Jabber Soft Phone Setup and User Guide

Soft Phone - Cisco Jabber is the State's preferred telecommunication method for Cisco Enterprise Voice System users whose work requires the ability to make and receive phone calls via their published State of Delaware office phone number.

Who:

• State of Delaware users working remote who are Cisco Enterprise Voice Service users (Your desk phone looks like the one shown).

• This application is ideal for "mission critical" workers needing to use their work phone when working remote and whose work from home is at least 25% of the time.

• This solution is preferable to forwarding a desk phone to a cell phone. Call forwarding to cell phone is being phased out and Cisco Jabber is the replacement.

Requirements:

√   Laptop or Desktop (either a personal device or State issued)

You will need:

√   Cisco Jabber Softphone Application MUST be installed locally on your State or non-State-owned devices, e.g., on your State loaner laptop or on your personal PC/Mac or Cell.

√   To obtain the software and get it installed, contact the DTI Service Desk or your local Help Desk.

√   A State login account and password.

√   Headset connected to Computer (USB/Bluetooth Headset or phone Earbuds is preferable for quality over using the Computer's microphone, which picks up background noise.)

The follow scenario's are not supported with Cisco Jabber:

√   Extension Mobility

√   Use of your Hard phone forwarded to other cell, other extension, or device

√   Jabber's Video or IM

How to Request the Service:

To enable YOUR use of this service, call or email your agency's Information Resource Manager (IRM). **Your agency IRM must submit the request to DTI. A Jabber Soft Phone request should be submitted well in advance of its use, internal set up takes 5 days to complete once the request has been submitted in ServiceNow by the Agency IRM.**

Download and Install Jabber:

1. For personal or a State issued devices, a request must be made to have the client software installed on your device via your local Help Desk or the DTI Service Desk at 302-739-9560.

2. Only on Personal Cell phones, may the software be downloaded via Cisco's website, App Store or Google Play store.

    IMPORTANT: Download and installation of Jabber must be done *BEFORE* you initiate a Remote Desktop (RDP) session, otherwise the application will not install on your local computer!

3. Signing in to Cisco Jabber

Start Jabber by finding the application in your Windows start menu (or find the icon in Launcher, if on a Mac) or look for the Desktop

Double-click on the Jabber Icon (shown above) to launch Jabber.

Jabber launches, a "first-time-only" login screen (shown below). Enter your email address (firstname.lastname@delaware.gov as shown in the image) and your network login password. You will only perform this login the first time you launch the application.

Next, the Jabber phone will have to be verified using MFA. Verifications are achieved via Text or voice calls.

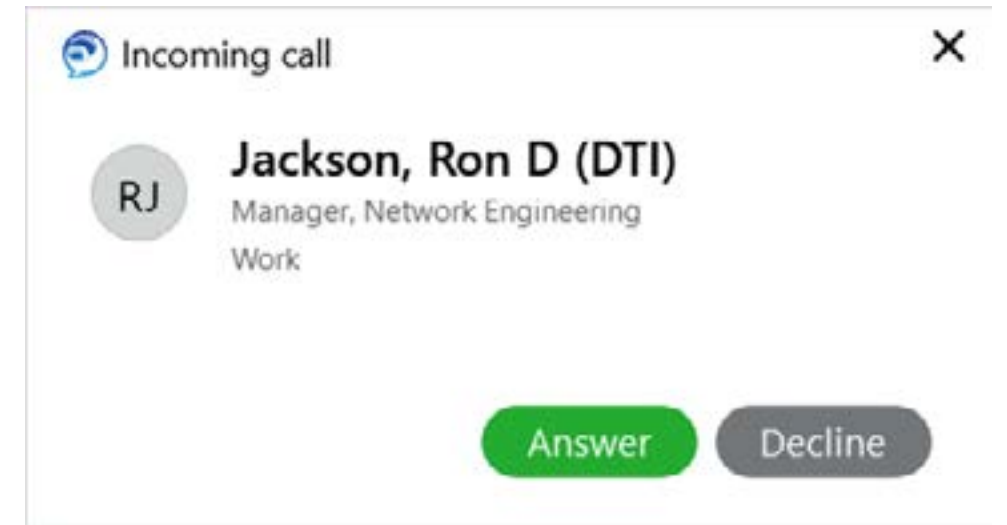After the code has been entered, the phone signs in.
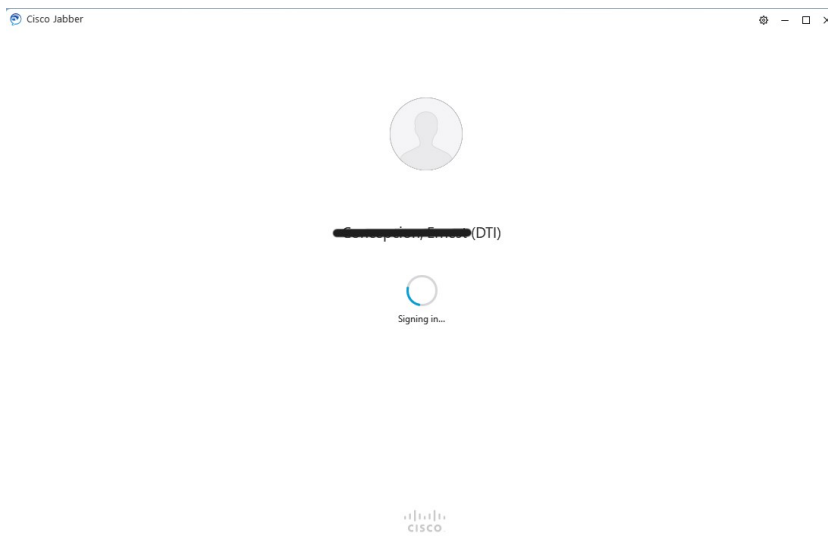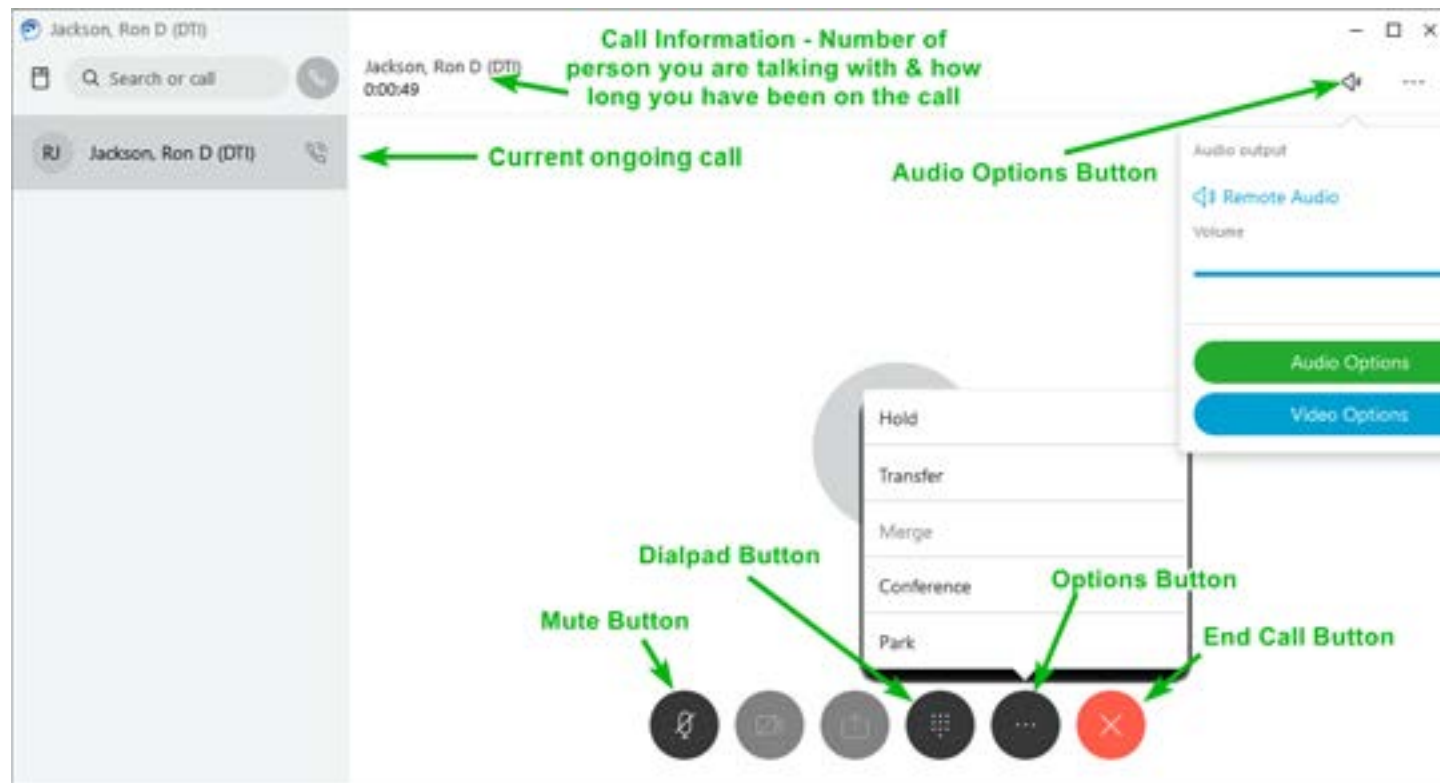

4. Using the Cisco Jabber Phone

Once Jabber launches you will see the Call Screen:
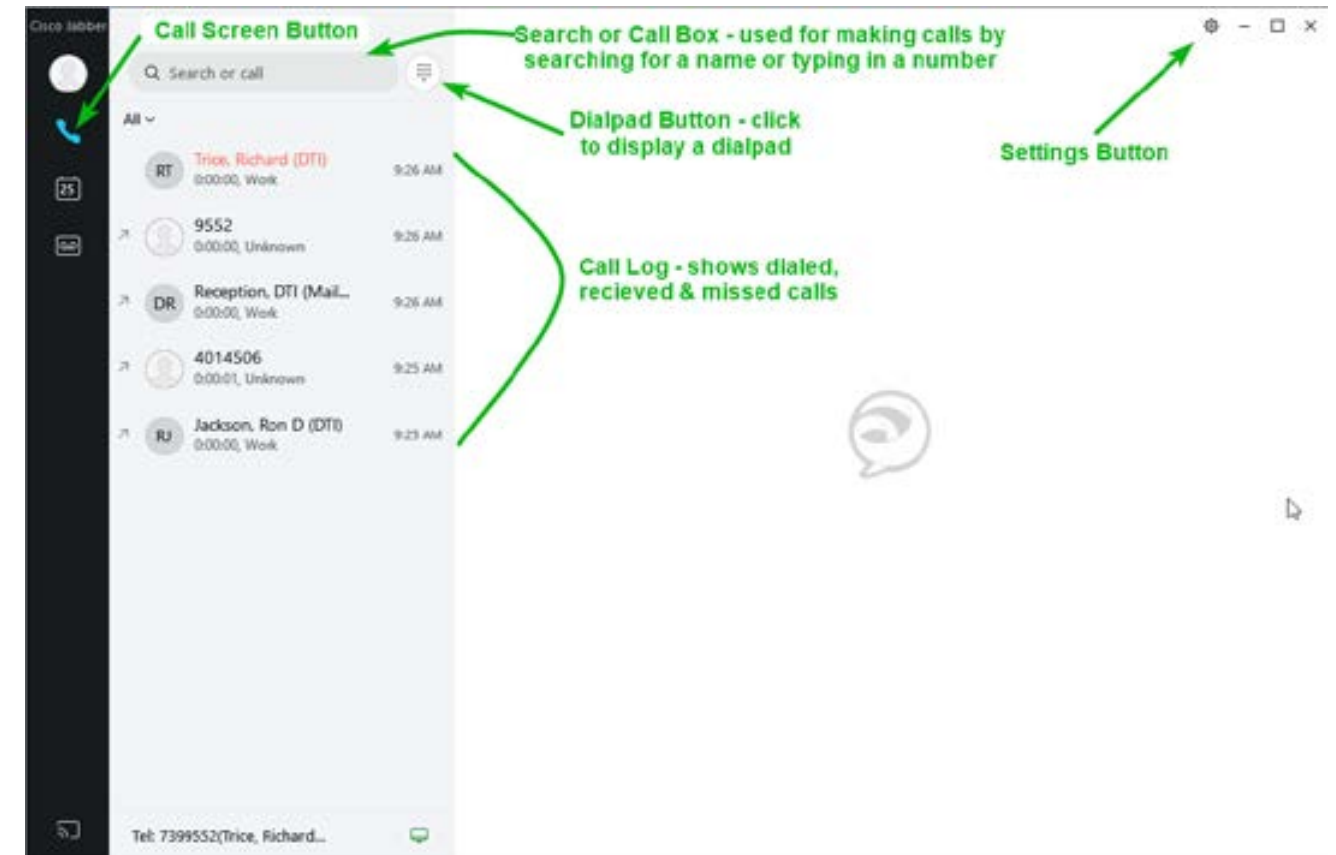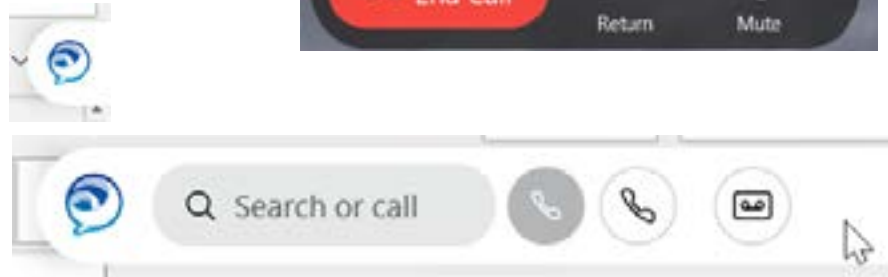

Incoming call pop-up:

In Call Screen:

During a call you may notice this button at the top of your screen, this is an always-on-top button that makes it easier to control your call while in another application.
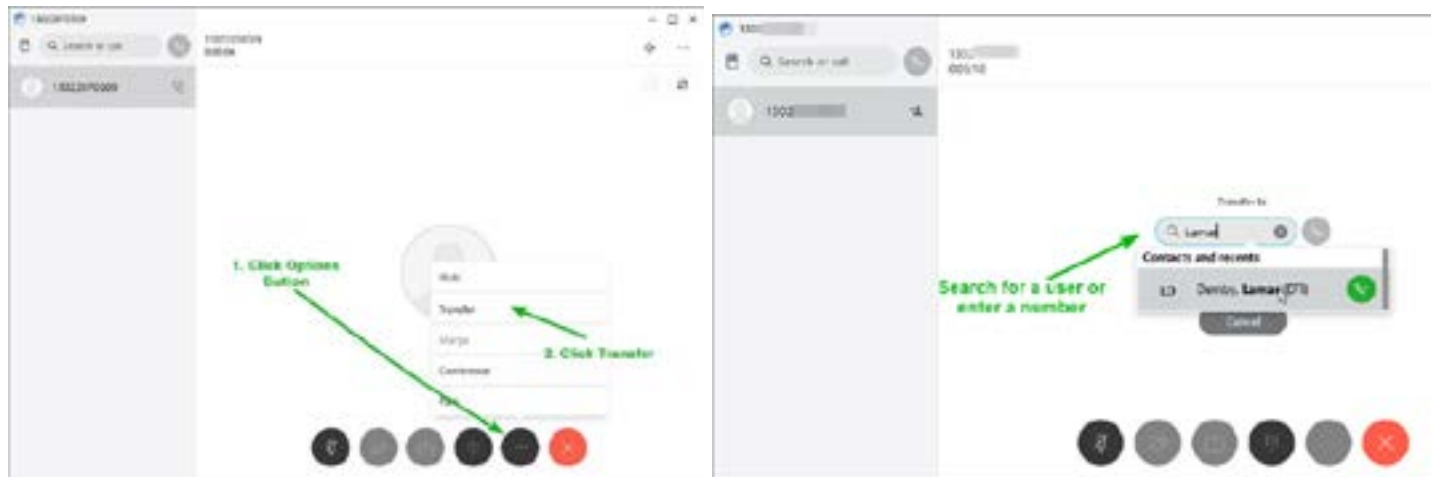

Hub Window – you will notice this tab on the right side of your screen,
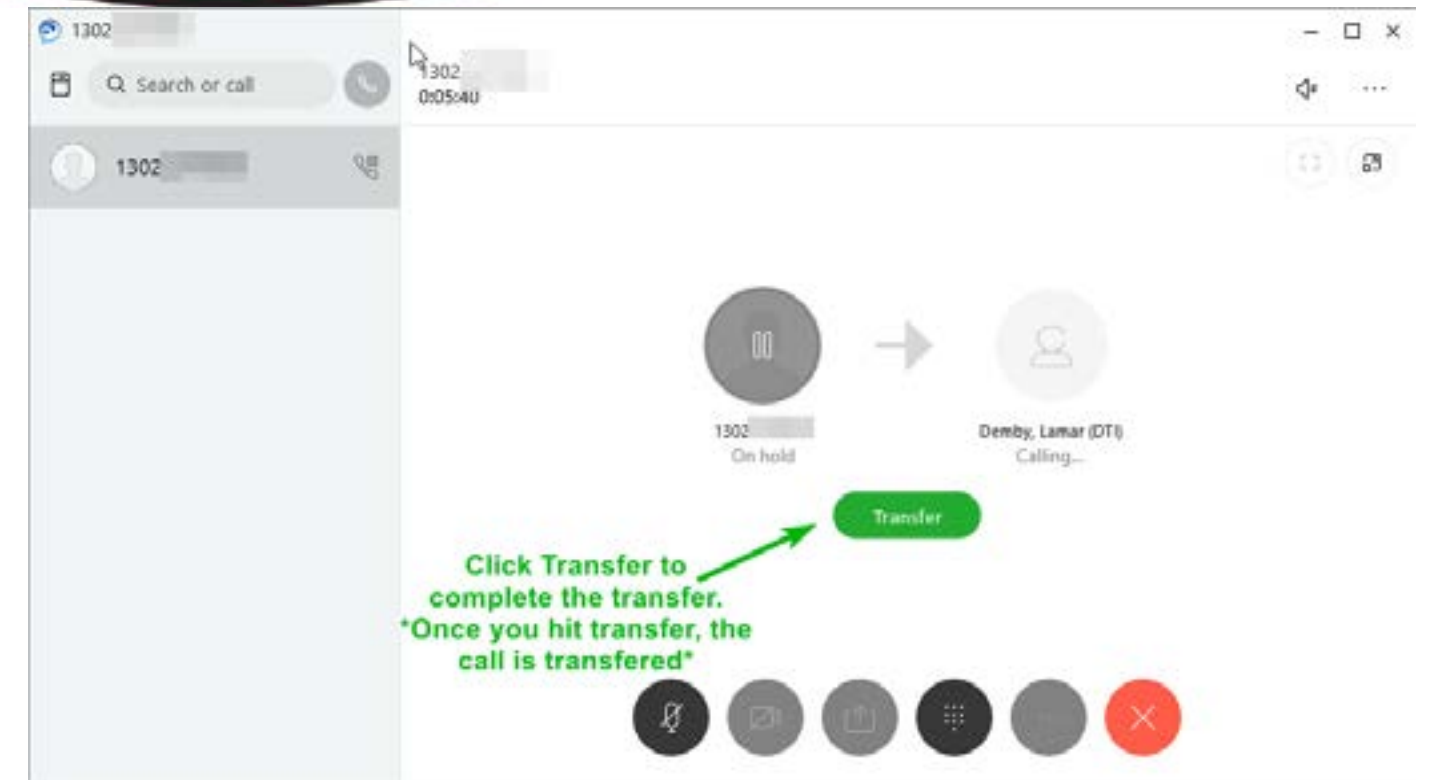
Clicking opens a shortcut menu to make a call.

To initiate a **Transfer**, click on the black "…" Options button, then choose "Transfer"
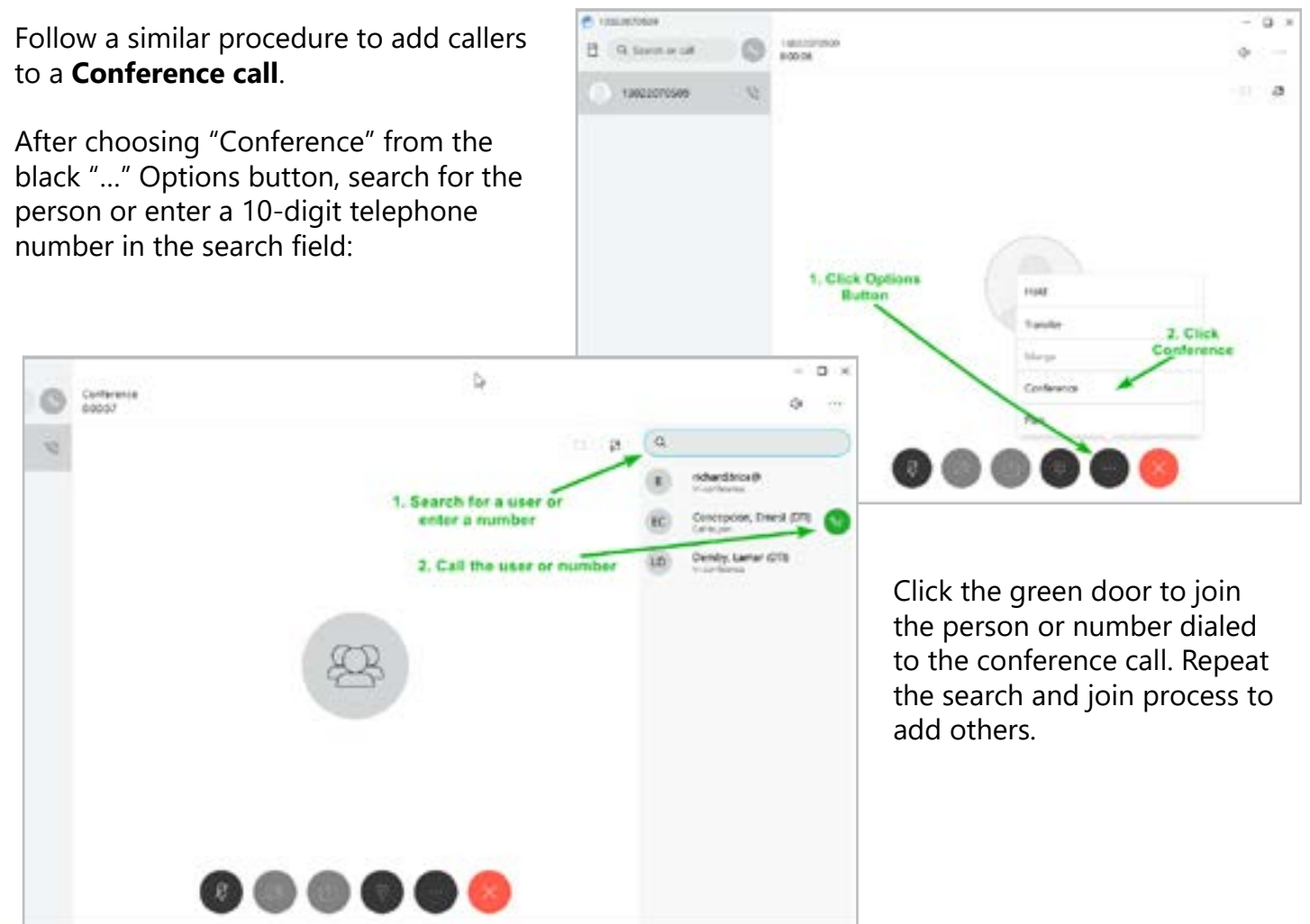

In the "Transfer to" search field, either enter a user/contact name or enter a phone number (full 10 digits, e.g. 302-xxx-xxxx).
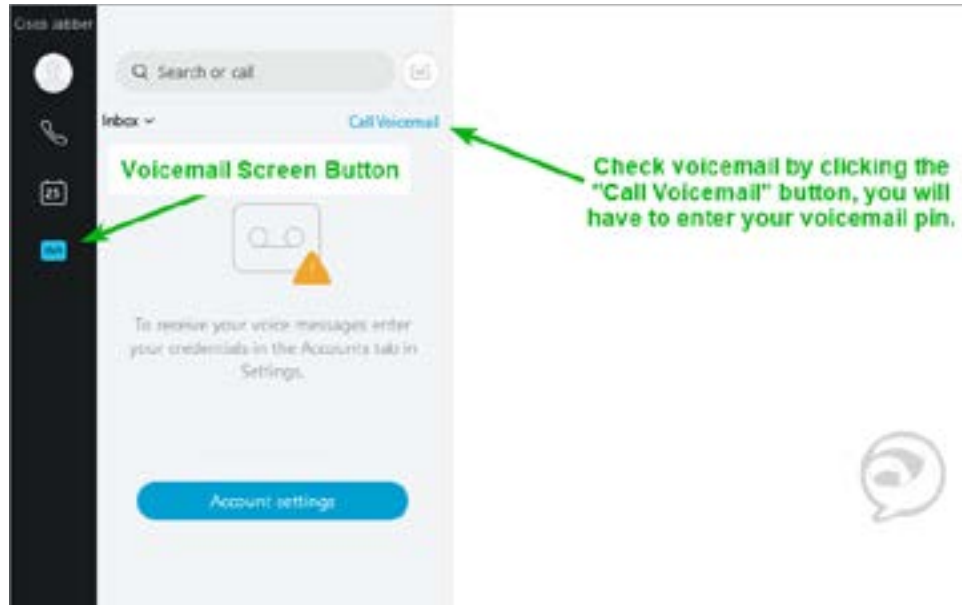

Follow a similar procedure to add callers to a **Conference call**.

After choosing "Conference" from the black "…" Options button, search for the person or enter a 10-digit telephone number in the search field:

Click the green door to join the person or number dialed to the conference call. Repeat the search and join process to add others.

Voicemail Screen

Voicemail Screen Button

Check voicemail by clicking the "Call Voicemail" button, you will have to enter your voicemail pin.

Appearance Screen: There's an option to make the Jabber Client smaller ("Classic" takes up less computer screen space), once you hit apply you will have to RESET Jabber. It will automatically reopen.

1. Click Settings Button

Themes

Default   Dark

High Contrast

3. Click on Classic

App view

2. Click Appearance

Modern   Classic

Click Apply