



Jabber Soft Phone 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. This document instructs workers **outside of the State of Delaware network but connected via SSL-VPN** on how to use Jabber to make/receive calls when working from home or another remote site.

Who:

State of Delaware workers with SSL-VPN connections who are Cisco Enterprise Voice Service users (Your desk phone looks similar to the one shown). The application is ideal for "mission critical" workers needing to use their work phone and those workers whose work is at least 25% phone based. This solution is preferable to forwarding a desk phone to a cell phone.



Requirements:

- ✓ Laptop or Desktop (your home computer, located outside of the State network) connected via SSL-VPN (e.g., using Pulse Secure and covidaccess.delaware.gov or access.delaware.gov)
- ✓ Cisco Jabber Softphone Application (can be [downloaded from Cisco](#) and installed locally on State- or non-State-owned devices, e.g., on your State loaner laptop or on your personal PC or Mac),
- ✓ Your [Cisco Call Manager](#) or Finesse Password (Cisco Unified Communication Self Care Portal 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.)

NOTE: Extension Mobility is not supported (You cannot use Jabber if your desk phone is currently forwarded to ring elsewhere, on a State of Delaware cell phone, for example). Also, Jabber's Video or IM is not supported.

How:

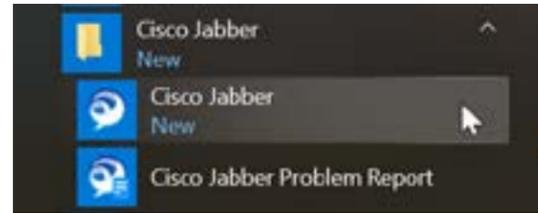
Request the Service: To enable YOUR use of this service, call or email your agency's [Information Resource Manager \(IRM\)](#).

Download and Install Jabber:

1. If on a state laptop, for installation support/troubleshooting, call your local Service Desk or the DTI Service Desk at 302-739-4DTI.
2. On a personal computer (PC or Mac), go to the website Cisco Jabber and download the product (Windows or Mac) for your device. **IMPORTANT:** Download and install Jabber **BEFORE** you initiate a Remote Desktop (RDP) session. If you initiate RDP, the application will not be installed on your local computer! You will need to initiate your Pulse Secure connection **BEFORE** attempting to run your newly installed application.

Using Cisco Jabber Softphone

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 Icon.



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, right) and click continue. You will only perform this login the first time you launch the application.



Cisco Jabber

1. Enter email address
firstname.lastname@delaware.gov

richard.trice@delaware.gov

Advanced settings

2. Click continue

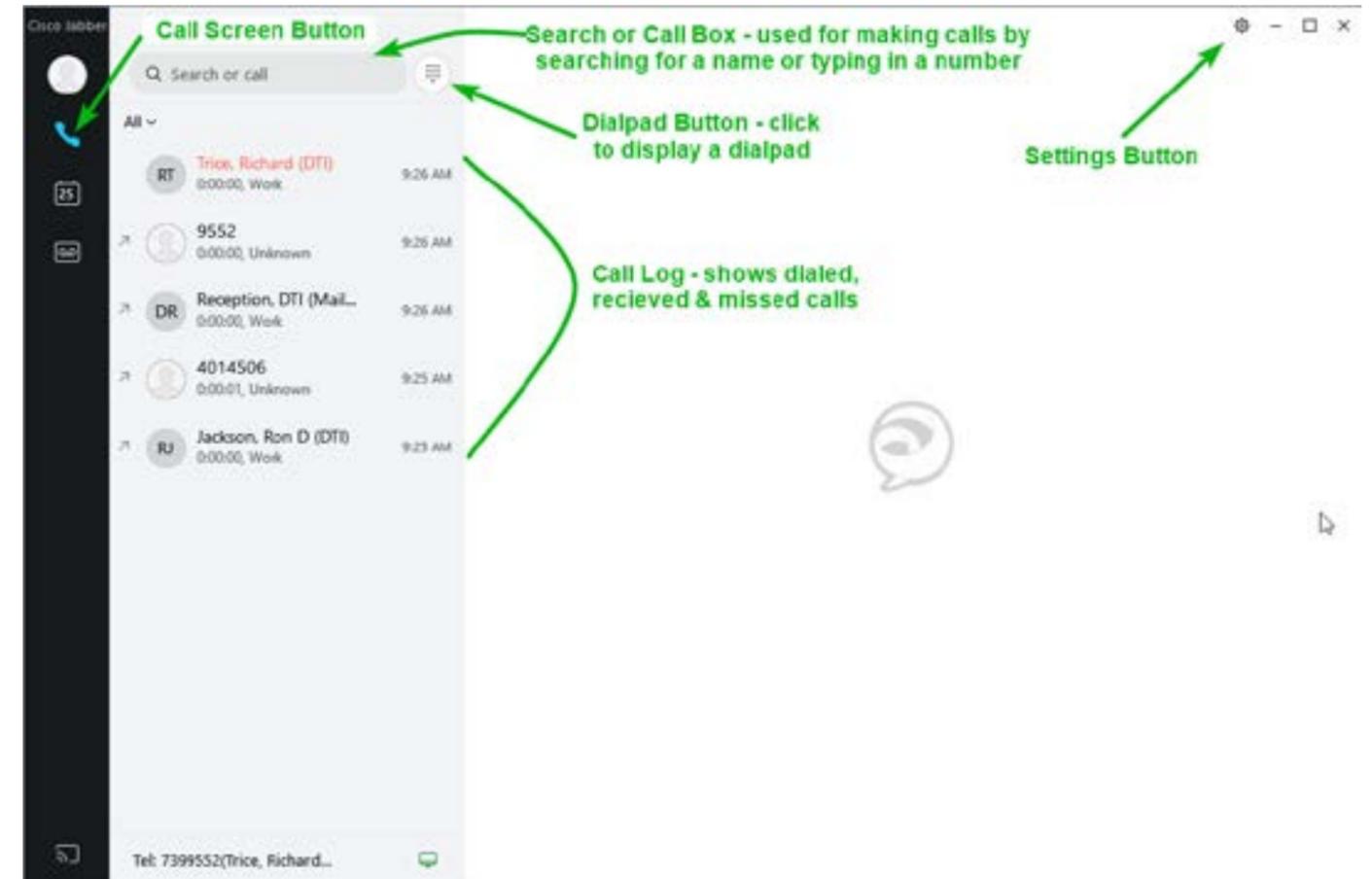
Continue

CISCO

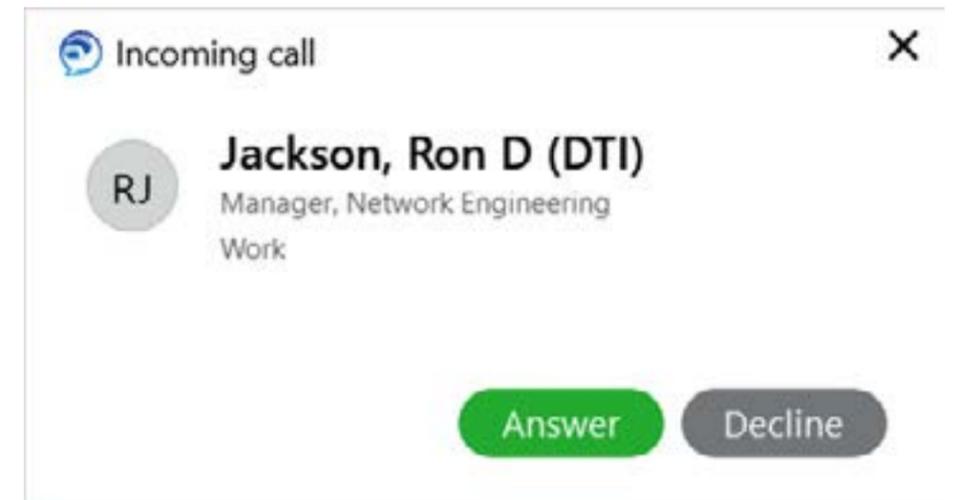
Next, on the second login screen you will enter firstname.lastname (as shown below), and enter your Cisco Call Manager password (NOTE: if you don't know this password try "Password01"-case-sensitive!).



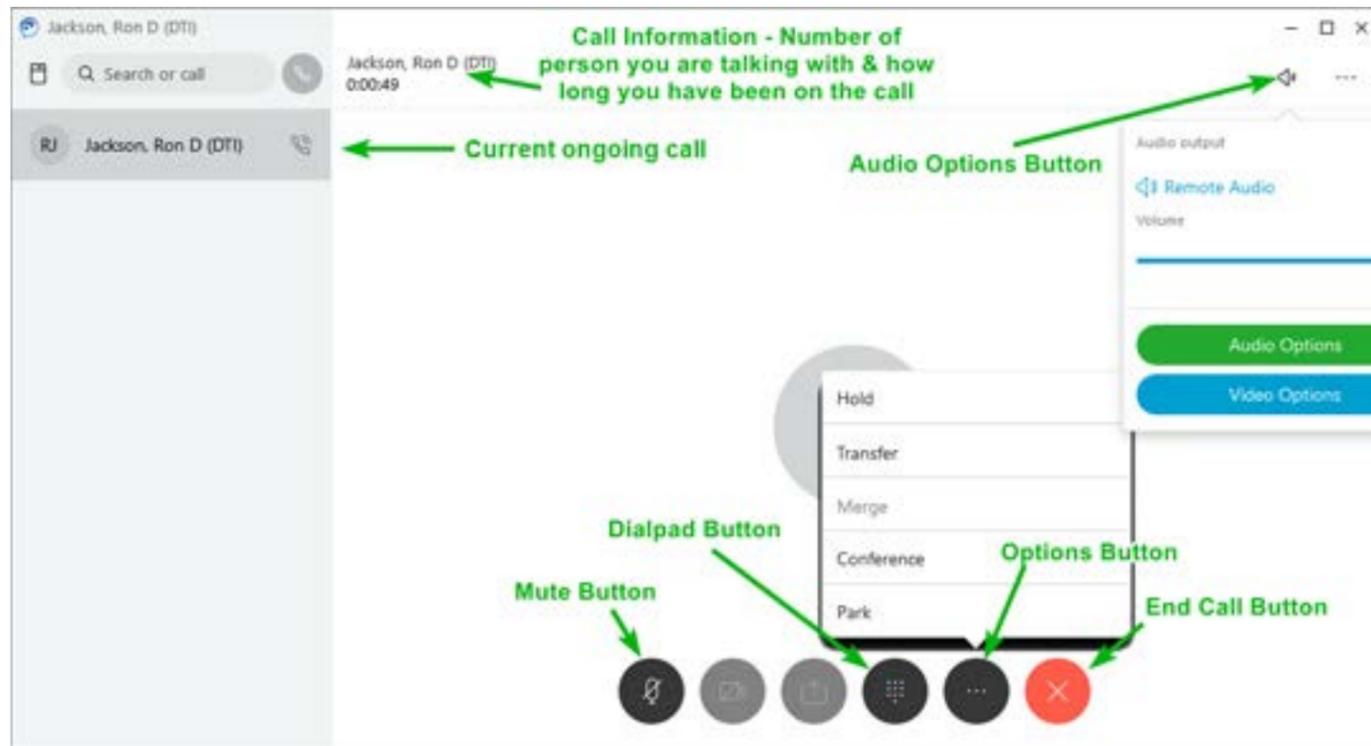
Once Jabber launches you will see the Call Screen:



Incoming call pop-up:



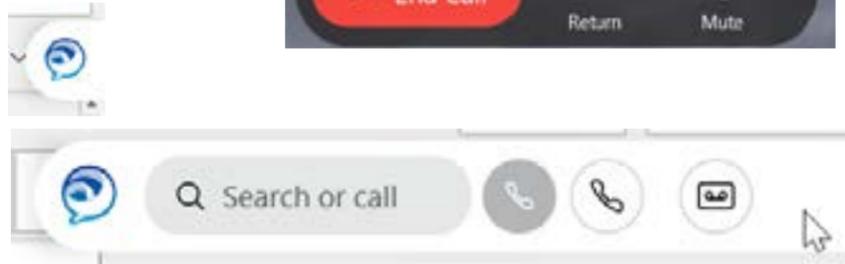
In Call Screen:



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.

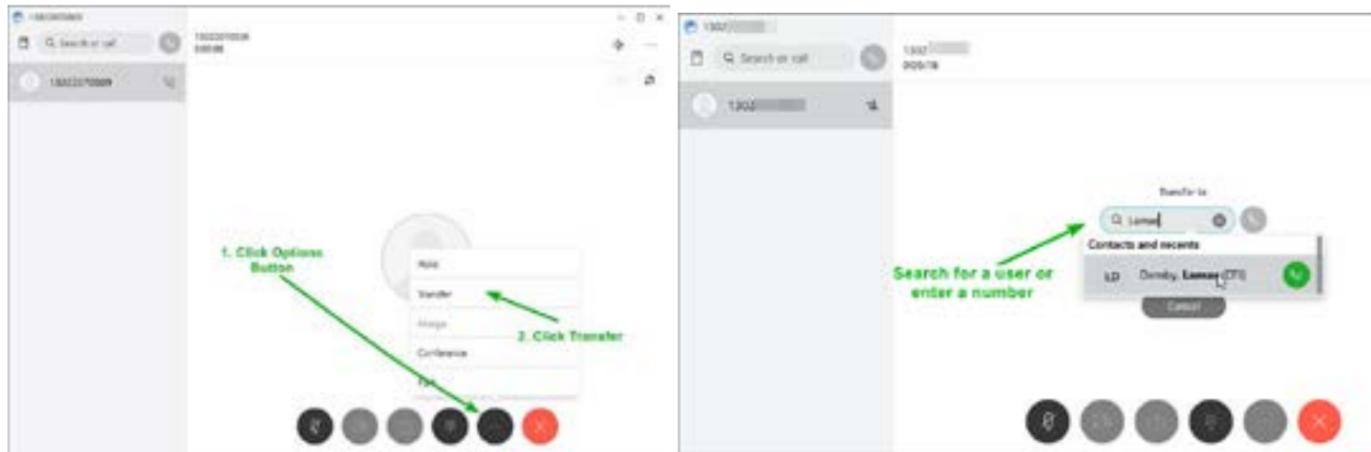


Hub Window – you will notice this tab on the right side of your screen,

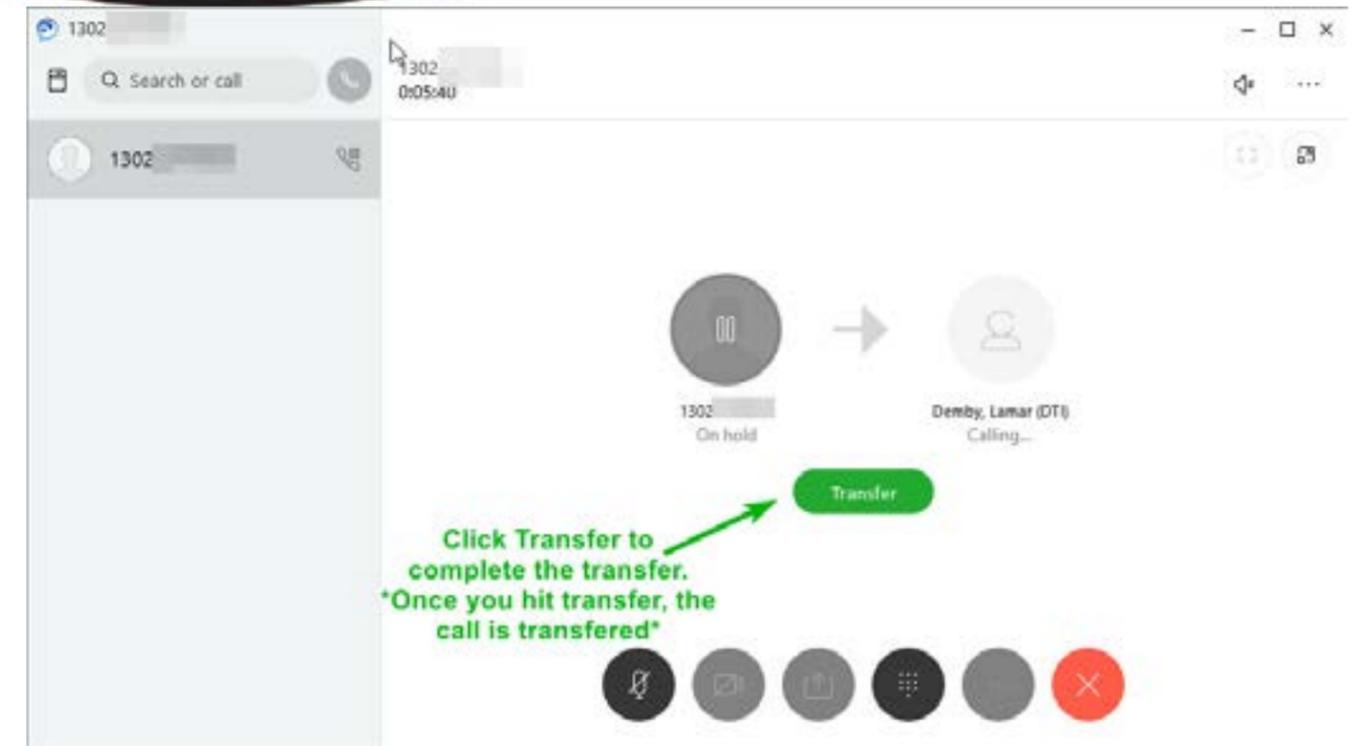


Clicking opens a shortcut menu to make a call.

To initiate a **Transfer**, click on the black “...” Options button, then choose “Transfer”

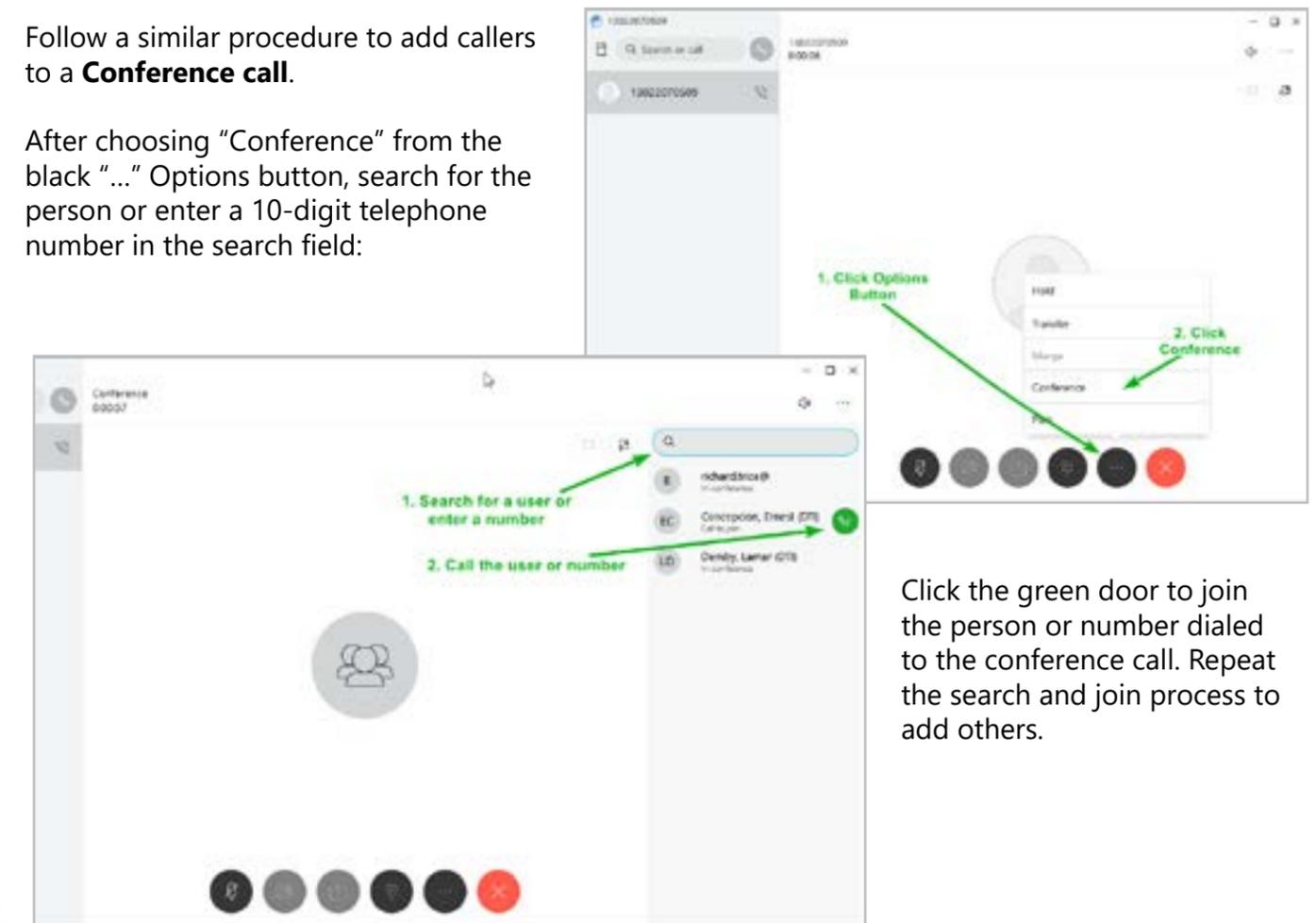


In the “Transfer to” search field, either enter a user/contact name or enter a phone number (full 10 digits, e.g. 302-xxx-xxxx).



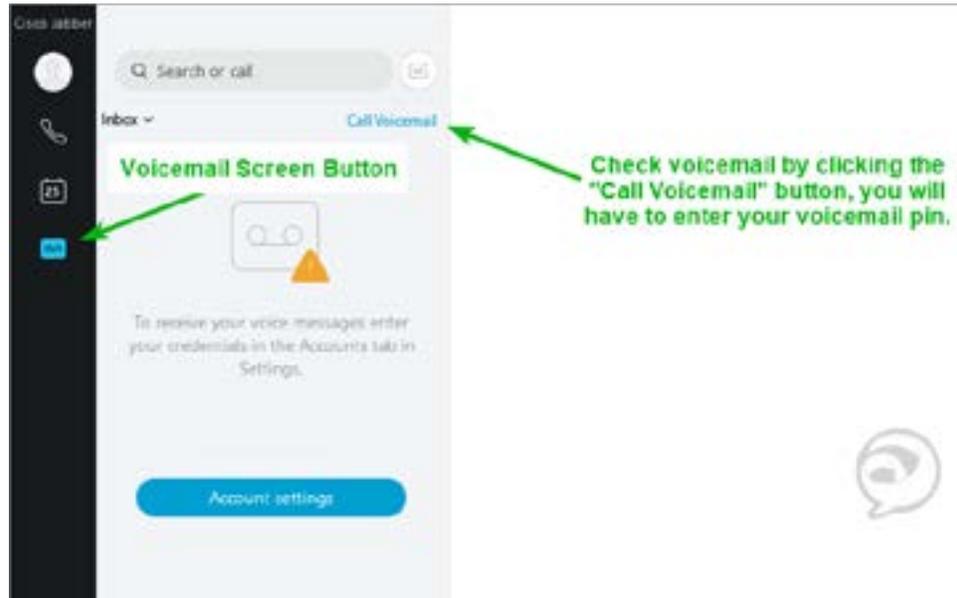
Follow a similar procedure to add callers to a **Conference call**.

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



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.

