



WEBPHONE INSTALL GUIDE

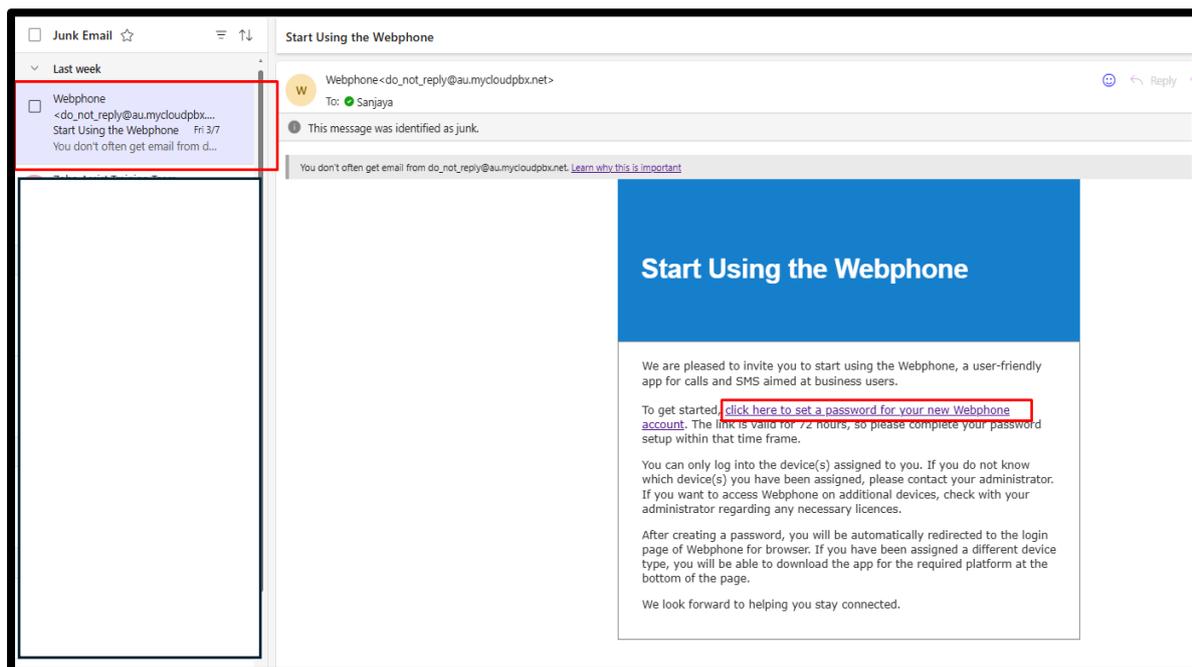
INTRODUCTION

This article will cover how to finish setting up the VOIPSOL Webphone Device on the End Users PC/Laptop. If you haven't received an email to setup a password, please see this article for setting up the VOIPSOL Webphone at the User level Webphone Configuration.

STEP : 1

The user will receive an invitation to set their password. Please access this email from your company's personal email account. If you cannot find it in your inbox, check the **junk** or **spam** folder.

Once you locate the email, click on the **reset password** link provided. Please refer to the screenshot below for guidance.



STEP 2

Once you click the link, you will be redirected to the **Reset Password** screen. Please create a password that meets the criteria listed on the left side.

Password changing

Password must meet the following minimum complexity rules:

- Minimum password length — 8 characters
- Must have at least one upper case letter
- Must have at least one lower case letter
- Must have at least one digit
- Passwords in both fields are the same

New password:

Confirm password:

Once a password has been created, you can download the mobile app and log in using your company email and the password you created.

STEP 3

Downloading the Correct App for Your Mobile Device

To ensure you download the correct Webphone app for your device, please follow these steps:

1. For Android Users:

- If you are using an **Android** smartphone or tablet, scan the **QR code labeled 'Android'** using your device's camera.
- This will redirect you to the **Google Play Store**, where you can download the **VOIPSOL Webphone app**.
- Tap **Install**, and once the app is downloaded, log in using your company email and the password you created earlier.



FOR ANDROID USERS

2. For iOS (Apple) Users:

- If you are using an **iPhone** or **iPad**, scan the **QR code labeled 'iOS'** using your device's camera.
- This will open the **Apple App Store**, where you can download the **VOIPSOL Webphone app**.
- Tap **Get**, and once the app is installed, log in with your company email and the password you created earlier.



FOR ISO USERS

Make sure to choose the correct app version according to your mobile operating system to avoid compatibility issues.