

Cisco Jabber Softphone

Softphone

is a feature that allows you to use your computer to make and receive calls.

- Download client on your computer from the Software center or smartphone
- Smartphone Jabber users download client from your preferred app store.
Note: New mobile Jabber users, request a mobile account via DIT ServiceNow.
- Log in using your email address and windows password.
- Headset needed if using Softphone to place and receive calls.
Note: DIT does NOT support headsets, please contact your vendor for help.
- Integrates with Calendar.
- Video Capabilities.
- Create Contact lists by right clicking number/name, then 'Add Contact'.
- Unifies presence, instant messaging, video, voice messages, desktop sharing and conferencing capabilities with WebEx Teams.
- Customize preferences in the 'Settings' option.
- Access to the 'Cisco Service Portal' in the 'Settings' option. VPN client needed to access outside of office.
- DIT recommends closing out of Jabber daily.

Note: Please do **NOT** call 911 from the Jabber client when away from your normal work location.

Jabber will present your normal work location to the 911 operator and may significantly delay their response.

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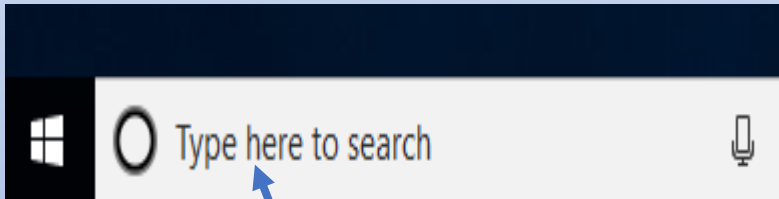
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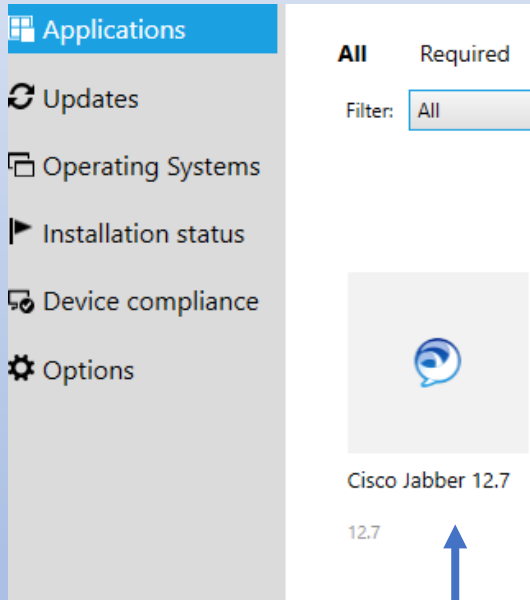
Installing Cisco Jabber

1. Go to your Software Center or contact your Administrator.
2. Applications tab, find Cisco Jabber and install.
3. Double click desktop icon.

1. Lower Left corner of PC



Type 'Software Center' and enter.



2. Click and then install.



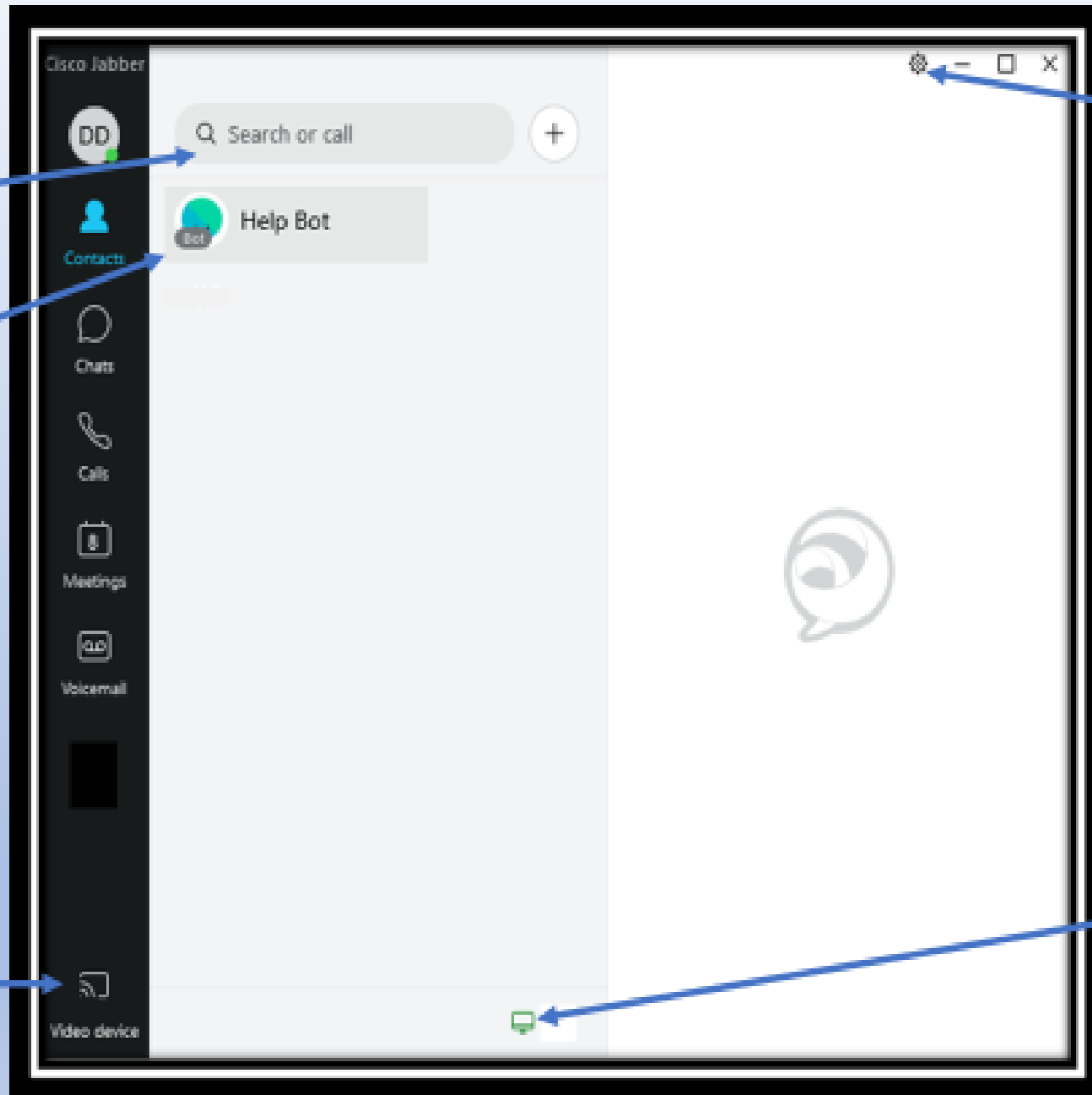
3. Desktop icon

Softphone

Input number or name to place call and enter

WebEx help

Connect to WebEx Room/Board



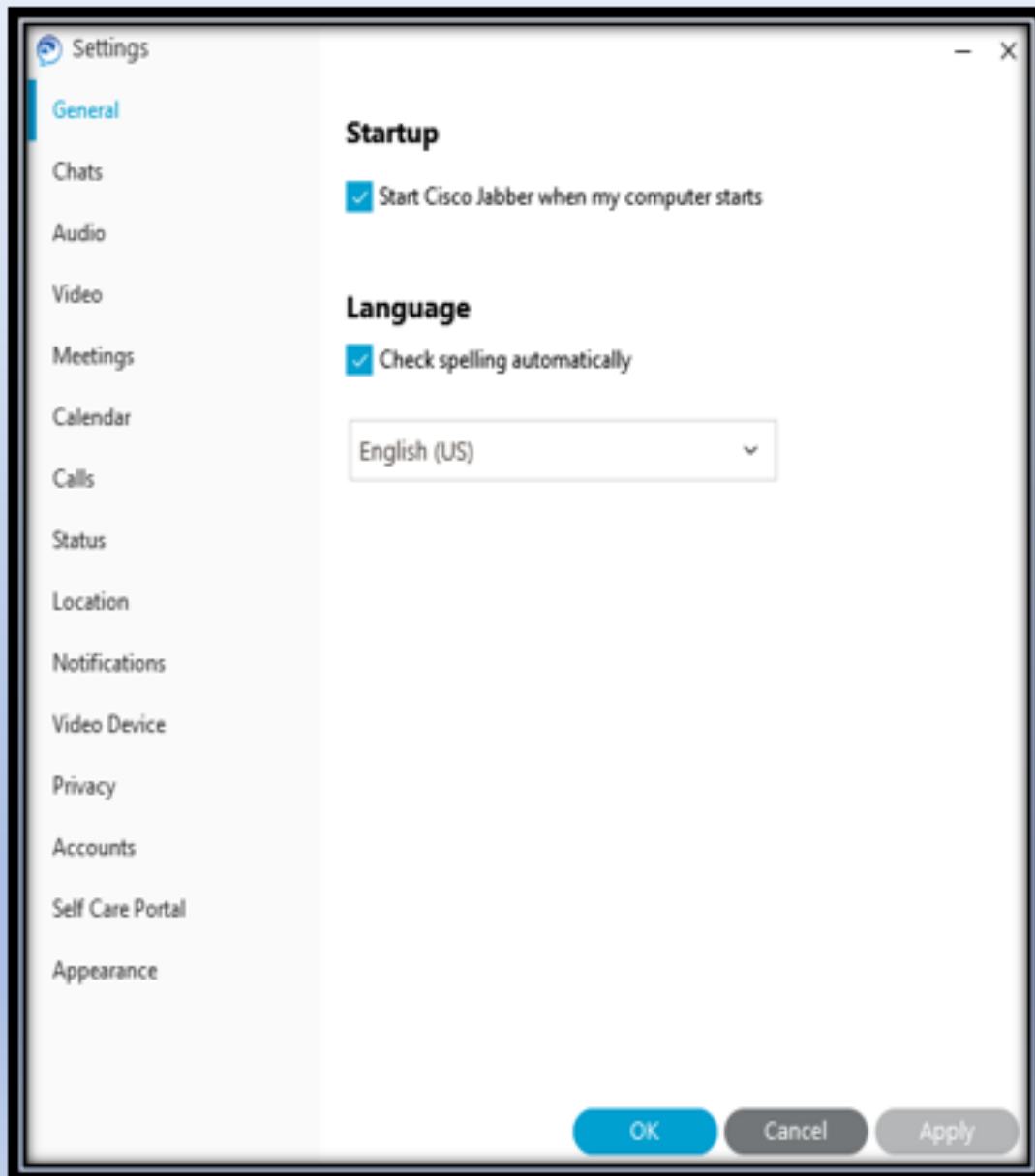
File
Settings
View *
Help
Sign out
Exit

Customize Jabber

Under 'View' *
✓ Show label

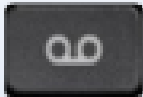
- Telephone Preferences
- Device for calls
 - Forward Calls
 - Single Number Reach
 - ❖ Setup in Cisco Service Portal

Customize Jabber



TAB	OPTIONS
General	Start up, Language
Chats	Customize styles, fonts
Audio	Ringer Alerts, Speaker, Microphone...connected headsets will show here
Video	Camera
Meetings	Set meeting preference
Calendar	Integration options
Calls	Customize calls
Status	Status of your line
Location	Location options
Notifications	Notification options
Video Device	Video Device connection option
Privacy	Privacy options
Accounts	If you need to sign in, use email address and windows password
Self Care Portal	Customize features
Appearance	Set preference for Jabber view on desktop

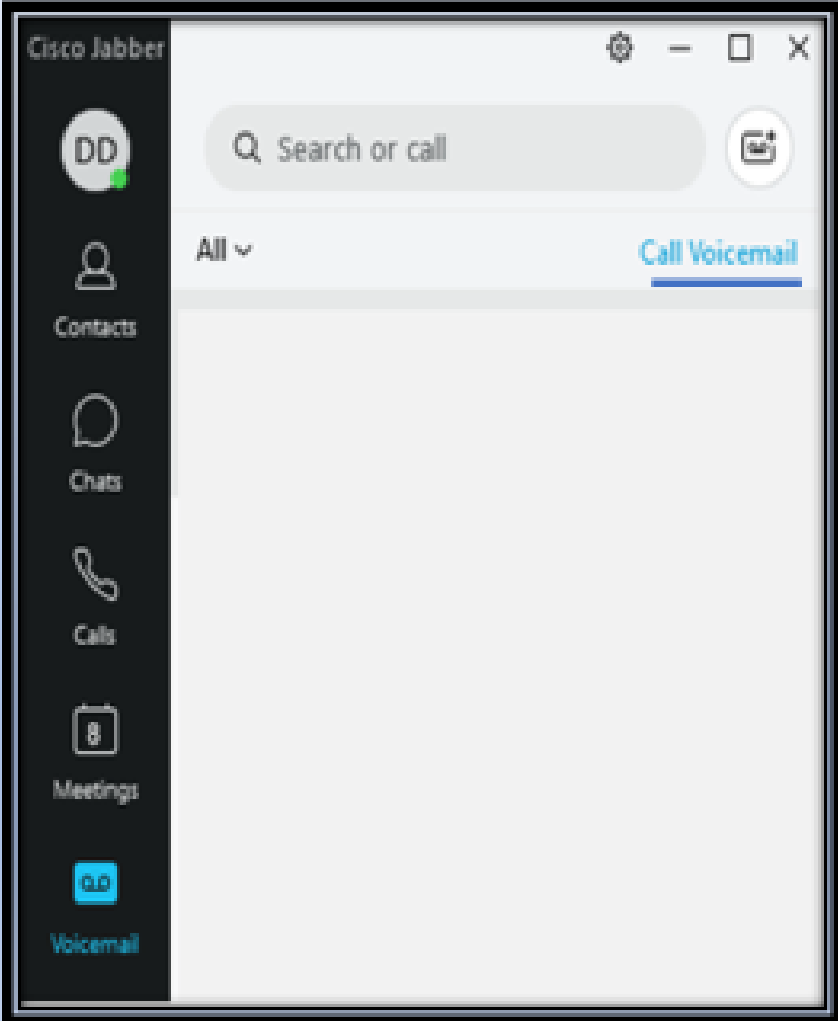
Voicemail



Setup

- 1. Press **Voicemail** tab, then **Call Voicemail**, enter temp pin 121212#.
- 2. Record name and greeting.
- 3. Change pin, confirm...#.

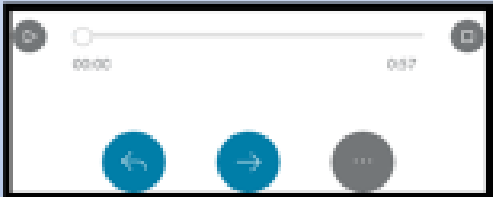
Voicemail tab ↔



Retrieve Messages Options

- 1. **Voicemail** tab, click the name...

Play message ↔



- 2. **Voicemail** tab, click **Call Voicemail**, enter pin.
- 3. Away from Jabber dial 919 754-6500... press *, enter 1 + 10-digit number... #, pin...#.
- 4. Or dial your number, VM answers...press *, enter 1 + 10-digit number...#, pin...#.

Voicemail Options

Main Menu

- 1-Listen to message
- 2- Send a message
- 3- Review old messages
- 4- Setup options

Listening to Messages

- 1-Restart
- 2-Save
- 3-Delete
- 4-Slow Playback
- 5-Change Volume
- 6-Fast Playback
- 7-Rewind
- 8-Pause or Resume
- 9-Fast forward to end
- #-Skip Message
- ## -Keep Message...New

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change Pin

After Listening to Messages

- 1-Replay
- 2-Save
- 3-Delete
- 4-Reply
- 5-Forward
- 6-Mark as New
- 7-Skip Back
- 9-Message Properties
- 0-Help
- *-Cancel Playing Message

Dialing



Internal Dialing
10-digits



Local Dialing
10-digits



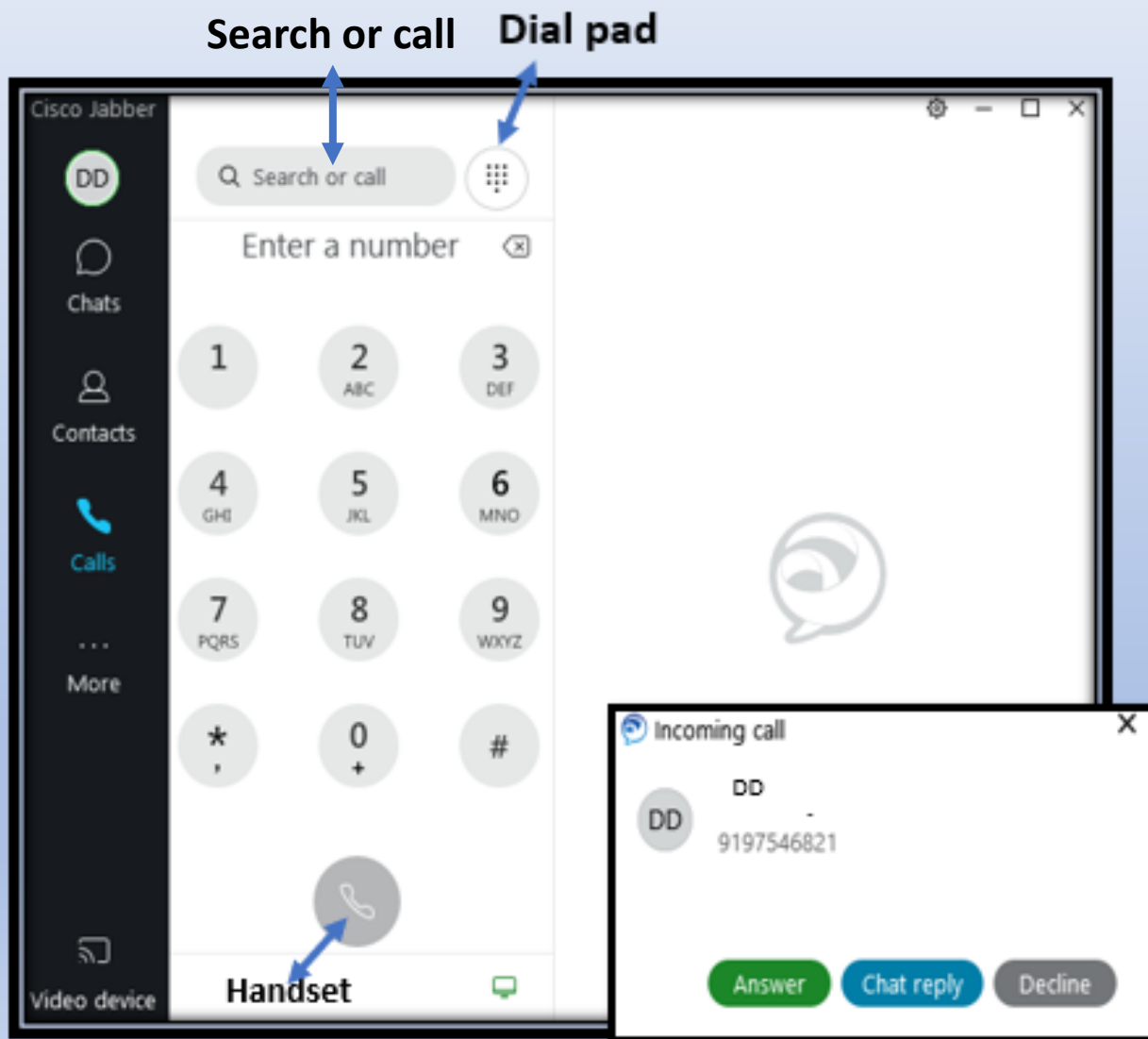
Long Distance Dialing
10-digits



Emergency Services
911

Note: Please do **NOT call 911 from the Jabber client when away from your normal work location.
Jabber will present your normal work location to the 911 operator and may significantly delay their response.**

Call Options



Options to place call

- Enter number or name in **'Search or call'** click handset.
- Click the dial pad, enter number and click handset.
- In Chats, Contacts or Calls tab, click name and click the handset.

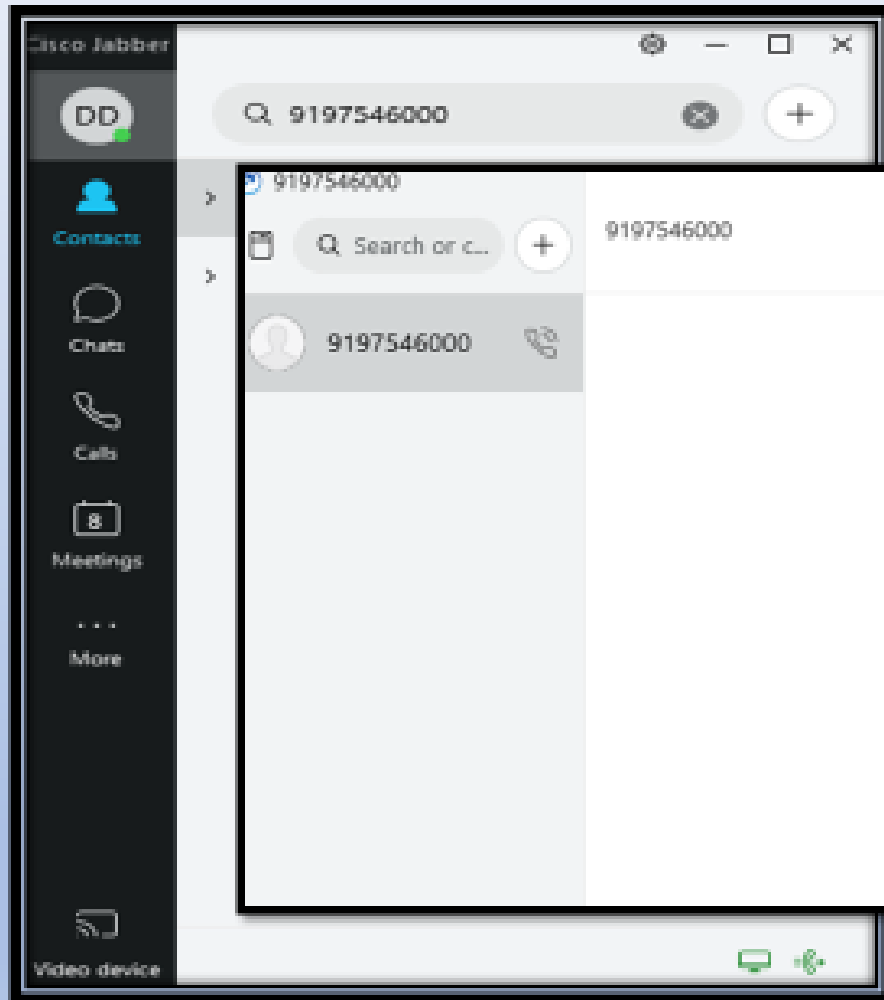
Incoming Call Options

- Answer
- Chat reply (Applies to people on Jabber)
- Decline...goes to voicemail.

Options on a call

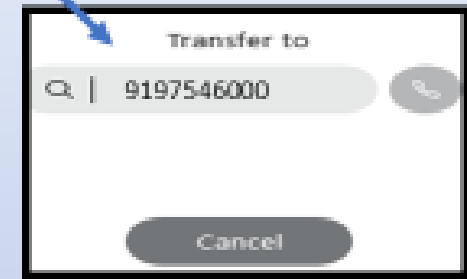


Call Transfer

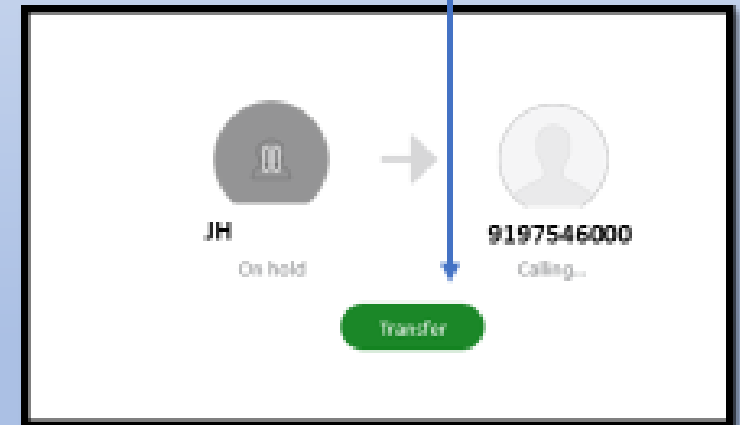


Call screen

On an active call, click **Transfer**
Type number, enter.



Click **Transfer** again



Mute

Video

Dial pad

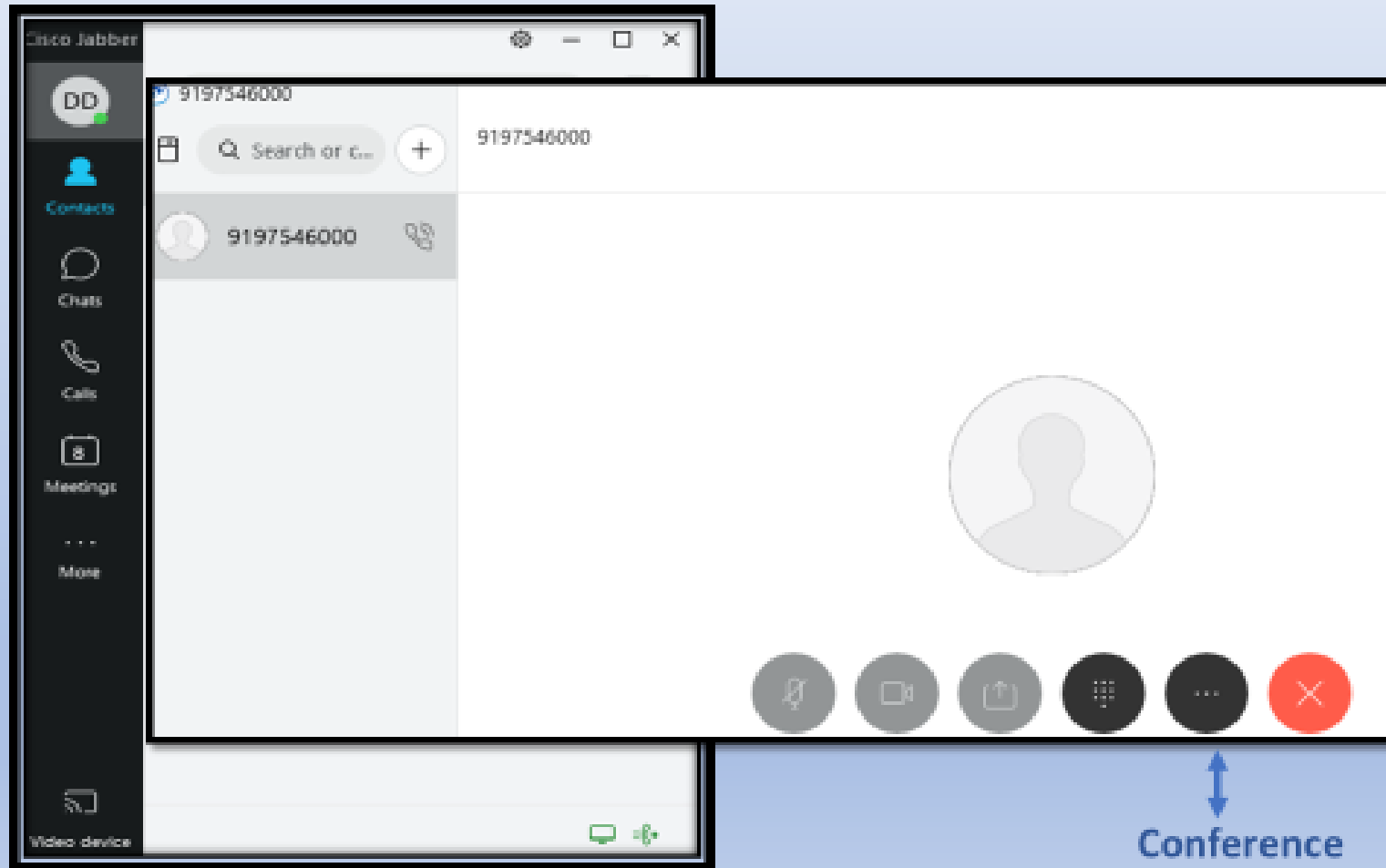
Transfer

End call

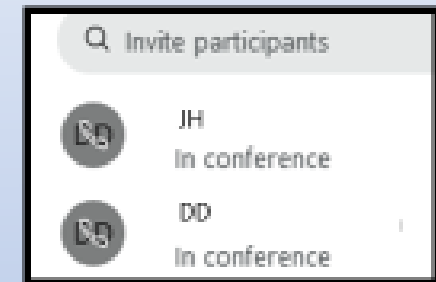
Hold, Merge, Conference

Conference Call

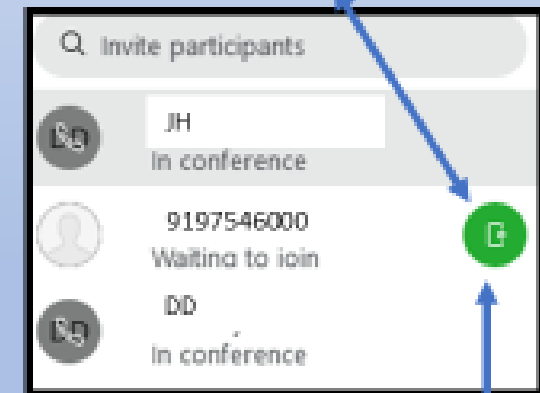
On an active call, click **Conference Type number**, enter



Conference
Hold, Transfer, Merge



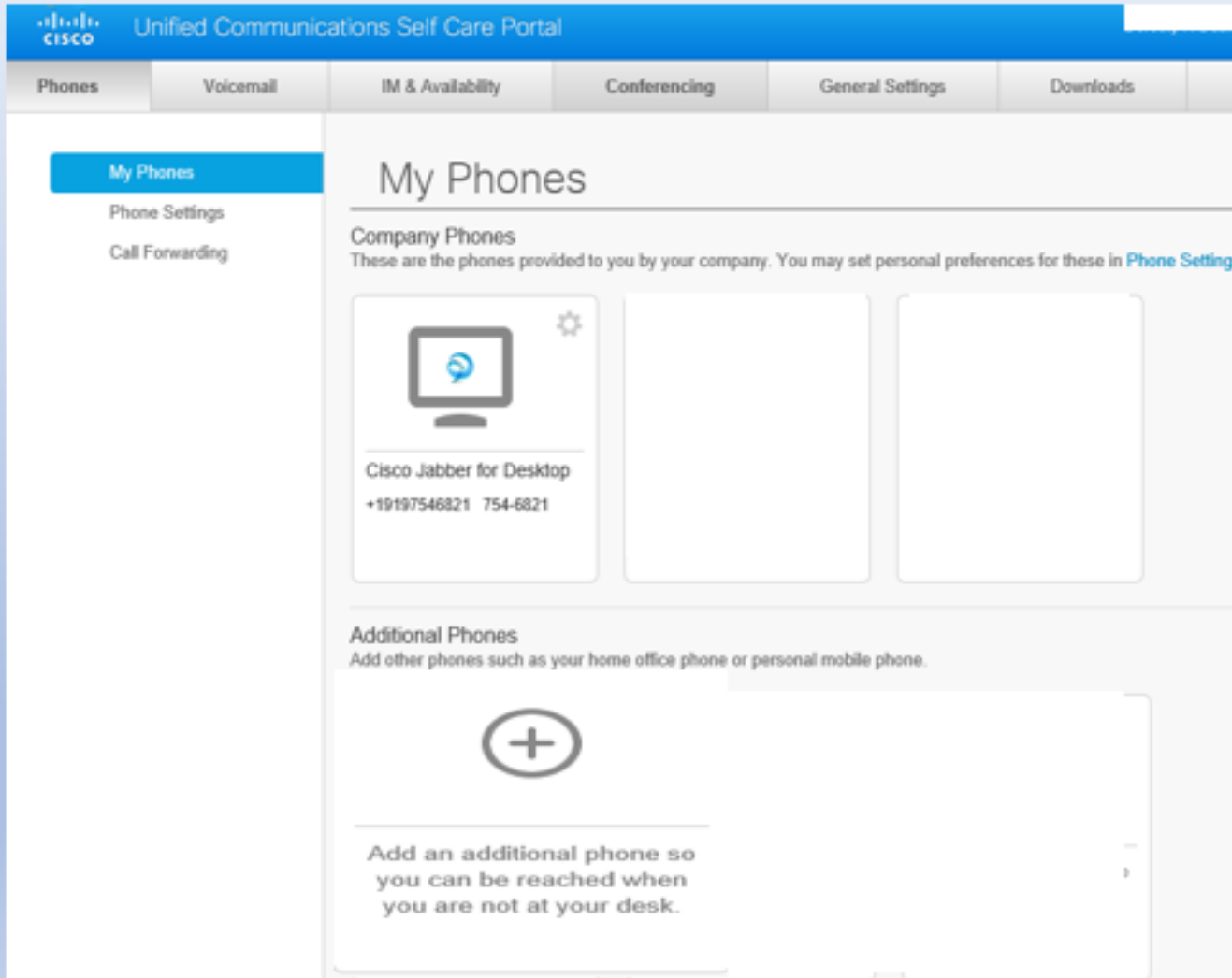
Right Click Join



Call, Join, Remove

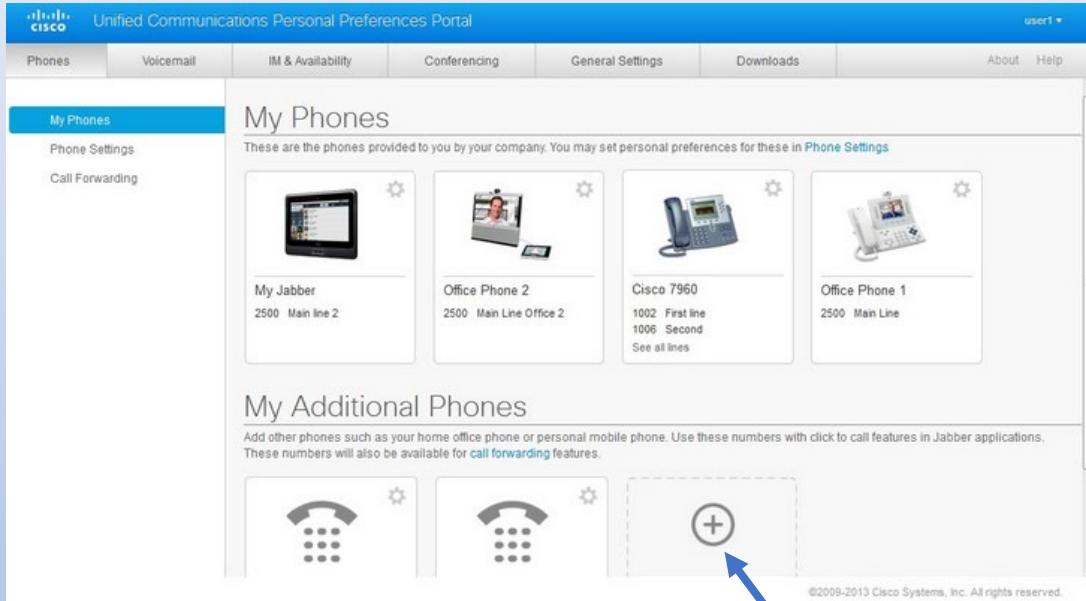
Cisco Service Portal

<https://dit-edc-u1-cucmpub01.collab.nc.gov:8443/ucmuser>




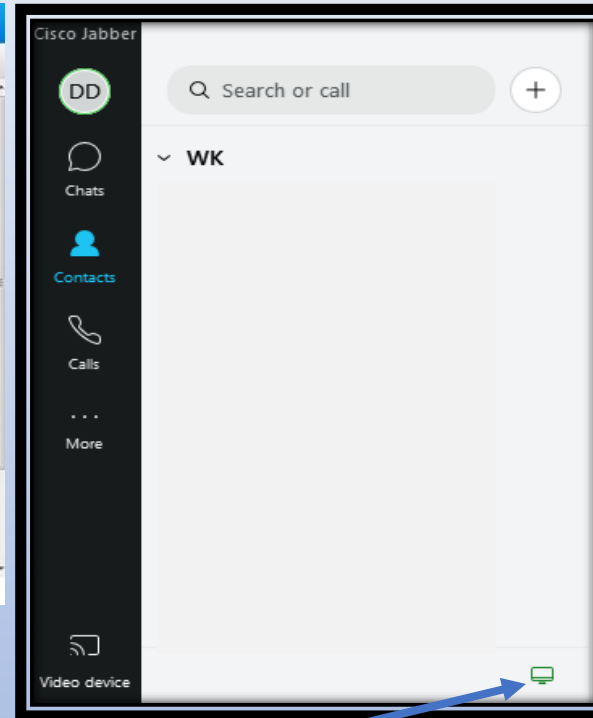
Phones	Configure your phone settings for speed dial numbers, call forwarding, single number reach, ring settings and call history.
Voicemail	Set up your voicemail preferences
IM & Availability	Set up your Do Not Disturb and IM & Presence status.
Conferencing	Set up WebEx
General Settings	Phone Services Pin, Conference Now
Download	Download plugins and applications for your phones.

Single Number Reach (SNR)

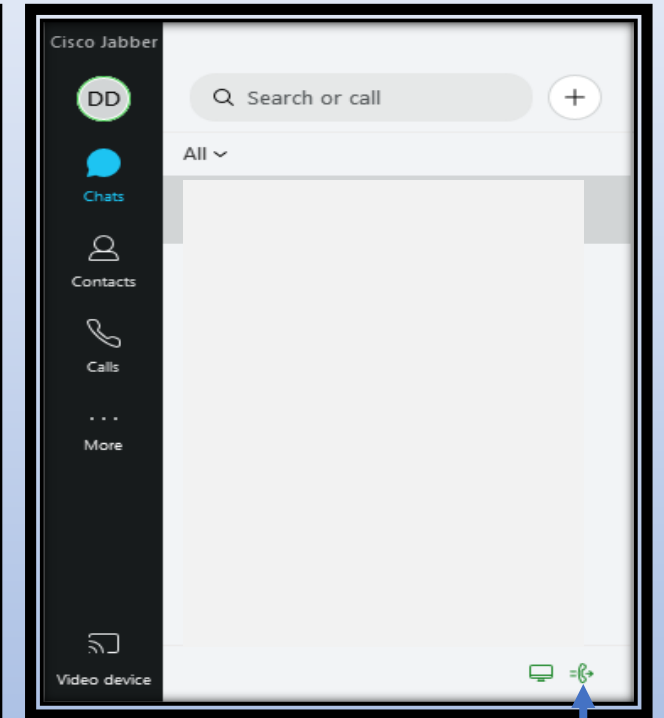


Setup SNR

1. Click the **Phones** tab, then **My Phones**.
2. Under **Additional Phones**, click **Add New** 
3. Enter the phone number.
4. Click **Enable SNR** box or **Enable Move to Mobile**, then save.



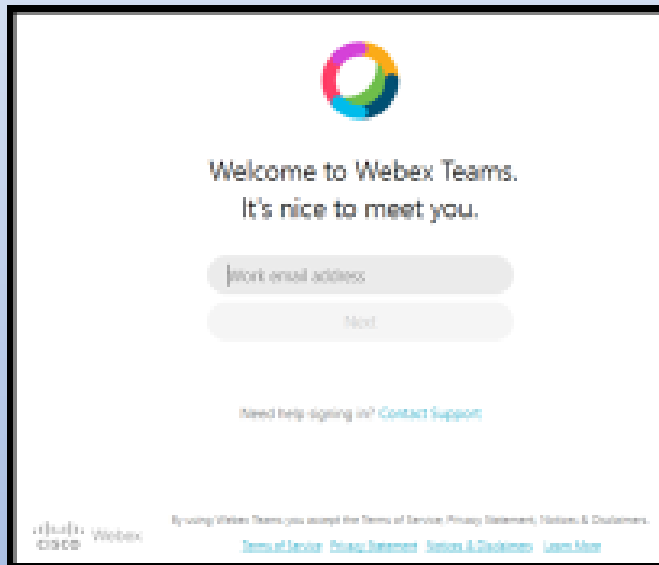
- Activate/Deactivate...Click
1. Device for Calls
 2. Forward Calls
 3. Single Number Reach
- Choose SNR



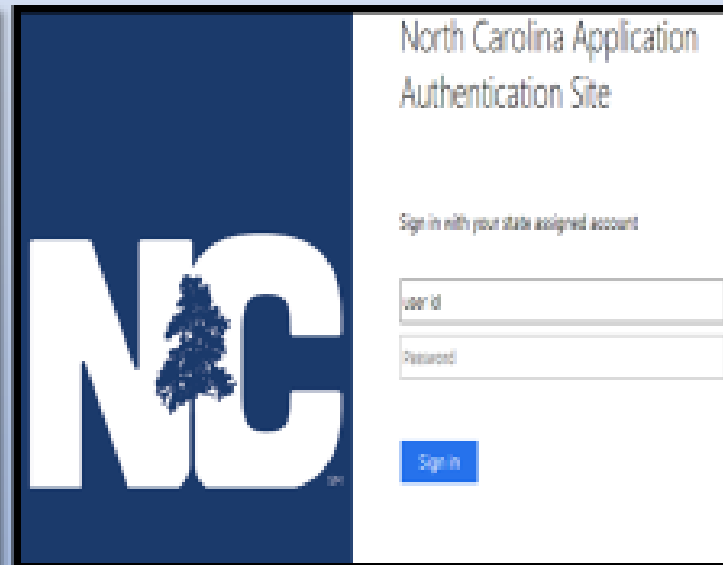
SNR Activated

Webex Teams

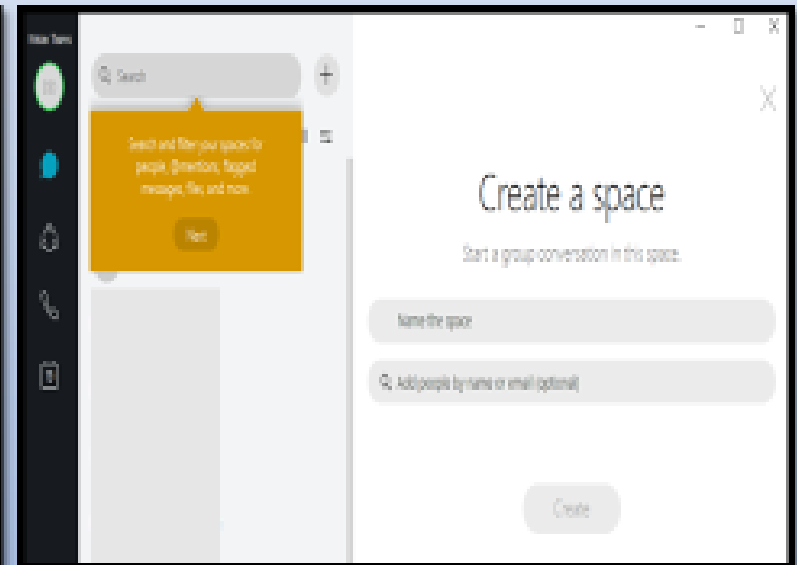
Cisco Webex Teams is an application for meetings, messaging, calling, file sharing and other tools for teamwork collaboration.



1. Receive email to activate, welcome screen.



2. User ID & password to authenticate.

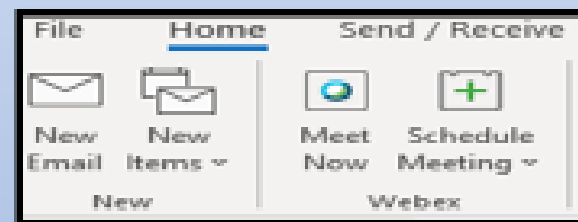


3. Create.

Cisco Webex Meeting

Create WebEx Meeting

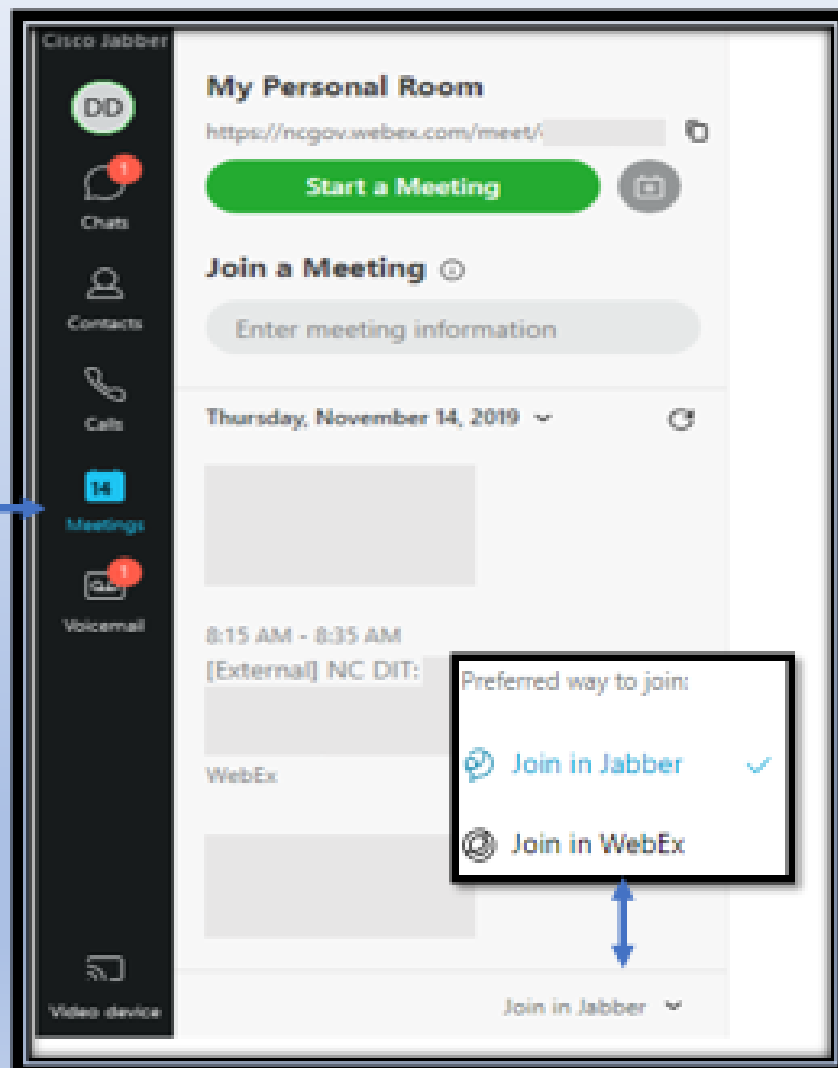
1. Create meeting in Microsoft Outlook.
 - a. In the location field type “@webex”.
 - b. Send the meeting invitation.
2. Ribbon in Microsoft Outlook.
 - a. Click ‘Schedule Meeting’ ...Webex Settings to customize.



- b. Send the meeting invitation.

‘Meetings’ tab in Jabber or Outlook to see details.

Note: You will not see the WebEx dial-in information until you send the invitation, it may take up to two minutes to populate in your calendar.



Resources

DIT Service Portal: https://ncgov.service-now.com/sp_dit

DIT Helpdesk: 919 754-6000 or 1 800-722-3946

(Adds, Changes or Troubles, please submit tickets in the DIT Service Portal or call the helpdesk.)

DIT Communications Hub: <https://it.nc.gov/communications-hub>

(Email notifications concerning current status of DIT Services. Click 'Communications Hub' then the 'Help Documentation' tab for instructions to subscribe.)

Headsets Recommended: DIT does **NOT** support headsets, please contact the vendor for help.

- Jabra Motion Office (Traveling, Remote)
- Jabra Engage Series
- Jabra Pro 9460 & Pro 925
- Plantronics CS530
- Plantronics Savi

Plantronics Compatibility Guide: <https://www.plantronics.com/us/en/support/compatibility-guide>

Cisco Guide: <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html>

DIT Cisco Service Portal: <https://dit-edc-u1-cucmpub01.collab.nc.gov:8443/ucmuser>

Note: Initial login to portal may require a system pin, default pin is 121212.

Cisco Resources

- <https://www.cisco.com/c/en/us/products/unified-communications/jabber/index.html>
- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_7/cjab_b_feature-configuration-for-jabber-127.pdf
- <https://help.webex.com/ld-n0bl93g-CiscoWebexTeams/Webex-Teams-App#Get-Started>