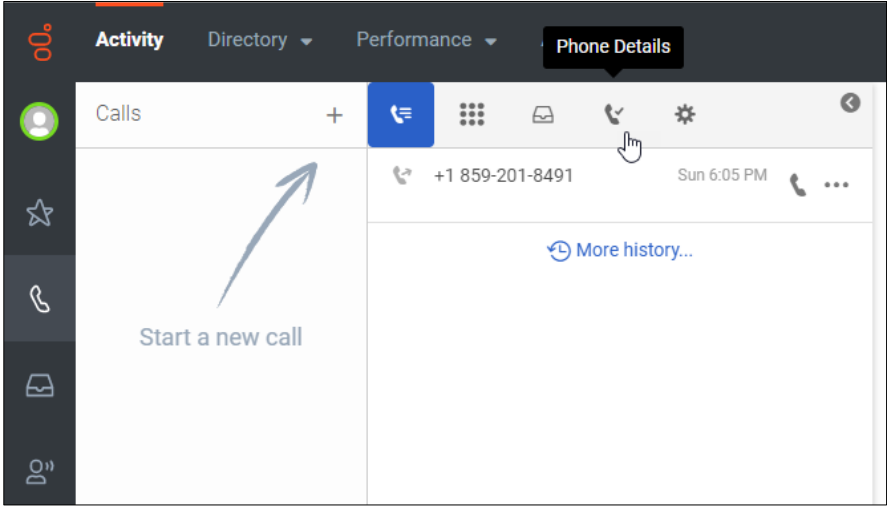**Setting Up WebRTC Phone**

Version	Date	Intended Distribution To
1.0	07/28/2023	Genesys Cloud Users

Genesys Cloud will require WebRTC phone setup. This Job Aid outlines the steps for setting up the phone.

| Step	Action
	After logging into Genesys Cloud, go to the *Phone Details* icon to access the phone setup menu.
	Select the *Settings* icon, and choose *Use Computer Settings* from the drop down menu options.

Note the Diagnostics and Device Volumes links below the drop-down menus. The Diagnostics link will complete a troubleshooting review of the phone to help identify any issues. The Device Volumes link will allow the user to set volumes for calls, voicemails, and notifications.
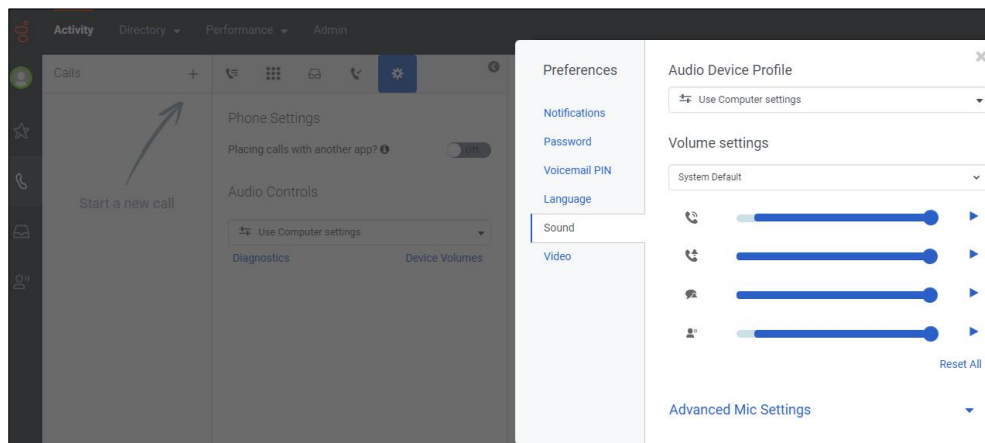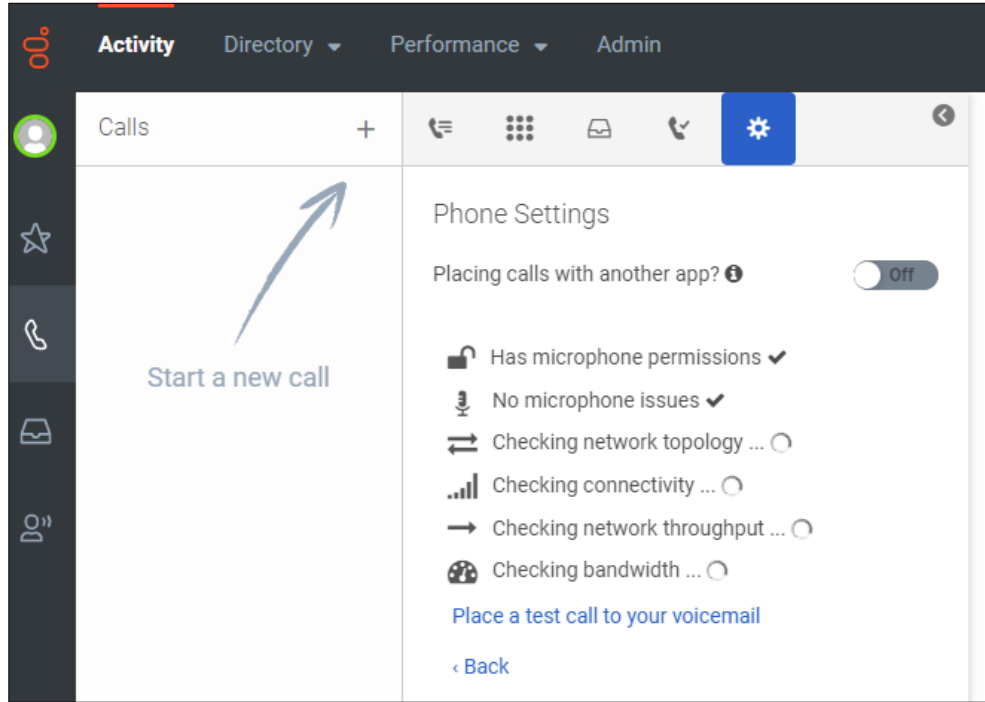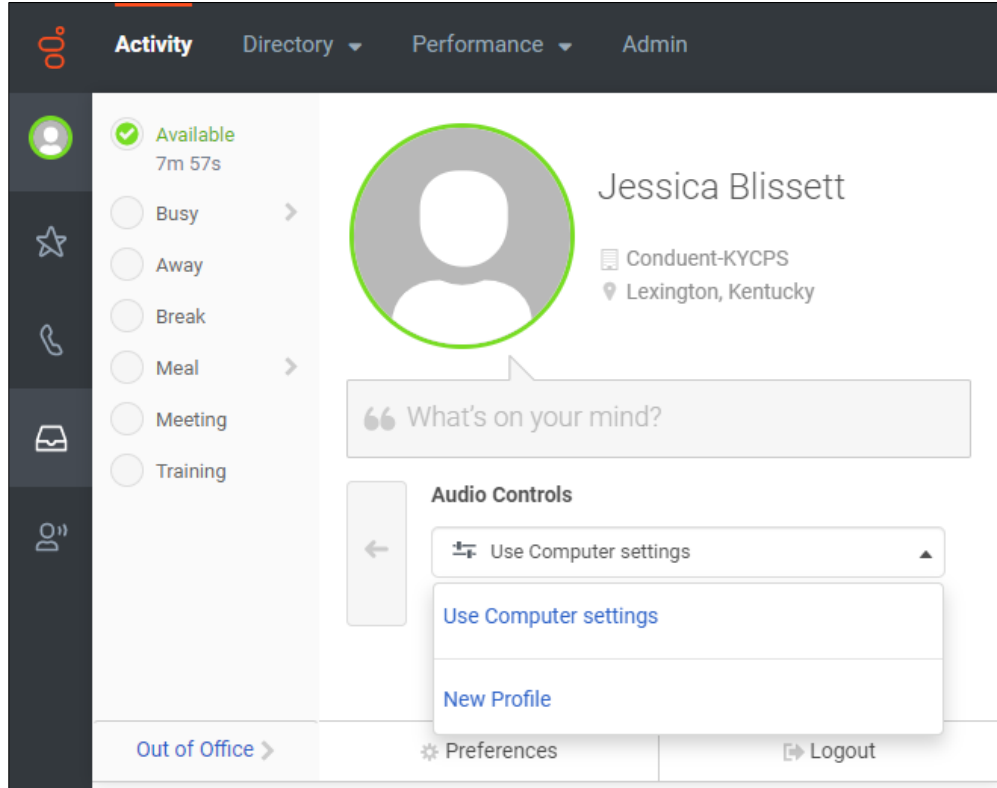
Alternatively, the WebRTC Setup can be accessed from the Person icon when logged in.

Choose the default selection, or enter "WebRTC" to search.
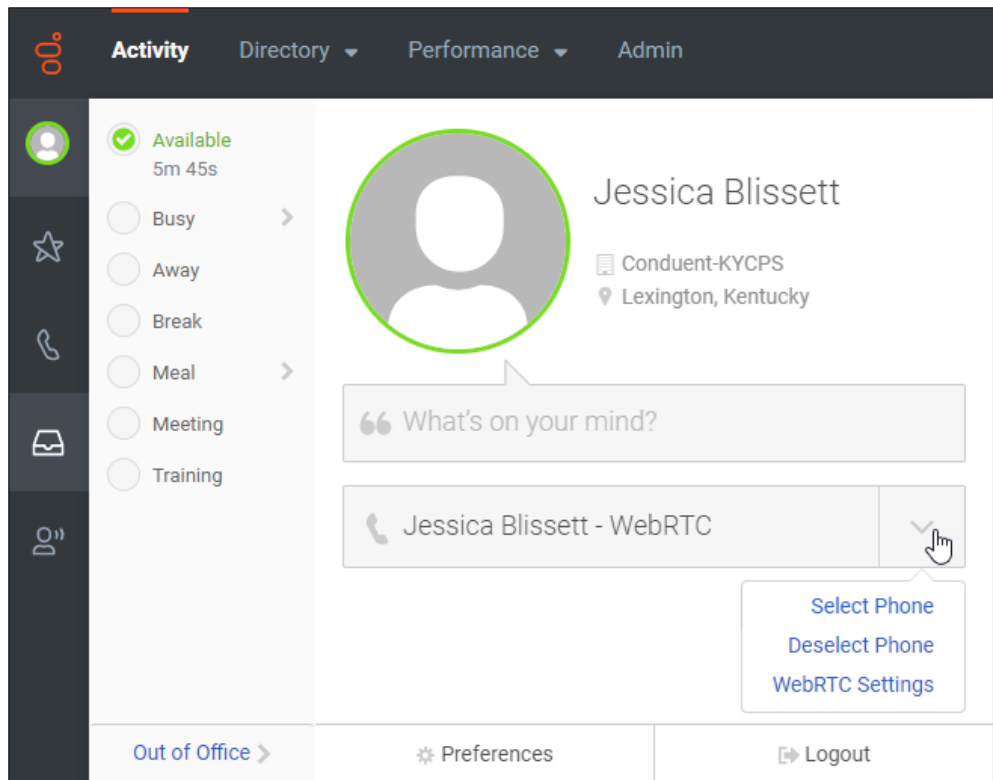
Choose the *WebRTC Settings* to access Audio Controls. There are options to *Use Computer Settings* or to set up a *New Profile.*

Using *Computer Settings* allows the system to recognize the phone in use; choosing *New Profile* allows the user to create a *New Profile* for their phone.

The user can name the profile, and then choose each of the components, including microphone, speaker, and notification sounds.

The user should make the appropriate choices for their system, and select *Save*.
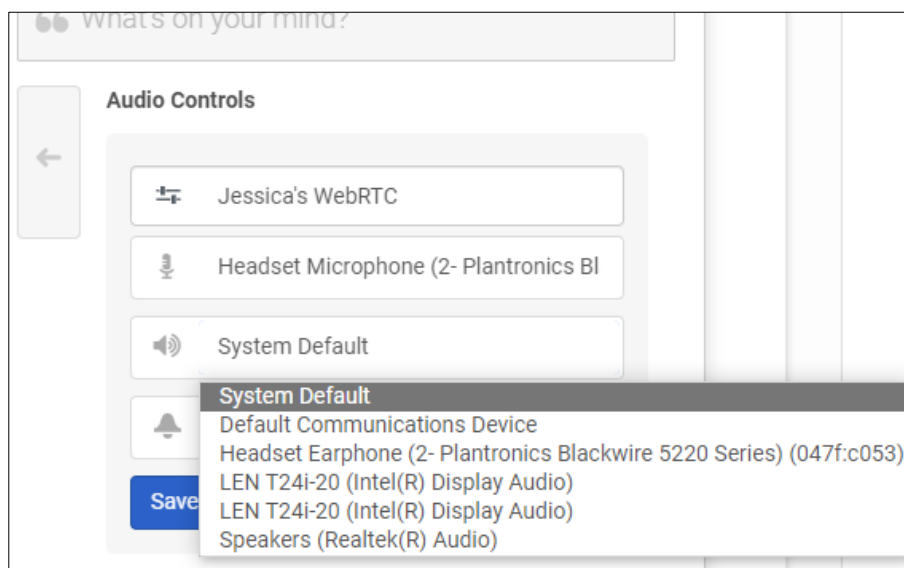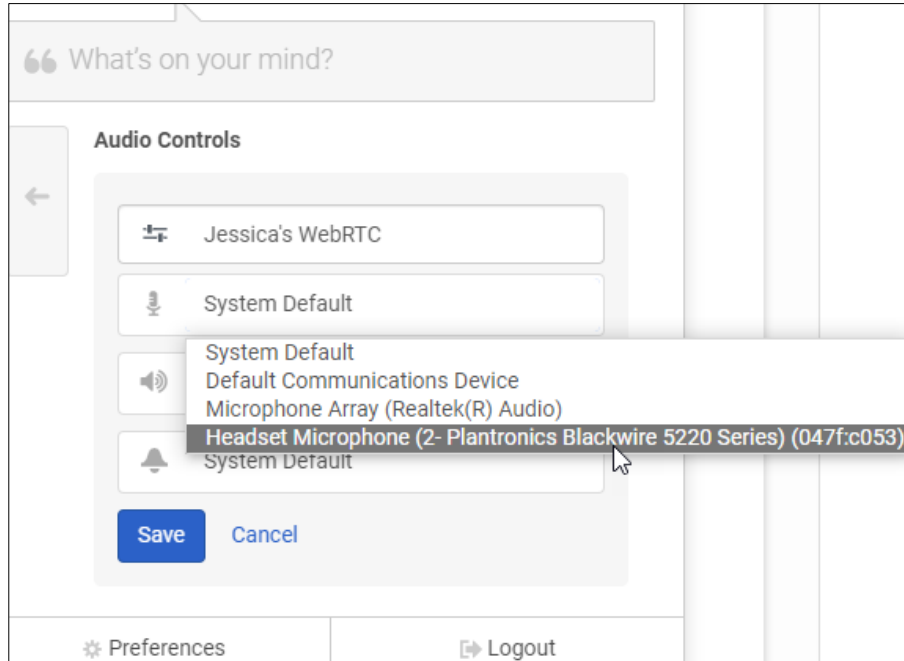
When saved, the system will recognize the WebRTC phone at login, or will allow the user to choose the proper function at login.