

# Jabber Softphone

Business Affairs Training | March 28, 2018

# Agenda

- Softphone technology
- Getting started
  - Download and install Jabber
- Using Jabber softphone
  - Place a call
  - Receive a call
  - Forward a call
  - Place a call on hold
  - Transfer a call
- Jabber preferences
- Recommended accessories



# What is softphone?

*A **softphone** lets you place and receive calls over the internet using a computer or smart device.*

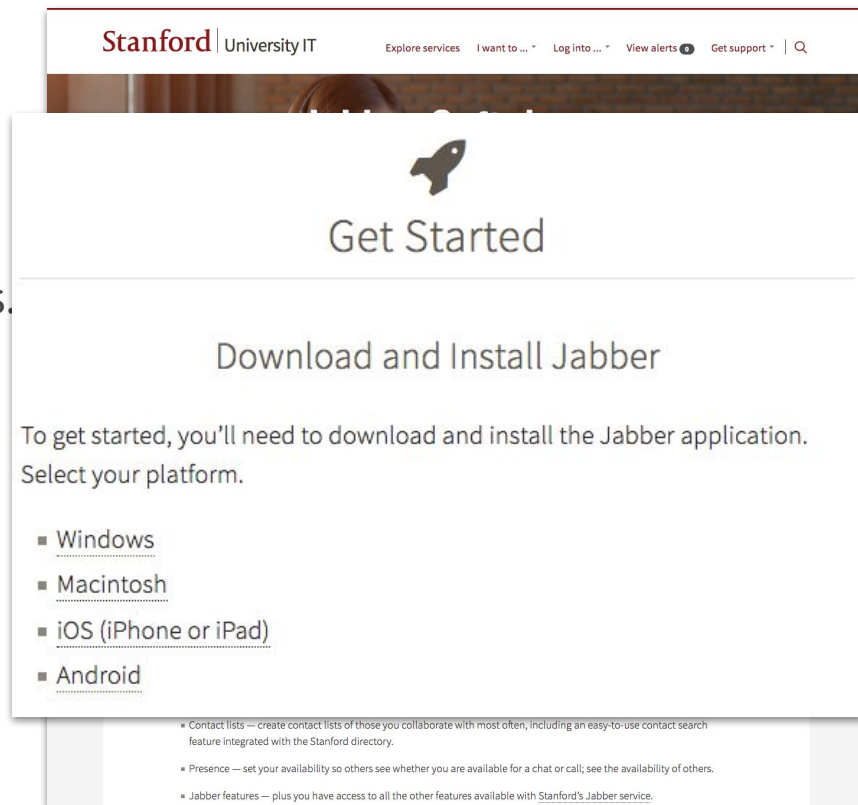
# Advantages

- Location freedom
- Additional features
  - Stanford directory
  - Presence
  - Mobility with active calls
- Reduced infrastructure expenses

# Getting started

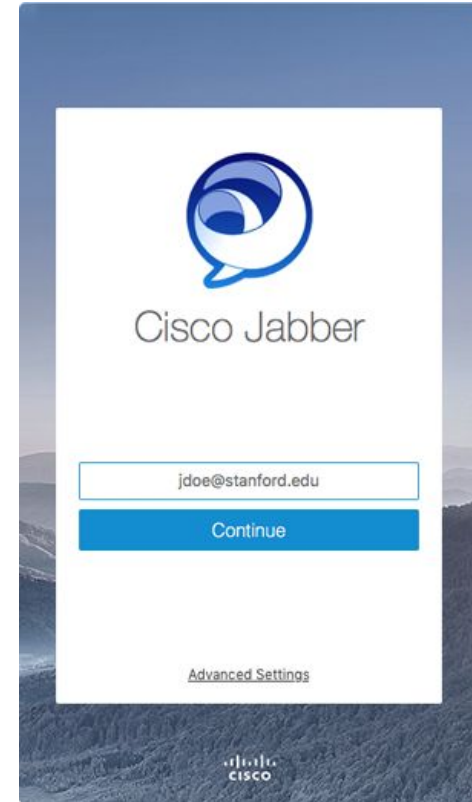
# Download and install Jabber

1. Visit **softphone.stanford.edu**.
2. Select your platform under Get Started.
3. Follow download and install instructions.



# Log into Jabber

1. Enter your [SUNetID@stanford.edu](mailto:SUNetID@stanford.edu) and click **Continue**.
2. When Stanford Login screen appears, enter your SUNet ID and password.





# Using Jabber softphone



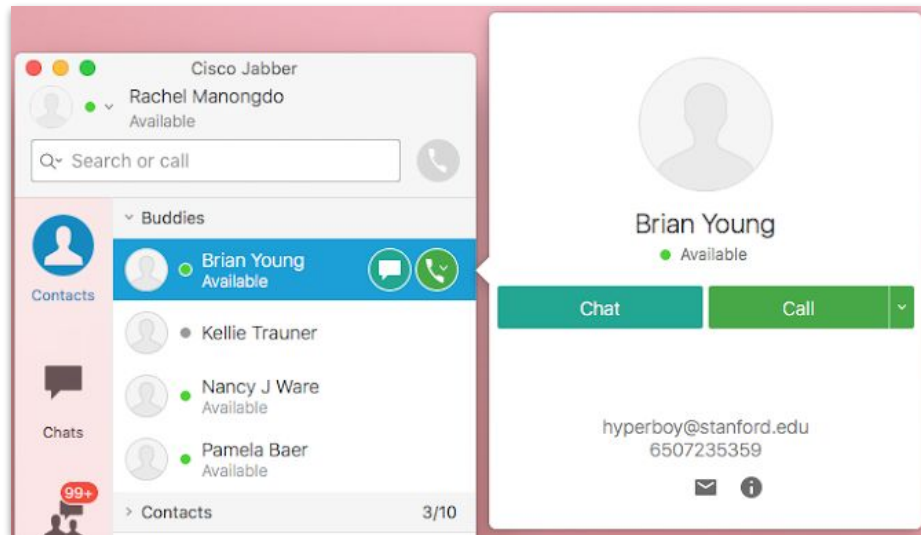
# Place a call

You can place a softphone call in **three** ways:

## *Use your contact list*

1. Click  in the Jabber hub.
2. Hover over the appropriate contact's name and click .


*The call is placed to the person's Stanford telephone number.*



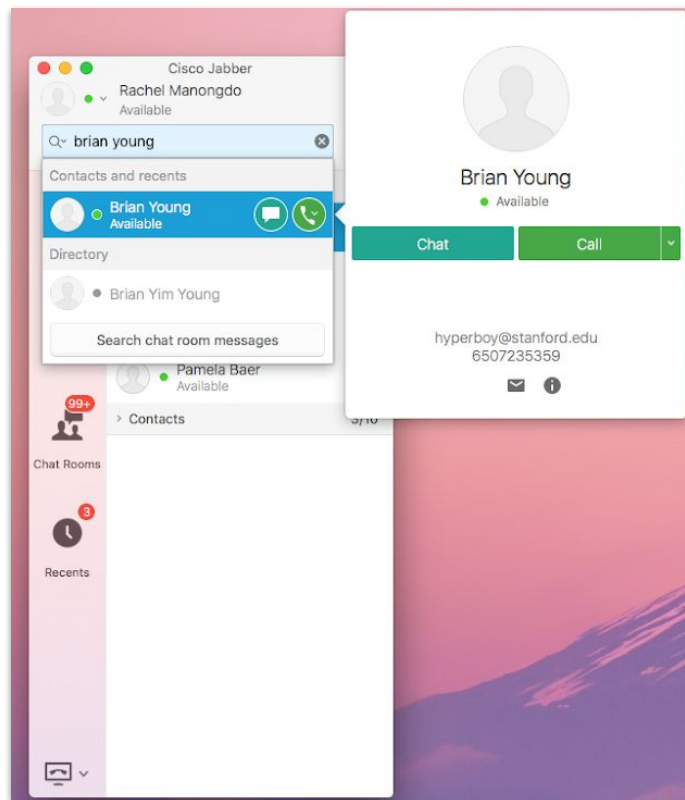
# Place a call

You can place a softphone call in **three** ways:

## *Search the Stanford Jabber directory*

1. Type the person's name in the Jabber hub **Search or call** field.
2. Hover over the appropriate contact's name in the search results and click .


*The call is placed to the person's Stanford telephone number.*



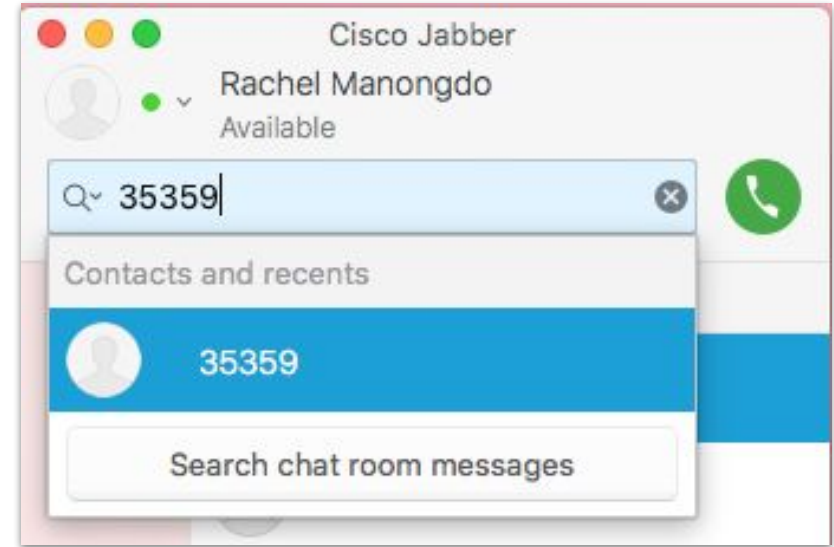
# Place a call

You can place a softphone call in **three** ways:

## *Type the telephone number*

1. Type the person's phone number in the Jabber hub **Search or call** field.
2. Click  next to the **Search or call** field.

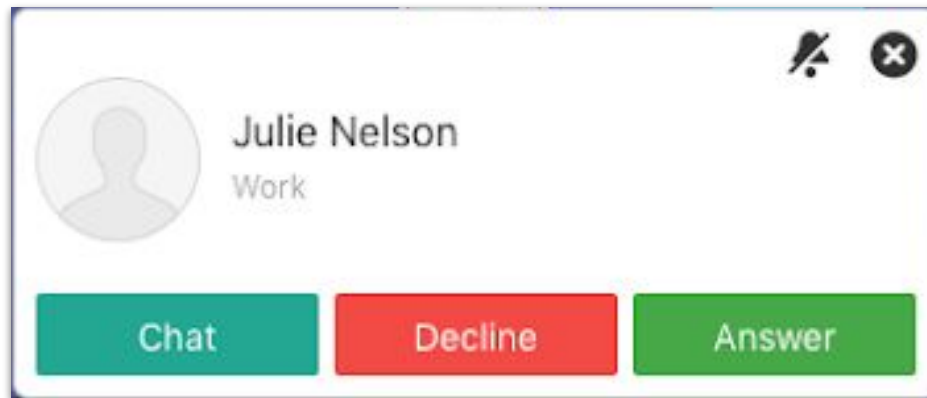
*The call is placed to the person's Stanford telephone number.*




# Receive a call

You must be logged into the Jabber application to receive a call using your softphone.

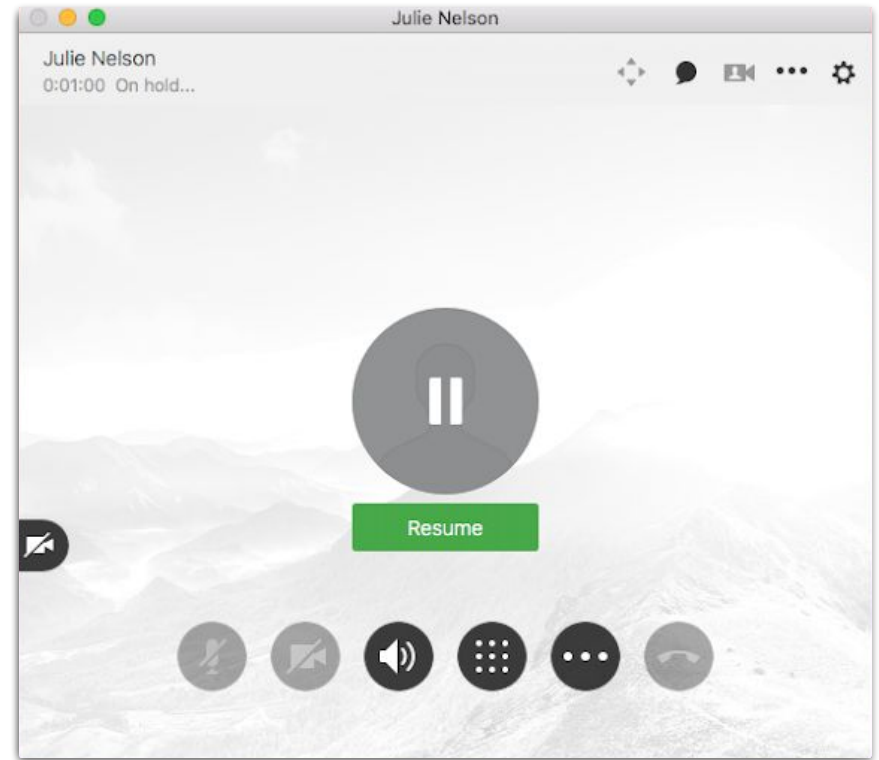
- Click **Answer** to accept the call.
- Click **Decline** to forward the call to voicemail.
- Click **Chat** to open a chat window.





# Place a call on hold

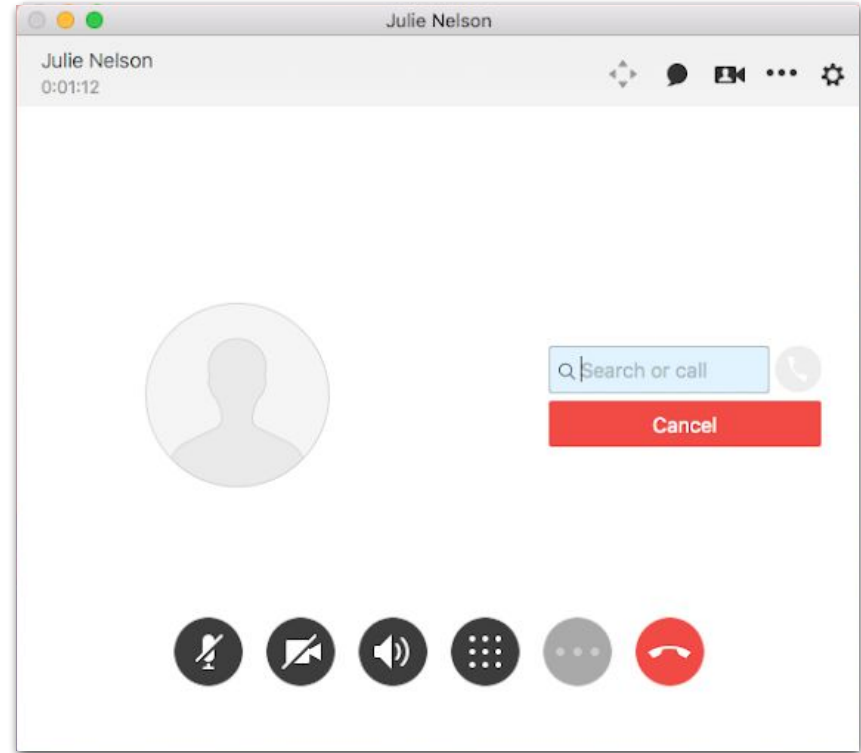
1. Click  in the active call window.
2. Select **Hold**.

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




# Transfer a call

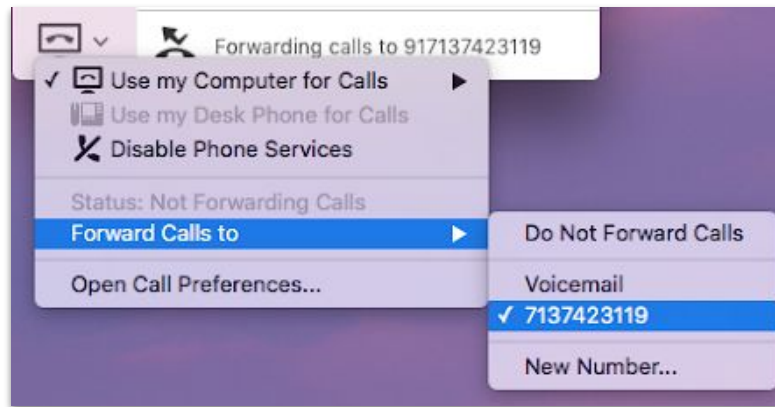
1. Click  in the active call window.
2. Select **Transfer**. (*The call is placed on hold. Click **Resume** to resume the call.*)
3. Type the name of the person or the phone number to which you want to transfer the call in the search box.
4. Select the person or number when it appears in the search list.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



# Forward your calls

1. Click  in the Jabber hub (bottom left).
2. Scroll to **Forward Call to:** and either:
  - Select **Voicemail**
  - Select among the listed numbers
  - Select **New Number** to enter another phone number
3. Select the new number in the **Forward Calls to:** drop down menu.

To unforward calls, scroll to **Forward Calls to:** and select **Do Not Forward Calls** from drop down menu.



# Set up online voicemail

Connect to your voice mailbox online and **forward voicemails to email** at **myvoicemail.stanford.edu**.

Log into web portal with your desk phone number (e.g., 6507369845) and portal password (123456 for first time login or call 5-HELP to reset password).

Instructions at:

[https://uit.stanford.edu/service/voicemessaging/univ web forward to email](https://uit.stanford.edu/service/voicemessaging/univ_web_forward_to_email)



# Jabber preferences

# Set your audio preferences

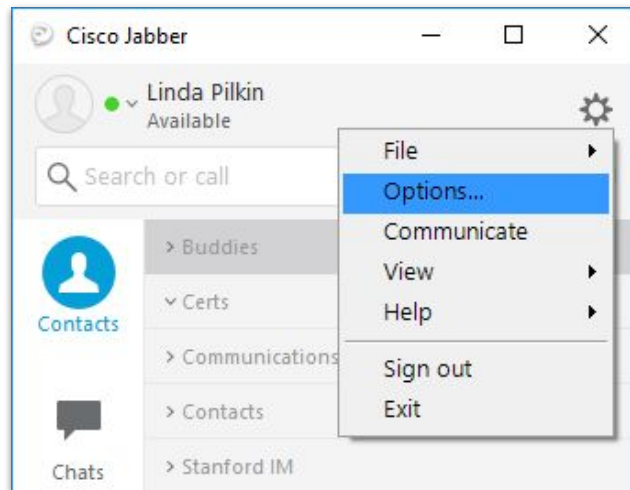
## MAC

1. On the Jabber menu, click **Preferences**.



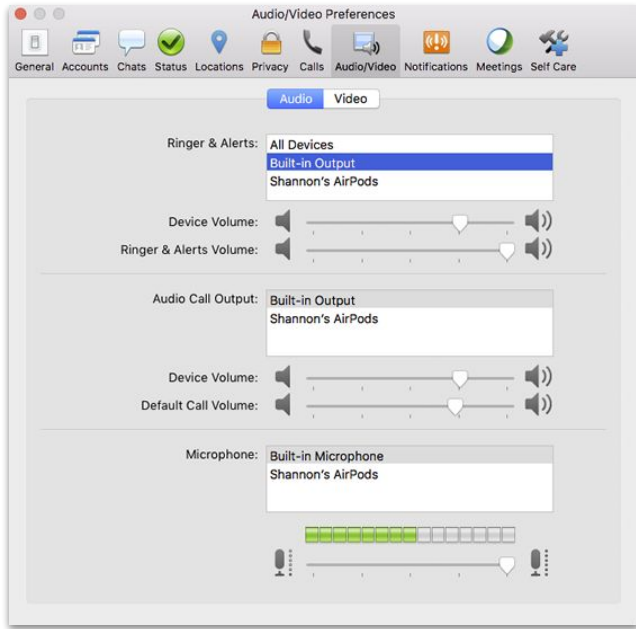
## WINDOWS

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



## MAC

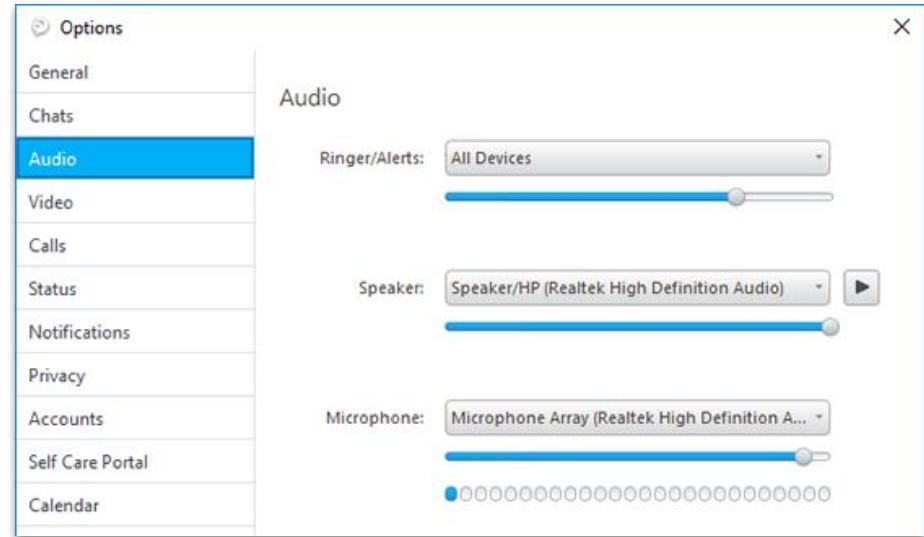
2. In the toolbar, click **Audio/Video**. Select your ringer, audio call output, and microphone preferences.



## WINDOWS

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

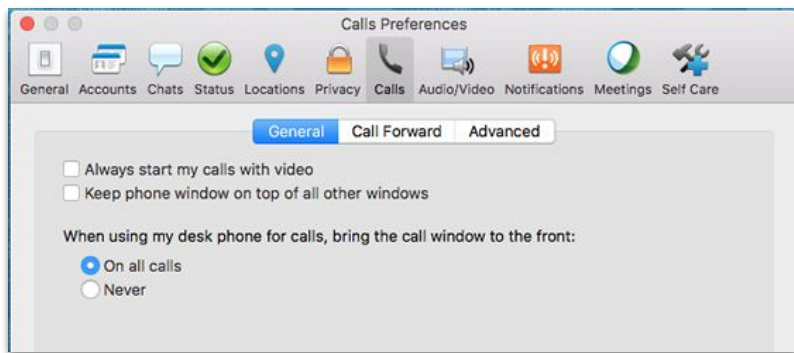
3. Select your preferences and then click **OK**.



# Set your video preferences

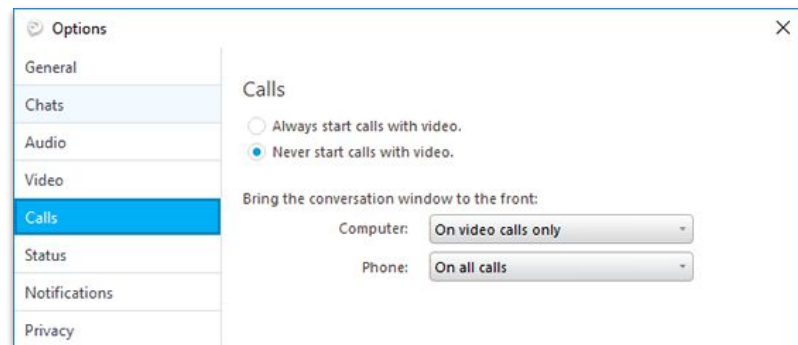
## MAC

1. On the Jabber menu, click **Preferences**.
2. In the toolbar, click **Calls**. Under the **General** tab, uncheck the box for **Always start my calls with video**.



## WINDOWS

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



# DEMO

# Recommended accessories

# UIT-recommended headsets

## *Open work environment (wired, and active/passive noise cancellation)*

- Jabra Evolve 80 UC
- Jabra Evolve 75 UC

## *Closed work environment*

- Jabra Evolve 80 UC
- Jabra Evolve 75 UC
- Logitech H820e Wireless Dual Headset
- Logitech USB Wired Headset H390

Go to **[softphone.stanford.edu](https://softphone.stanford.edu)** > **Use Jabber Softphone** > **University IT recommended headsets**

# Quick tips

- Quickly search and find your colleagues' Stanford phone numbers.
- Set your audio preferences to your headset.
- Turn off the **start call with video** setting.
- Choose a good headset (especially if you're in an open work environment).
- Set up **Forward voicemail to email** at [myvoicemail.stanford.edu](https://myvoicemail.stanford.edu).



# Q&A