

Software-Based Phone Frequently Asked Questions

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Question: I try to open Self Care Portal and it gives me an error message. How can I access the Self Care Portal?

Answer: If you were trying to access the Self Care Portal through your Desktop Jabber application Soft Phone or by means of this direct web site via a browser:

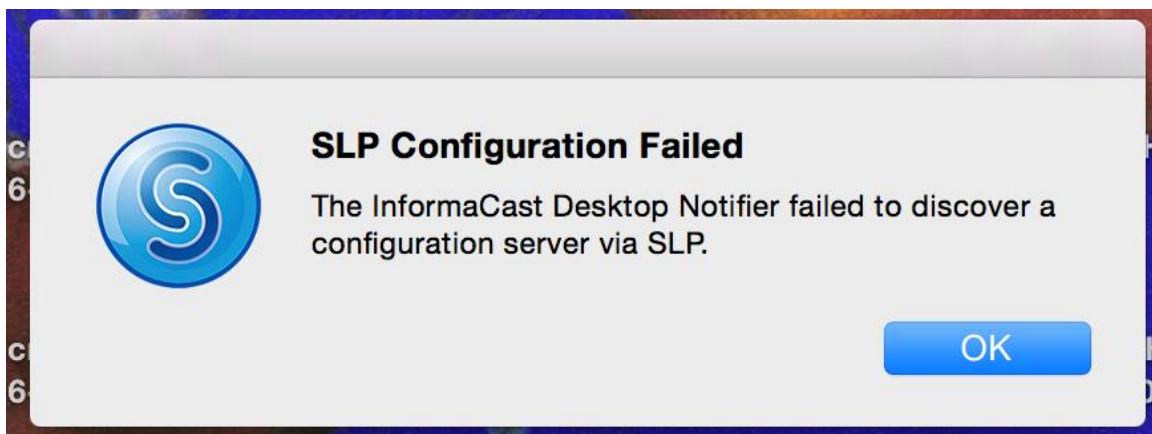
<https://cucm-pub.voip.ad.fhda.edu/ucmuser/main#telephonypage>

You need to be connected to the District Network through the VPN before you can access the Self Care Portal.

Go here for information on how to use the District VPN:

<https://confluence.fhda.edu/display/UD/How+to+connect+to+the+Foothill+-+De+Anza+VPN+server>

Question: I have a laptop and when I'm not in my office the message below appears. What does this mean?



Answer: This is the CISCO Desktop Notifier message telling you that you are no longer connected to the hardwired network and the application cannot connect to the Informacast broadcast message notification system.

The District purchased Informacast, a broadcast message system with the new CISCO VoIP system. This system will be used to broadcast emergency messages through the speaker on the desk and wall phones. The system will override volume and Do Not Disturb (DND) settings.

For those who have a software-based phone, the Informacast Desktop Notifier application is installed at the time the CISCO Jabber application is installed, which is your telephone. When the Informacast system is used to send out a broadcast message during emergencies, those who are connected to the hard wired network with a software-based phone, will receive a message on the computer screen plus an audible alert.