SoftPhones: Basic Usage Instructions

Important Notes

- Lehigh VPN must be enabled on your device to use Jabber when you are off campus.
- Some of these features may not be accessible on your mobile device if you answer a call outside the Jabber client screen. If that occurs, be sure to press the Cisco Jabber icon to move the call into the Jabber screen.

Placing a Call

- Windows, MAC, iPhone
  - Locate Search or Call box at top of screen
  - Enter phone number in Search or Call box: 5 digits for on-campus extensions and 10 digits for off-campus numbers. Note that it is not necessary to dial the 9 prefix.
  - Press enter or tap the green handset icon to start the call.
- Android
  - Tap Call
  - Tap the circle key pad.
  - Enter phone number: 5 digits for on-campus extensions and 10 digits for off-campus numbers. Note that it is not necessary to dial the 9 prefix.
  - Tap the phone icon.

Ending a Call

- Tap the red X button at the bottom of the screen.

Receiving a Call

- In order to receive a call, you must be logged in to the Jabber application. Lehigh VPN is required when off the Lehigh Network.
- When you receive an incoming call, you’ll see a call window open on your device screen.

- Tap Answer to accept the call
  - on mobile devices, select the Cisco Jabber icon if necessary to move the call into the Jabber client screen
- Tap Decline to forward the call to voicemail

Placing a Call on Hold

- Answer the incoming call.
- Click the circle icon with 3 dots at the bottom of the in-call screen
- Select Hold.
- Select Resume to continue the call.

Transferring a Call

- Answer the incoming call.
- Click the circle icon with 3 dots at the bottom of the in-call screen
- Select Transfer.
- Enter the phone number that you would like to transfer in the Search or Call field; press the green handset icon if necessary
- Select the green Transfer button (PC) or the bent-arrowed Transfer icon at the bottom of the screen (mobile client) to transfer the call.

Forwarding Calls

- Tap upper left corner of Jabber Application, or swipe right.
- Tap Settings.
- Scroll to Call Forwarding.
- Tap New Number to enter another phone number.
- Enter a phone number: 5 digits for on-campus extensions and 10 digits for off-campus numbers. Note that it is not necessary to dial the 9 prefix.
- Click Save.

To Stop Forwarding
• On the Jabber home page, tap the upper left circle, or swipe right.
• Tap Settings.
• Click Do not forward calls.