

# Frequently Asked Questions

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## **Question: What is Jabber?**

**Answer:** CISCO Jabber is a software application installed on your assigned computer (Apple or Windows). Everyone will receive the Jabber software application.

If you chose to use the software-based phone this software will function as a telephone. The software supports one unique telephone number and Call Waiting. Multiple people can be conference in. It does not provide speed dial numbers or a “Busy Lamp Field”.

With the Jabber software-based phone you can answer and make calls, place a call on hold, transfer a call and use the conference feature to conference in multiple people.

Since all employee assigned computers will have the Jabber application, it will control a desk phone such as dialing a number, but use the desk phone for the conversation.

Jabber also provides Instant Messaging and supports 1-1 video, which will be available to everyone no matter the phone type.

Jabber also has the “Presence” feature, which tells other employees whether or not you are available for a chat or phone call.

## **Question: My voice mail distribution lists created on the old Fujitsu telephone system that I use for internal messages to my staff do not work.**

**Answer:** You need to create distribution lists on the CISCO VoIP telephone system. It was impossible to migrate the existing to the CISCO VoIP system.

Please refer to the last page of the **Voice Mail Quick Reference User Guide for Creating Private Lists Via the Phone**. (When you print and fold, these instructions are on the back; otherwise the instructions at the top left when viewing online). Go to: <http://ets.fhda.edu/getting-help/phones/index.html>

## **Question: What happened to my voice mail messages on the old Fujitsu telephone system when my phone number was migrated to the CISCO VoIP Telephone system?**

**Answer:** Voice mail messages on the current telephone system did NOT migrate to the CISCO VoIP telephone system. Once the Fujitsu system is powered down, scheduled for winter term 2017, you will no longer have access to any of the voice mails on the Fujitsu system.

**Question: Is a headset provided with the software-based phone?  
What choices do I have? How do I communicate my choice to ETS?**

**Answer:** Yes. You have a choice between a ‘headset’ and a ‘handset’. The models are: “Plantronics Blackwire C310 - Single Ear USB’ and the “Plantronics Calisto 240 Handset w/speakerphone”. If these are not to your liking, most any USB headset will work, however, you will be responsible for the purchase. USB Bluetooth is known to be marginal and not recommended.

**C310 USB Headset (right or left ear)**



**Calisto USB 240 Handset**



**Question: Can the volume be adjusted for the USB headset or handset? What about the desk phone?**

**Answer:** Yes to both questions.

**Question: I am hard of hearing. Is there a way to text someone?**

**Answer:** In a way, yes. There is Instant Messaging “IM” capability with the Jabber software application that will be installed on district/college owned employee computers.

**Question: I am visually impaired, what are my options?**

**Answer:** ETS will work with you directly regarding options.

**Question: I'm thinking of a software-based phone, but sometimes will need a good speaker phone for conference calls with multiple people present in my office.**

**Answer:** A USB connected speaker device is available in limited quantities in addition to the provided head/handset.

**Question: Does the software-based phone function off campus?**

**Answer:** Yes, however, ETS is still working out the details. There is also a free download of Jabber for smart phones. However, the system needs to be programmed for your specific phone type. ETS is developing a process to request this activation. In addition, the Telephone Steering committee and Human Resources are providing guidance in regards to off campus phone access because it affects 'work at home' and overtime policies.

**Question: Does the software-based phone work on a wireless network?**

**Answer:** Yes, but there may be 'drops' in the conversation. The district wireless network priority is for instructional use: data, not voice.

**Question: Does the CISCO VoIP telephone system support analog lines and fax machines?**

**Answer:** Yes. A fax server was purchased with the new telephone system and supports incoming and outgoing faxes. For the phase one deployment in 2016/early 2017, existing fax machines were migrated to the new phone system with no change to their use. Outgoing fax using the fax server will be provide to all employees with instructions posted to the ETS web pages during winter quarter 2017. If a department has an unreliable fax machine, ETS suggests migrating to the fax server. There are exceptions for those departments receiving confidential information via fax such as Credit Card and Social Security Numbers. They are to remain using the physical fax machine.

**Question: I have an Apple/Mac; will Jabber work on my computer?**

**Answer:** Yes, Jabber works on both Apple/Mac and Windows (DELL) computers.

## **Question: What is the difference between a desk phone and a software-based phone?**

### **Answer:**

Software-based phone: If you choose to use the software-based phone, the Jabber software application will function as a telephone. The software supports one (1) unique telephone number and Call Waiting. Multiple people can be conferenced in. It does not provide speed dial numbers or a “Busy Lamp Field”.

With the Jabber software-based phone you can answer and make calls, place a call on hold, transfer a call and use the conference feature to conference multiple people.

Desk phone: The standard desk phone, model 8841 has a color display and supports up to 4 (four) unique telephone numbers. It supports call waiting and can conference in multiple people, which is the same as the software-based phone. However, it also provides a busy lamp, and supports speed dial numbers.

The 8851 model phone supports up to five (5) unique phone lines. When the ‘side-car’ is attached, the maximum number of unique phones numbers is 37. It has the same features and functions as the standard desk phone model 8841.

## **Question: What type of phones are in the classrooms?**

**Answer:** Each classroom has a CISCO VoIP 7841 phone with a black/white LCD display.

## **Question: Is a “hands free” headset provided with the desk phone?**

**Answer:** No. However, limited quantities of replacement headsets are available for those who have an existing headset with the old Fujitsu system and will not work with the new VoIP desk phones during the migration from the Fujitsu phone system to the new CISCO VoIP system. An adapter for existing headsets is available in limited quantities, if this will allow the existing headset to work with the CISCO VoIP phone system. Most Plantronics headsets will work with the CISCO VoIP telephone system.

## **Question: I use a Plantronics hands-free headset; can it be used with the CISCO VoIP desk phones?**

**Answer:** Maybe. It may require an adapter. Limited quantities of an adapter will be made available during the migration from the Fujitsu system. Most Plantronics headsets will work with the CISCO VoIP telephone system.

**Question: What is the minimum hardware requirement for the Jabber software application?**

**Answer:** All district Windows employee computers will support the Jabber application, unless the computer is still using Windows XP or has less than 256MB free disk space or a processor speed less than 2GHz.

For Apple, Intel Core 2 Duo or later processors in a MacPro, MacBook Pro, MacBook, MacBook Air, iMac, and Mac Mini. Jabber needs 300MB of free disk space.

**Question: What is the minimum OS requirement for the Jabber software-based phone?**

**Answer:** Windows 7 and Apple OS 10.8.1.

**Question: Is there be a way to adjust the volume?**

**Answer:** Yes. Volume adjustment is available for both the desk and software-based phones.

**Question: I am hard of hearing, is text capability available?**

**Answer:** Yes. Everyone no matter whether they are using a desk or software-based phone will have the Jabber application installed on their college/district provided computer. Jabber has Instant Messaging (IM/chat), 1-1 video chat, and “presence”. Presence means there is an indicator showing your availability: green means you available for a call or IM, red means you on the phone or unavailable and so on. It allows you to customize your presence status.

**Question: Can I use a different ring tone if I have a second phone number on my phone so I can tell when the phone rings for our main line or if I have my manager’s line on my phone too?**

**Answer:** Yes.

**Question: I am a Part-Time faculty member assigned to an office. Will I get a CISCO VoIP phone and do I have a choice?**

**Answer:** Your office will have a phone. If you have a college assigned computer, you will have a choice of phone type: Desk phone or Software-Based phone. If you are using your personally owned computer, a desk phone will be provided.

**Question: May I have both the desk and software-based phone?**

**Answer:** The standard is one phone type per full time employee.

**Question: With the CISCO VoIP system, can I make phone calls via my college laptop without using an external headset or handset, just using the computer's built-in speaker and microphone? Will this be the case regardless of which phone option (desk or software) I choose?**

**Answer:** When you make calls with the software-based phone you may use your computer speaker. The quality may not be as good as the USB connected device.

If you have a desk phone, the computer is not used for the phone call.

**Question: I use the Jabber software-based phone. Is there a way to have a better speaker than the one on the computer for conference calls when other employees are in my office?**

**Answer:** Yes. The recommended USB speaker device is a Plantronics Calisto 600. ETS has limited quantities available. Here is the link to the device:

<https://www.plantronics.com/uk/product/calisto-600?skuId=sku6990018>

**Question: Our department is in need of an intercom. Does the CISCO VoIP phone system have this feature?**

**Answer:** Yes, the CISCO VoIP phone system has an Intercom feature. Please submit an ETS Request for Help: Using a browser go to [etshelp.fhda.edu](http://etshelp.fhda.edu). Log in using your MyPortal credentials. Select New – ETS Request for Help form.

**Question: How do I save voice mail messages that come to my email In-box?**

**Answer:** Unified Messaging means all voice mail messages associated with the phone number assigned to you personally (not a dept main line #), will also be available for listening via an attached **.wav** file to an email message delivered to your email in-box.

If you want to save this voice mail message indefinitely, you should create a new folder on the same level as your inbox and move the email message with the attached **.wav** file to this new folder. **DO NOT** move to a sub folder of your email in-box, otherwise, if you delete the voice mail message via your telephone, the email message will also be deleted.