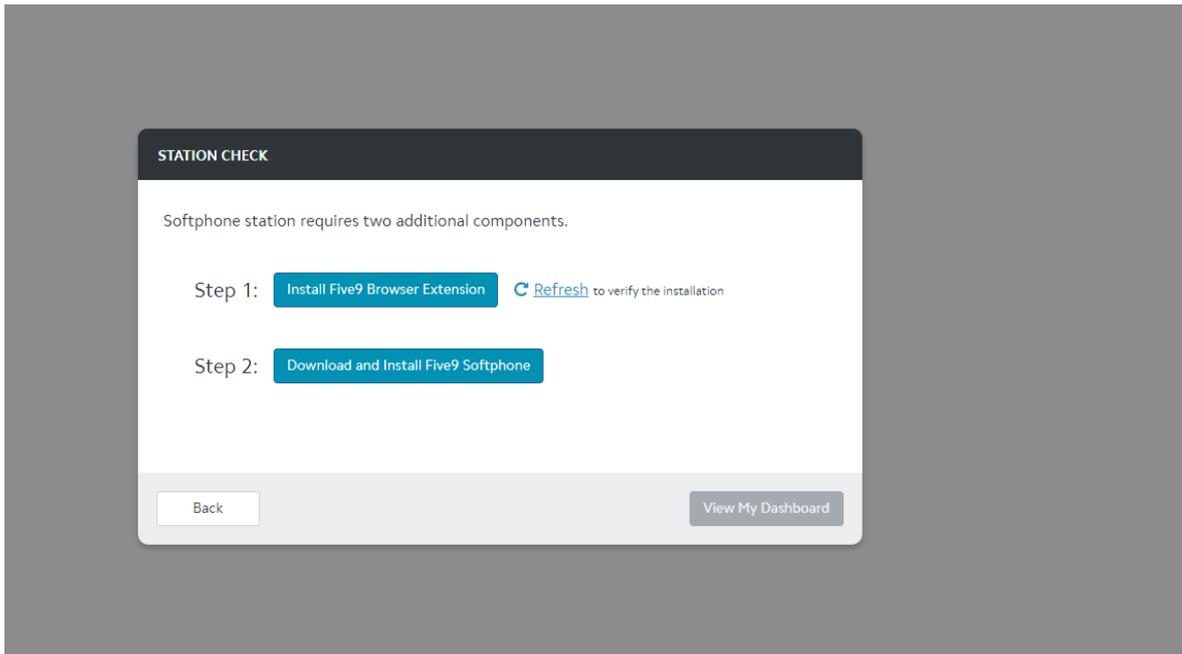
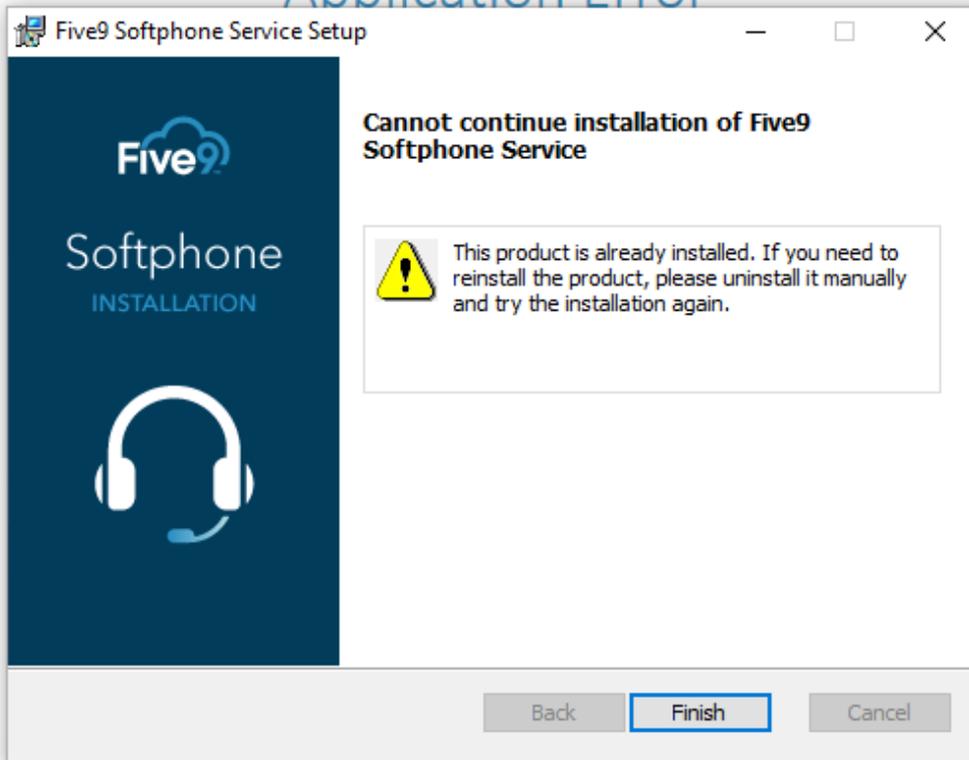


# Unable to Install Five9 - For Agents

Five9 asking for install and unable to install it.

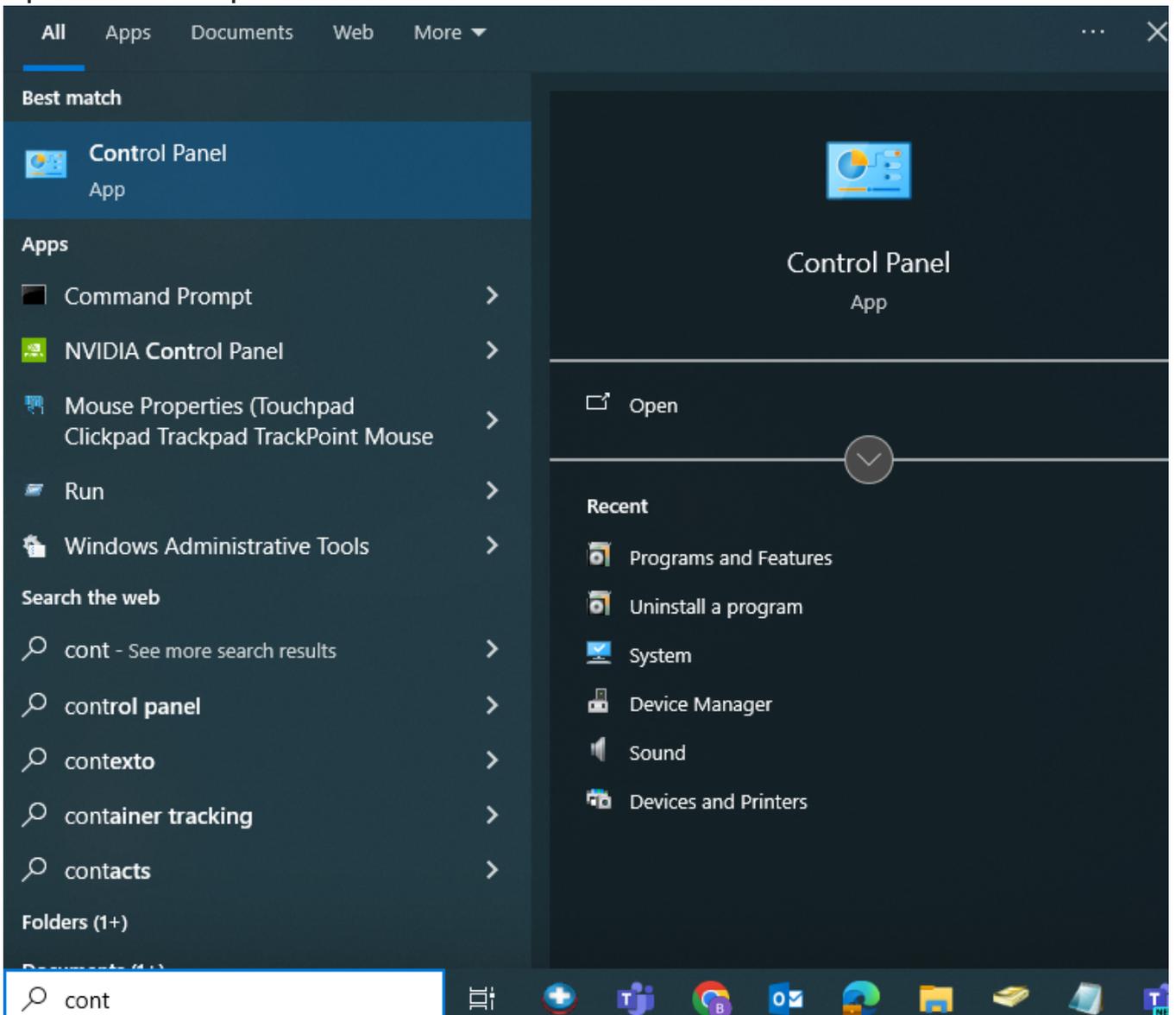


## Application Error

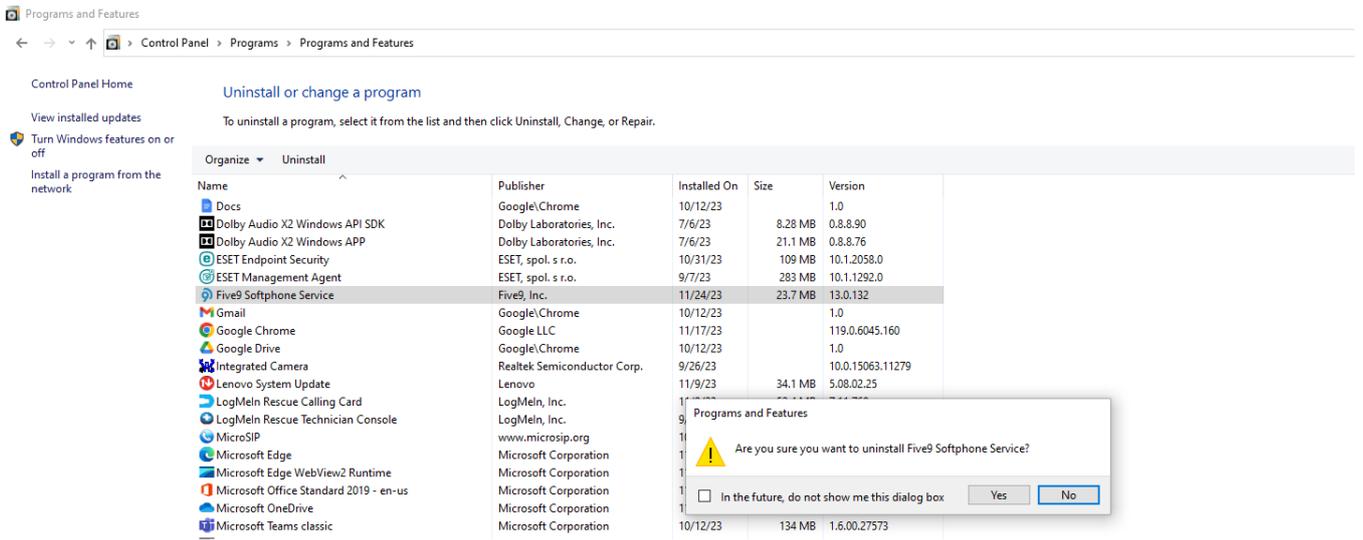


Follow these steps to fix the issue.

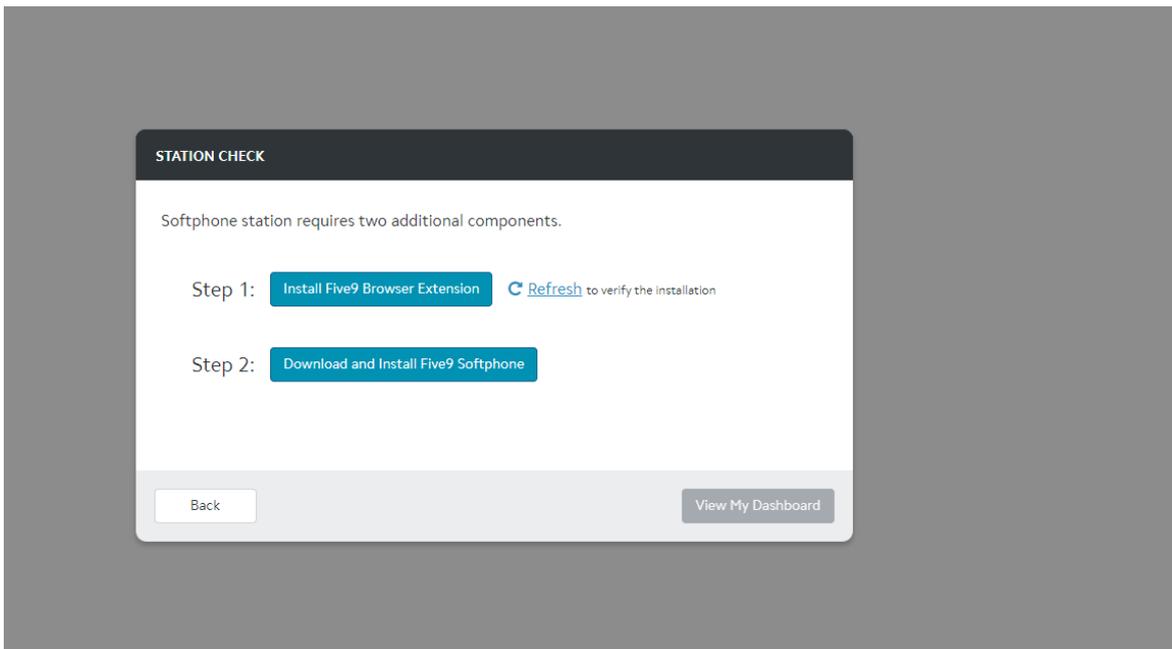
- open control panel



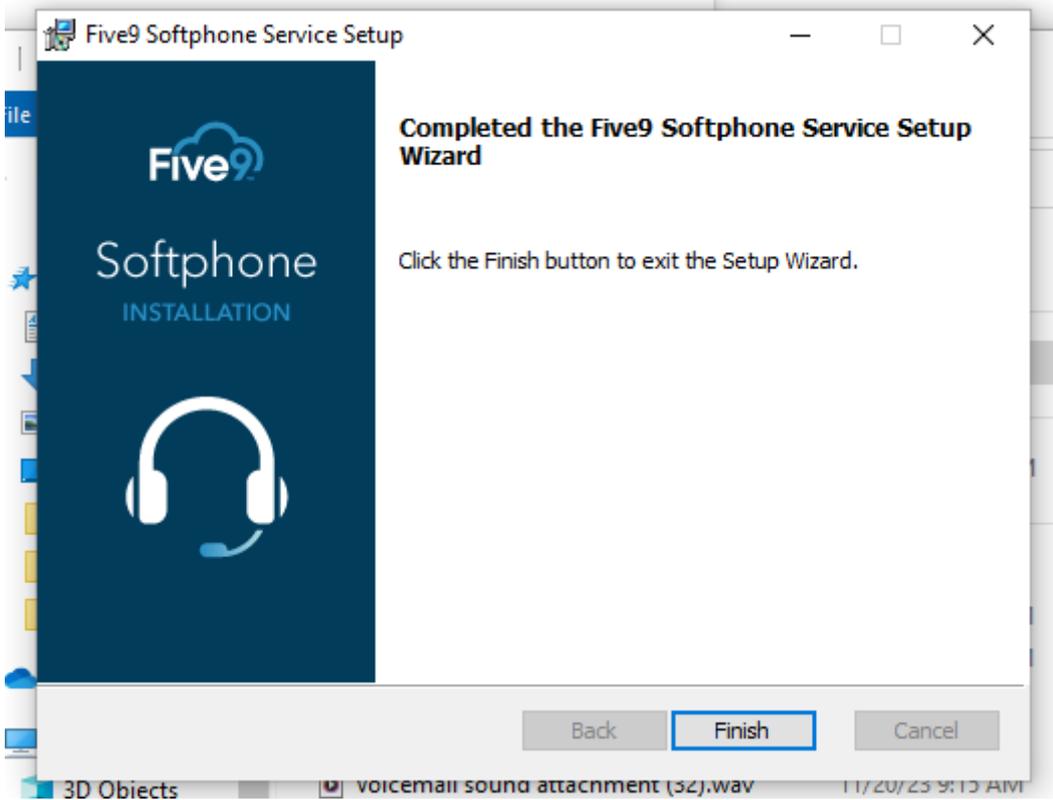
- Navigate to program and features and uninstall Flve9 softphone App



- Right Click > hit Yes.
- Once the uninstall is complete head back to
- Go back to the Five9 page.



- Click Download Five9 Softphone and double click the downloaded file to install it again.



- Once finished, refresh the Five9 page and you should be good to Go.

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Revision #2

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