

# Jabber Softphone for PC

Quick Start Guide

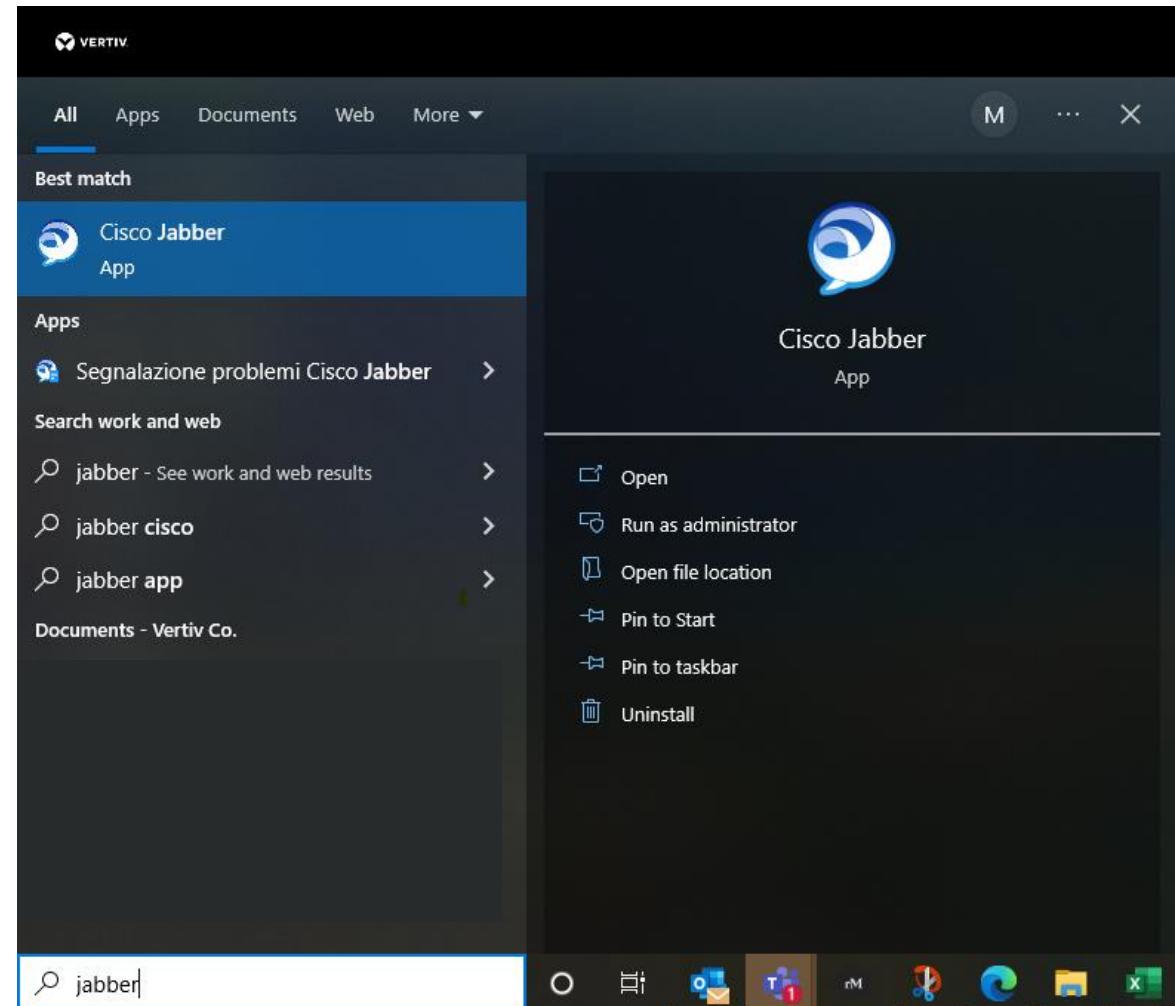
Version 2



# Check if Cisco Jabber is already installed

**Follow these steps to check if Jabber is installed on your PC:**

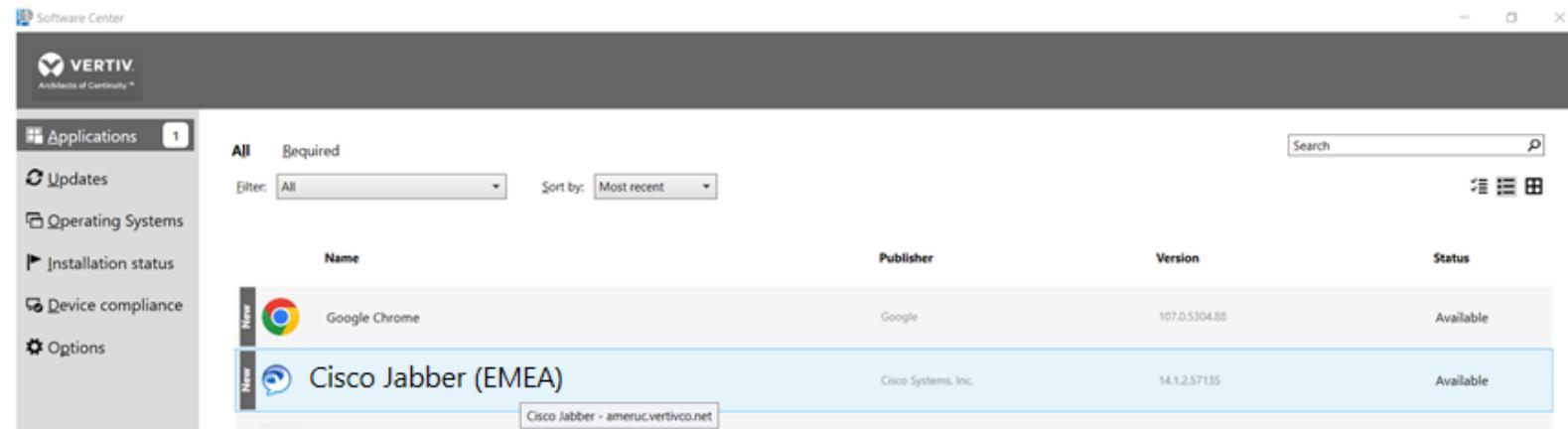
- Enter «Jabber» on the Windows Search field and see if the Jabber softphone application is already installed on your PC
- Click on Cisco jabber to lauch the softphone application
- If Cisco Jabber is not installed, then follow the instructions in the next page



# Install Cisco Jabber from the SW Center

If you have NOT found Cisco Jabber installed on your PC then do the following:

- Enter «Software Center» on the Windows Search field
- In the Software Center applications tab, look for «Cisco Jabber» and click on it
- In the pop-up, click on the «Install» button



Applications > Application details

 Cisco Jabber (EMEA)

Published by Cisco Systems, Inc.

[Install](#)

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Status: Available  
Version: 14.1.2.57135  
Date published: Not specified  
Restart required: Might be required  
Download size: 154 MB  
Estimated time: 15 minutes  
Total components: 1  
Date Modified: 02/11/2022

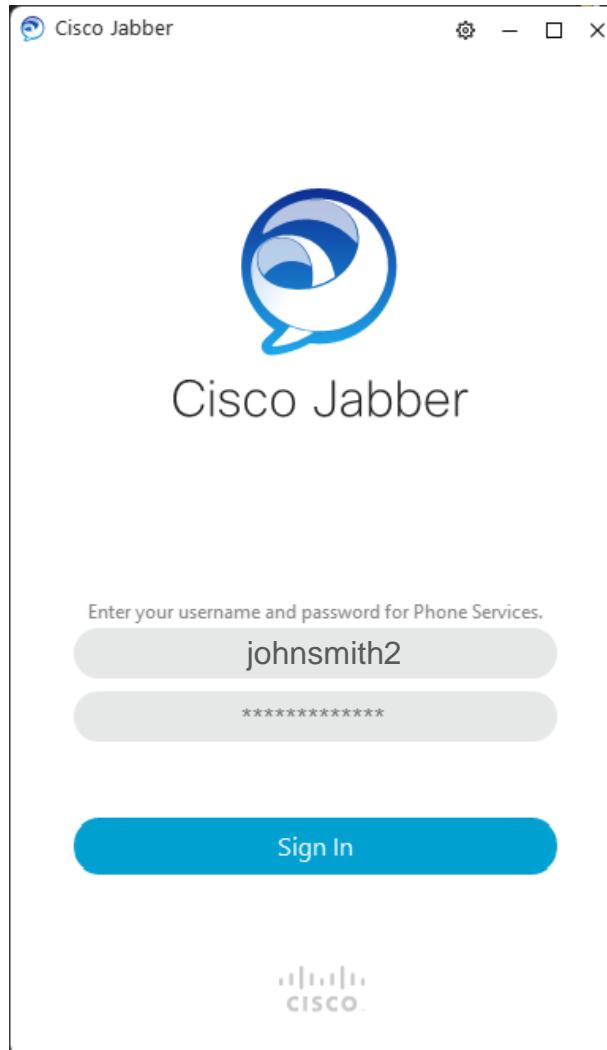
# Starting Jabber and sign-in

## Launching Jabber

If the Jabber application does not start automatically then enter «Jabber» in the Windows search bar and launch it

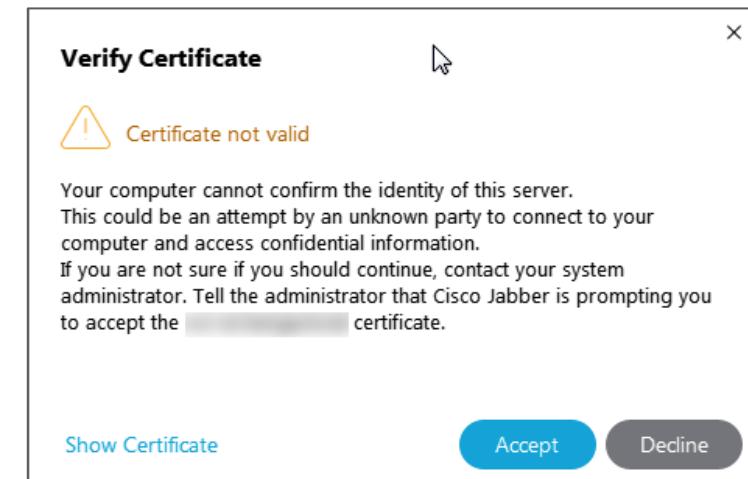
## Entering your credentials

When prompted, enter your Vertiv username. These are the same credentials that you use to log into your PC



### Note:

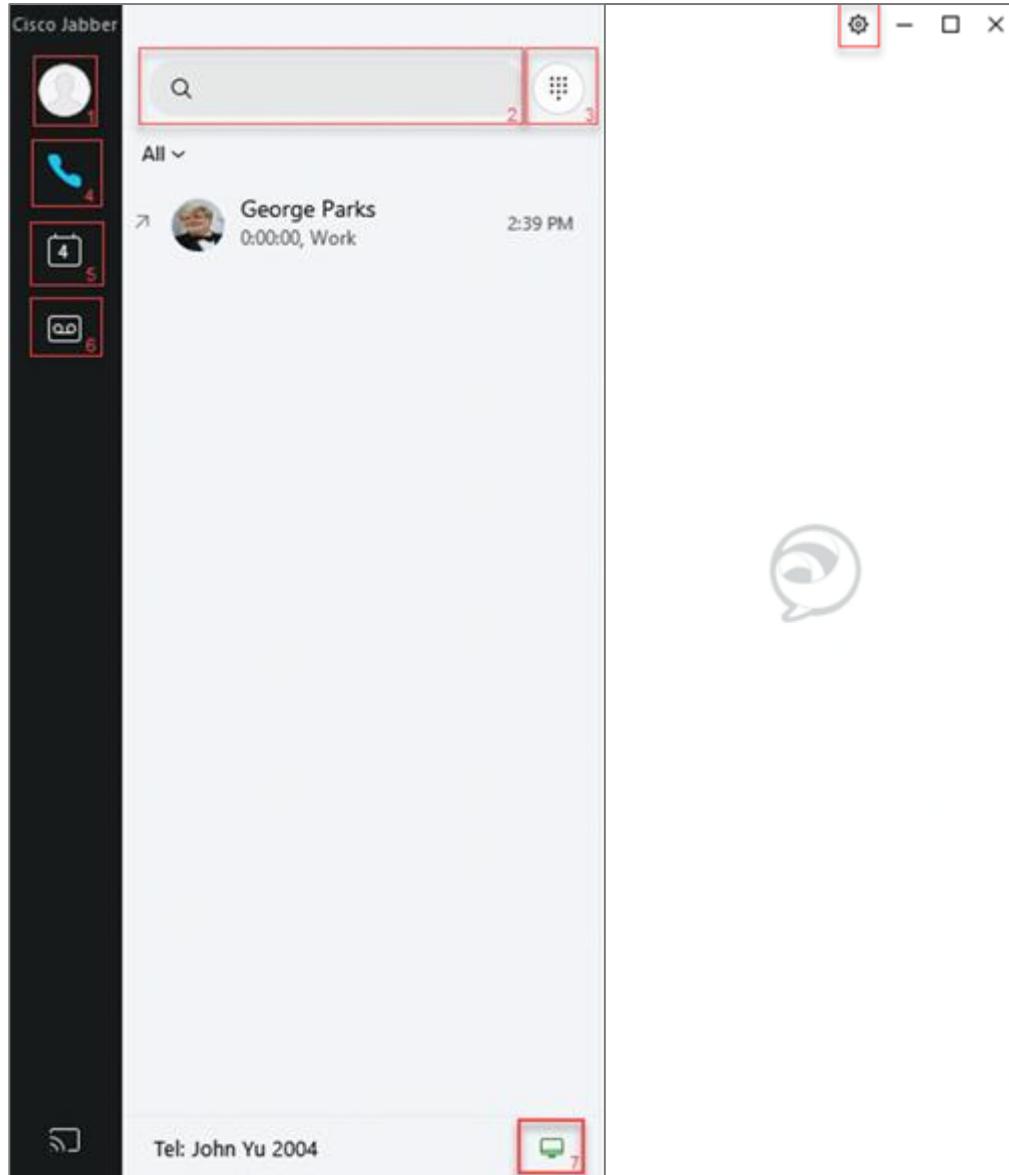
If a pop-up window prompts you to accept a certificate, then please click on the «Accept» button



# Jabber main window

The following elements are accessible from Jabber's main window:

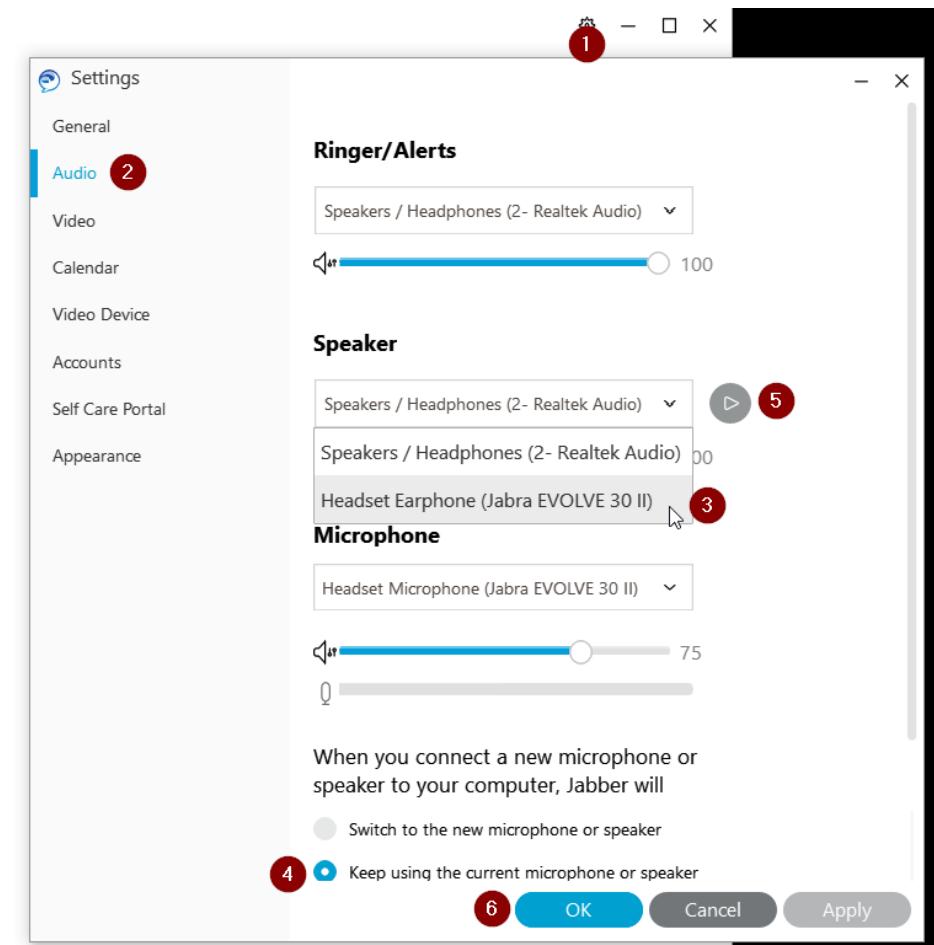
1. **User:** Click for details on the signed in user
2. **Search or call bar:** Type a number to place a call or search your contacts, recent, and directory by name or user ID.
3. **Dial pad:** Click to dial a number
4. **Recent calls:** View recent calls
5. **Calendar:** Shows your Vertiv calendar
6. **Voice-mail:** Manage voicemails
7. **Phone controls:** Modify other phone service settings.
8. **Settings:** Adjust default settings for your Jabber app



# Audio settings

**Before Jabber application can be fully used, check of audio settings is recommended.**

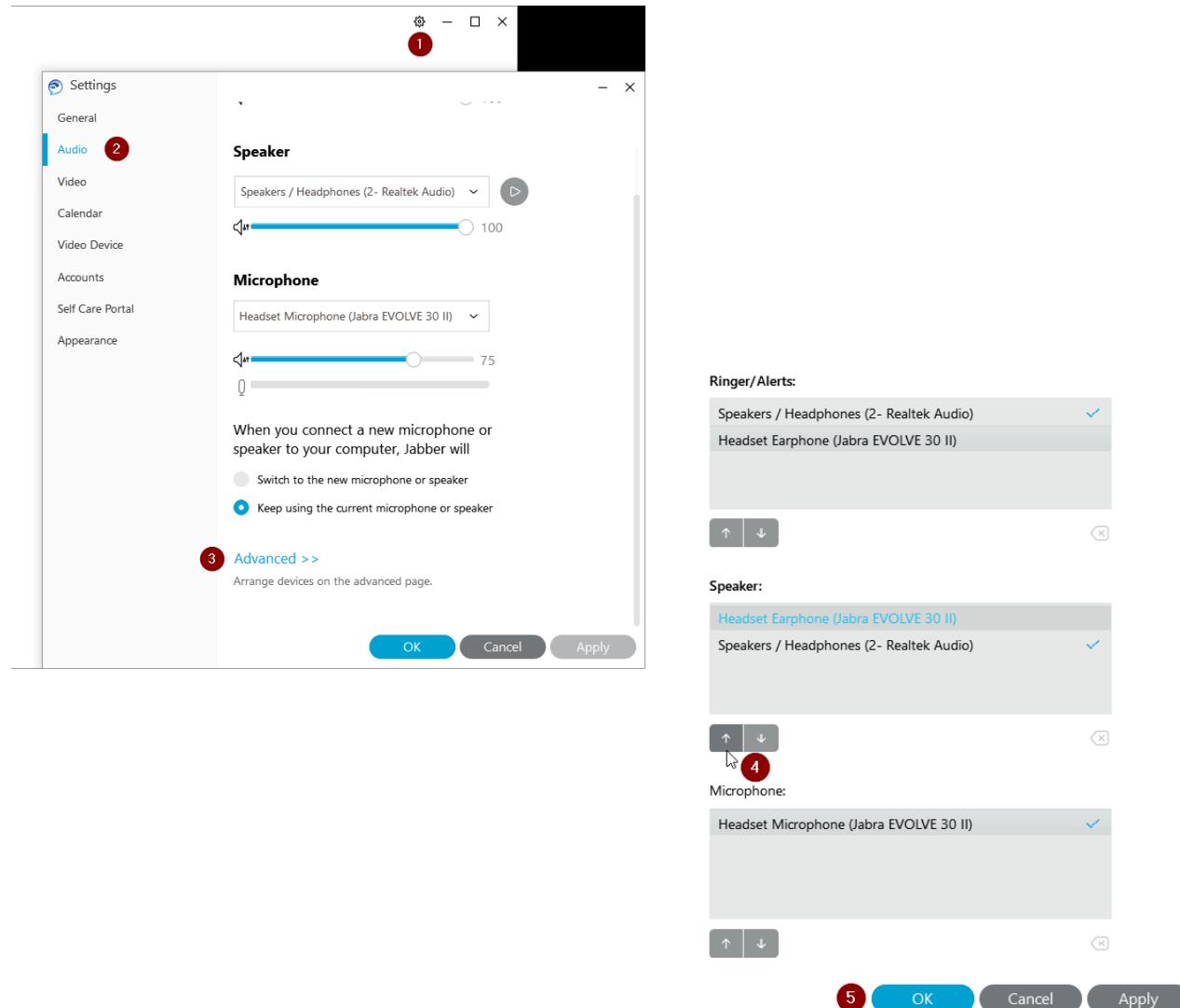
1. **Settings**
2. **Audio**
3. **Speaker:** Click to choose the correct audio output  
**Microphone:** Click to choose the correct audio input
4. **New microphone or speaker :** Select Keep Using the current microphone or speaker
5. **Speaker test:** Audio sample will play from selected source
6. **Save settings**



# Audio settings

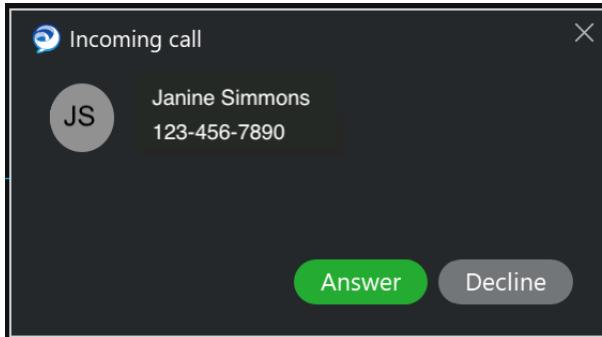
Prioritize audio source when multiple headsets are connected to the PC

1. Settings
2. Audio
3. Advanced
4. Speaker: Prioritize audio output (move to top)  
Microphone: Prioritize audio input (move to top)
5. Save settings

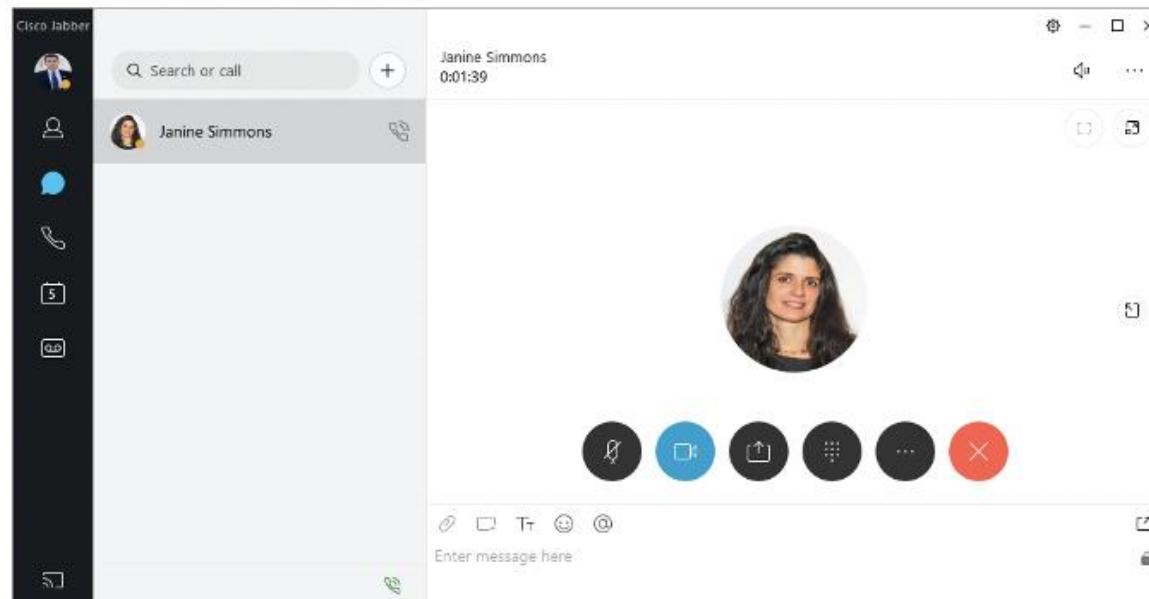


# Answering calls in Jabber

Incoming Jabber calls will display a notification on your screen. You might choose to Answer or Decline.



When the call is active, the interaction window appears.



While on an active call, the following options are available:

	Mute Audio
	Enable/Disable Video
	Show Keypad
	Hold, Transfer, Conference, Park and Show Call Statistics
	End Call

*Note: contact pictures may not appear at this stage*

# Placing calls in Jabber

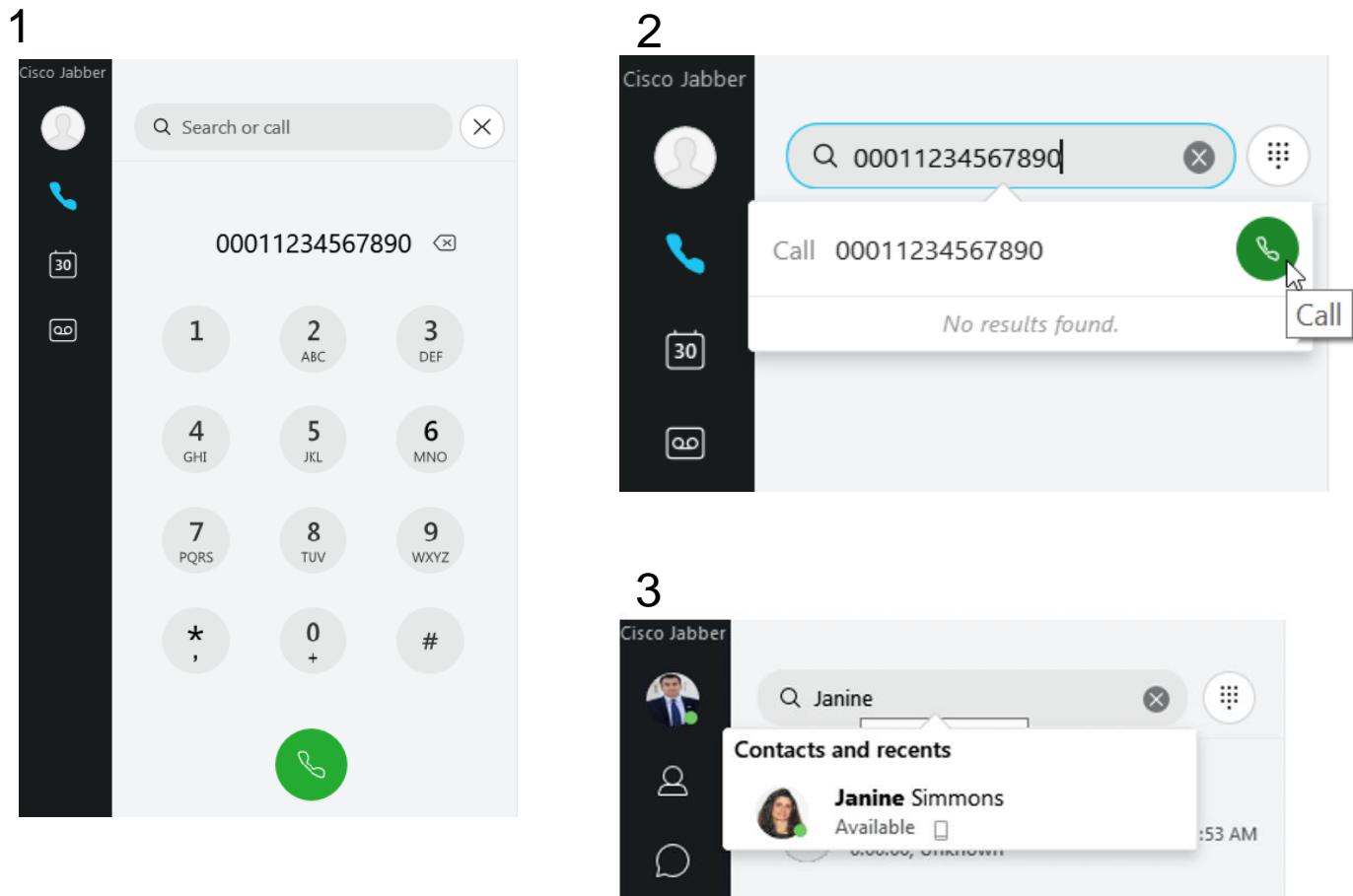
To place calls, you have the following options:

1. Click on the dial-pad icon next to the search box and dial a number
2. Type (or paste) the phone number directly in the search box
3. Lookup a contact in the search box (double-click for call)

**Important:** format of telephone number

- a. Press 0 for external call  
**0 00 1 123 4567890**
- b. Dial in E.164 format

**+ 1 123 4567890**  
+ COUNTRY CODE    AREA CODE    PHONE NUMBER



# Call Forwarding Options

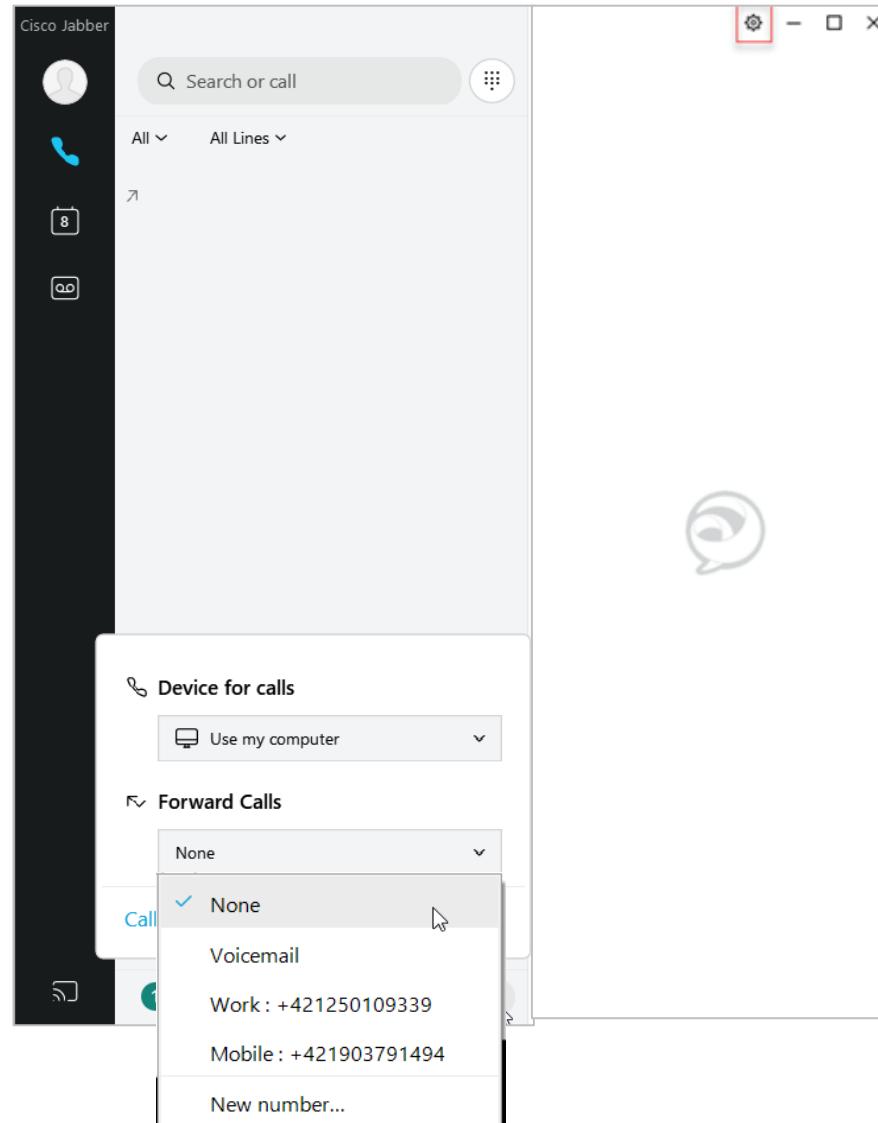
To chose your call forwarding options, click on the phone controls icon at the bottom.



Use the drop-down menu to select the call forwarding destination:

- No forwarding
- One of your numbers in the directory
- Your voicemail
- Any other number.

When call forwarding is set, the reminder symbol is visible next to the phone controls icon:



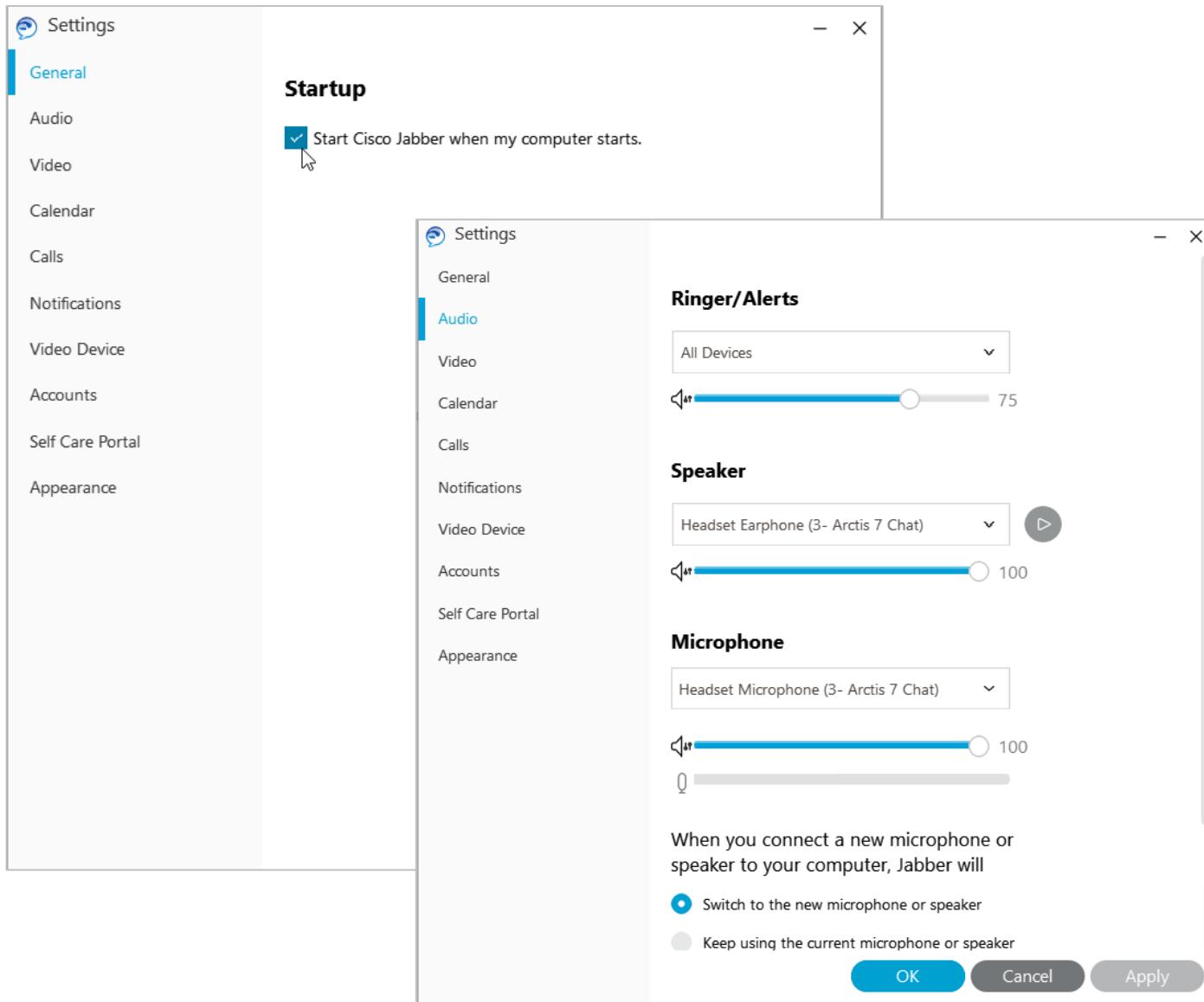
# Preferences

Click on the «cog» icon and select settings.

In the Settings window you can chose your preferences.

Main tabs are:

- **General:** you may want to make sure Jabber is set to be launched when Windows starts
- **Audio:** make sure you select the device (e.g., headsets) you want to use with Jabber for calls and ringing



# Using audio devices for Jabber and other applications

It may be possible that different applications try to use your audio devices (headsets, microphone, etc.)

If this happens, please check that the «Jabra Direct» application is installed on your PC.

If Jabra Direct is not found, then please install it from Software Center

If you still experience audio issues, then please contact Service Desk

