

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:

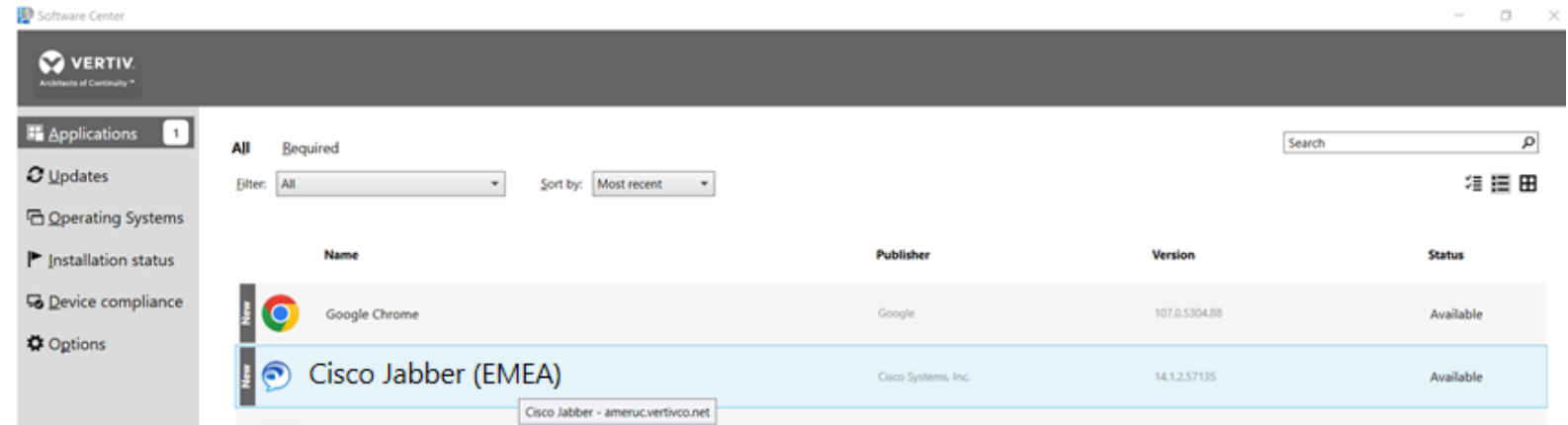
- Enter «Jabber» on the Windows Search field and see if the Jabber softphone application is already installed on your PC
- Click on Cisco jabber to launch the softphone application
- If Cisco Jabber is not installed, then follow the instructions in the next page



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

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

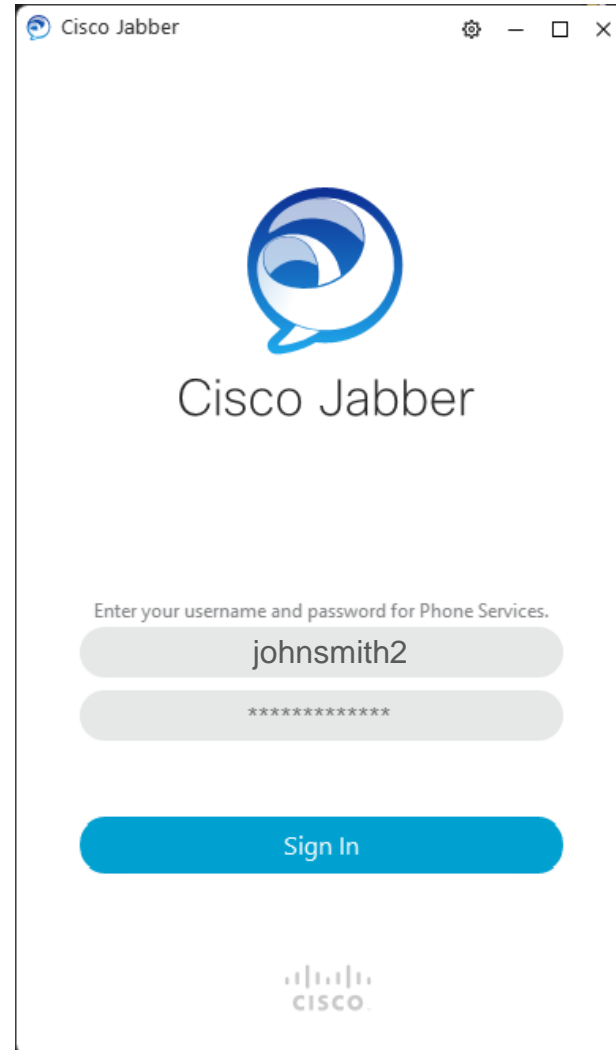
Starting Jabber and sign-in

Launching Jabber

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

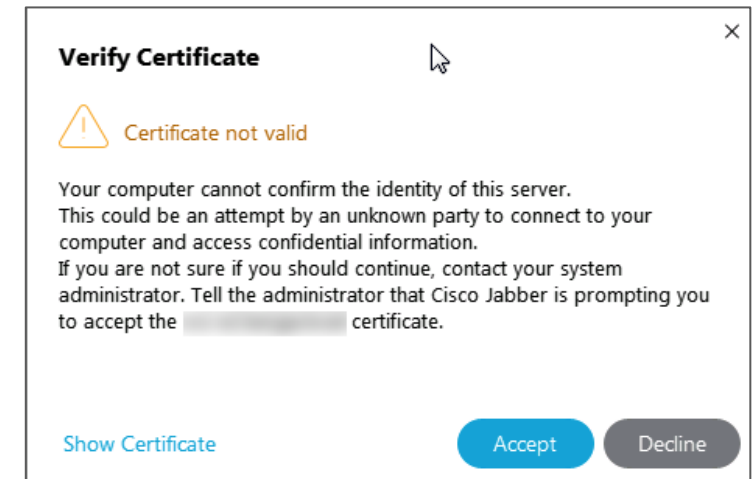
Entering your credentials

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



Note:

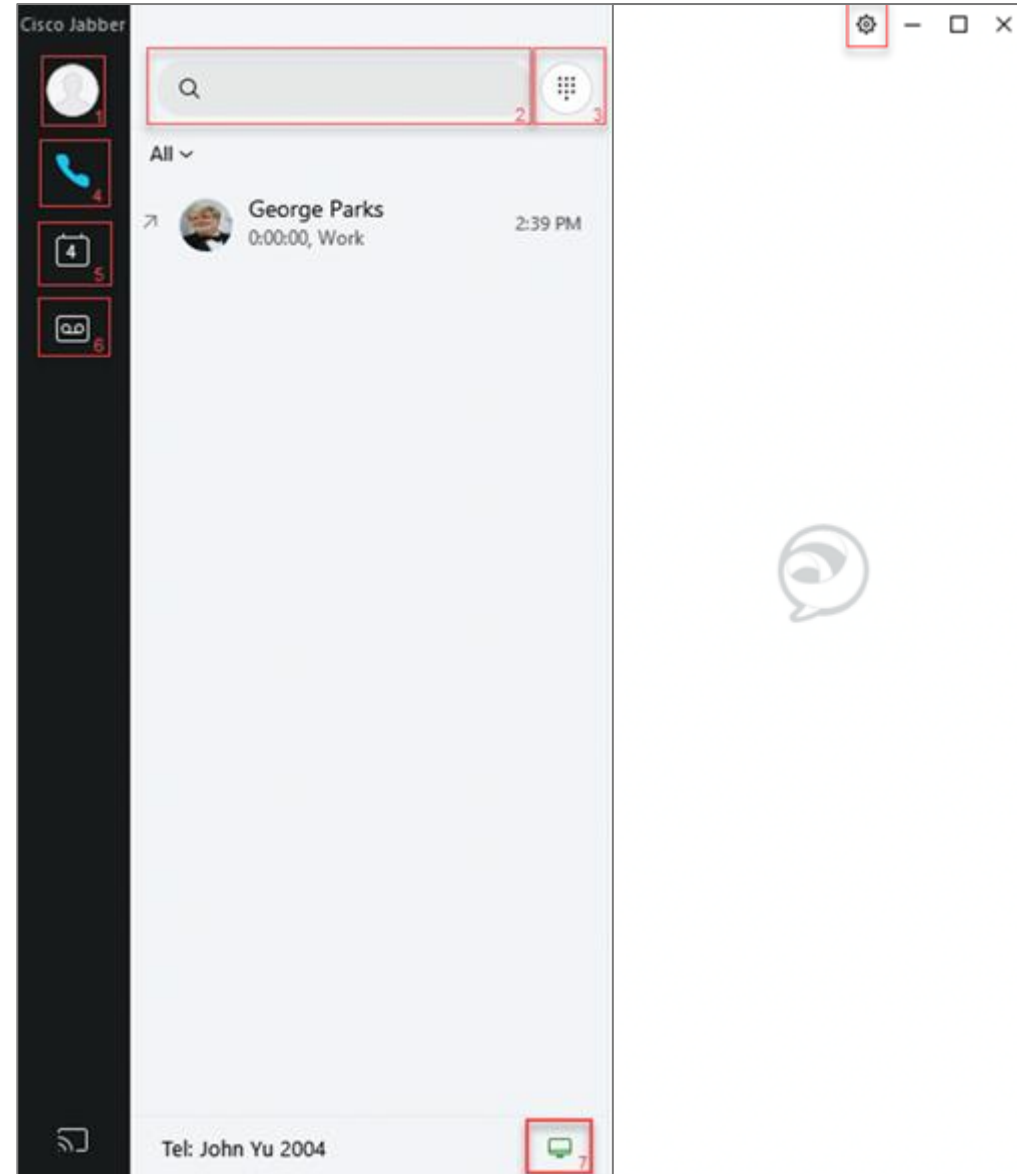
If a pop-up windows prompts you to accept a certificate, then please click on the «Accept» button



Jabber main window

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

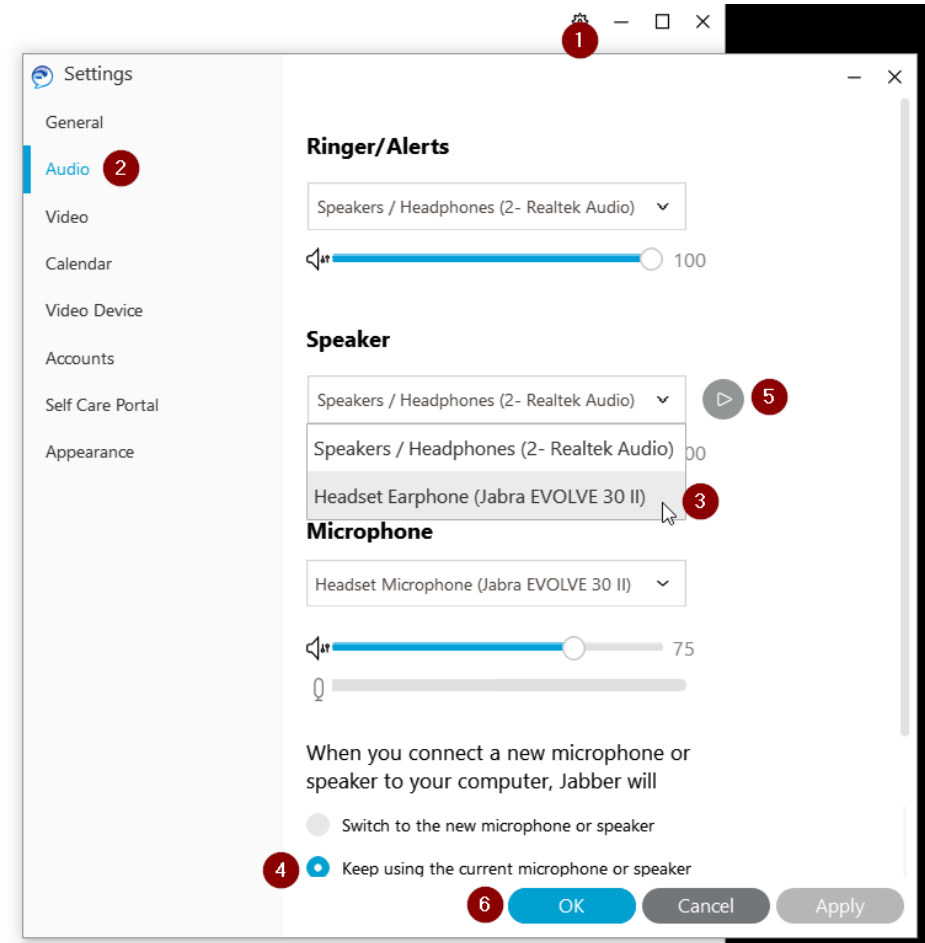
1. **User:** Click for details on the signed in user
2. **Search or call bar:** Type a number to place a call or search your contacts, recent, and directory by name or user ID.
3. **Dial pad:** Click to dial a number
4. **Recent calls:** View recent calls
5. **Calendar:** Shows your Vertiv calendar
6. **Voicemail:** 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.

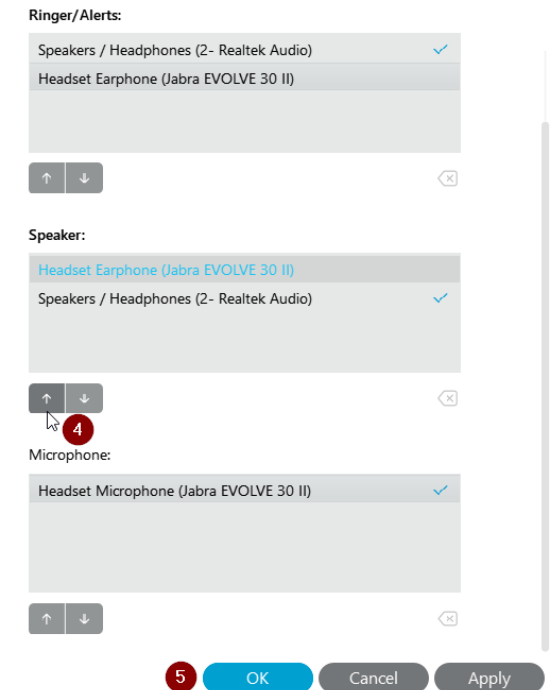
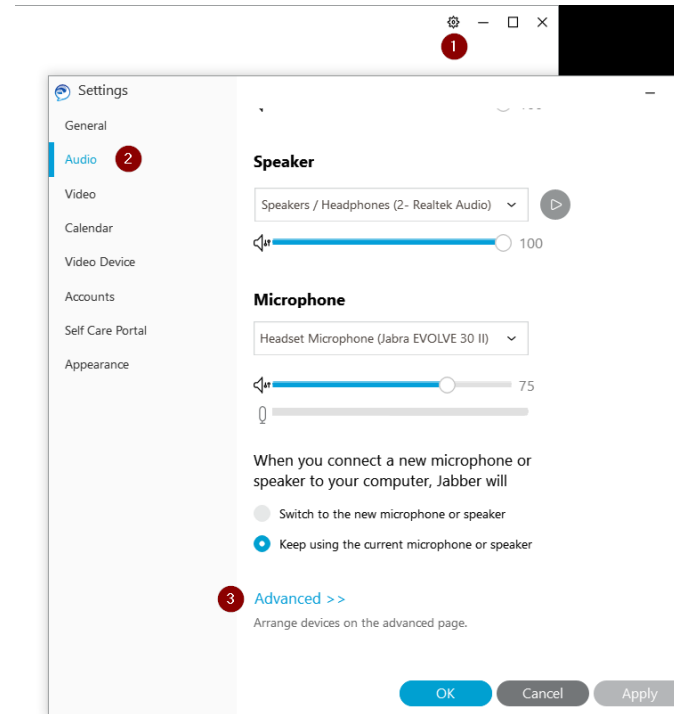
1. **Settings**
2. **Audio**
3. **Speaker:** Click to choose the correct audio output
Microphone: Click to choose the correct audio input
4. **New microphone or speaker :** Select Keep Using the current microphone or speaker
5. **Speaker test:** Audio sample will play from selected source
6. **Save settings**



Audio settings

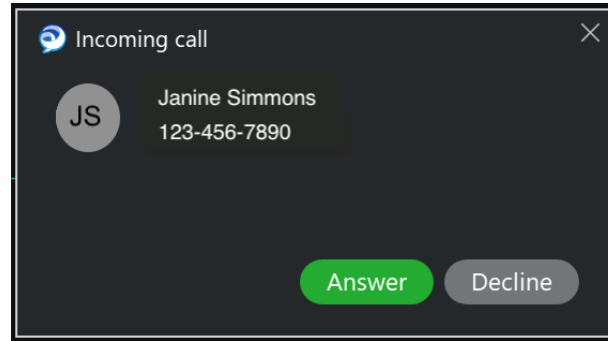
Prioritize audio source when multiple headsets are connected to the PC

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

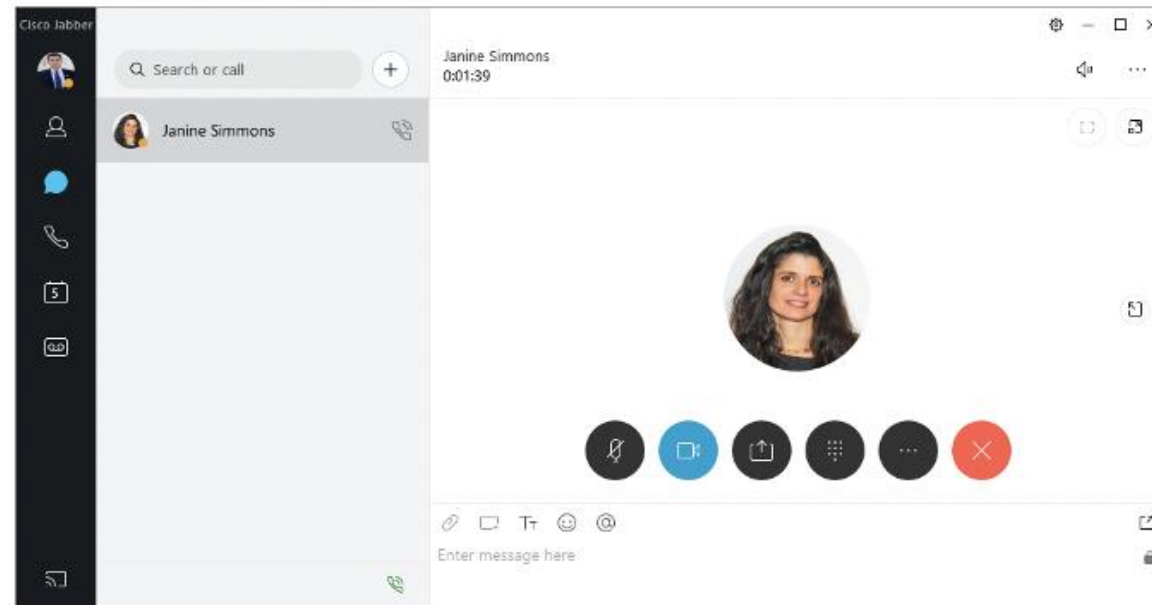
Incoming Jabber calls will display a notification on your screen. You might choose to Answer or Decline.



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

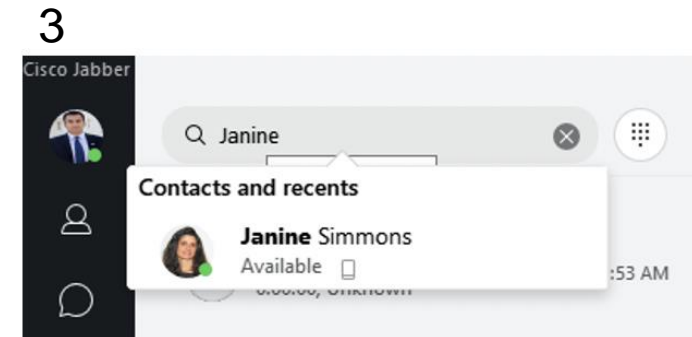
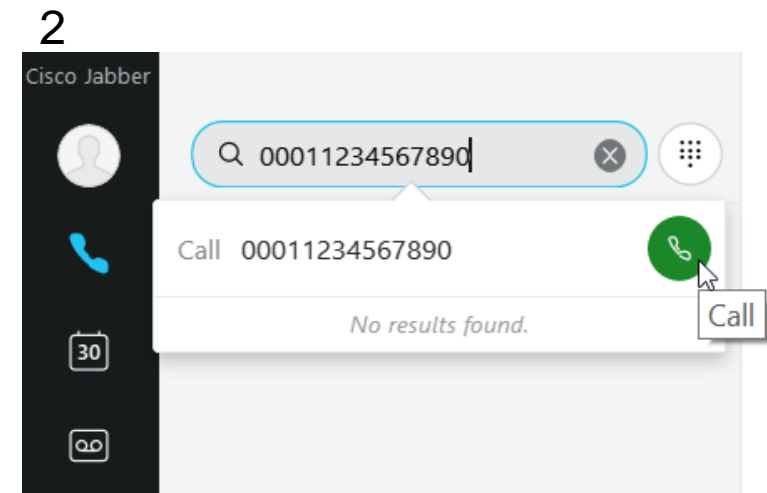
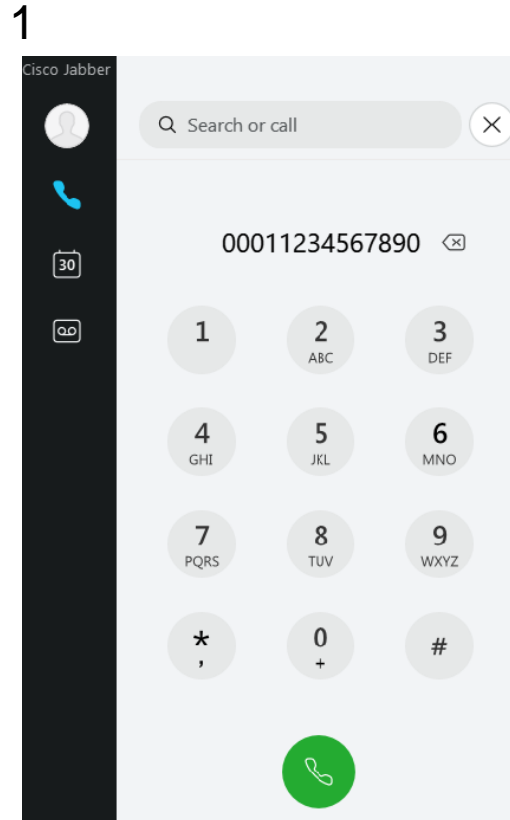
To place calls, you have the following options:

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

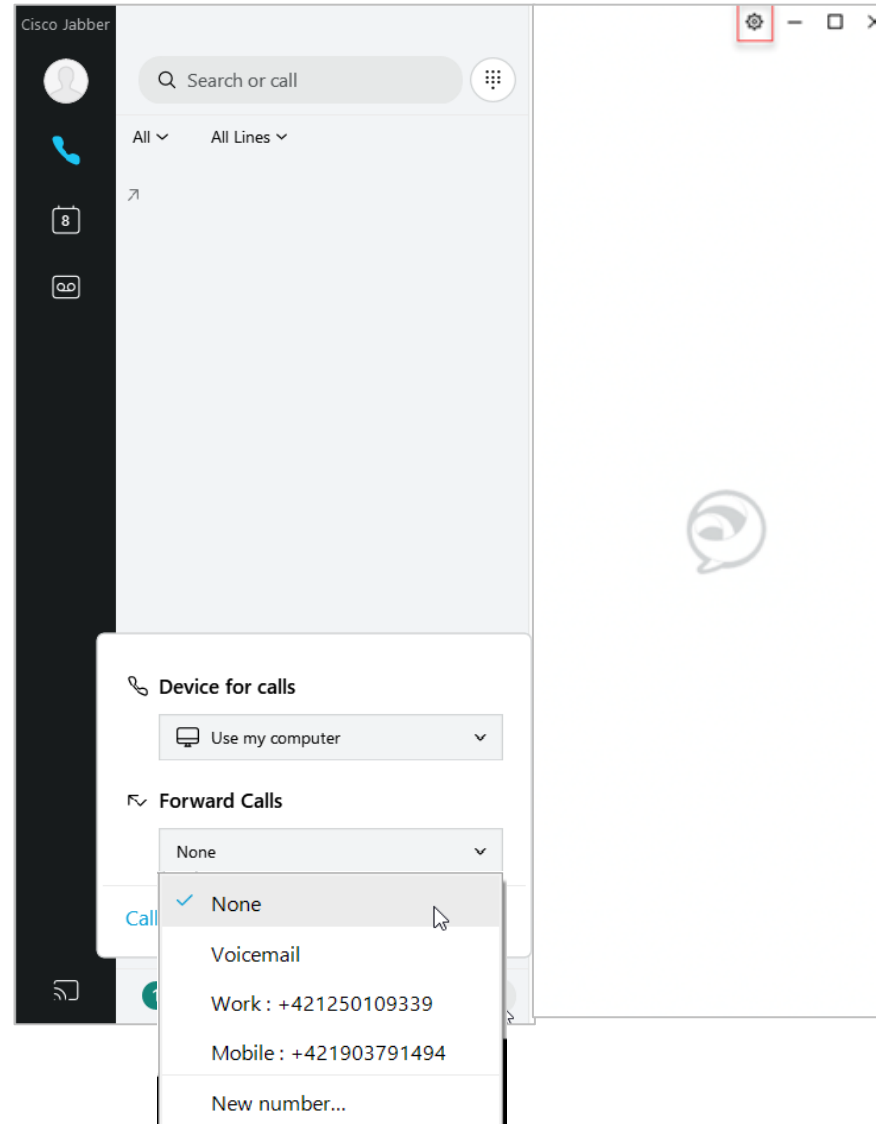
To choose your call forwarding options, click on the phone controls icon at the bottom.



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:



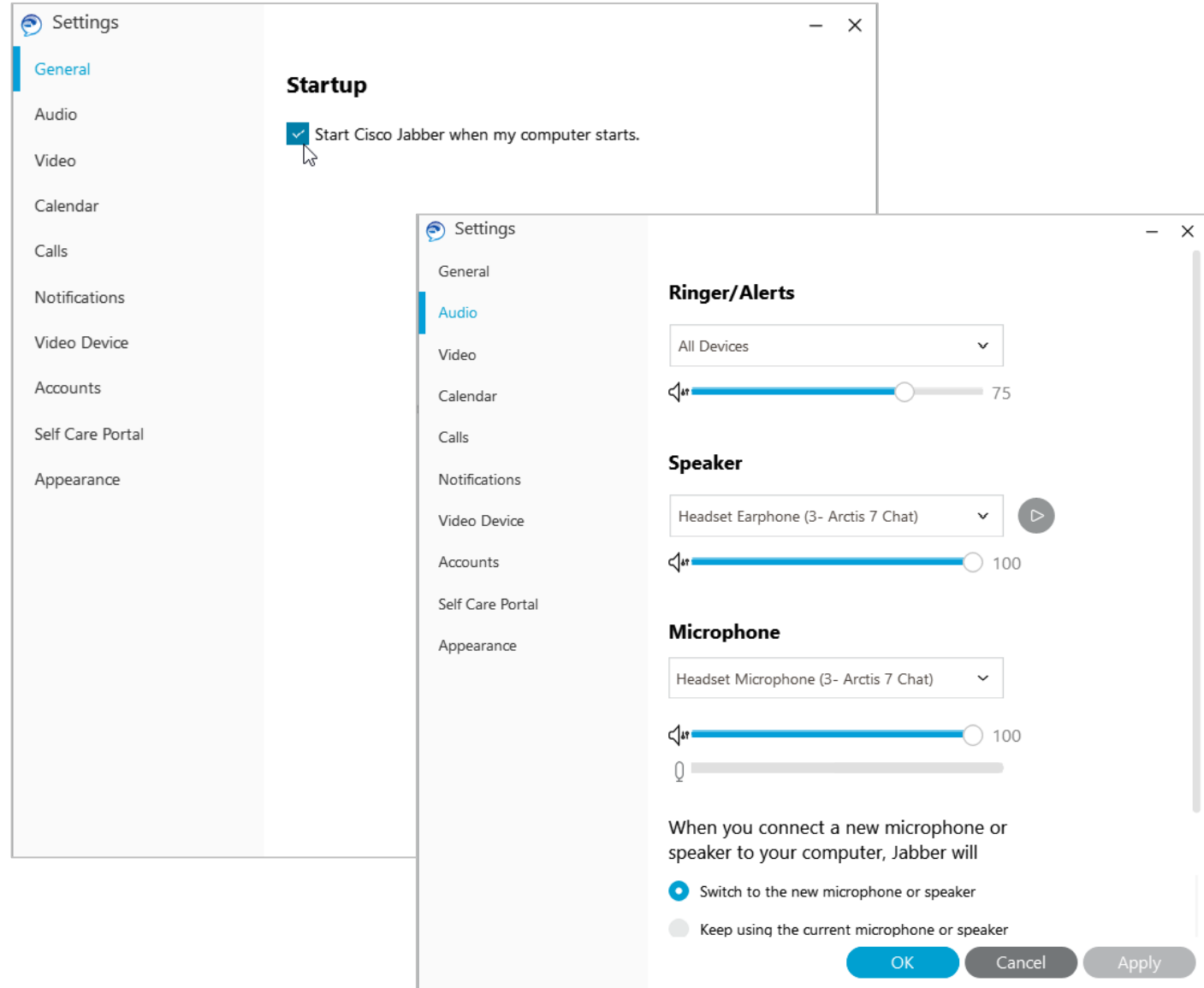
Preferences

Click on the «cog» icon and select settings.

In the Settings window you can choose 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

