

Frequently Asked

Jabber Soft Phone

What is Cisco Jabber Soft Phone?

Cisco Jabber Soft Phone is a communication application, that provides calling, voicemail and presence capabilities. Available on your desktop and laptop.

How do I control the sounds and notifications I receive?

You can specify the sound for all events that send a notification:

- Open Jabber
- Click **Preferences**.
- Click on **Events**.
- Choose an event and specify if or when a sound is played.

How do I edit my Jabber profile?

To view your profile:

- Choose **File**.
- **View My Profile**.

To open the Edit window:

- Click **Edit**.
- Make any of the following changes: To add or change your picture, double-click the picture (or picture icon, if you have not added a picture yet). Then, browse to the picture file you want and click **Open**.
- Then, to save all your changes, click **Save**.

To add your own contact number:

- Click the green Plus icon and type a new phone number.
- Then, click the drop-down menu beside the Phone Number field to choose the type of contact number (for example, home or work).
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- Click the drop-down menu beside the Phone Number field to choose the type of contact number (for example, home or work).
- To edit any of the fields, such as the address click inside the field and edit the information as you wish

How do I add a contact?

Cisco Jabber allows you to add contacts to your contact list from your company directory.

To add a contact from your company directory:

- Choose **Contacts**.
- **Add Contact**.
- Start typing a name to begin a search of your company directory.
- Choose the name from the search results. (Optional) In the Display Name field, edit how you want the name to appear in your contact list.
- (Optional) Click the Add to Group drop-down menu to choose one of your existing groups for this contact or click Add New Group from the menu to create a new one.
- Click **Add**.

How do I place an external call?

The new desk phone /softphone may require you to dial a prefix to get an outside line or dial 0 depending on your country of residence.

How do I manage the Desk phone in my unassigned workspace?

You will need to log in with your hard phone number and pin if you want to use it. If not, Jabber would be your main line. Log out is not required but recommended when you leave the workspace.



Frequently Asked

How do I redial someone using Jabber?

The only way to redial is to use the call log.

Will my voicemails be available via email?

Yes, you will receive notification in your email inbox that a voicemail message has been left.

Will I still be able to forward my calls to my cell (or home phone)?

Yes, there is a call forwarding feature similar to your current desk phone.

Do I need to be connected to the VPN for Jabber to work?

Jabber will work either connected or disconnected.

Can I create speed dial buttons in Jabber?

You cannot create speed dials in the Jabber client, but you can create contacts to assist with the dialling effort.

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Can I change my mobility pin?

You can use the self-service site to manage your mobility pin.

What if I forget my password?

Please call the IT Service Desk to request a password reset.

Where do I find support for technical issues?

Please visit the learning hub for telephony issues.

