

GET STARTED

INSTALL AND DOWNLOAD

1. Visit softphone.stanford.edu.
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.

AUDIO/VIDEO PREFERENCES

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.