



Information Technology Services

Network Services



## Cisco Jabber Tutorial

Using the Cisco Jabber softphone feature allows you to easily place, receive, and manage telephone calls using your computer and an internet Connection. The Jabber application, allows you to simulate your El Camino telephone directly from your Windows computer.

In this tutorial you will learn the basic functionality of Cisco Jabber.

### **Some things to consider before getting started**

1. The audio quality of a softphone connection — both what you hear and what the other person hears — is impacted by the microphone and speakers you are using.
2. The Jabber application requires a connection to the ECC network via VPN. Make sure your VPN client is running before using Jabber. To request a VPN account, please email [helpdesk@elcamino.edu](mailto:helpdesk@elcamino.edu).

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## Placing, Receiving, and Transferring phone calls

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection. The ITS Department provides support for a softphone through the Jabber application, allowing you to simulate your El Camino telephone directly from your Windows computer.

### **Some things to consider before getting started**

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## Placing a call

You can place a softphone call in two ways:

### **Searching the El Camino Jabber Directory**

1. Type the person's name in the Jabber **Search or call** field.  
It is best to type the name as completely as possible since Jabber will only display the first 15 matches.
2. Hover over the appropriate name in the search results and click  .  
The call is placed to the person's El Camino telephone number.

### **Typing the Phone Number**

1. Type the person's phone number in the Jabber hub **Search or call** field.  
**Important:** When entering a non-El Camino number, you must enter a 9 first, then the rest of the number as you would from a telephone (e.g., 915559871234).

For El Camino telephone numbers, you can dial the 4 digit (extension)

2. Click  to place the call.  
The call is placed to the entered telephone number.

## Receiving Calls

You must be logged in to the Jabber application to receive a call using your softphone. Settings affect a telephone number regardless if they are set on your desk phone or your softphone.

For example, if you forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls. Changing the setting on one also changes the setting on the other. If you are not receiving calls check the forwarding option.

When you receive an incoming call, you'll see a call window open on your computer screen.

- Click **Answer** to accept the call.
- Click **Decline** to forward the call to voicemail.

## Forwarding and Un-forwarding Calls

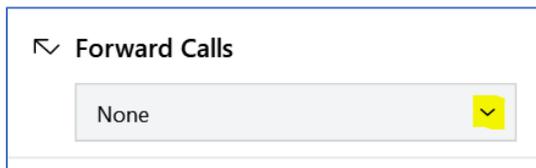
Forwarding sends calls coming to your El Camino phone number to your El Camino voicemail or any other phone number you choose.

Un-forwarding your calls makes them ring on both your desk phone and softphone (when active).

Forwarding or un-forwarding your calls on your desk phone or softphone affects both phones.

## Forwarding Your Calls

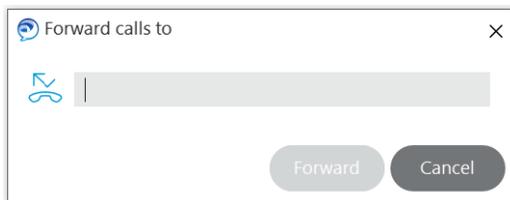
1. Click the Call Settings icon  in the bottom portion of the screen.
2. An option box should open. Click the Forward menu icon



3. Select the destination for your calls



- Select **Voicemail** to forward your calls to voicemail.
- Select **New Number** to enter another phone number or select a previously used number.



Enter a phone number, including 9, 1, area code and seven-digit phone number (e.g., 914159876543) and click **Forward**.

## Un-Forwarding Your Calls



1. Click  in the bottom left portion of the screen.
2. Select **None** from the drop-down menu.

## Placing a Call on Hold

Click  in the active call window.

1. Select **Hold**.

*The call is placed on hold. Click **Resume** to resume the call.*

**Note:** When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

## Transfer a Call

Transferring allows you to transfer a call from your softphone to any other phone within the El Camino system.

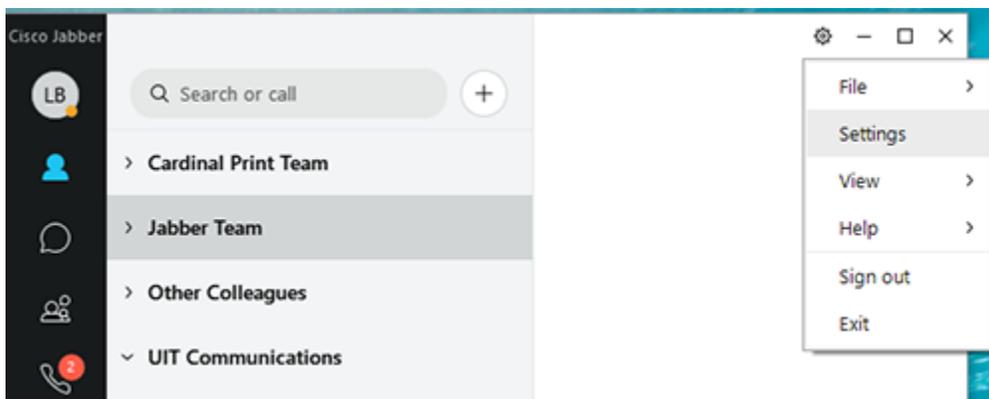
1. Click  in the active call window.
2. Select **Transfer**.  
*This places the active call on hold.*
3. Type the name of the person or the phone number to which you want to transfer the call in the search box
4. Select the person or number when it appears in the search list.  
*You are connected to that number.*
5. Press **Transfer** to complete the transfer.
6. Click .

# Jabber for Windows Softphone Preferences

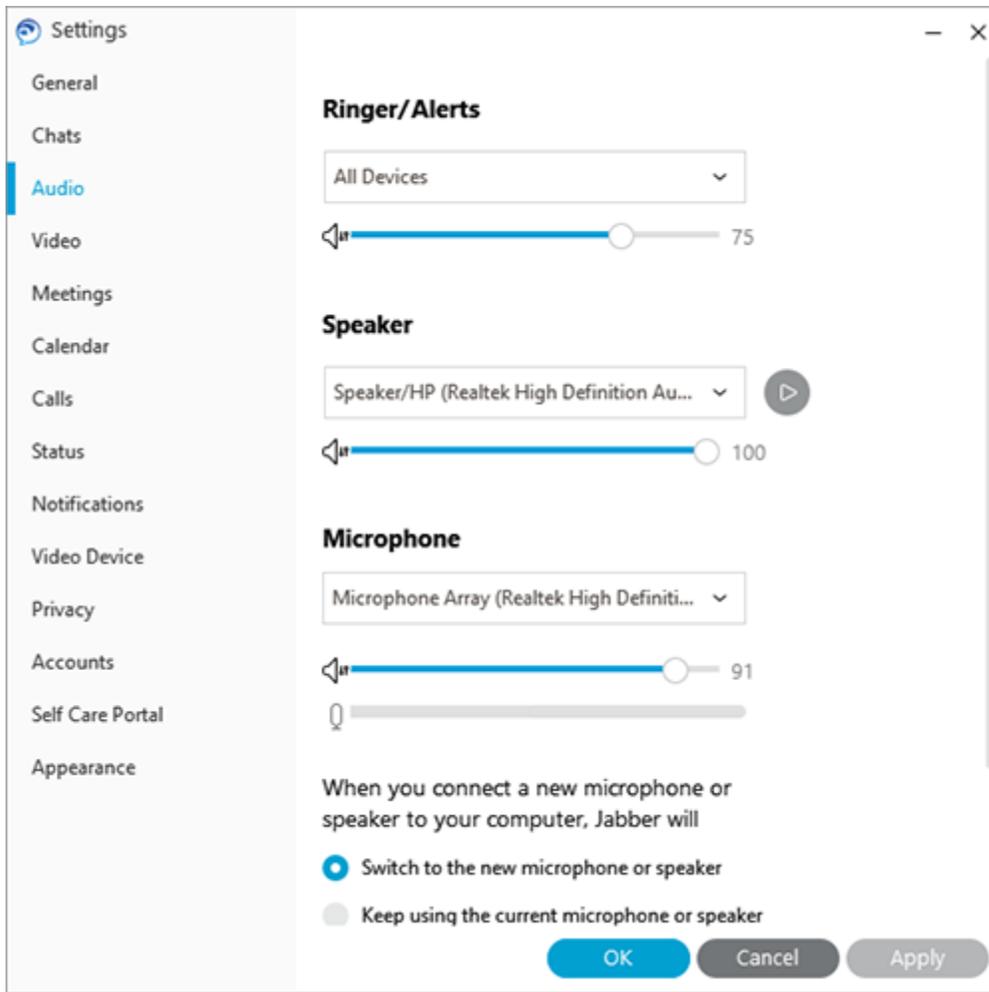
## Set your speaker and microphone preferences

Jabber doesn't always remember your headphone device so you may have to check your audio settings periodically.

1. In the Jabber hub, click the gear icon in the upper-right side and then click **Settings**.



2. Click **Audio** to display the ringer, speaker and microphone options.

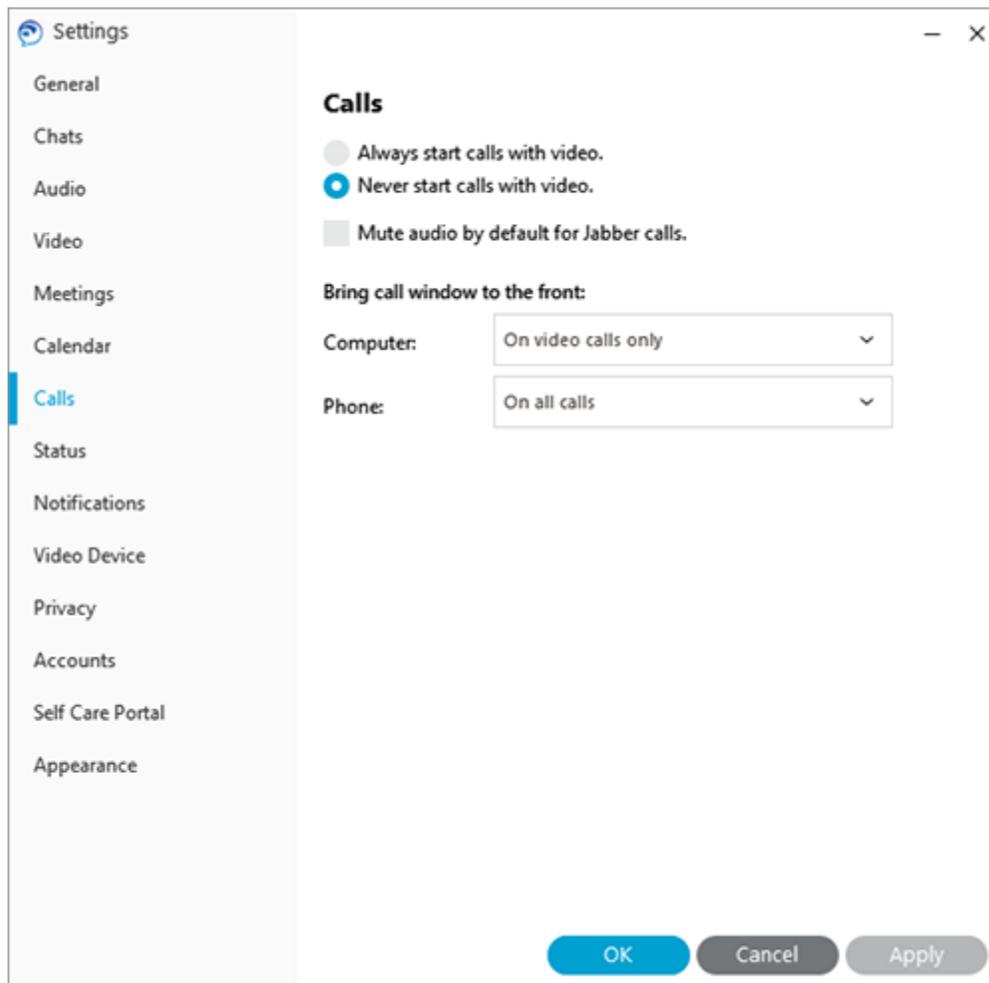


3. Select your preferences and then click **OK**.

# Set your video preference for calls

The default setting is to always **start calls between Jabber users** with video but you can turn this off.

1. In the Jabber hub, click the gear icon in the upper-right side and then click **Settings > Calls**.
2. Select **Never start calls with video** and then click **OK**.



# Tips

How do I mute all sounds on Jabber while in a meeting?

1. In the Jabber hub, click the gear icon in the upper-right side and then navigate to **Settings > Notifications**.
2. Under Sounds, check the box for **Mute all sounds when in a meeting** and click **OK**.

## Sounds

- Chat messages
  - All
  - Only the first message per conversation
- Chat room messages
- Chat room filter matches
- Do not play ringtone when "Do Not Disturb" is on
- Mute all sounds when on a call
- Mute all sounds when in a meeting

After I answer a call through Jabber on my computer, I can't find the call window. How do I change the setting to always show the call window?

1. In the Jabber hub, click the gear icon in the upper-right side and then navigate to **Settings > Calls**.
2. Under Bring the conversation window to the front, select **Computer: On all calls** and click **OK**.

## Calls

- Always start calls with video.
- Never start calls with video.
- Mute audio by default for Jabber calls.

### Bring call window to the front:

Computer:	<input type="text" value="On all calls"/>
Phone:	<input type="text" value="On all calls"/>