GET STARTED

INSTALL AND DOWNLOAD
2. Select your platform under Get Started.
3. Follow download and install instructions.

LOG INTO JABBER
When the login screen appears:
- University users enter SUNetID@stanford.edu and password.
- SHC users enter SID@stanfordhealthcare.org and password.
- SCH users enter SHC email address (e.g. jdoe@stanfordchildrens.org) 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.

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.

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 in to 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.

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 Calls and select your preferred forwarding number. Select New Number to enter another phone number.
3. Follow the same process to unforward calls. scroll to Forward Calls and select Do Not Forward Calls from drop down menu.
SET UP AUDIO PREFERENCES

MAC
1. On the Jabber menu, click Preferences.
2. In the toolbar, click Audio/Video. Select your ringer, audio call output, and microphone preferences.

WINDOWS
1. In the Jabber hub, click the gear icon in the upper-right side and then click Options.
2. Click Audio to display the ringer, speaker and microphone options.
3. Select your preferences and then click OK.

SET UP 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.

QUICK TIPS

- Quickly search and find your colleagues’ Stanford phone numbers in Jabber (vs. using Stanford Who).
- Set your audio preferences to your headset.
- Turn off the start call with video setting.
- Choose a good headset based on your work environment. (Visit softphone.stanford.edu > Use Jabber Softphone > University IT recommended headsets.)

ADDITIONAL RESOURCES AND SUPPORT

University affiliates: Submit a Help request at services.stanford.edu.
SHC affiliates: Call 650.724.4357 (4-HELP).
SCH affiliates: Call 650.498.7500.

For more about Jabber softphone at Stanford, visit softphone.stanford.edu.