College Guide to using your College Extension remotely using Cisco Jabber
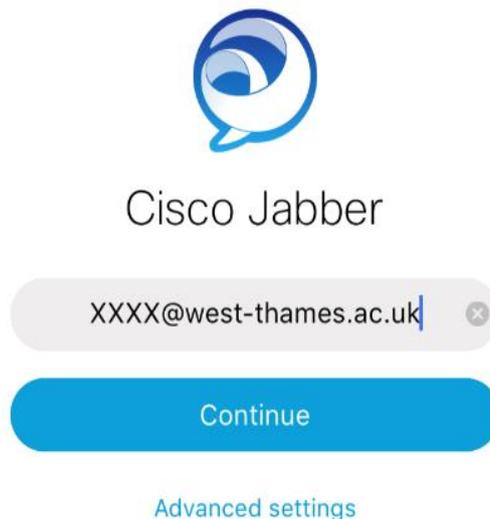
Using Jabber Softphone on an iOS Device

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

Please visit the IOS app store on your phone and search for Jabber and download.

Logging In

Once downloaded please open the app and log in with your extension number followed by @west-thames.ac.uk (see below)

Click **continue** then type in your West Thames computer password then click **Sign In** (see below)

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST

1. Tap Contacts in the Jabber app.

2. Tap the (i) next to the appropriate contact's name.

3. Tap the **Call** button.

   The call is placed to the person's West Thames telephone number.
   For details on adding contacts to your Contacts list, see Managing Contacts.

SEARCHING THE WEST THAMES JABBER DIRECTORY

1. Tap Contacts in the Jabber app.

2. Type the person's name in the Jabber **Search or call** field.

3. Tap the (i) next to the appropriate contact's name in the search results.

4. Tap the green **Call** button.

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

TYPING THE TELEPHONE NUMBER

1. Tap Contacts in the Jabber hub.

2. Tap in the **Search or call** field.

3. Tap [::] .

4. Type the person's phone number in the Jabber app **Search or call** field.

5. Tap [call] below the **Search or call** field.

   The call is placed to the entered telephone number.

Receive a call

You must be logged in to the Jabber application to receive a call using your softphone.
Tap **Accept** to accept the call.

- Tap **Decline** to forward the call to voicemail.

Place a call on hold

1. Tap ⬤ in the active call window.

2. Tap **Hold**.

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

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

Transferring allows you to transfer a call from your softphone to any other phone on the Stanford system.

1. Tap ⬤ in the active call window.

2. Tap **Transfer**.

3. Type the name of the person or the phone number to which you want to transfer the call in the **Search or call** field.

4. Tap the person or number when it appears in the search list.

   This places the active call on hold. You are connected to that number.

5. Tap **Transfer** to complete the transfer.

6. Tap 🔴 to end your participation in the call.

Downloading and Installing Cisco Jabber for an Andriod Device

Start by opening the Android **Play Store** on the Android device.
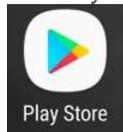
Once in the **Play Store** application search for **Jabber** using the play store search bar. Once you have found the **Cisco Jabber** applicationsimplyselect the application and choose the option to **INSTALL**.
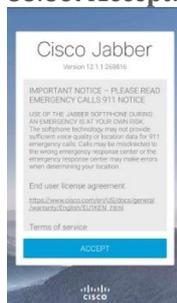

Logging in to Jabber

To perform a first time login for Jabber for Android, start by finding the Cisco Jabber application on the Android device and launching it .

Once the Jabber for Android application launches you will be presented with the **End user license agreement**. Please read through the notices and terms of service. If you wish to continue select **Accept**.

Jabber will then request permission to integrate with the Android phone's native calling, contacts and storage features. If this is acceptable and you wish to continue with Jabber logIn select **GET STARTED**.
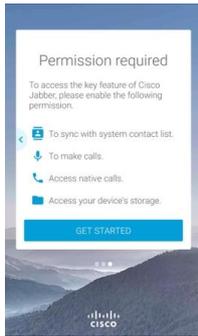
Next the Jabber application will display the service discovery login screen. Here you will provided the Jabber username which will be your work extension followed by @west-thames.ac.uk.

To proceed with login select the **CONTINUE** button. (e.g. 2000@west-thames.ac.uk)

Once service discovery has finished you will be prompted to provide the credentials for Jabber log. Provide a valid Jabber username and password and select **SIGN IN**.
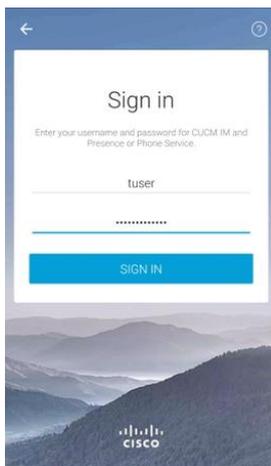
Using Jabber Softphone with Windows

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

The Jabber softphone feature is also available for Mac computers, and iOS and Android mobile devices.

Logging In

Once downloaded please open the app and log in with your extension number followed by @west-thames.ac.uk (see below)

Click **continue** then type in your West Thames computer password then click **Sign In** (see below)

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST

1. Click Contacts 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.
       For details on adding contacts to your Contacts list, see Managing Contacts.

SEARCHING THE WEST THAMES JABBER DIRECTORY

1. Type the person's name in the Jabber hub **Search or call** field.
    It is best to type the name as completely as possible since Jabber will only display the first 15 matches.

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.

TYPING THE TELEPHONE NUMBER

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

Important: Click next to the **Search or call** field.

The call is placed to the entered telephone number.

Receive a call

You must be logged in to the Jabber application to receive a call using your softphone. Settings affect a telephone number regardless if they are set on your desk phone or your softphone.

When you receive an incoming call, you'll see a call window open on your computer screen.

- Click **Answer** to accept the call.
- Click **Decline** to forward the call to voicemail.

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.*

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

Transferring allows you to transfer a call from your softphone to any other phone on the Stanford system.

1. Click in the active call window.

2. Select **Transfer**.

This places the active call on hold.

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 .