

Softphone - Using Cisco Softphone on a smartphone

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Keywords

Cisco Jabber Softphone VoIP telephone WebEx

Solution (public)

Provision The use of the VoIP softphone on a smartphone is generally permitted according to the [1]Service Agreement on Mobile Work at TU Dresden.

The Cisco WebEx Client is available for download in the app store for Apple (IOS) and Google (Android). Search for "Cisco WebEx" and install the client (not the WebEx-Meetings-App).

Hardware The hardware (smartphone) is generally not provided by ZIH and must be procured, operated and, if necessary, renewed by the using institution itself. For the use of the softphone no mobile phone contract is required, then the app only works in the respective used Wifi (Eduroam, hotspots in mobile work). The installation on mobile hardware, which was procured via the [2]framework contract of the TU Dresden to mobile contracts, is of course possible.

Please note the general information on the use of older smartphones at TU Dresden ([3]FAQ 4100462).

Usage The client on the smartphone can be used in parallel with the softphone on a workstation PC and/or a desk phone. Incoming calls are signaled in parallel on all registered devices. If the call is accepted on one device, this is signaled on the other devices by a busy line. Outgoing calls can only be made on one device at a time. The client can be installed on several smartphones of the same type (Android/IOS), but logon is only supported on one of the smartphones at a time (no parallel operation on several smartphones of the same operating system).

Notes and support The client works both in the TU Dresden Wifi (Eduroam) and in the mobile network (4G/LTE, 5G) or in other Wifi networks (mobile working). However, it may happen that the client does not completely switch to another network in the background. In most cases, it is then sufficient to press the circle with your own initials in the app (top left in the client) for the accounts to log in correctly again. In rare cases, you have to log off the client and log on again.

Disable power saving feature for the client

The operating systems of smartphones have corresponding energy-saving options and deactivate unused apps in the background. This can result in the background client not registering incoming calls (push notification).

Depending on the operating system and manufacturer (Android), there are settings in the energy-saving functions to exclude individual apps from this "deactivation". Deactivate the energy-saving function for CiscoWebEx to improve accessibility.

Updates

Keep the Cisco Softphone client on your smartphone up to date. Install the updates offered by the respective app store regularly. ZIH reserves the right not to support older app versions; logging into the telephony system will then fail.

Restricting the use of the softphone to WLAN (not in the mobile network)

If you do not want to use the softphone client in the mobile network, e.g. to avoid using your available data volume, you cannot find this setting in the client itself.

Search for the application in the operating system settings and deactivate the use of mobile data there.

[1] https://tu-dresden.de/tu-dresden/organisation/ressourcen/dateien/personalrat/dienstvereinbarungen/rsd20621_Anlage.pdf

[2] <https://tickets.tu-dresden.de/otrs/customer.pl?Action=CustomerFAQZoom;ItemID=673>

[3] <https://tickets.tu-dresden.de/otrs/customer.pl?Action=CustomerFAQZoom;ItemID=462>