

## Get Started – Cisco Jabber Softphone - Windows

Cisco Jabber Softphone allows you to make and receive calls from your UVic local while working remotely. It has many of the functionalities of your physical office phone plus some extras. This guide just focuses on the basic phone features.

- The first step to using the Softphone service is to submit a request to have your account created here:

[Softphone Order Form](#)

If you have multiple locals, please submit a separate form for each one.

- Once your profile has been created, Cisco Jabber can be installed. If your department is supported by a Desktop Support Services analyst, they will arrange to have the Jabber client installed on your workstation automatically. If it is not, you will need to download and install the client directly:
  - [Download Cisco Jabber for Windows](#)
- After Jabber has finished installing, you must connect to the UVic VPN using the Cisco Anyconnect client. If your PC does not have the client installed, you can find instructions on how to install it here:
  - [Manually Set Up Anyconnect on Windows](#)
- After connecting to the VPN, launch Jabber and sign in with your Netlink ID and password.

## General settings - Windows

- Go to gear icon in the upper-right and choose **Settings**
- General: You may want to check **Start Cisco Jabber when my computer starts**
- Calls: Make sure **Never start calls with video** is selected and **Bring call window to the front** should be set to **Computer: On all Calls**
- Notifications: Set these according to your preferences
- Appearance: You can change your Theme and App view

## Adjust Audio preferences - Windows

- In Cisco Jabber, Go to the gear icon in the upper-right and choose **Settings**
- If you want to use a headset, plug it in first. Then make sure the right devices are selected under Audio for Speaker and Microphone. You can test the speaker/headset/headphones by clicking

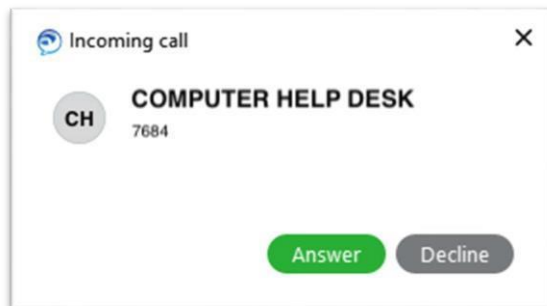
on the triangle. Make a noise and see if the microphone input shows the sound levels. You can change the setting for **When you connect a new microphone or speaker to your computer**. You should also go to the **Advanced>>** options to select the order in which you want Jabber to choose which device to use.

- If your microphone isn't working but is selected, check its volume in Windows in **Control Panel > Sound > Recording**
- If you will be using the Video option and have more than one camera available, make sure the right camera is selected under Video. Make sure the camera preview is as expected. You should also go to the **Advanced>>** options to select the order in which you want Jabber to choose which device to use.
- If your audio or video devices still aren't responding, try restarting your PC

## Receiving a call

You must have Cisco Jabber launched and be signed in and connected to VPN to receive calls. Also keep in mind that any settings on your physical phone or in your softphone apply. So if you have setup forwarding to voicemail, this will also happen on the Softphone and you won't receive calls.

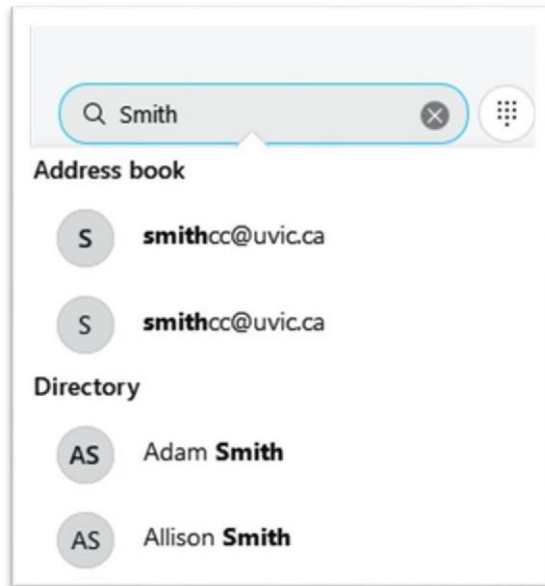
You should get an alert when you receive an incoming call that looks like this:



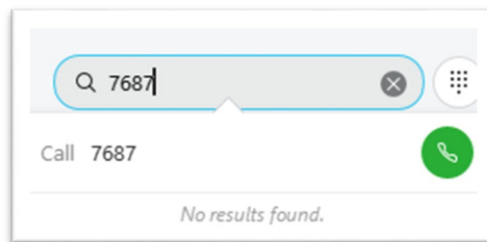
## Making a call

You can make a call in one of two ways by finding the number you want to call:

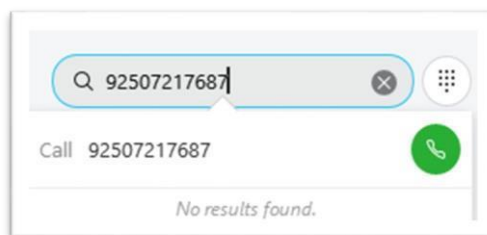
1. Search your local contacts or the UVic directory by typing in the name of the person in the search field (type as much as you can as Jabber only displays the first 15 matches). Then click on the contact and click on the green phone icon next to the name. If there is no green icon that contact doesn't have a phone associated with their name.



2. Type in the full phone number in the search field. This can be either the 4-digit local:

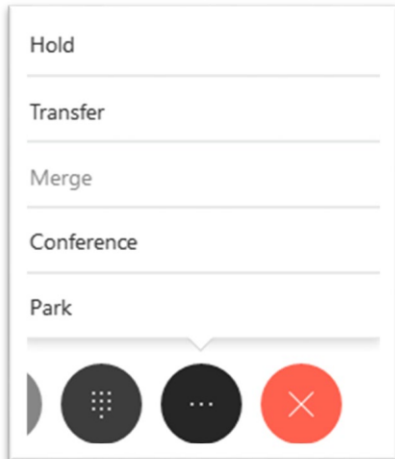


Or an external number (remember to dial as if you were on your physical phone – type 9 first and then the full phone number with area code):



Click on the green phone icon next to the number you want to call.


While on a call you can also hold or transfer a call by clicking on the ... ellipsis.

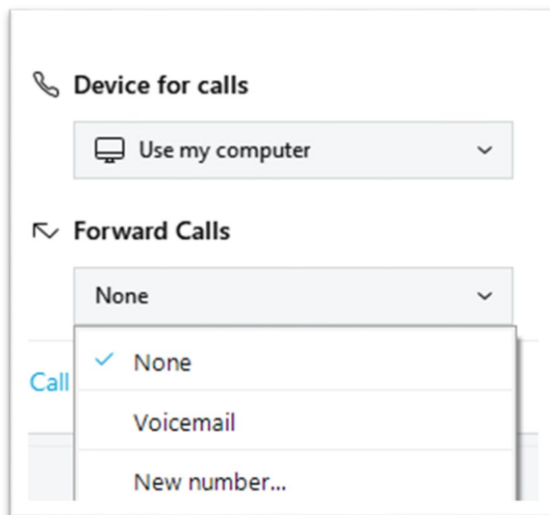


Hold will allow you to log into Jabber on another device and then click on Resume on that device to continue the call.

Hang up by clicking on the large red X.

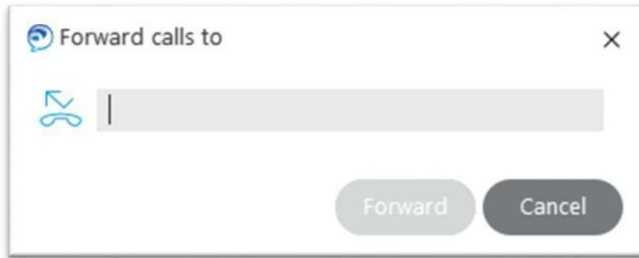
### Forwarding calls

To forward calls to either your voicemail or another number when calls come in, go to the  icon in the bottom left corner to get a popup and click on Forward Calls:

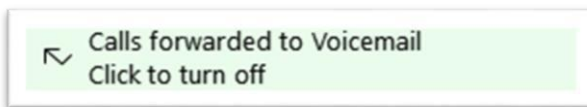


Then you can pick

- Voicemail
- New number... to enter a number, which can be a campus local or an external number such as a cellphone.



You will also get a reminder that your phone is being forwarded at the bottom of the main window:



To turn forwarding off, simply go back into the



icon and under **Forward Calls:** select **None** from the drop down menu.