choose from.
  - o A direct call will go to your voicemail or call forward busy destination
  - o A call from a Hunt Group will continue to look for other team members
  - o A call from a Call Queue will continue to look for other teams and will return if configured to do so.



Picture 7: Incoming call popup window

## Active Call Controls

The active call control window controls will change depend on the state of the call and depending on if the call is audio only or video & audio.

1. **Mute** will suppress the audio of your microphone
2. **Share** will allow you to share your screen or other media from your device when calling another Webex user
3. **Keypad** will allow you to dial numbers. For example, if you need to press 2 for support while in a call queue
4. Icon marked **X** will terminate the active call
5. If **Hold** is selected the window will present **Resume**
  - a. To reconnect press **Resume**
  - b. A held call cannot be disconnected by closing the window
6. **Park** will hold the call in another location with announcement/displayed of extension where it is Parked.
  - a. To get call back press Call Retrieve or
  - b. Click Call retrieve and enter extension announced/displayed
7. **Transfer** will hold the call once the destination commences ringing
  - a. Press **Transfer** enter number or contact
  - b. If you don't want to wait for party answer, click **Complete Transfer**
  - c. Otherwise wait and introduce as needed, then click **Complete Transfer**
  - d. If the other rejects call, press **X** and **Resume** held call
8. **Conference** will hold the call once the destination commences ringing
  - a. Press **Conference** enter number or contact
  - b.** Wait and introduce as needed, then click **Merge Calls**
  - c. To add more people, repeat above step
  - d. If you leave the Conference all parties will be disconnected

# Call Queues

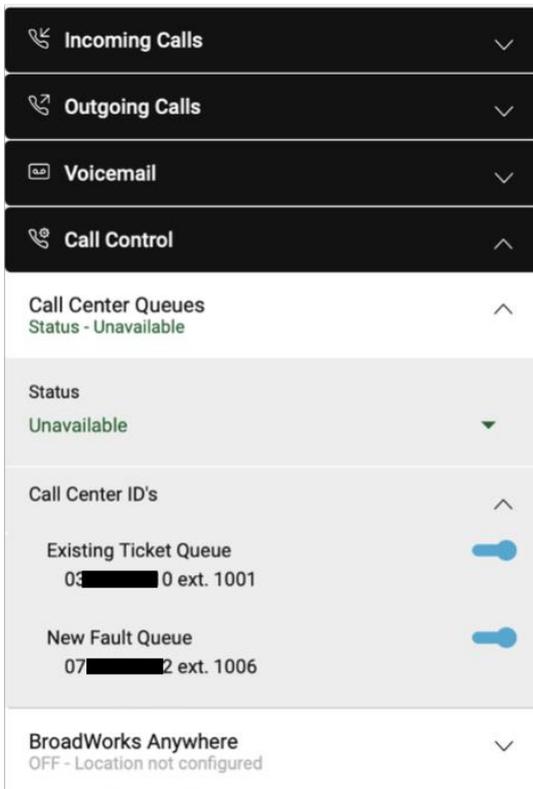
## Call Queue Members

If you have been assigned to a call queue, in order to receive calls, you will need to make yourself available via the Call Control menu.

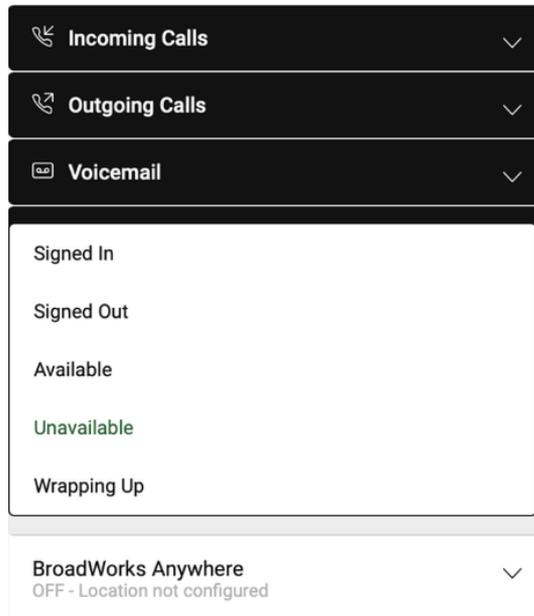
To access this, select your **User Profile Icon** > **Settings** > **Calling** > **Advanced Call Settings** > **Call Control**

 While you're logged to the call queue, it's important to note:

- If you miss 3 consecutive calls from the queue you will be set to unavailable.
- If you go offline, your status will be marked as unavailable



Picture 8: Call Queues and your status



Picture 9: Agent status options