



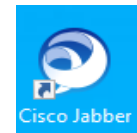
# JABBER SOFTPHONE HOW TO...

## Using the Jabber SoftPhone

\*\*\* The Unified Communications softphone and/or Single Number Reach (SNR) is the Enterprise solution for those staff whose current in-office location is on the Unified Communications platform and are approved to work from alternate locations. When working from an alternate location, a softphone should be requested. The softphone can also be combined with SNR, which allows calls to present both to the softphone and to the user's mobile phone should the user prefer to answer the call on the mobile phone. The soft phone lines should not be forwarded to the mobile phone, but instead a request for SNR should be submitted. Please note a softphone can be used while in office or the desk phone \*\*\*

\*\*\*\*Please note, the jabber softphone is not intended to be used to dial 911. Please utilize a cell phone or home phone if applicable. Please ensure that calls are NOT made to 911 through the Jabber softphone; this will result in a substantial charge that will be charged to the Agency from the 911 service.\*\*\*\*

### Opening Jabber and Logging In

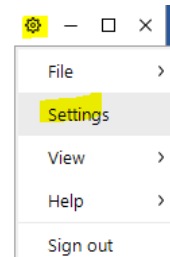
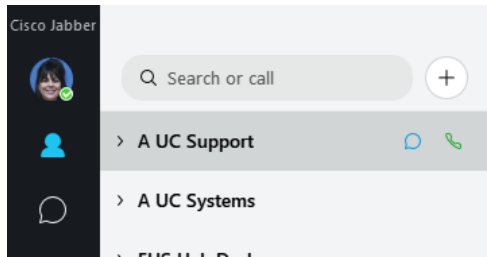


1. Launch the Cisco Jabber shortcut located on desktop
2. Use UPN format of username in this form: [username@domain.state.mo.us](mailto:username@domain.state.mo.us) (domain will change to the current domain Agency is on such as ads, cds or bds) ex. woernd@bds.state.mo.us
3. Enter the password which is the same as logging into pc.
4. Click Sign In

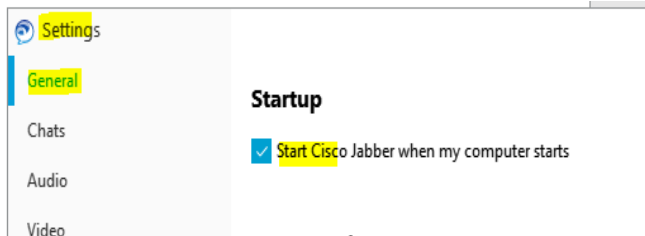
Enter your username and password for Phone Services.

[Forgot password?](#)

5. Once logged in, go to the cogwheel top right; select Settings



6. Under Settings, General, check “Start Cisco Jabber when computer starts”

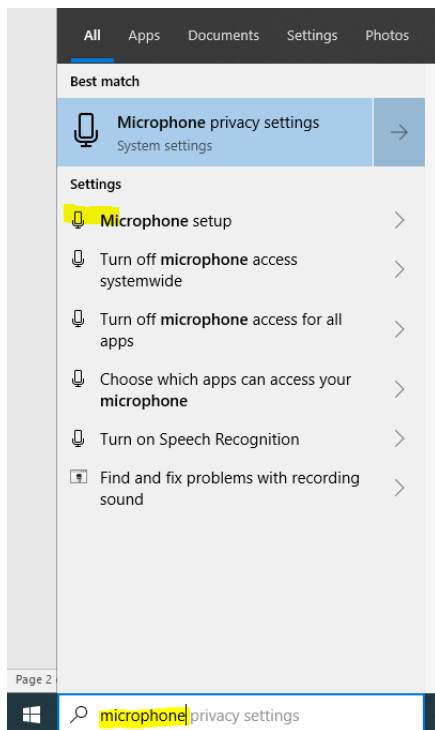


## Using Jabber as a Phone

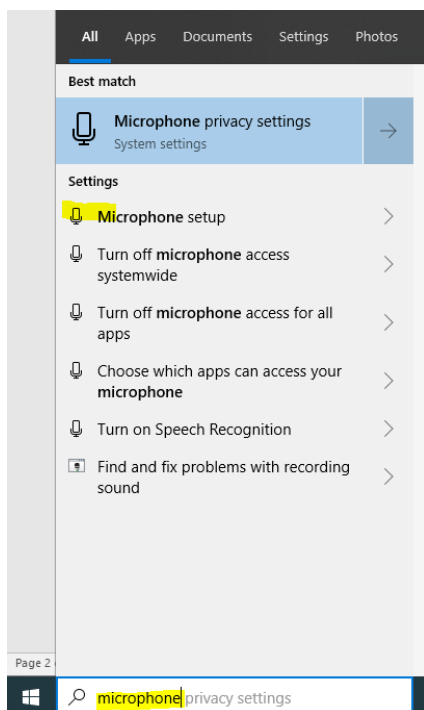
**OA ITSD must have created a soft phone for you in the Call Manager system before the computer will work as a phone**

**Verify equipment as a microphone and Jabber has access to the microphone**

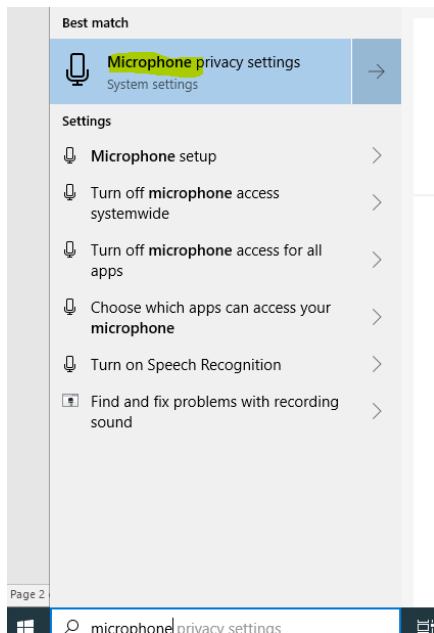
Verify that the desktop/laptop has a microphone to use for calls. A headset can also be used for placing calls. To check for a microphone, go to the Windows search bar and type microphone –microphone settings should appear



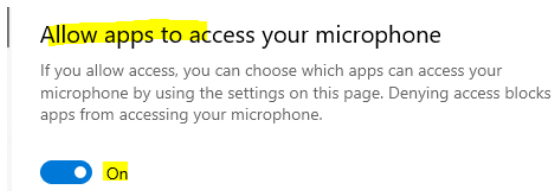
1. In order for callers to be heard and hear, the microphone must be given access to the Jabber application. Search for 'microphone' in the search area.



## 2. After locating microphone settings, click on Microphone Privacy Settings

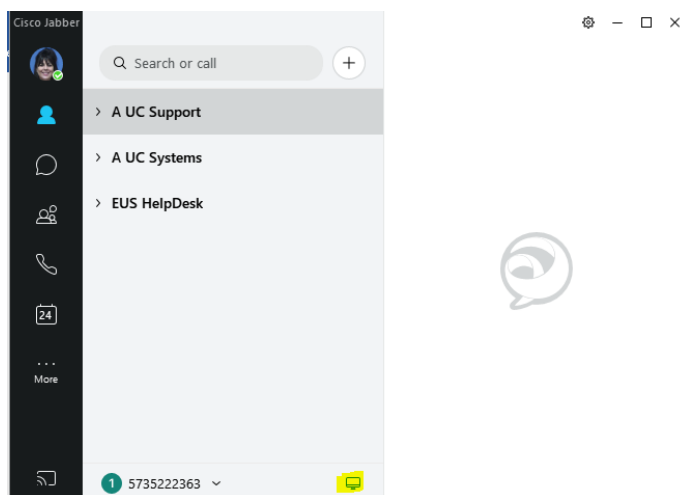


## 3. Make sure the 'Allow Apps to access microphone' is set to On

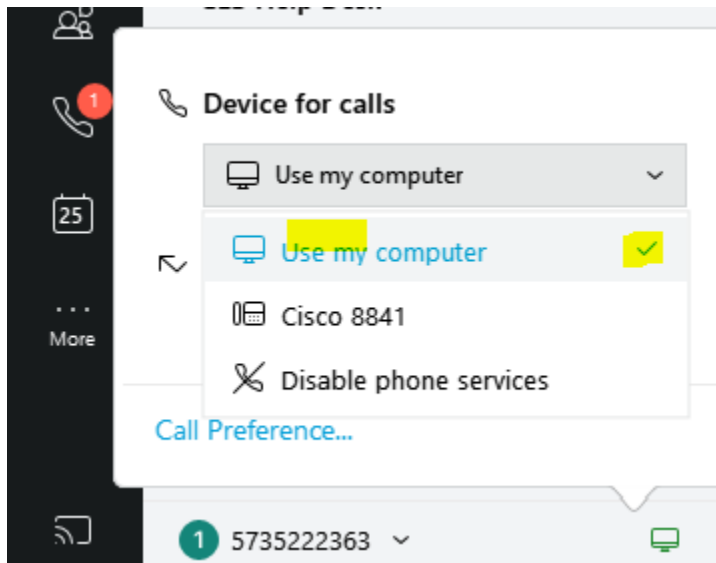


## Verify PC/Laptop is set to use as phone

### 1. Next, verify Jabber is set to 'use my computer' for calls. In the lower left of the Jabber screen, click on the small phone icon

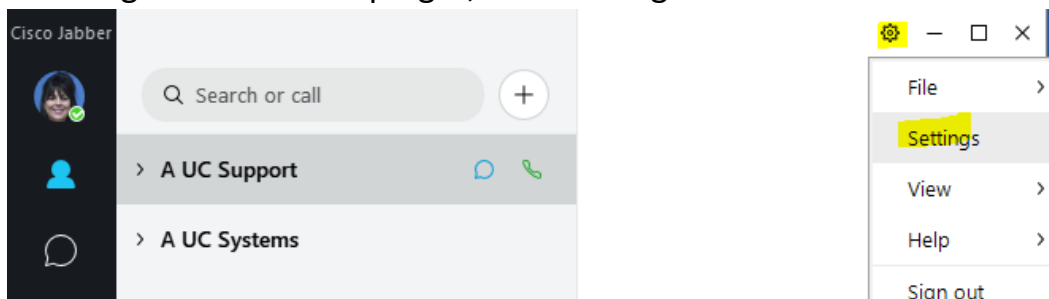


1. The screen will open. If desk phone is set up it will show both the option to use desk phone (in this case the 8841) and use my computer - make sure to select 'use my computer' in order to use the Jabber softphone.

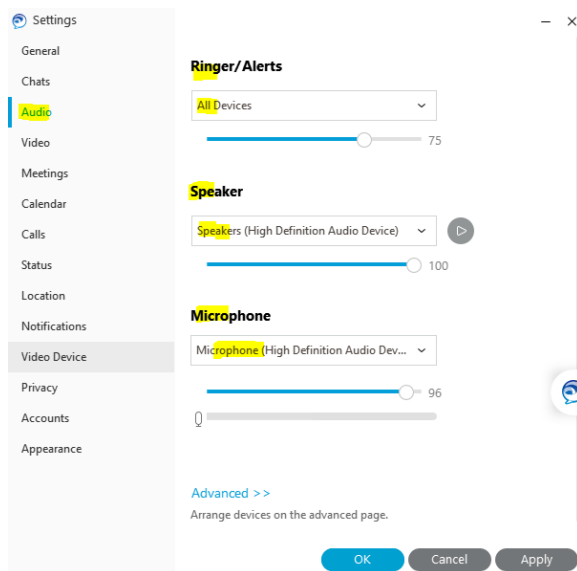


## Verify audio settings for speaker/microphone or headset

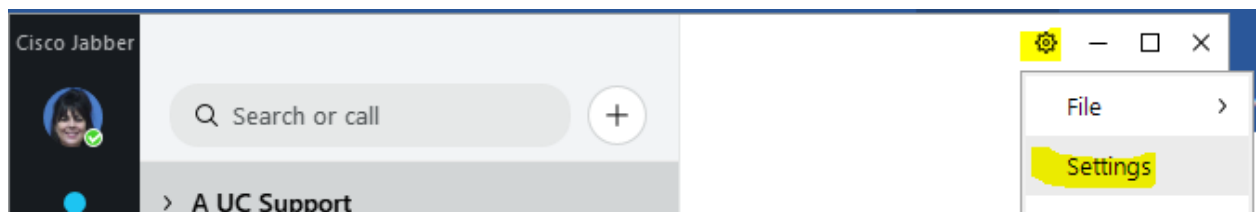
1. If the microphone and speakers will be used, users can verify the settings. Click cogwheel at the top right, then settings.



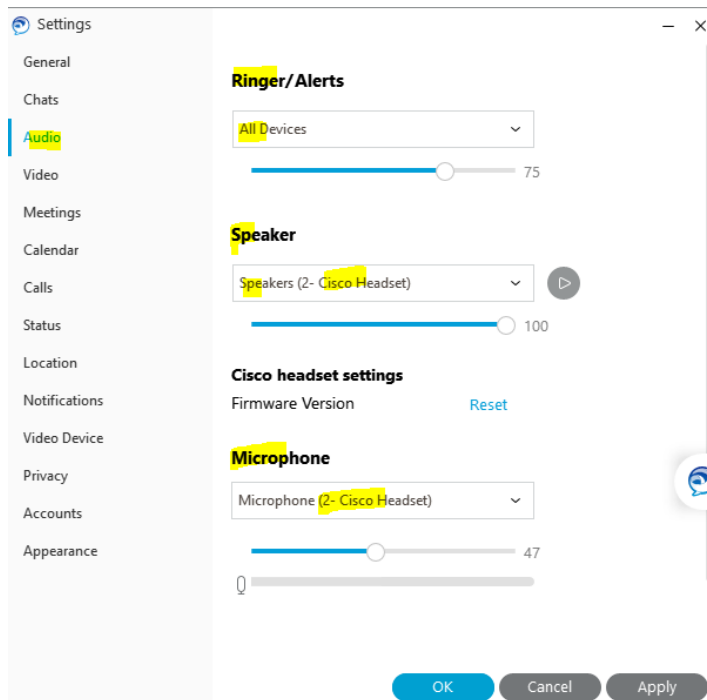
2. The default settings for the speaker/microphone usage are as below; note the volume can be adjusted



3. If a headset will be used, first ***plug the headset into the PC/laptop USB port***. Then click cogwheel at the top right, then click Settings.

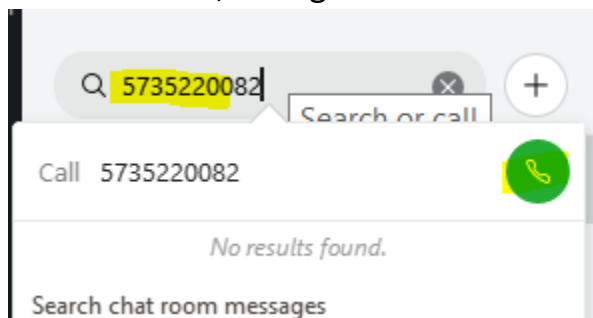


4. Click Audio Setting. The Ringer / Alerts is set to 'All Devices'. For the Speaker and Microphone – select the headset model (in this case Cisco Headset)
  - Note: With the desk phone select 'all devices for the ringer' then both the desk phone and the softphone will ring when a call comes in even if 'use my computer for calls' is selected. This gives the choice of which to answer. Select headset if there is not a desk phone programmed.

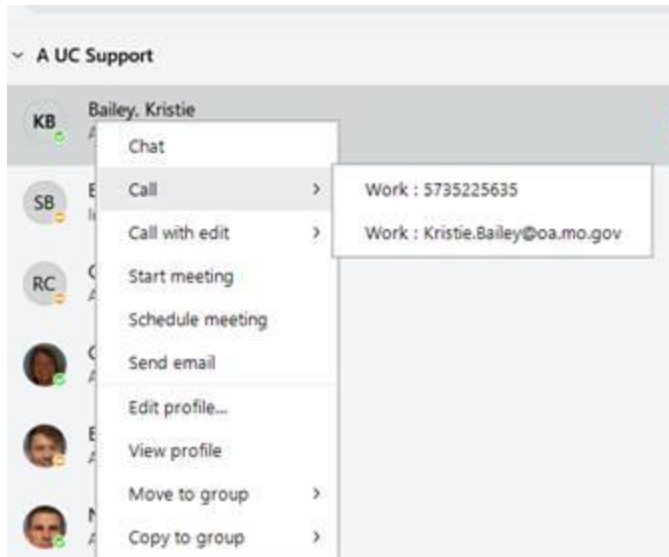


## Making Calls

1. To place calls. Type in a number in the search field and click on the handset on the dropdown window that appears to dial. Dial 7 digits for calls within the area code; 10 digit for calls outside the area code



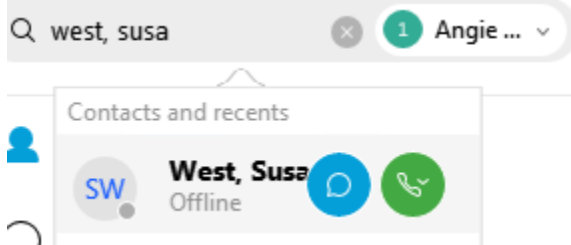
2. Another option to call a user is to right click on a contact and click call to dial.



3. Additional option to call a contact is to hover over a contact and click handset to dial.

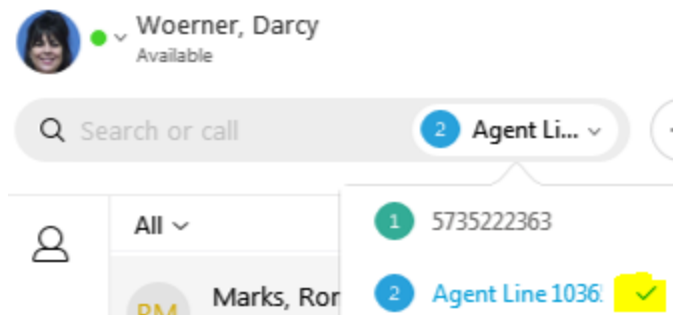


4. Search a name from the State Directory and click handset to dial



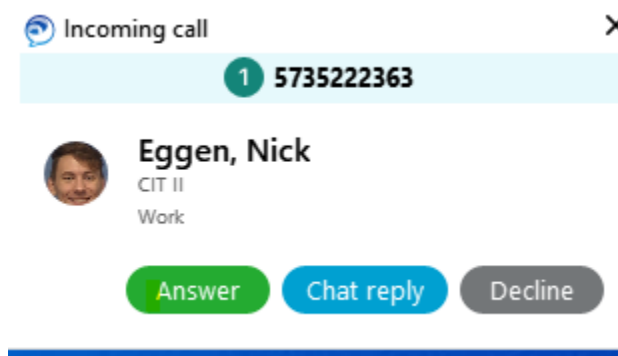
5. To make a call from another line on the softphone, click on the dropdown to see the available lines and click on the line to use to make outgoing calls. This will place a check mark next to the selected line.





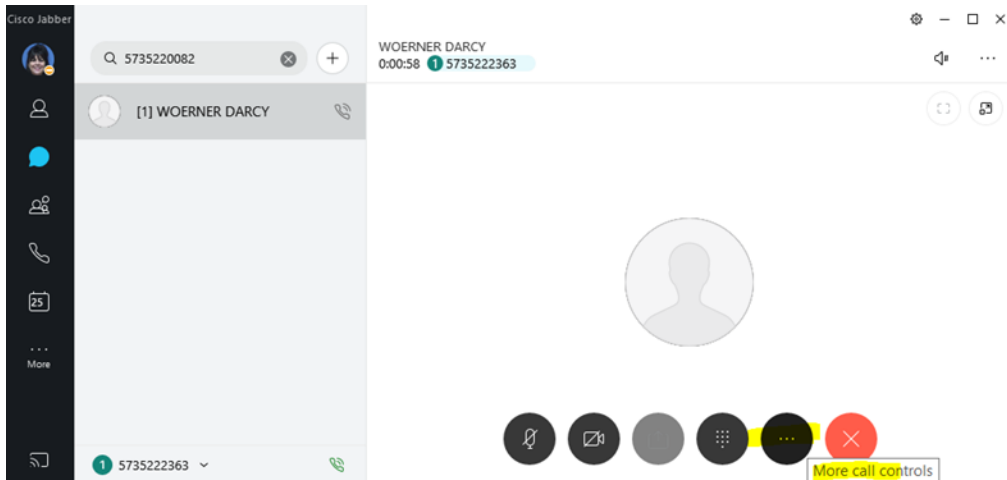
## Receiving Calls







6. To receive a Call, a notification window displays on computer screen, click one of the choices



## End, Transfer, Hold, Mute, Conference a Call – use the Active Conversation Window

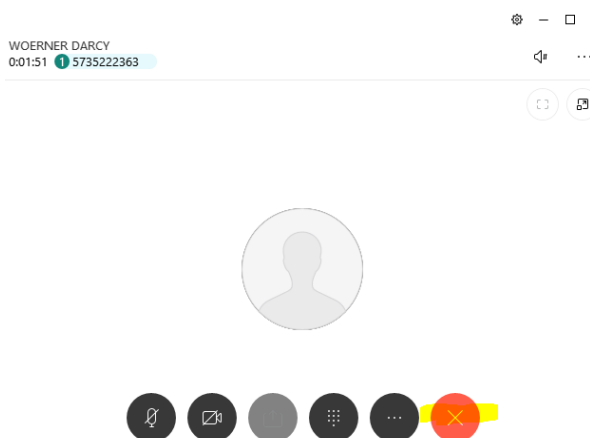
The Active Window, More Call Control Button give additional functionality during the call



Control Button	Function
	End the call. If you are in a conference call and you hang up, the other participants in the conference can continue the conversation.
	Put the call on hold and retrieve the call.
	Mute or unmute the caller.
	Open the dial pad.
	Transfer, Conference With, Chat, View Profile Working on Share Desktop, Instant WebEx Meeting, Start My Video
	Minimize active conversation window (careful not to hit "X" and end conversation)

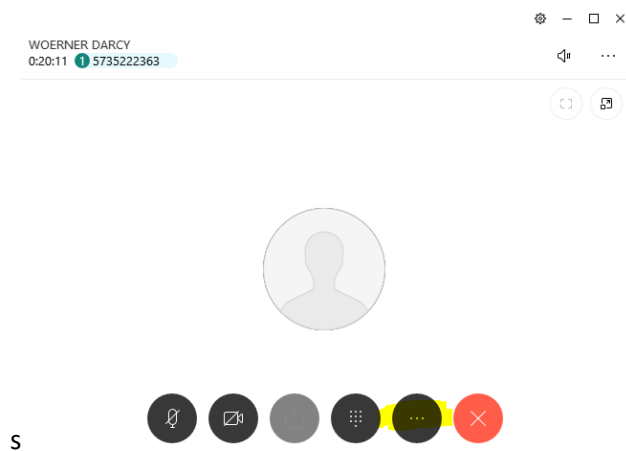
## Ending a Call

1. To End a Call, click on the Red X button

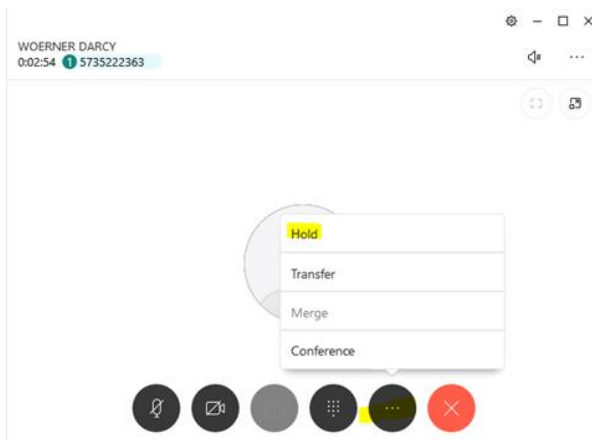


## Placing a Call on Hold

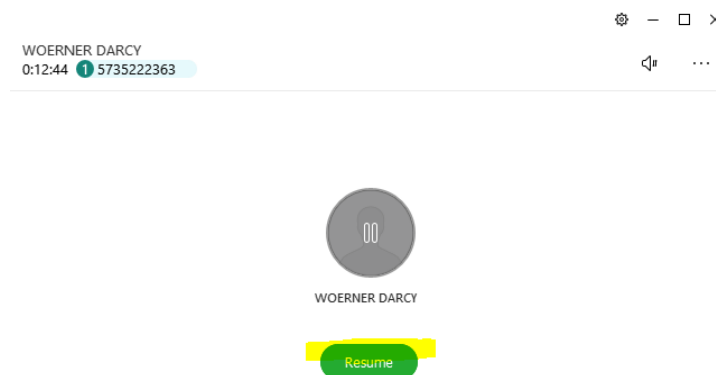
1. To Place a Call on Hold, select the Active Window and click on the More Call Controls button



2. Then click on Hold

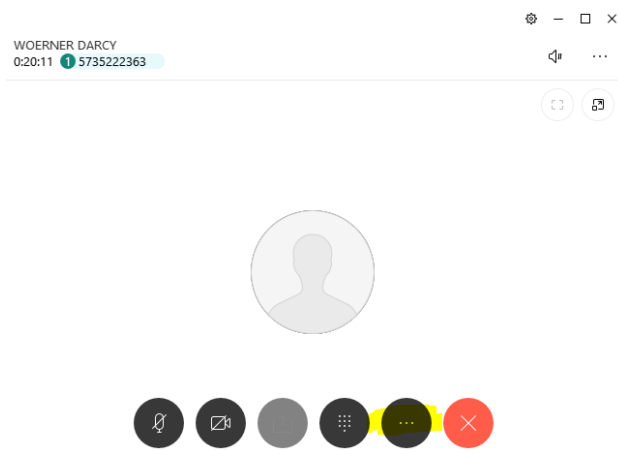


3. Click on Resume to resume call

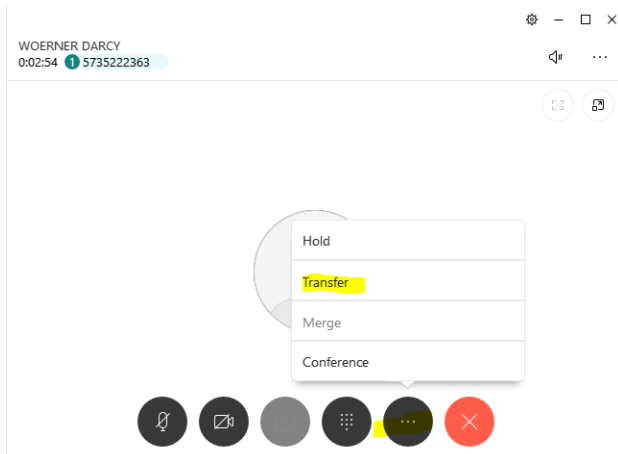


## Transfer a Call

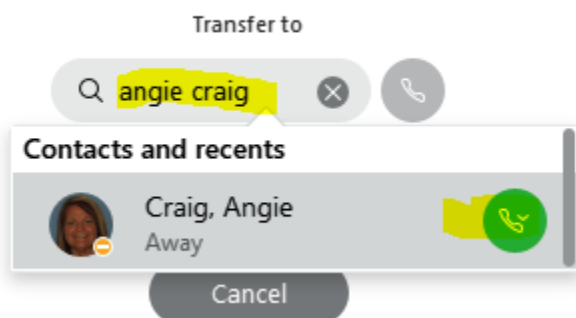
1. To Transfer a Call, click on the Active Window, select More Call Control



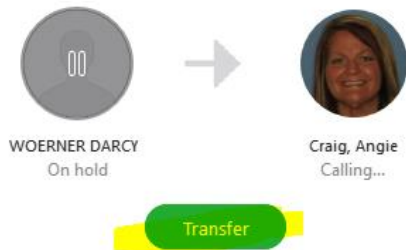
2. Then select Transfer



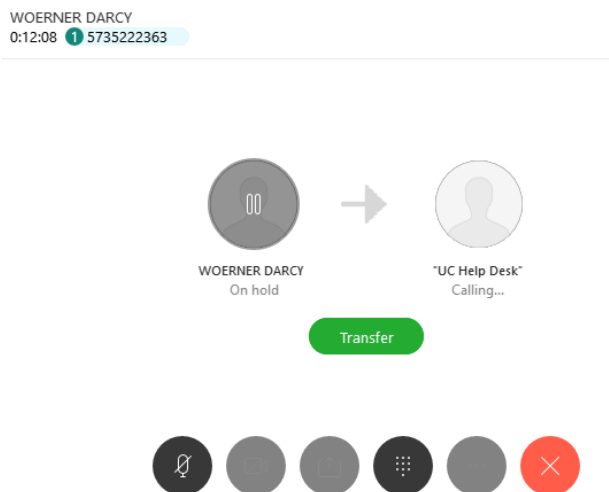
3. Type a number or search for the name of whom to transfer to – click on the green handset



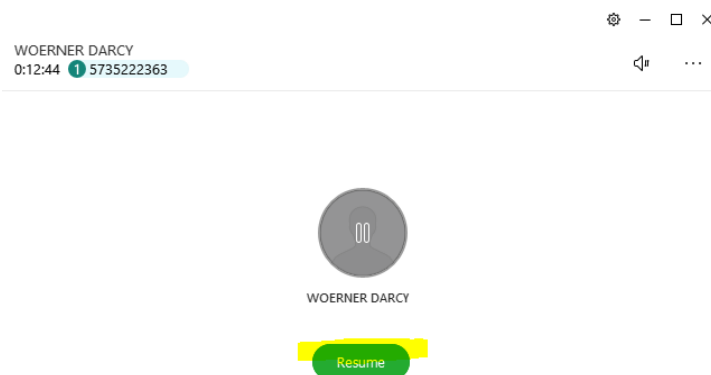
4. Then click transfer – the call can be announced when party answers or do a blind transfer.



5. To not do a transfer, click the red X to cancel the transfer and get call back

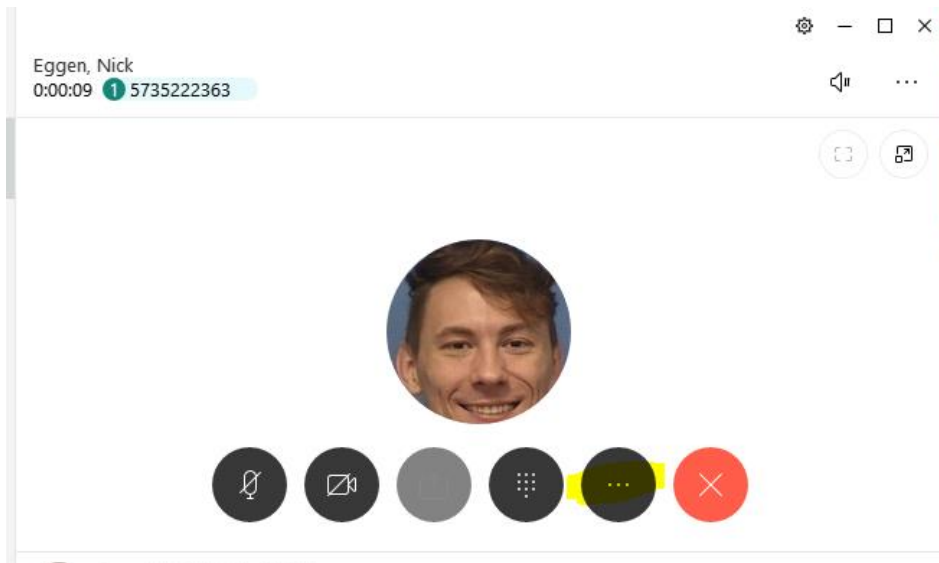


6. Then resume call

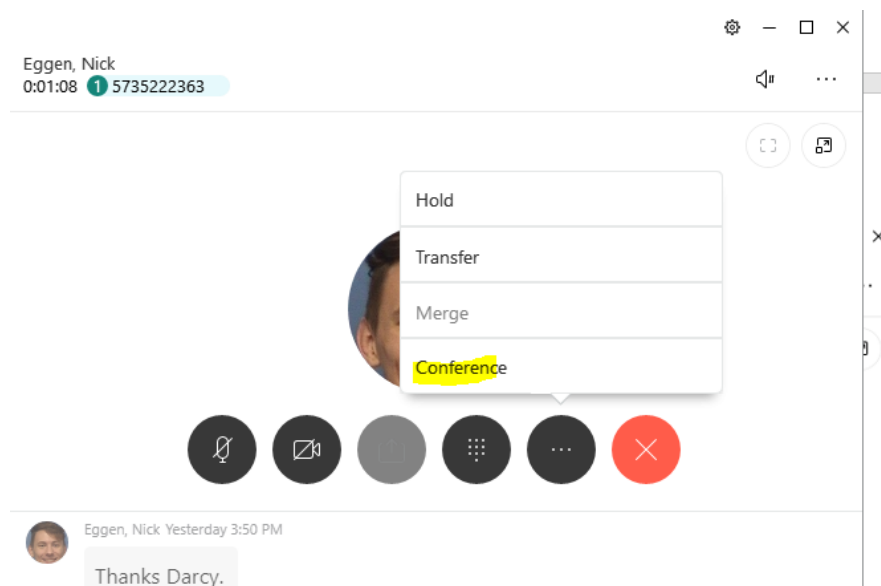


## Conference Calling

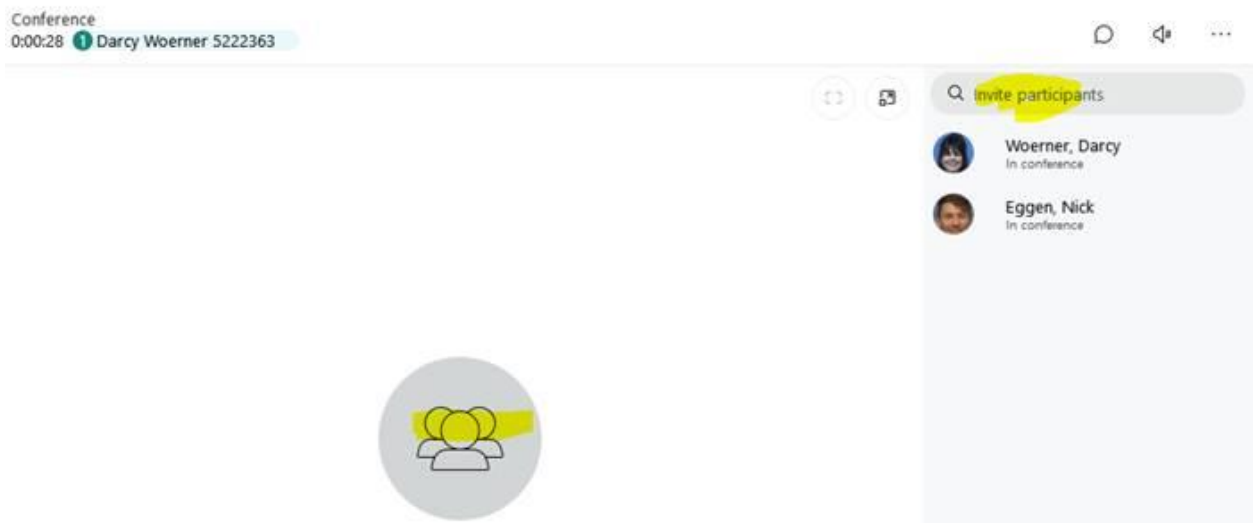
1. To Conference another caller into a call in progress, click on the Active Window, select Call Control button



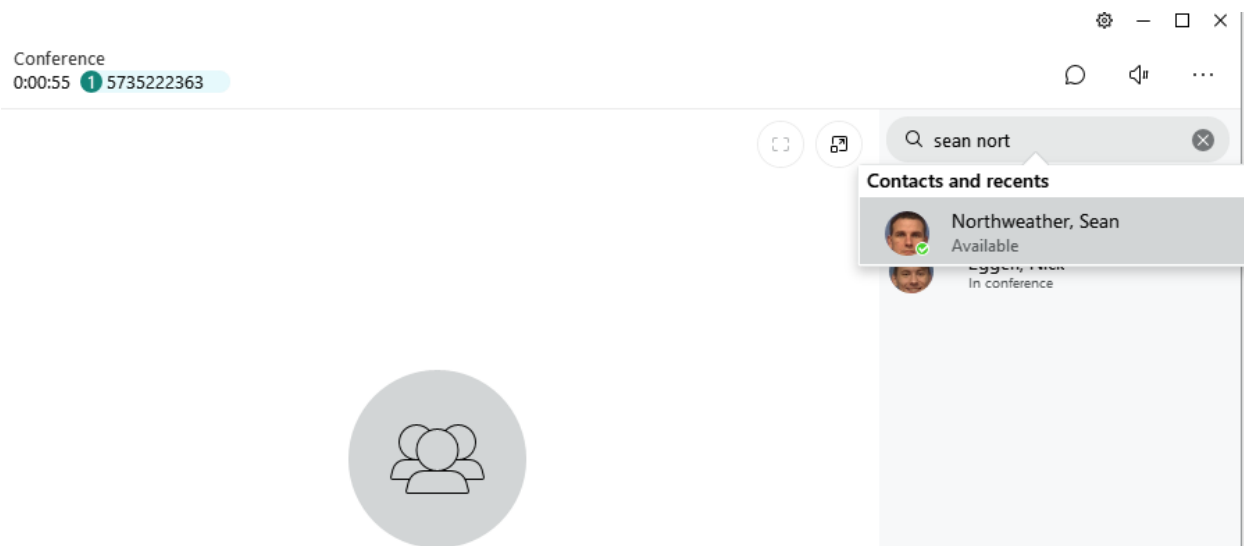
2. Then select Conference



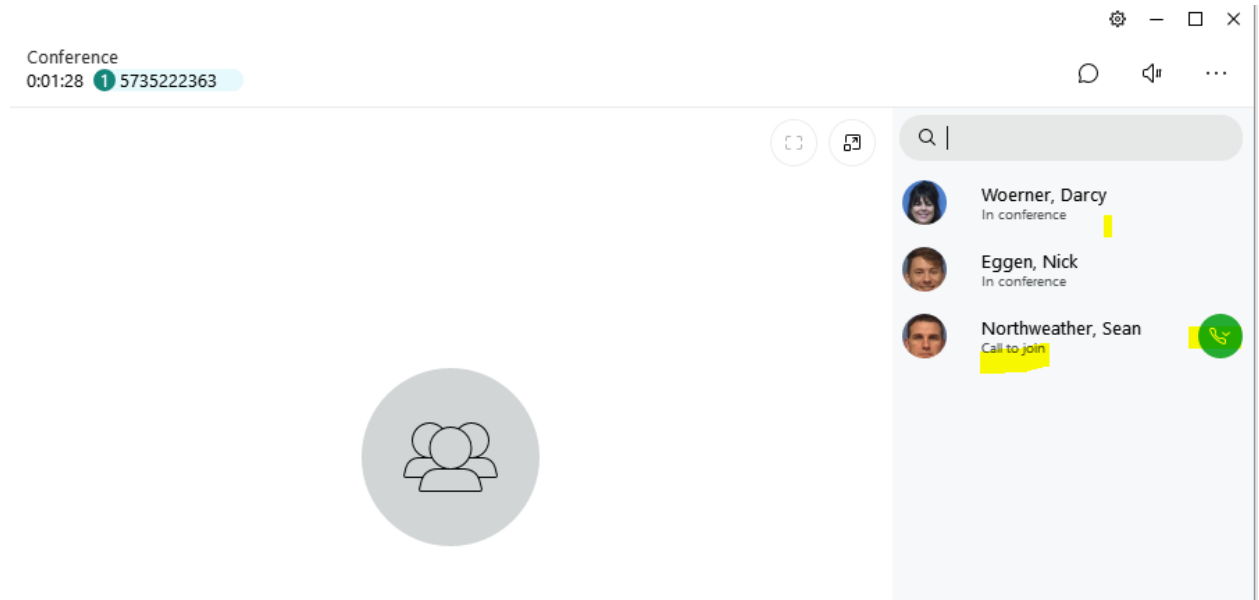
### 3. The screen shows the field to invite additional conference participants



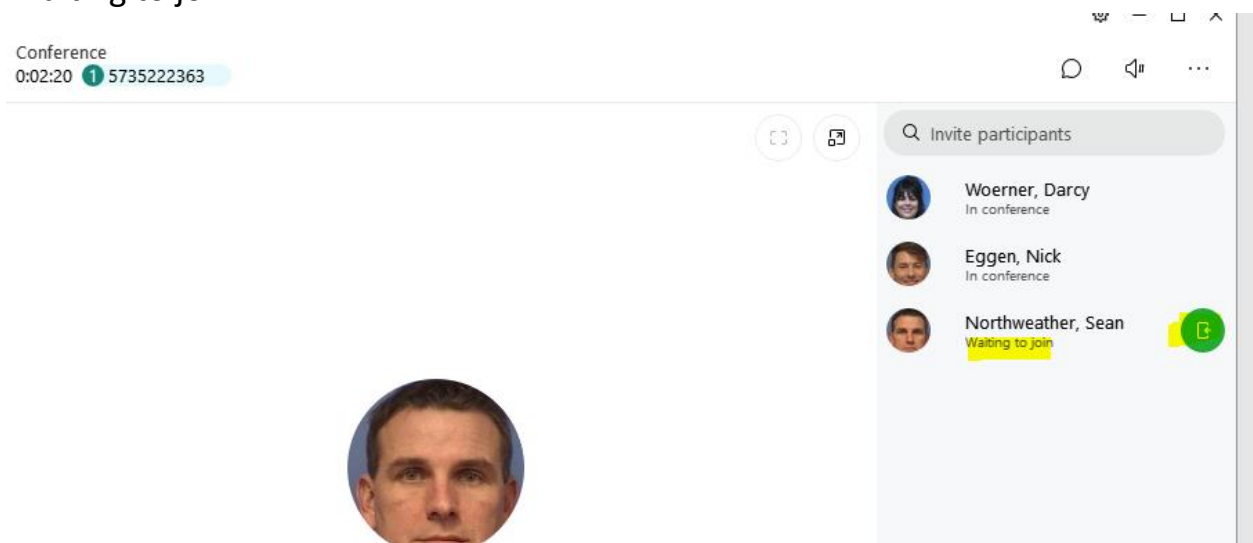
### 4. Search for the participant, and click on name



5. Then click on the green handset by 'call to join' (if the green phone handset does not appear right click on name and select 'call')

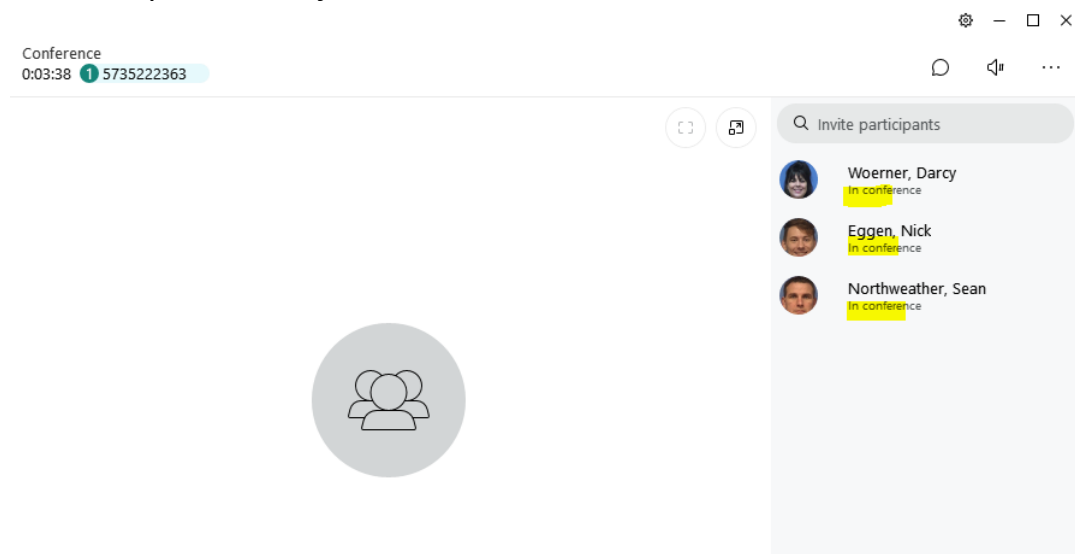


6. When the additional party answers call, click on the green icon next to the 'waiting to join'

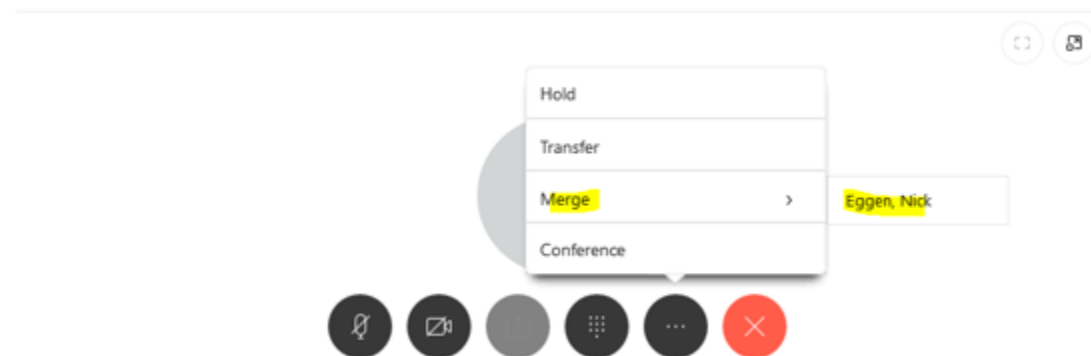




7. Now the parties are joined 'in conference'



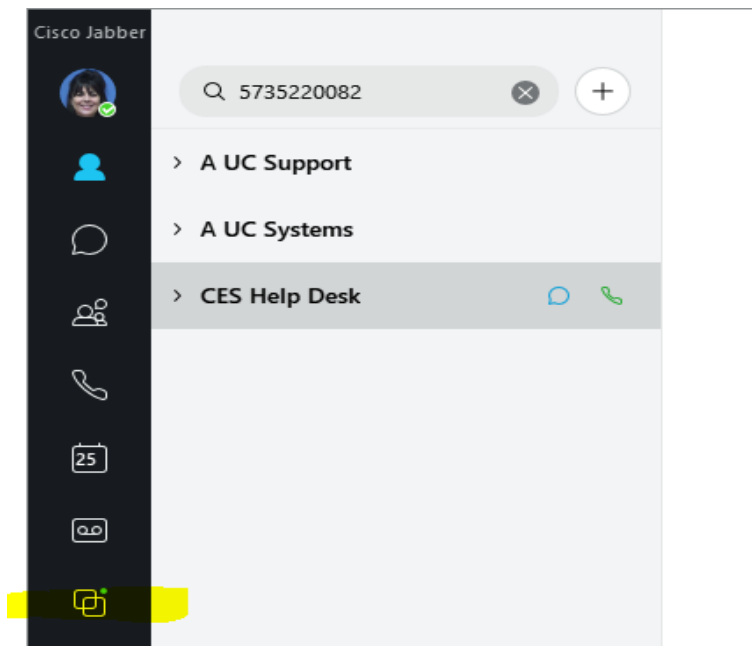
8. If the green icon for 'waiting to join' did not appear, click on the call control button and 'merge' the participants



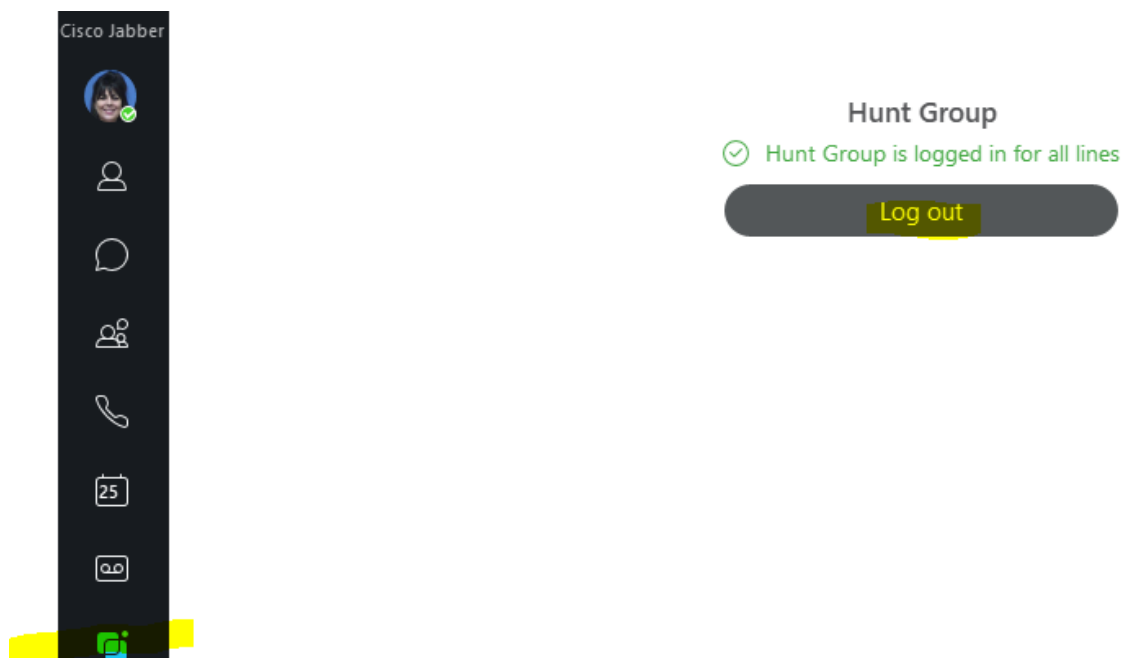
## Hunt Groups

1. Hunt Group members can check status and log the Jabber softphone in and out of the Hunt Group using the Hunt Group icon.

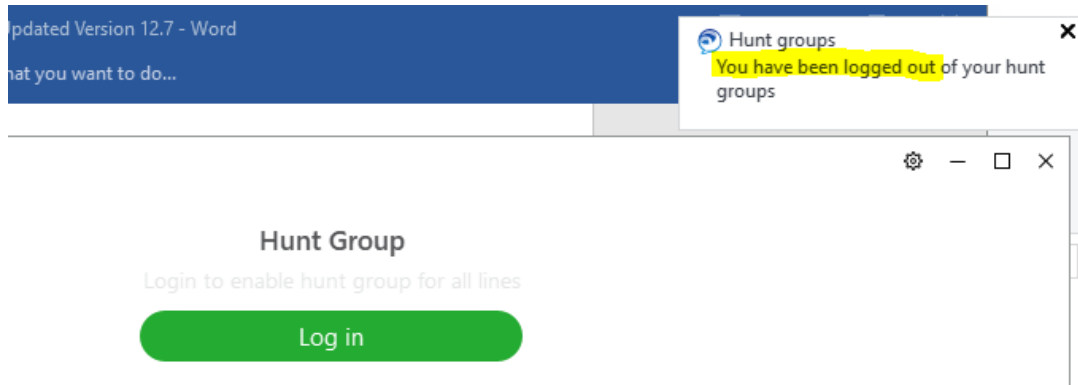
Note 'use my computer for calls' must be selected. If a desk phone is also programmed, logging in and out of the Jabber softphone does not affect the login/out for the desk phone – the desk phone must be logged in/out separately.



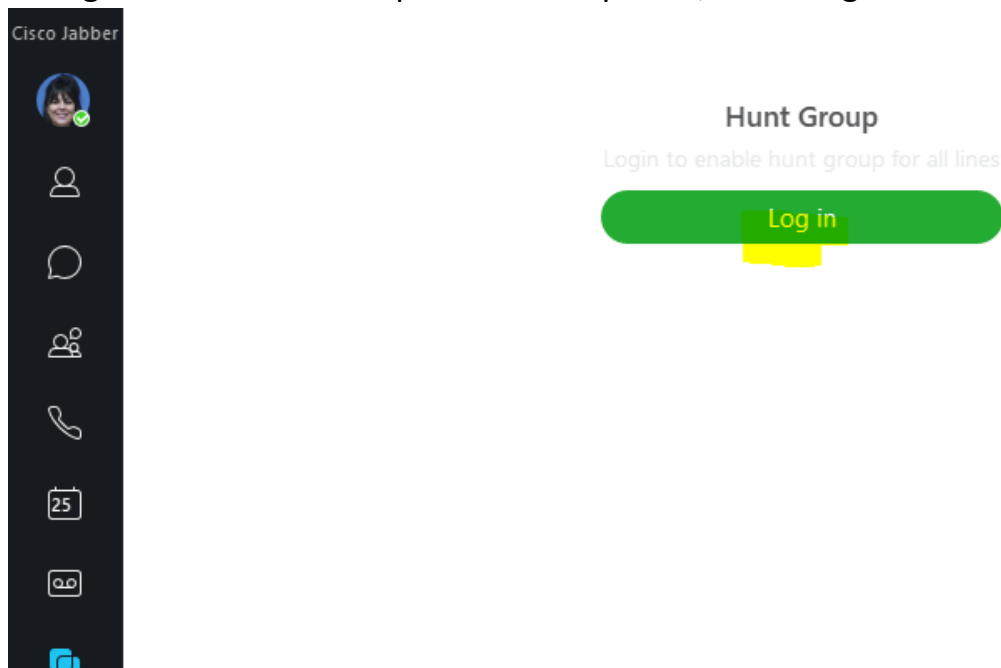
2. To log out of the Hunt Group for the soft phone, select log out



### 3. Jabber acknowledges the logout



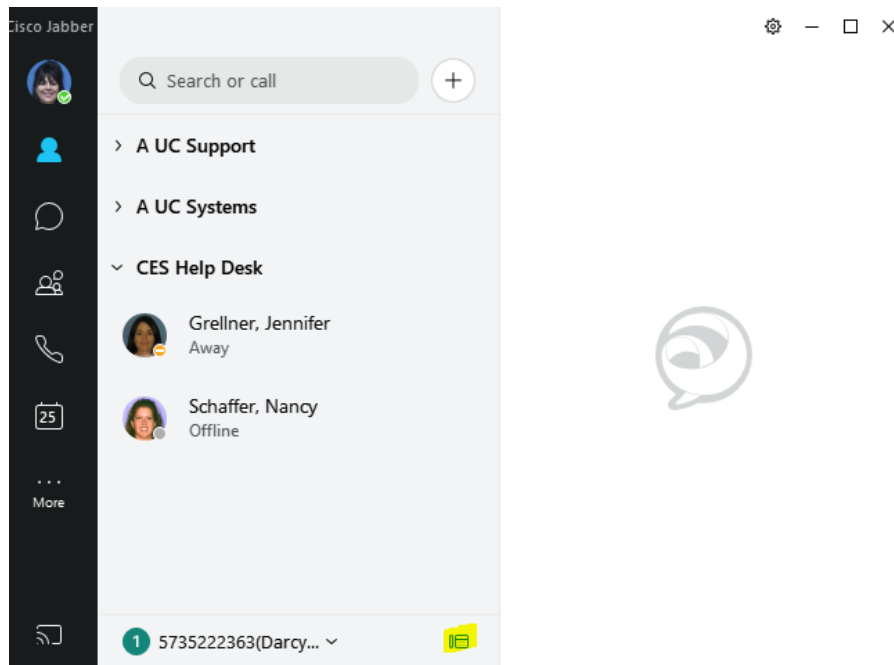
### 4. To log into the Hunt Group for the soft phone, select log in



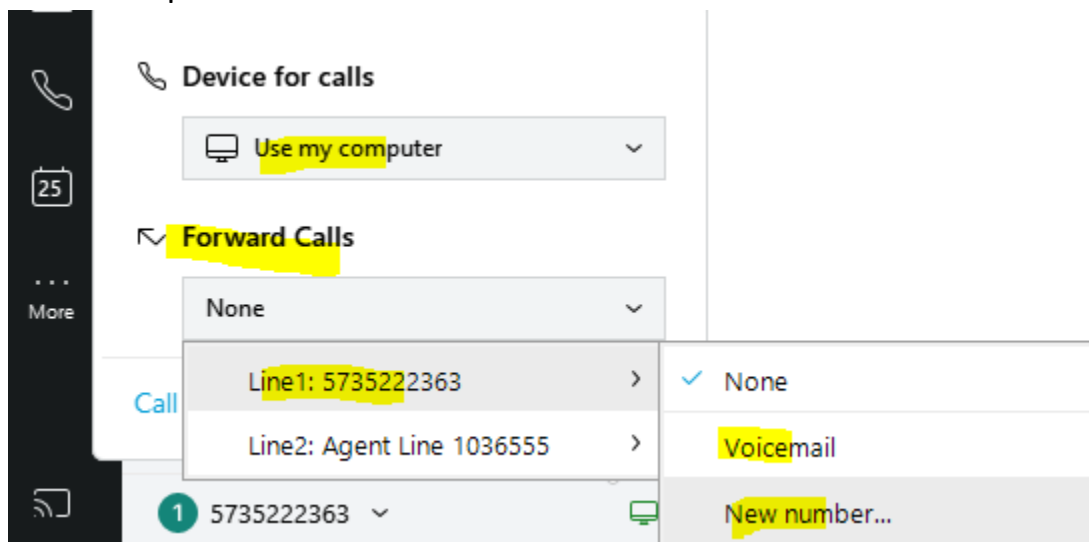
## Forwarding phone line using Jabber

The soft phone lines should not be forwarded to the mobile phone, but instead a request for Single Number Reach should be submitted.

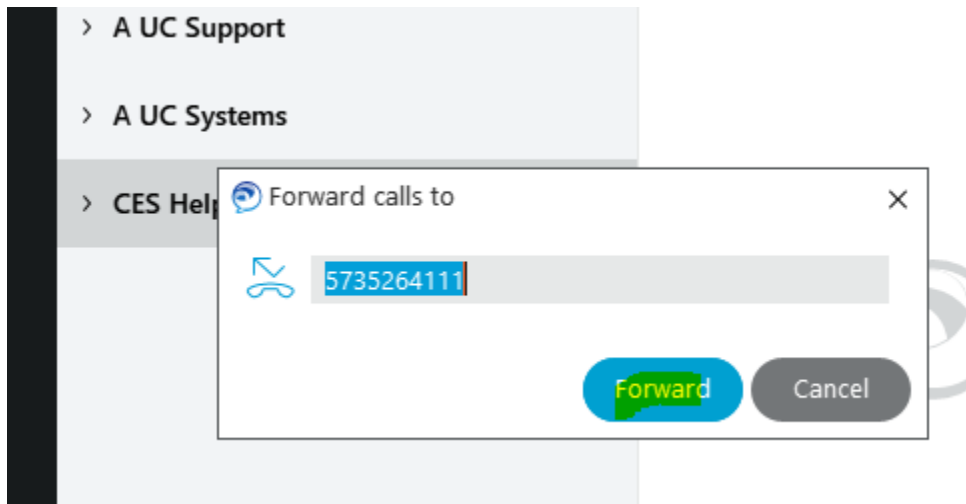
1. Locate phone icon and click on it



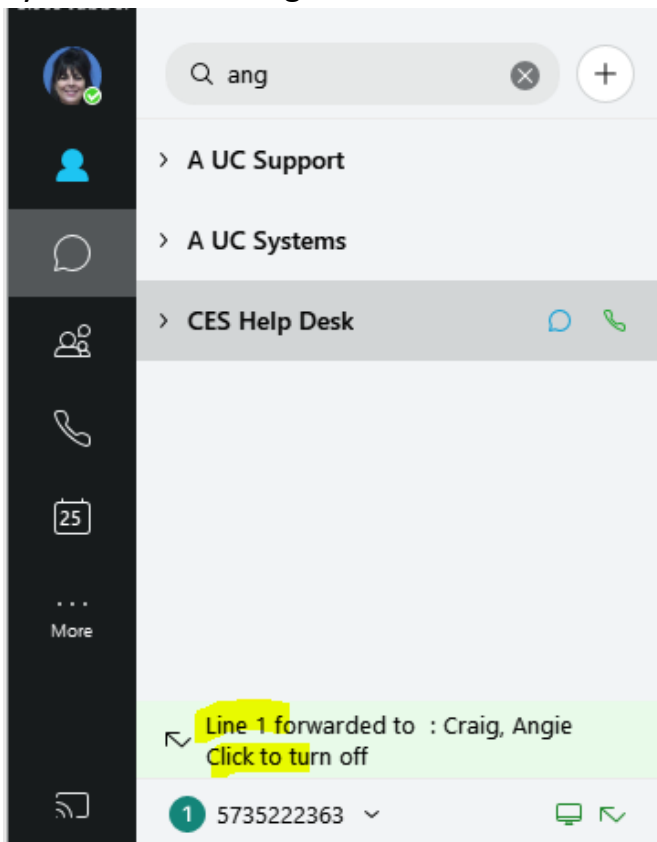
2. Select the phone line to forward



3. The line can be forwarded straight to voicemail or a new number; if new number then type in the number and click on forward (remember the number to forward to should be another UC line or business cell phone)



4. System acknowledges the forward – click on the forwarding alert to turn off



## Softphone on Home Network

When working from a home network, there is not a simple set of minimum network speed or connection requirements that will guarantee successful connections when working with a home internet. Depending on each person's internet usage, the requirements can vary.

Below are a couple of things to consider:

- How many devices are being used on the home network? The more devices (eg. video streaming, PCs / tablets / mobile phones) will affect both applications and Jabber phone calls. If slowness or voice quality are experienced, some devices may need to be powered off to see if this will resolve the issue.
- Network bandwidth can vary by internet service providers. For instance, a provider offering 10 Mbps service may refer to the speed available to download, while there is only 1Mbps available to upload information back to the internet. In this case, a user may experience no issues with receiving files or emails, but sending files or emails may be very slow. If a user places a call, they may hear the caller with no issues, but the caller may not be able to hear them or it may be very broken. In this case, the user may need to talk with their internet service provider to request a service with higher upload speed connection back to the internet.

**It is always recommended to place several test calls during what may be the heaviest internet usage on their home network. If there are intermittent issues with the quality or speed of the connectivity, the internet service provider can assist with determining the current utilization on the network connection.**