

Softphone - Call list when workstation PC is switched off

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Schlüsselwörter

Cisco Jabber Softphone VoIP WebEx telephone

Lösung (öffentlich)

If the workstation PC is switched off or set to energy-saving mode, the softphone application is of course also affected. It can then neither accept calls nor register missed calls and write them to the call list. Cisco does not currently offer its own solution for this. You can work around this as follows:

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By default, we have set a standard forwarding to an announcement (forwarding on unregistered) when the softphone is switched off (unregistered). This only applies if no desk phone is registered for your number and all softphone clients on all your devices are offline.

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If you have also installed the softphone client on a smartphone, you will receive the calls there in parallel and they will also end up in the call list.

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You can request a voicemail box (answering machine) for your phone number [1] via Service Desk. All calls when the PC is switched off can be diverted to this box. If a caller leaves a message on the answering machine, you can retrieve the message when you return to the client and call back if necessary.

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You can also set call forwarding to another internal or external number (vacation, illness).

We are currently considering whether an additional 3rd party solution (server from a third-party manufacturer) can be used to close this gap in the Cisco telephony system.

[1] <mailto:servicedesk@tu-dresden.de?subject=Request%20for%20Voicemail%20Line%20463-xxxxx>