**TECHNISCHE UNIVERSITÄT DRESDEN**

# Softphone - Installation, Configuration and Troubleshooting Cisco Jabber Windows

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*Lösung (öffentlich)*

Installation

1. download the windows zip-file on the website
[1]https://tu-dresden.de/zih/dienste/service-katalog/arbeitsumgebung/telefon/cti-wahlhilfe-am-pc?set_language=en
2. open the downloaded ZIP-File.

3. open the setup-file in your ZIP-File.

4. Read and accept the important notices and disclaimers

5. grant the permissions for installing the Cisco Jabber (authenticate
as an administrator)

6. Let the Installer finish, then close the Installer an start Cisco Jabber
with "Finish"

First Login

1. After starting Cisco Jabber, use Your E-Mail-Adress
(firstname.lastname@tu-dresden.de or ZIH-Login@tu-dresden.de)
and press "Continue"

2. Now authenticate with your ZIH-Login (WITHOUT domain)

Basic configuration

Press the green Phone-Icon to switch from CTI-mode to softphone-mode.

Only in softphone-mode You can use Your PC as a Softphone.

Open the device-overview (Device for calls)

Now select "Use my computer"

configurations in terms of privacy

Open the Settings of your Cisco Jabber Client.

Enter the bar "Privacy", to manage options to Your activity-status and
messages.

Press the button "Advanced", to manage this options in more detail.
Here you can block ore allow a person and / or domains.

Inside of the "Status" bar, you can set your presence-status (generally to
"absent", when you didn't interact with
your PC within a specified time-period or every time you lock your screen).

Last, but not least, Jabber is able, to set your status to "In a Meeting",
depending on Your Calender-entries.

Integration of Microsoft Outlook calendar

Open the Settings of Cisco Jabber through the gear.

Navigate to the bar "Calendar", and select "Microsoft Outlook".
To apply your configured settings, you have to restart Cisco Jabber.

Self Care Portal

To navigate to the Cisco Self Care Portal to Manage Your Phones open the
settings through the gear.

Navigate to the bar "Self Care Portal" and choose "Open Self Care"

If you entered the frontend of your Self Care Portal, you have to authenticate
with your ZIH-Credentials.

Following image shows you a quick overview of your Cisco telephones and
voip-capable-devices inside of your
Self Care Portal.

Here you can manage your telephones and configure them.

Sign out or Reset Cisco Jabber

Choose the gear and select "Sign out"

After signing out You can "sign in" again or you can "Reset Jabber".

Problems with Audio

Your device won't ring or Your call participant can't hear you, or vice versa:
Open the Settings of Cisco Jabber with the marked Gear.

Enter the Audio-Settings.

Check Your Audio-Settings for In- and Output.
Did Cisco Jabber recognized your devices (headset), and is it chosen
correctly?

If you should edit something, press "Apply" and lastly "OK".

It can also be helpful to take a look in the "Advanced" Menu.

Inside of the yellow highlighted boxes, you are able to configure the
chronological order of
your recognized audio devices, with pressing the highlighted arrows up or
down.

Connection-Failure

Your Cisco Jabber doesn't receive calls or seems unreachable?
Check the server details in the settings.

Open the settings of your Cisco Jabber through the highlighted gear.

Navigate to the bar "Accounts", and check if every column has an valid entry.

You can also check the following:

Show your connection status

Choose the gear and show your connection Status by selecting
Help > Show connection status

Is the connection status "Connected"?

Does your phone-extension appears in the field "Line"?

Show error notifications

For troubleshooting Your service desk agent needs sometimes information in
more detail.
Choose the gear and show the error notifactions by selecting
Help > Show error notifications

Does it contain any errors? If so: Which ones?

[1] https://tu-dresden.de/zih/dienste/service-katalog/arbeitsumgebung/telefon/cti-wahlhilfe-am-pc?set_language=en