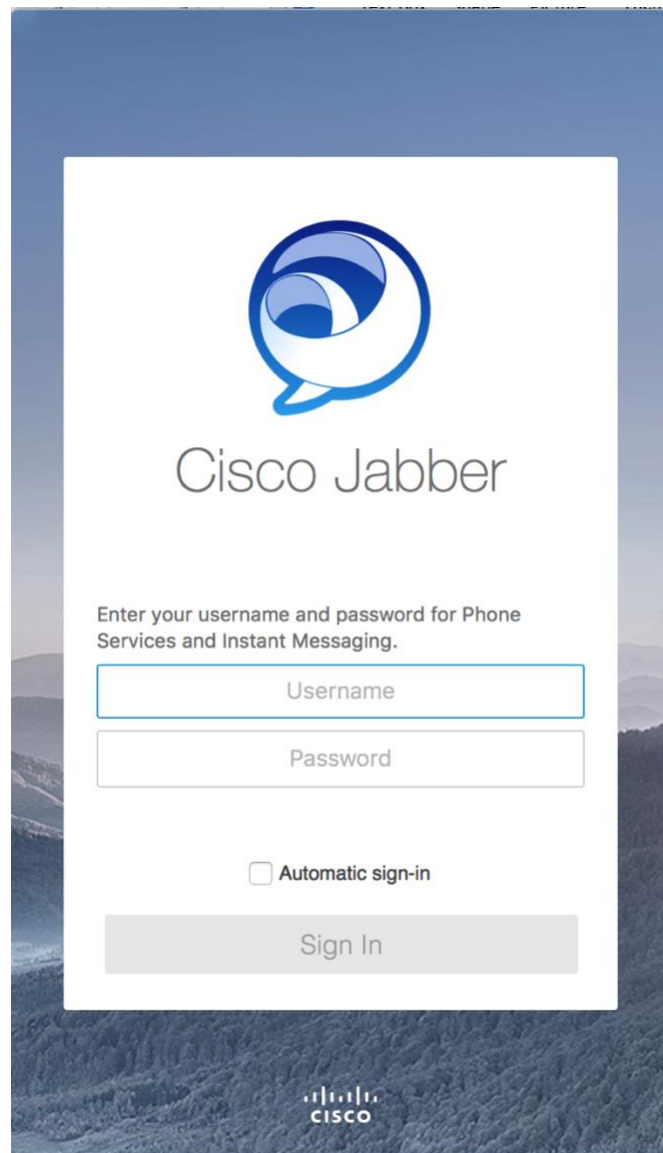


**CISCO VoIP Telephone System  
Jabber Desktop Application  
Soft Phone  
Make and Receive Calls**

**For instructions on IM/Chat and Presence using Jabber:  
<https://ets.fhda.edu/getting-help/phones/index.html>**

**CISCO Jabber Desktop Application**



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## Summary

The CISCO Jabber application for computers allows for a Software-based CISCO VoIP telephone: Soft Phone. However, it also requires the Soft Phone to be provisioned on the VoIP server system. If this has not been done, you need to submit an **ETS Request for Help** and provide your **CWID** and **assigned desk phone number** (the number associated with your name shown on the desk phone, not a main line dept # or shared line).

If you are in an interim position, TEA, or Student worker, most likely the phone number is not directly associated with you (CWID) and you will know this because you do not see your name on the phone and voice mails do not show up in your FHDA email account. If this needs to change, your manager will need to submit an ETS Request for Help.

You can use the speaker and microphone within the computer or use a USB headset to make and receive calls. ETS has a limited number of headsets. Submit an **ETS Request for Help** to obtain a USB headset for your soft phone.

This Jabber application has other features such as IM/Chat, Presence, and the ability to initiate a call on your desk phone within this tool. This document will only cover making and receiving calls as a *Soft Phone* on your computer

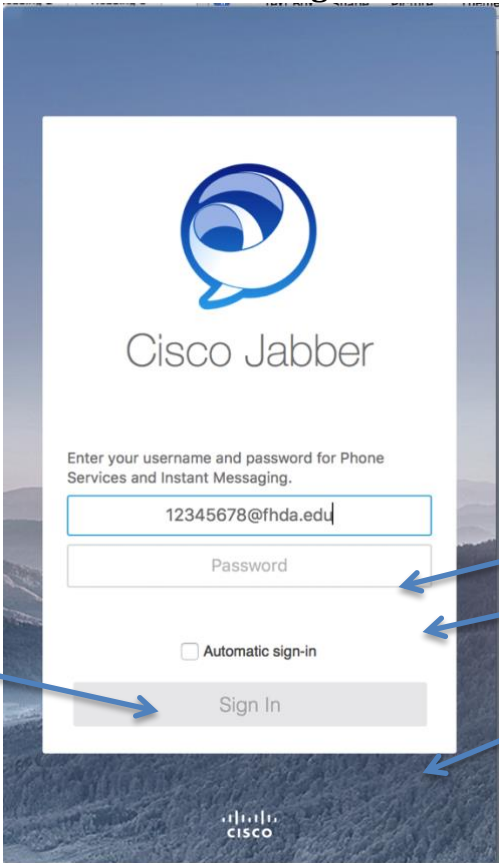
For instructions on how to use these other features go here:  
<https://ets.fhda.edu/getting-help/phones/index.html>

*This guide assumes you have installed the Jabber application.*

## Using the CISCO Jabber Application: Sign In to Your CISCO VoIP Account

### First Time Login

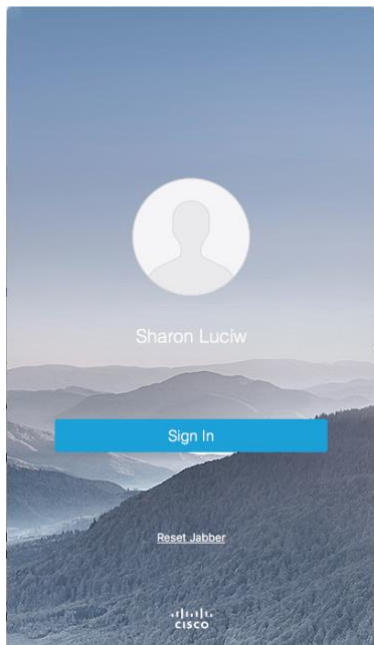
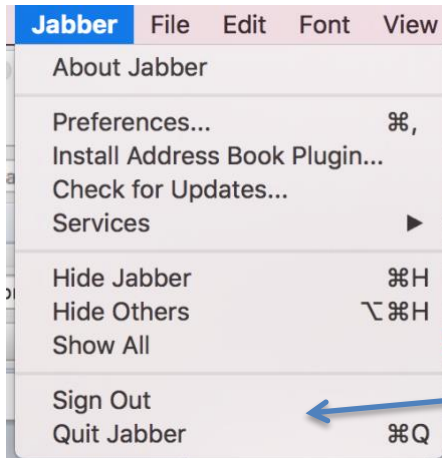
1. Launch the CISCO Jabber application. The login screen will appear.
2. The first time you log in **type** your **CWID@fhda.edu** in the **User Id** field.
  - a. For **subsequent logins** type only your CWID for your User ID.
3. **Type** your MyPortal password into the **Password** field.
4. If you want to automatically log in when you launch the Jabber application, **click** on the box next to **Automatic sign-in**.
5. Now **click** on **Sign In**



The image shows the Cisco Jabber login interface. At the top is the Cisco Jabber logo. Below it, the text reads "Enter your username and password for Phone Services and Instant Messaging." There are two input fields: the first contains "12345678@fhda.edu" and the second is labeled "Password". Below these fields is a checkbox labeled "Automatic sign-in". At the bottom of the form is a "Sign In" button. Four blue arrows point to the "User Id" field, the "Password" field, the "Automatic sign-in" checkbox, and the "Sign In" button.

## Quit the Jabber Application

No matter whether you **Sign Out** or **Quit Jabber**, you will be required to sign in by typing your CWID and password when you re-launch the application. Unless, you have selected **Automatic sign-in** in which case you just click **Sign In** when the application launches.

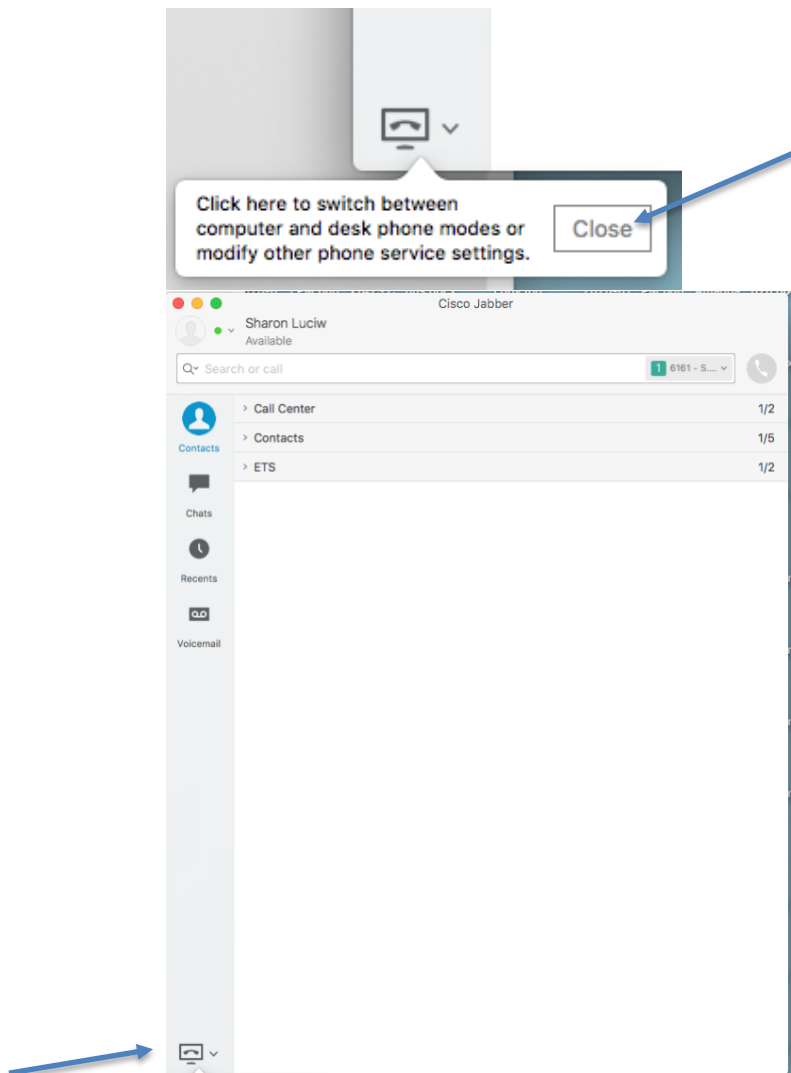


## Make a Call using Jabber Soft Phone

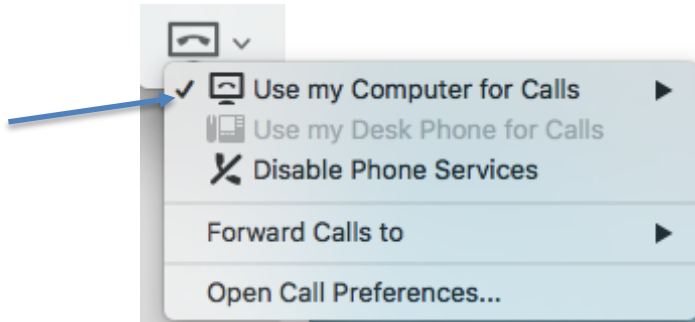
### Set Jabber to use your Computer to Make Calls.

To make a call using Jabber Soft Phone on your computer, go to the lower left of the screen where it shows an All-In-One computer screen with a telephone Hand Set.

When you launched Jabber, you may have also seen a little note next to the icon. **Click** on **Close** once you have read the message.



2. Under this icon, **select Use my Computer for Calls** for the **check mark** to appear, if it is not already selected.

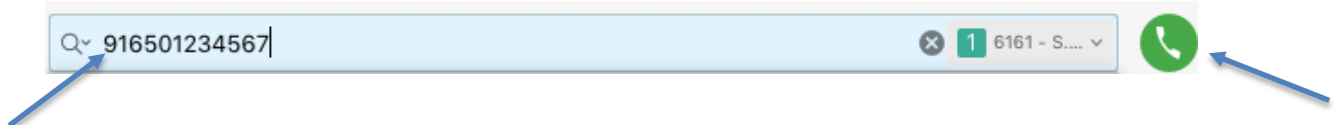


## Make a Call

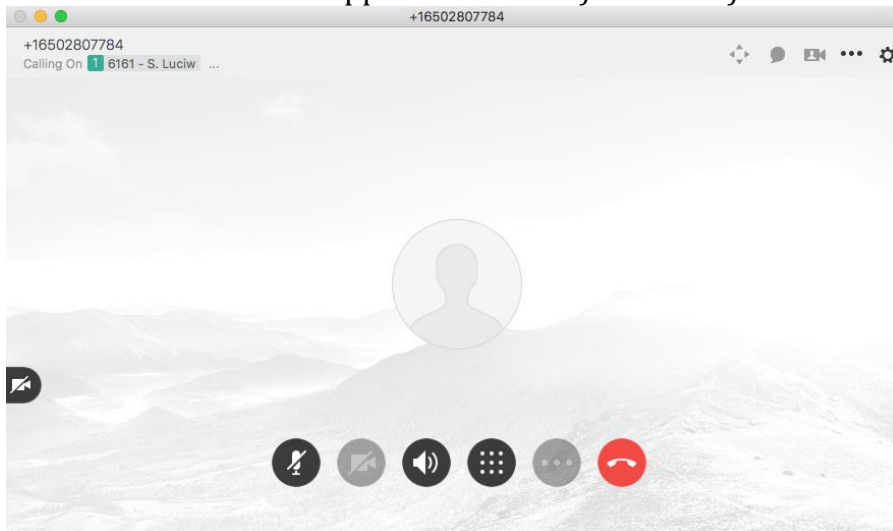
1. At the top of the window within the rectangular box is light gray text **Search or call**. Within this box type the number you want to call. If you need to use the **Area Code**, type a **91** before the area code.



2. Type in the field the phone number you want to call then **click** on the **Green Icon** with the telephone handset.



3. This window should appear. *See below for more information.*



3.a. The red hand set icon is used to **End** the call.



3.b. *Once the Call is in Session these icons can be used:*

3.b.1. The microphone with the line through it is to mute your phone. The call begins **unmuted**.



3.b.2. The video camera can be used.



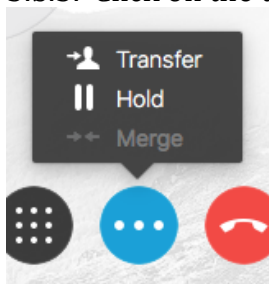
3.b.3. You can increase or lower the volume.



3.b.4. If you need to enter a code for example when you use Zoom, use the keypad.



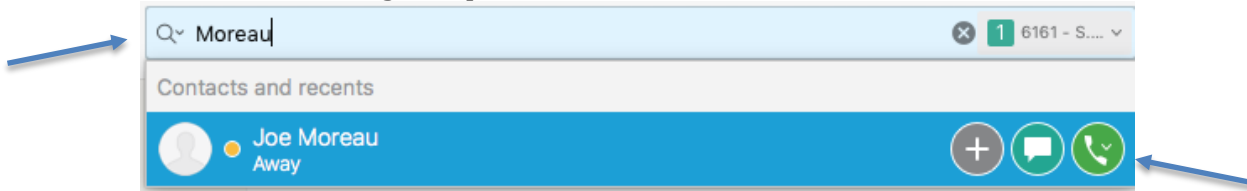
3.b.5. Click on the three dots to Transfer a live call or place it on Hold.





### Make a Call by searching for the person's name

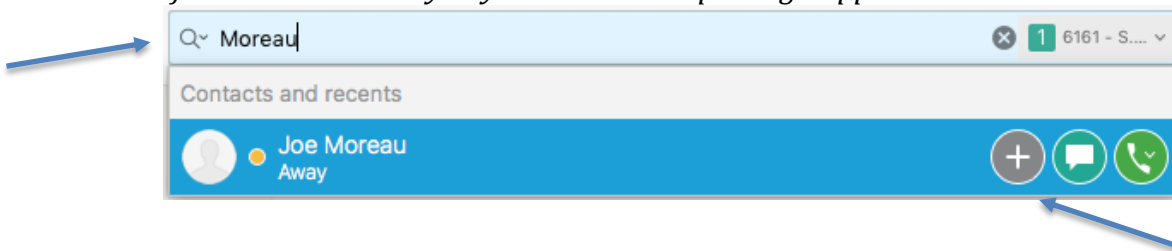
You can search for someone in the district and call their FHDA phone number. **Type** the partial or full name in the search box and **press** return/enter on your keyboard. Then click on the green phone hand set icon.



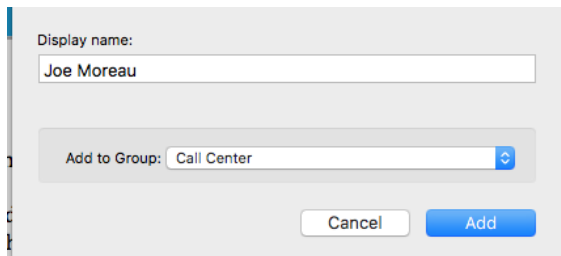
### Contacts

You can add contacts to make dialing faster.

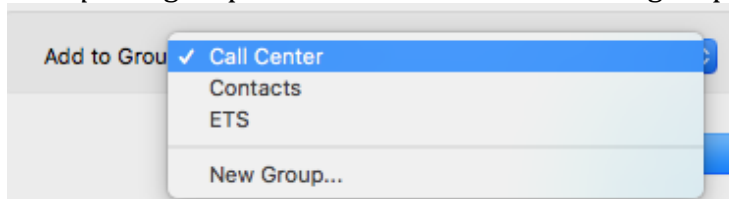
You can search for someone in the district and add them to your contacts list. **Type** the *partial* or *full* name in the search box and **press return/enter** on your keyboard. Then **click** on the **Plus** sign next to the person you want to add to your contact. *If someone is already in your contact no plus sign appears.*



In the **New Contact** window, you can search for someone else, change the **Display name** for the person you found, and **Add to** a contact **Group**. Click **Add** to add the contact.



Select **Contact** under **Add to Group** or choose a different group or create a new one. *Example* of groups created and to create a new group click on **New Group...**

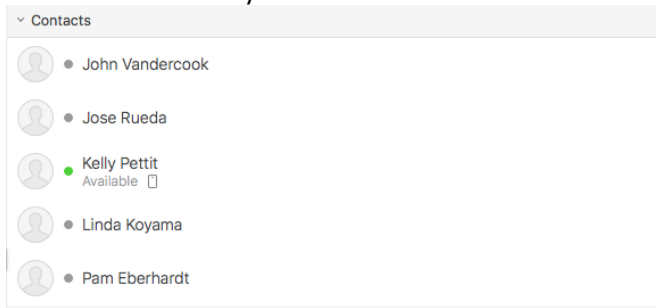


## Call someone in your Contacts

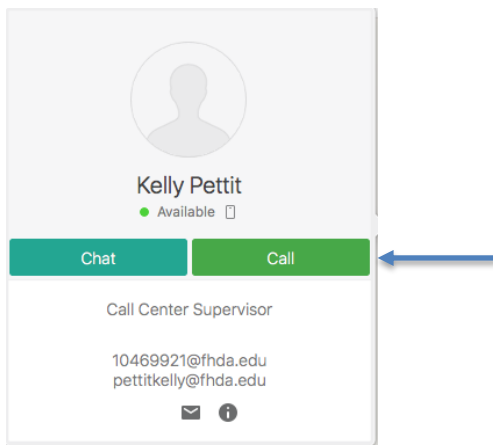
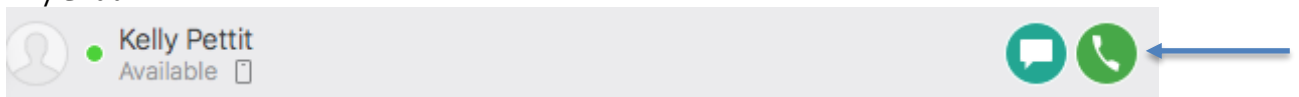
1. **Click** on the **Contacts** icon at the left. Example below shows two custom groups along with the default Contacts group.



2. **Click** the **arrow** next to **Contacts** to reveal the contact in list. In the example below it shows one individual with a green dot. That is the Presence indication showing this individual has logged into Jabber and has identified themselves as available for either IM/Chat or a phone call. If they do not have Jabber Soft Phone the call will ring on their desk phone. See other documentation for information on Presences and IM/Chat.



3. Move your mouse over any of the contacts to make a call. If the person is available (green dot) another window will appear to choose between making a call or chat. Otherwise use the icons to the right of the person's name to initiate a call or IM/Chat.

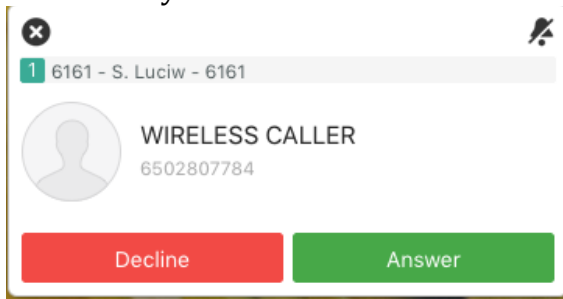


## Answer a Call

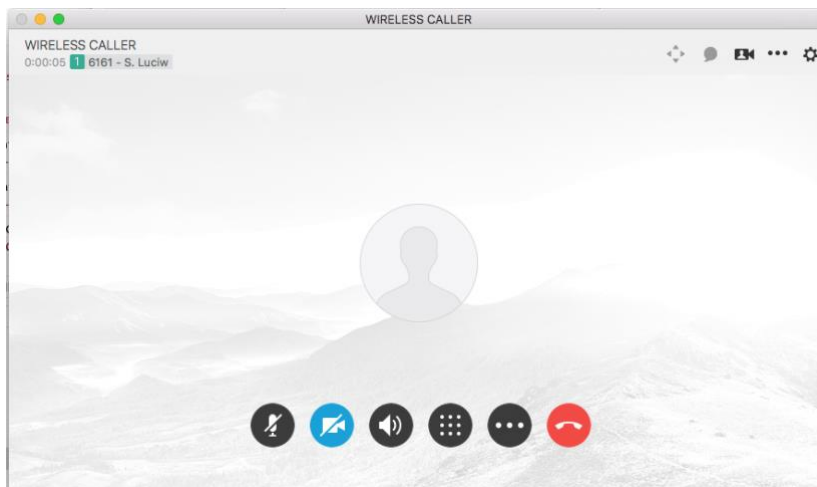
1.a. When someone calls you, *if the volume is up on your computer you will hear a sound of your choosing for incoming calls.*

1.b. If your *USB headset is connected* and if the volume is up and headset on your ear(s), you will hear the incoming call.

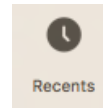
1.c. And, this window will appear somewhere on your computer screen. **Click Answer** to accept the call. Click **Decline** to end the call which will send it immediately to *voice mail*.



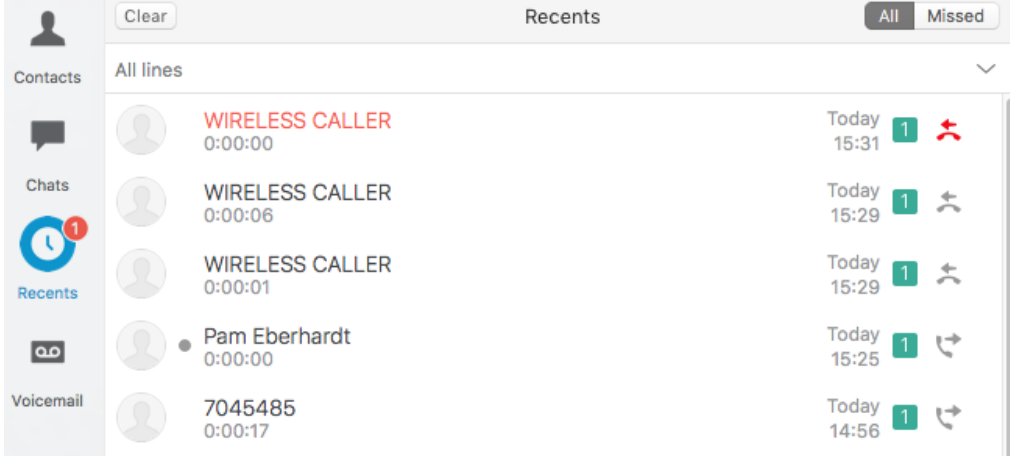
2. When you Answer the call this window appears. *See above in Making a Call for the icons' explanation.*



## Recent Calls Log



Click on the **Recents** icon on the left for the recent calls log.



The screenshot shows a mobile interface for viewing recent calls. On the left is a navigation menu with icons for Contacts, Chats, Recents (highlighted with a blue arrow and a red notification badge), and Voicemail. The main area is titled "Recents" and includes a "Clear" button and filters for "All" and "Missed". Below the title, it says "All lines" and lists five call entries. Each entry shows a contact name, duration, time, and a green square with the number "1".

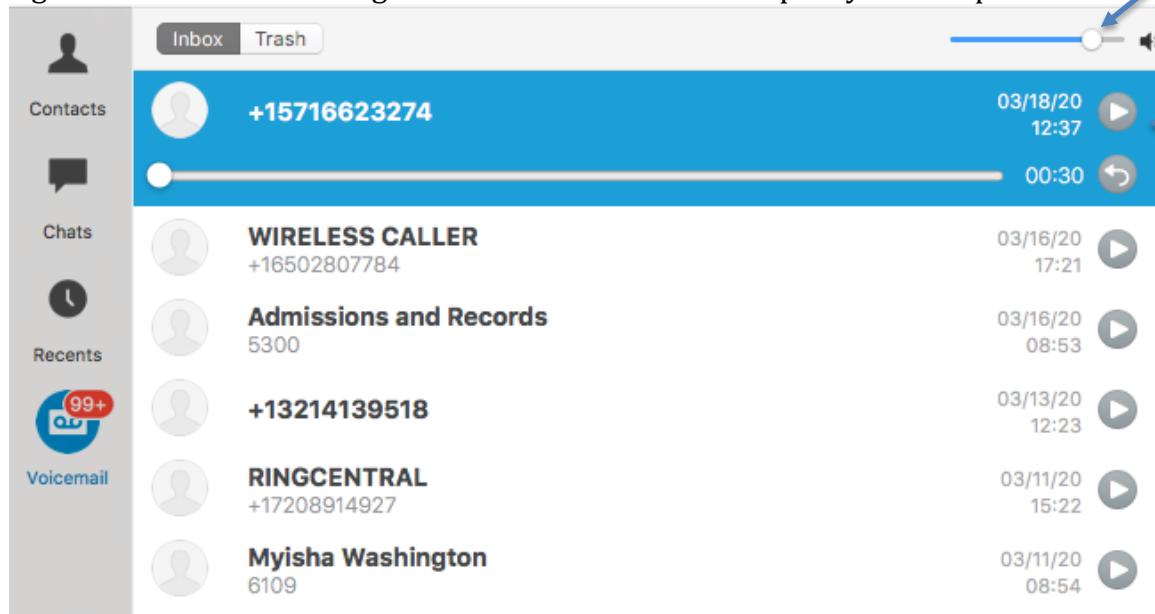
| Contact         | Duration | Time        | Count | Missed |
|-----------------|----------|-------------|-------|--------|
| WIRELESS CALLER | 0:00:00  | Today 15:31 | 1     | Yes    |
| WIRELESS CALLER | 0:00:06  | Today 15:29 | 1     | No     |
| WIRELESS CALLER | 0:00:01  | Today 15:29 | 1     | No     |
| Pam Eberhardt   | 0:00:00  | Today 15:25 | 1     | No     |
| 7045485         | 0:00:17  | Today 14:56 | 1     | No     |

## Voice Mail

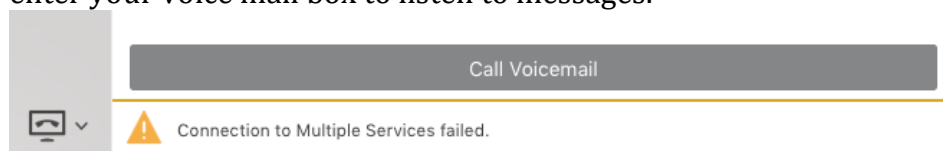
For Voice Mail click on the icon on the left.



1. A list of voice mail message should appear in the window. Click the arrow on the right to listen to the message. Make sure the volume is up on your computer.



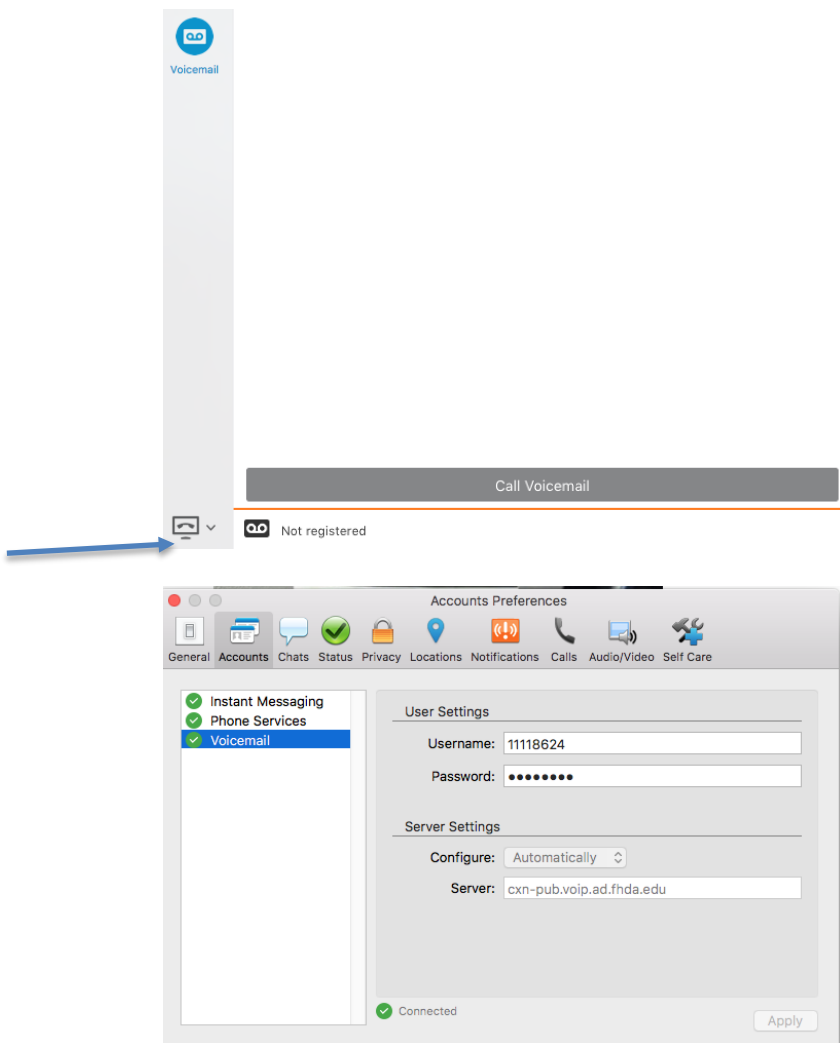
2. If it is not connecting to Voice Mail, meaning you don't see any messages listed and there is an error message at the bottom. Click on **Call Voicemail** to remotely enter your voice mail box to listen to messages.



## Voice Mail Troubleshooting

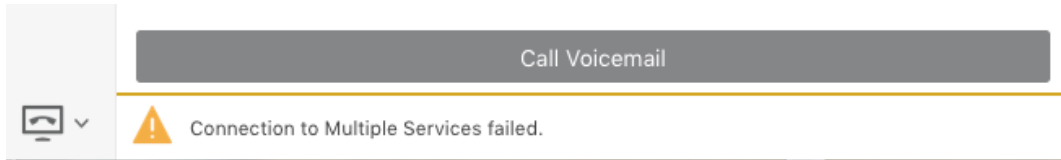
### Try in this order:

1. If it is not connecting to Voice Mail, Sign Out of Jabber, Quit Jabber, then restart your computer. If this does not work see below for more troubleshooting tips.
2. If you receive a **Not Registered** message at the bottom **click** on it. Another window will appear and most likely it will connect successfully. Then close the window.

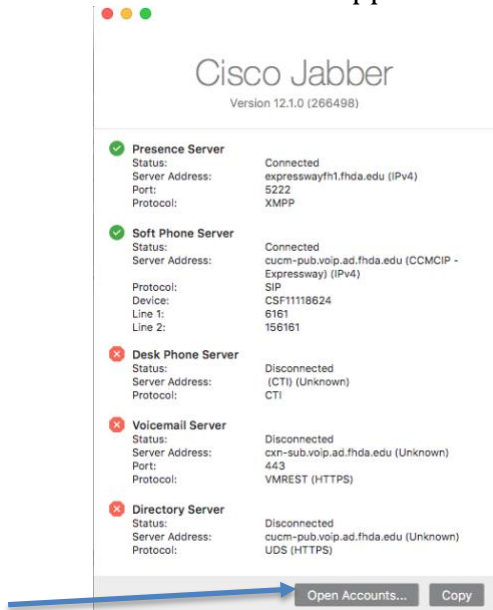


3. If you see any other error messages at the bottom you also **may not** be seeing a list of voice mails in the window. However, you may be able to **call voice mail** and listen to messages via the phone call. Click on **Call Voicemail** at the bottom of the window.

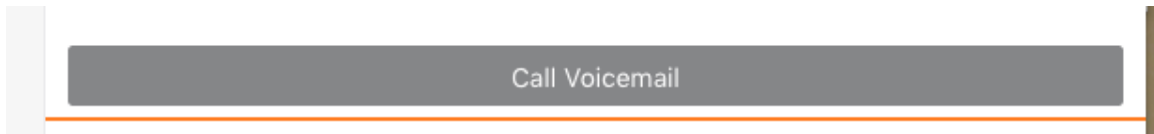
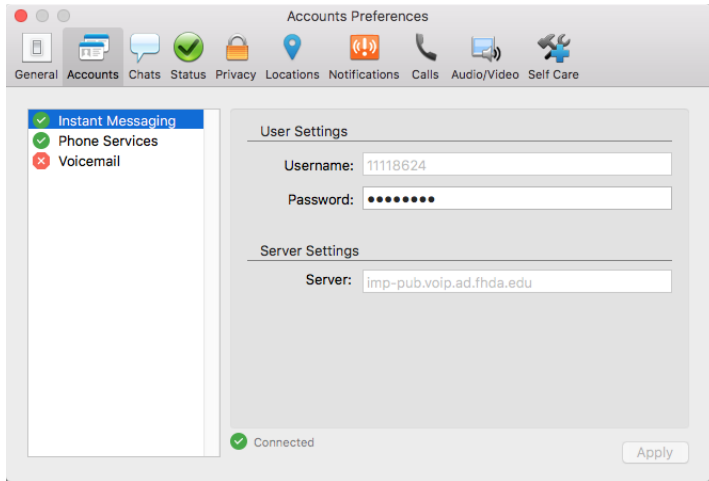
If you see **Connection to Multiple Services failed**, **click** on it.



This window will appear. **Click** on **Open Accounts...** at the bottom.



This window will appear. **Eventually it should connect to Voicemail.** If **it does not** see the next screen shot below and **click on Call Voicemail.** This partly has to do with available Internet bandwidth.



If not registered appears again, click on that before try the **Call voicemail.**



It is worth the try to connect to the voice mail system again.

