

# Access4

- [Webex Softphone](#)

# Webex Softphone

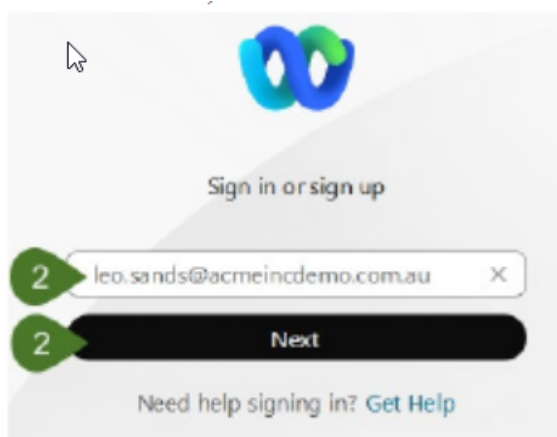
## Download Webex

- Go to [webex.com/downloads](https://webex.com/downloads) for the desktop app or scan the QR code for the mobile app.



## Login to Webex Softphone

- Search and open Webex app on your computer.
- Enter your Webex User ID (which is typically your phone extension @email domain eg 0101@company.com) and click on Next.

A screenshot of the Webex login interface. At the top is the Webex logo and the text "Sign in or sign up". Below this is a text input field containing the email address "leo.sands@acmeincdemo.com.au" with a clear button (X) on the right. A green callout bubble with the number "2" points to the input field. Below the input field is a black "Next" button, also with a green callout bubble containing the number "2". At the bottom, there is a link that says "Need help signing in? Get Help".

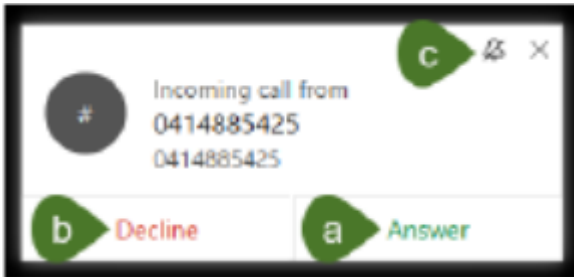
- Enter your Password, then click on Submit.

A screenshot of the Webex login interface at the password entry stage. At the top, it says "Hello leo.sands@acmeincdemo.com.au". Below that is the instruction "Enter your password". There is a password input field with a green callout bubble containing the number "3" pointing to it. Below the input field is a blue "Submit" button, also with a green callout bubble containing the number "3".

## Answering a Call

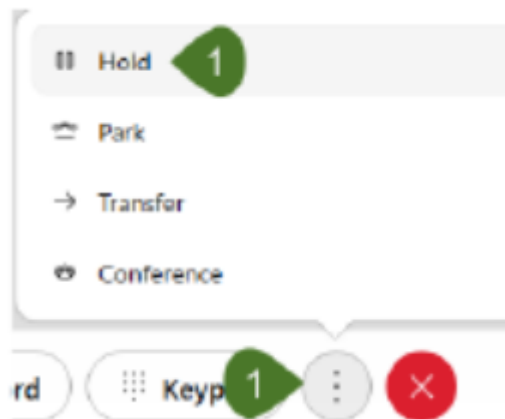
To answer an incoming call:

- Select Answer.
- Or if unable to answer, select Decline and it will send the call to your Voicemail.
- The Bell icon will put the ring tone on silent.

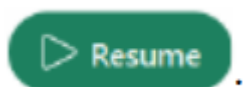


## Hold/Resume a Call

- To put a caller on hold, click on the ellipsis then Hold.



- To take caller off hold, click the Resume button



## Mute a Call

- To initiate Mute, click on the Mute button



- To turn off Mute, click on the Unmute button

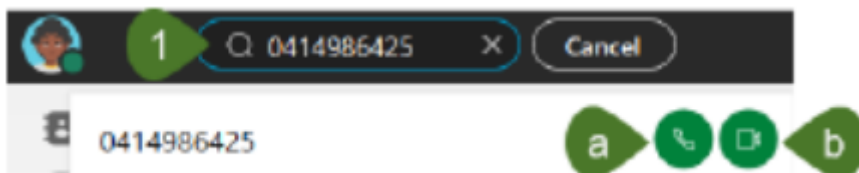


## Making a Call

To initiate a call, click into the Search, meet and call bar at the top of the application and enter either the name of the internal user or the external number you would like to call.

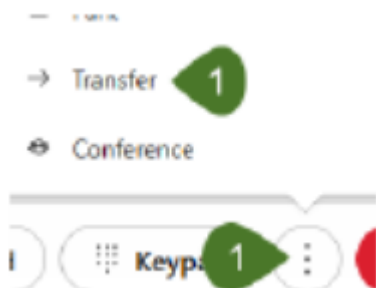
You will see the results listed below.

- Click in the Phone icon to make a voice
- Or the Video icon to make a video call (only available with Webex Softphone users).

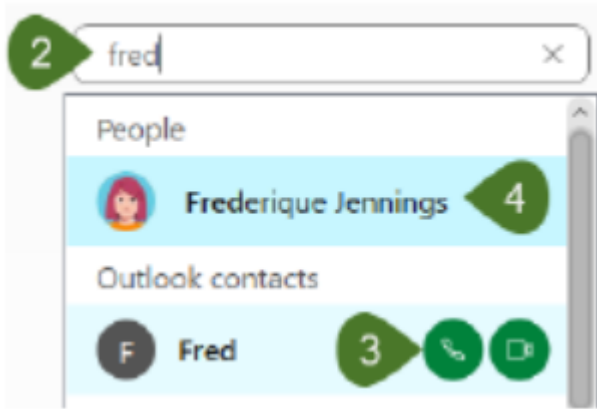


## Consultation Transfer

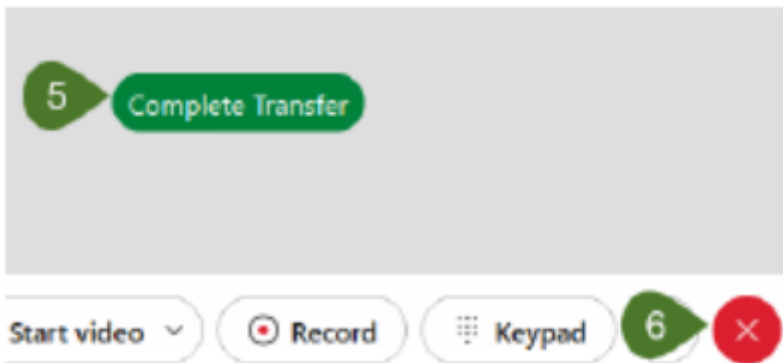
- When connected on a call, click on the ellipsis, then select Transfer.



- Search for the person or type in the number in the search bar.
- Then either select the Green Audio call button to call them,
- Or for internal users select them from the list, then select Consult First, then the number to dial.
- This will place the original caller on hold.



- When the person answers, you can announce the call, then to complete the transfer you select the Complete Transfer button.
- If you need to cancel the transfer, select the Red End Call button to disconnect.



- Then click on the Resume button to take the original caller off hold.

