



Webex Softphone – Quick Start Guide

Welcome to your new Webex softphone. This allows you to make and receive calls using your business number from your computer or mobile.

1. Getting Started

You will receive an email from Webex asking you to activate your account.

- Click the link in the email
- Create your password
- Download the Webex app (if not already installed)
- Sign in using your email address and password

2. Making a Call

- Open the Webex app
- Click on Calls
- Use the keypad or search for a contact
- Click the green Call button

3. Receiving Calls

When someone calls your number:

- The Webex app will ring
- Click Answer to take the call

Your desk phone (if you have one) may ring at the same time.

4. During a Call

You can:

- Mute / unmute your microphone
- Place the call on hold
- Transfer the call to another person
- Add another caller (conference)

All controls are visible on screen during the call.

5. Voicemail

- Click the Voicemail tab in Webex
- Select a message to listen
- You can play, pause, or delete messages

6. Using Webex on Mobile

You can also install Webex on your mobile phone:

- Download from the Apple App Store or Google Play
- Sign in with the same details
- Your business number will work on your mobile



7. Helpful Tips

- Keep the app open to receive calls
- Use a headset for best call quality
- If audio isn't working, check your microphone and speaker settings

Support

If you experience any issues:

Before contacting support, please check:

- Your internet connection is working
- The Webex app is open and signed in
- Your device volume is turned up

If you still need help:

Call: 01482 291291 (Option 2)

Email: support@ktgl.co.uk