



WEBEX SOFTPHONE

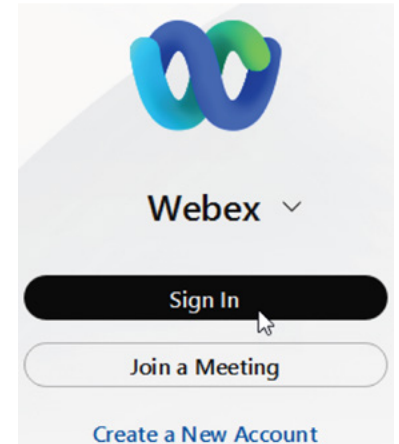
INFORMATION FROM RCBC'S OFFICE OF INFORMATION TECHNOLOGY

Getting Ready

This feature requires the use of the Webex app and assumes you already have a Webex login.

If you don't have the app you can download the Webex app for Windows here: www.webex.com/downloads.html.

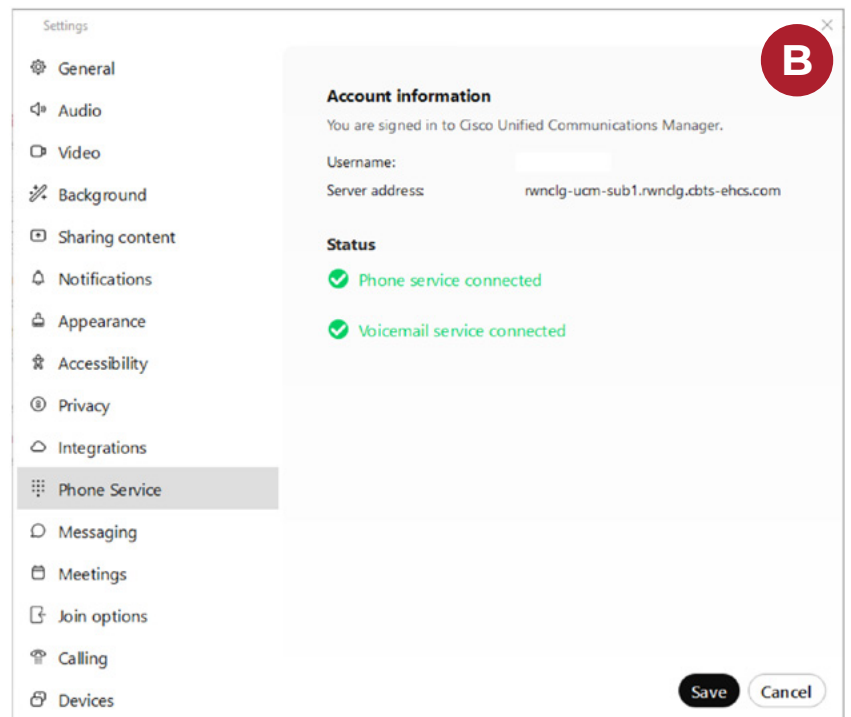
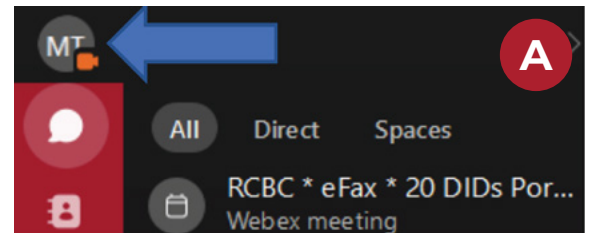
Log into the Webex app. Your username is your RCBC email address and your password is the one you chose when you initially created your account. Your Webex password may be, but is not necessarily, the same password you use for any other RCBC service or application. If you are prompted for a Webex site, choose **rcbc2.webex.com**.



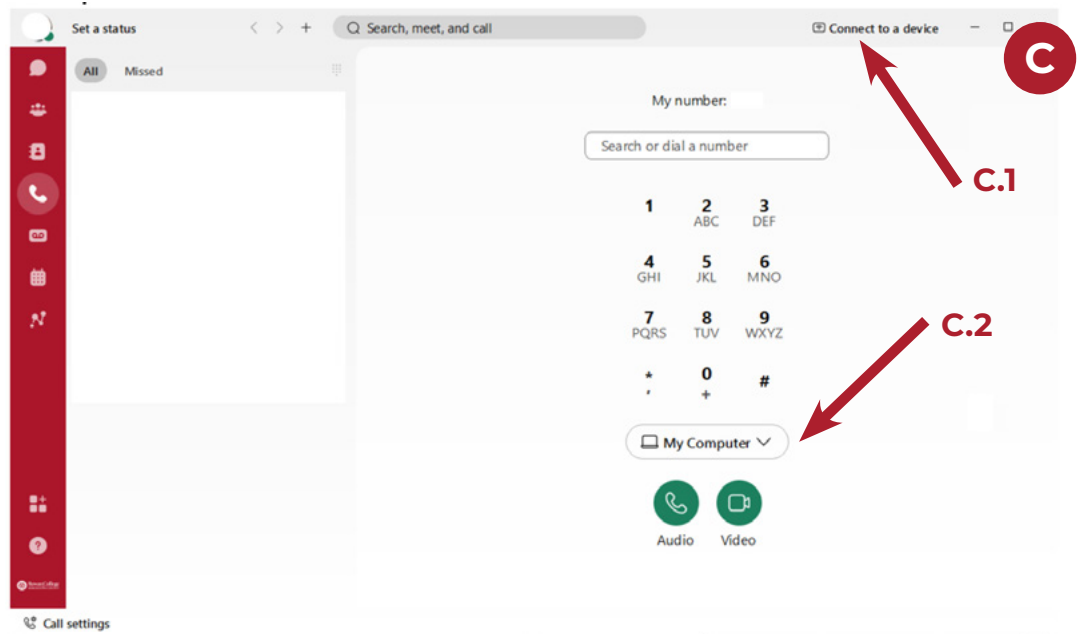
Connecting to the RCBC Softphone Service

You will only have to do this once, unless you get disconnected from the service, in which case just repeat these steps:

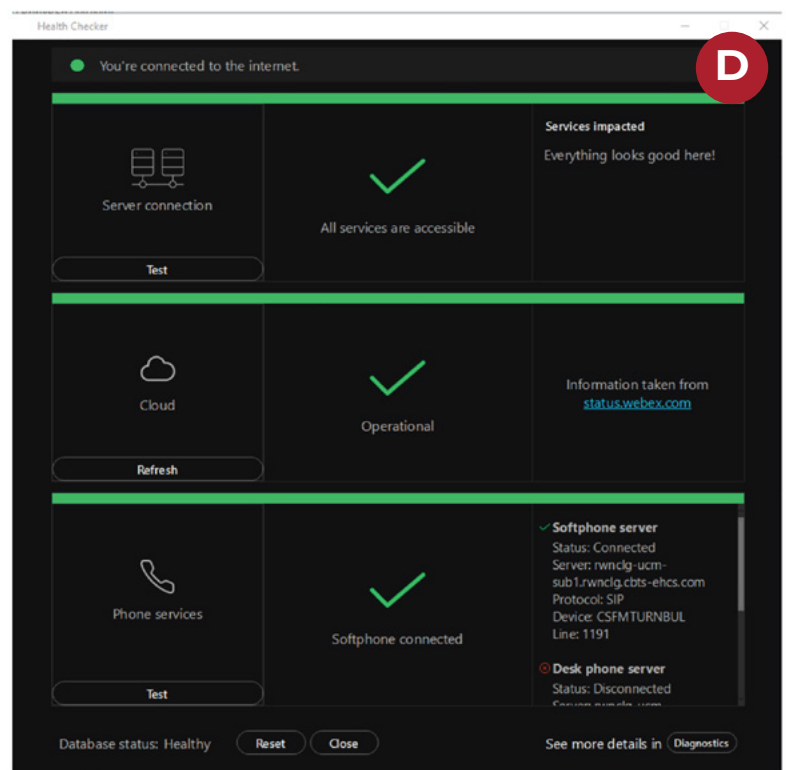
1. Log into Webex.
2. In the upper left corner, click on your initials or profile picture (see A).
3. Select the Settings line.
4. Select the Phone Service line.
5. Enter the username and password that you use to log into your computer and BaronOne (do not use your email address in this step, just the part before the '@' sign).
6. Click sign in.
7. Accept the 911 popup.
8. Check the "status" indicators for Phone and Voicemail (see B).
9. Click save.
10. Click initials or profile picture in the upper left and select Phone Service again.



11. If you are on campus or connected through the RCBC VPN (see C) you can select a device (C.1) and choose your telephone (C.2), otherwise you will be using a generic softphone service – “My Computer” will be shown.



12. To check your status and see if you are using your phone or the softphone (see D).
 - a. Click initials or profile picture in the upper left select help.
 - b. Select Health Checker.
 - c. Verify all green.
 - d. You will see a red x on either the Softphone or Desk Phone Server fields, this indicates which is being actively controlled by the Webex client. Click “Close” when done.



Using the Webex App for Phone Services

When we began testing the Webex softphone we provided very little in the way of training for making telephone calls. It’s fairly straightforward, but it does offer a variety of features, options and nuances. The Webex Help Center provides a wide variety of support articles if you want to delve into the details. Some good starting points include:

- Webex App | Make calls with your desk phone**
- Webex App | Call anyone with a phone number**
- Webex App | Call anyone with a Webex App account**
- Webex App | Change the active line for calling**

Need Help?

As always, open a HappyFox ticket at rcbc.happyfox.com for support.