



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.

Who:

State of Delaware workers with a State 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. User's who have a Cisco hard phone at their house location, this service is being phased out and Cisco Jabber is the replacement.



Requirements:

- ✓ Laptop or Desktop (your home computer, located outside of the State network) connected via a State VPN (e.g., using AnyConnect, Pulse Secure and covidaccess.delaware.gov or access.delaware.gov)

You will need:

- ✓ 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),
- ✓ The DTI Service Desk will assist if you do not have admin rights to install the software on a State issued laptop.
- ✓ Your Cisco Unified Communication Self Care Portal password or Cisco Finesse 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:

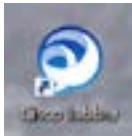
To enable YOUR use of this service, call or email your agency's [Information Resource Manager \(IRM\)](#). Your agency IRM must submit the request to DTI. A Jabber Soft Phone request should be submitted well in advance of it use, internal set up takes 5 days to complete once the request has been submitted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

Download and Install Jabber:

1. On a personal computer (PC or Mac), go to the website Cisco Jabber and download the product for your device. **IMPORTANT:** Download and install Jabber **BEFORE** you initiate a Remote Desktop (RDP) session, otherwise the application will not install on your local computer!
2. If using a State laptop, for installtion support/troubleshooting, call your local Service Desk or the DTI Service at 302-739-9560,

3. 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.

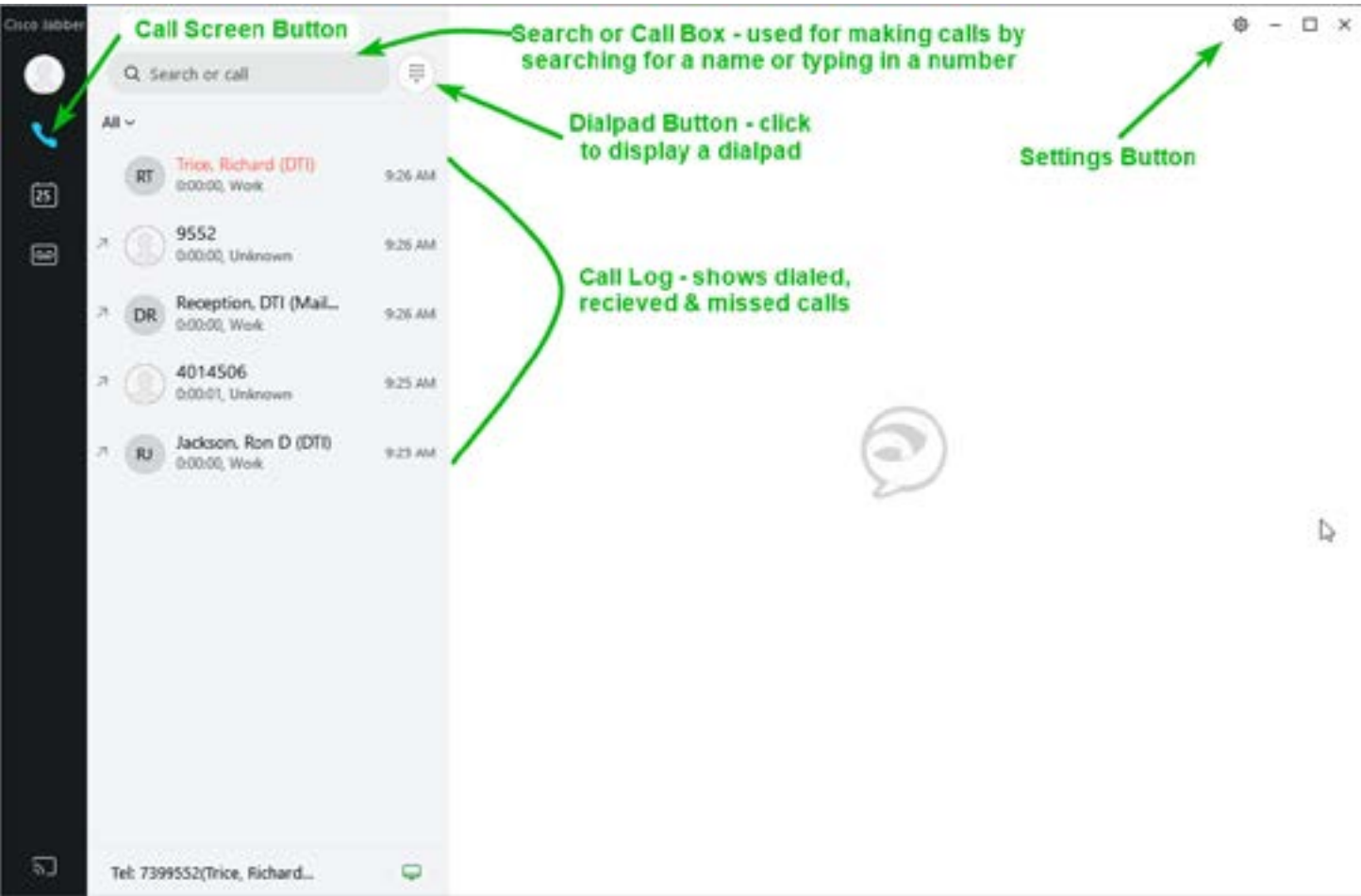
Jabber launches, a "first-time-only" login screen (shown below). Enter your email address (firstname.lastname@delaware.gov as shown in the image) and click continue. You will only perform this login the first time you launch the application.



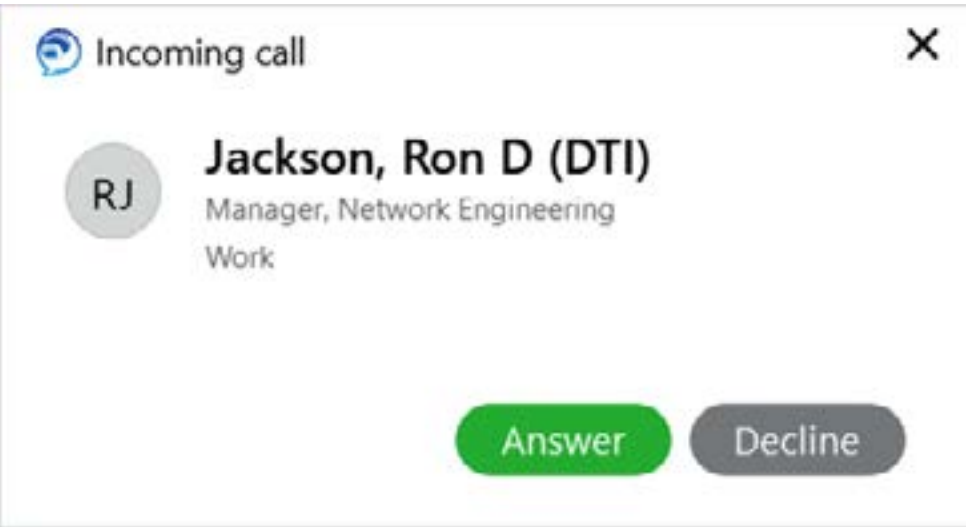
Next, on the second login screen you will enter firstname.lastname (as shown below), and enter your Cisco Call Manager password (NOTE: if you don't know this password try "Password01" or FirstInitial+LastName -case-sensitive!).



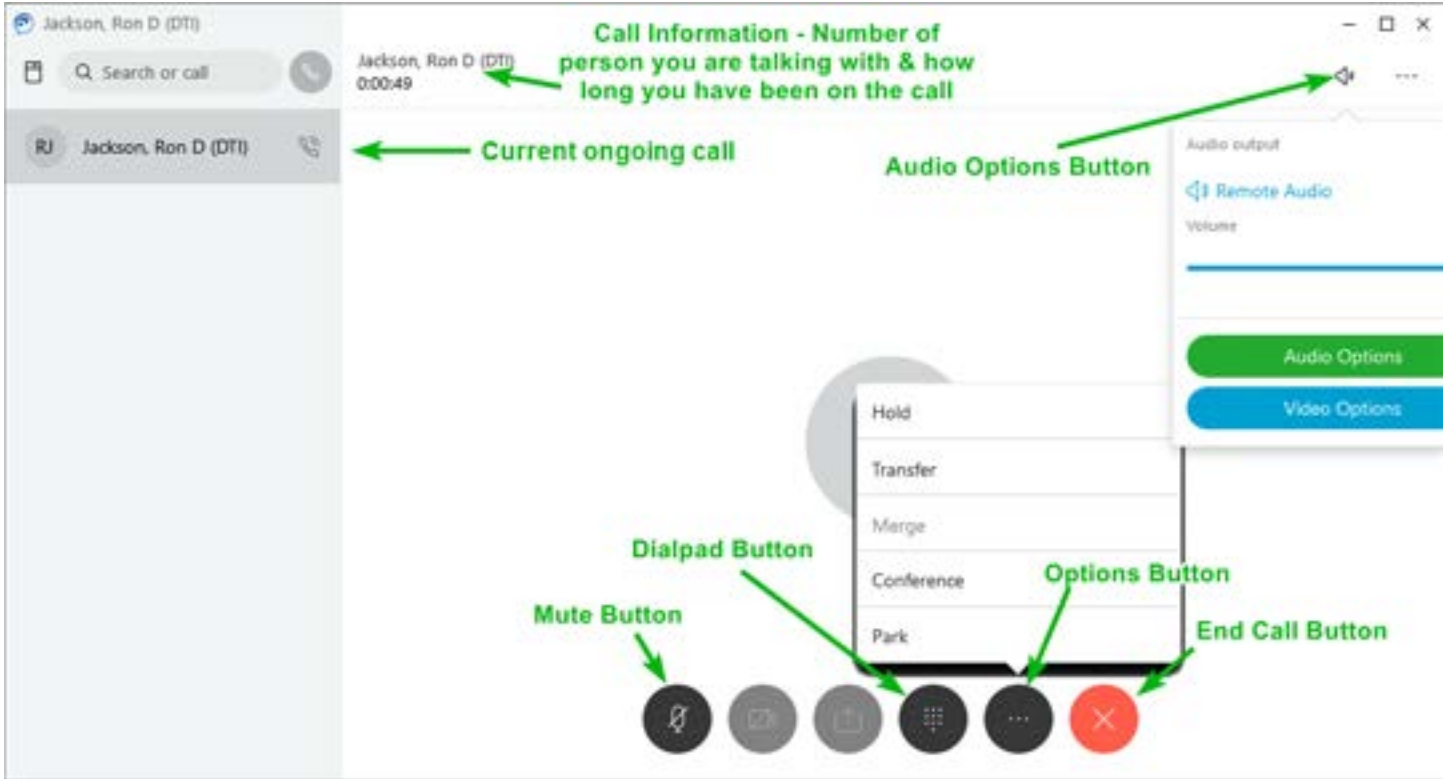
Once Jabber launches you will see the Call Screen:



Incoming call pop-up:



In Call Screen:



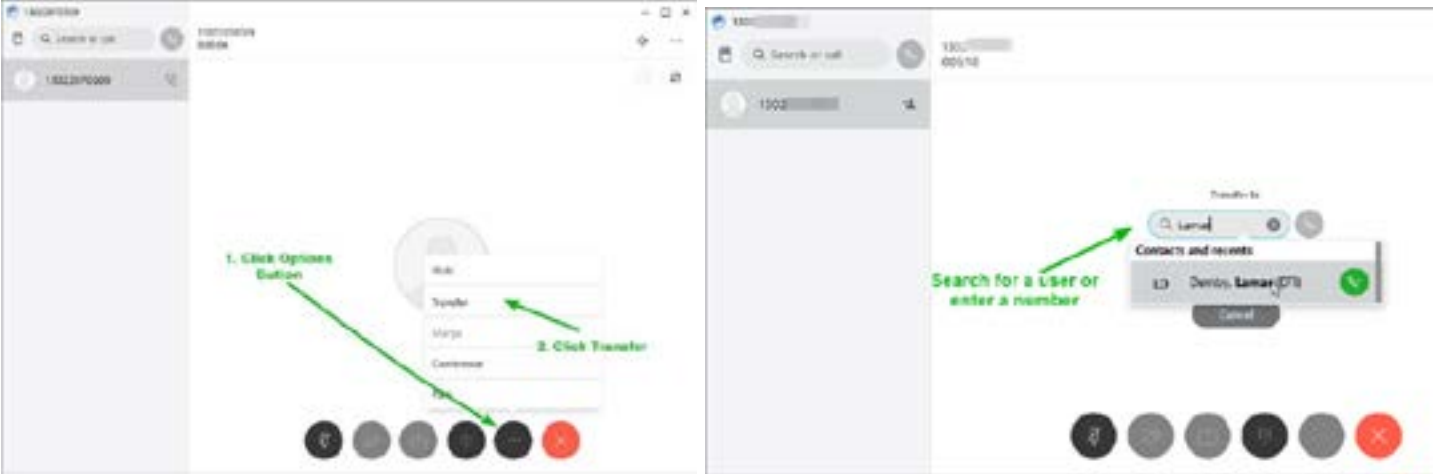
During a call you may notice this button at the top of your screen, this is an always-on-top button that makes it easier to control your call while in another application.



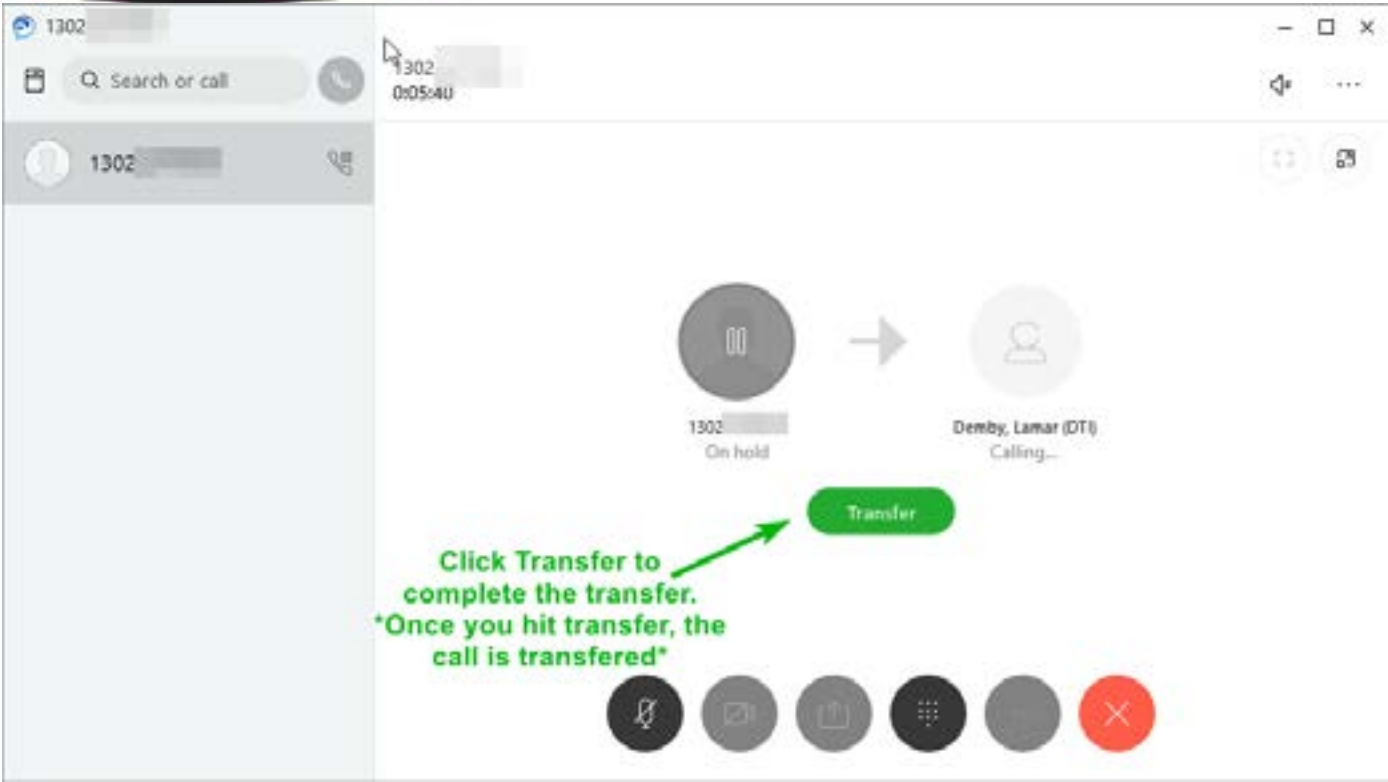
Hub Window – you will notice this tab on the right side of your screen,

Clicking opens a shortcut menu to make a call.

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

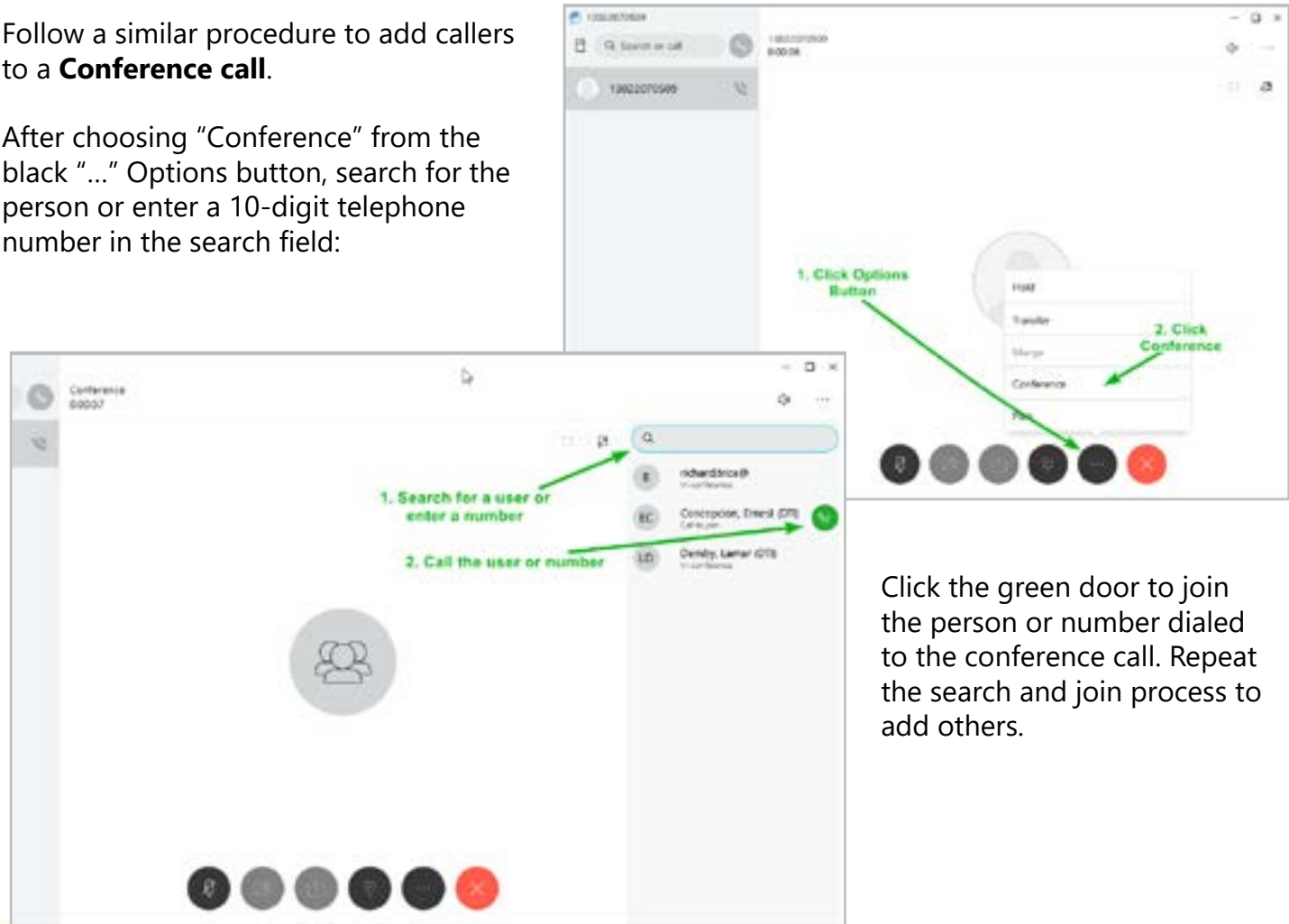


In the “Transfer to” search field, either enter a user/contact name or enter a phone number (full 10 digits, e.g. 302-xxx-xxxx).



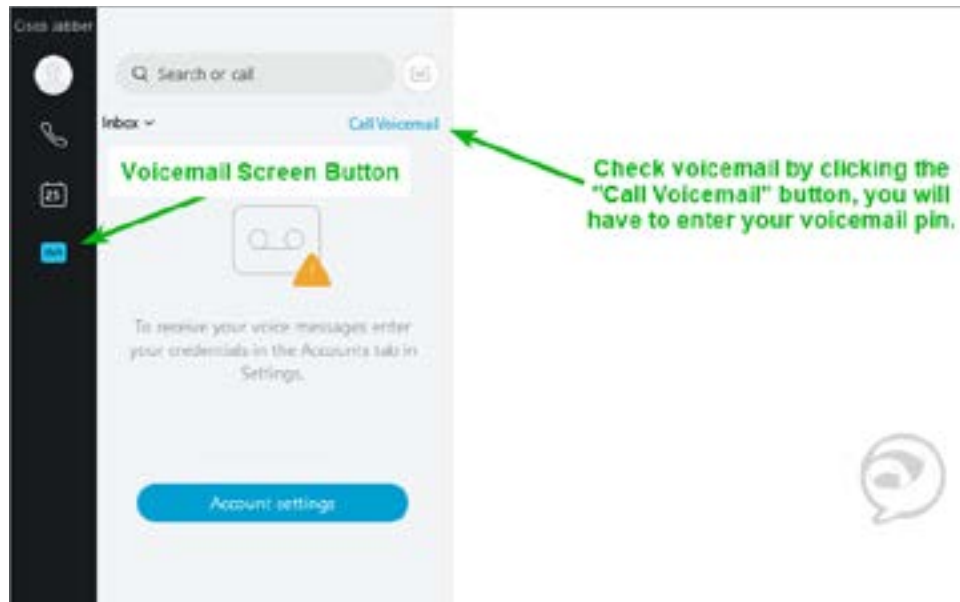
Follow a similar procedure to add callers to a **Conference** call.

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.

