

Jabber Voice (Softphone)

(CentraCare Staff only, Carris Staff should contact their Help Desk at 320-231-5053)

Introduction

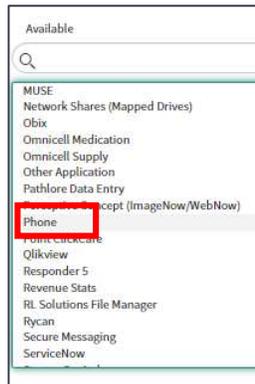
Access your CentraCare phone from virtually anywhere by connecting with colleagues and patients using Jabber Softphone. Jabber Softphone is a virtual phone or smartphone app that works just like a physical phone located at CentraCare. Two connection options are available.

- 1) Jabber on your computer - use a headset or your laptop's speaker/mic to connect to Jabber voice on your computer. A headset will have better quality than your laptop mic.
- 2) Jabber Mobile App – connect your personal cell phone to Jabber by installing a mobile application. It adds the basic functionality of your work phone directly to your personal cell. If you have Jabber Voice activated, you will get work calls on your cell.

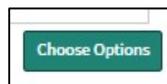
Prerequisite

Prior to setting up Jabber softphone, access must be granted through a Service Now User Access Form. Access requests will be fulfilled within 2 – 3 business days.

1. In Service Now, choose **CCH Additional/Reduced User Access** from the Self-Service Homepage.
2. Fill in **Date** and **Transfer**. This is not a transfer request.
3. **Select user(s)** that need Jabber installed. Use arrows to move User(s). Add them to the right "bucket".
4. If needed, add additional users not listed in the open text field.
5. Choose **Phone** from the list of applications.



6. Select **Choose Options**.

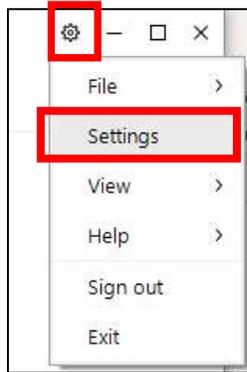


7. Choose **Install**
8. Choose **Phone Type: Soft Phone (Jabber)**
9. In the Phone Comment box, indicate if the request is for **Jabber for computer**, **Jabber Mobile App**, or **Both Jabber for Computer and App**.
10. Click **Checkout**.



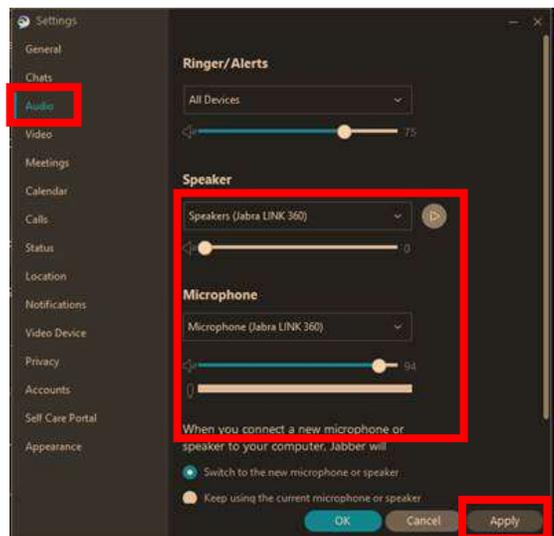
1) Jabber for Computer Instructions

1. If you are using a headset, plug it in to your computer, or activate your Bluetooth according to the manufacturer settings.
2. The first time you login after your softphone activation, you will need to verify your settings. Open **Jabber** and navigate to the **gear** on the top right and choose **settings**.



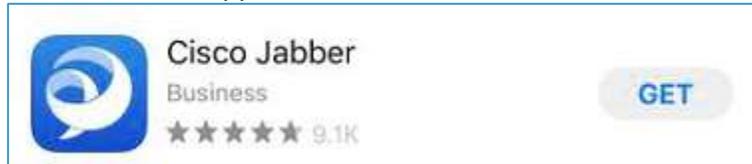
3. Within setting, choose **Audio** from the left panel.

4. Set **speaker and microphone to the device you are using**. Use the drop-down menu and find the name of your device. Choose **Apply**.

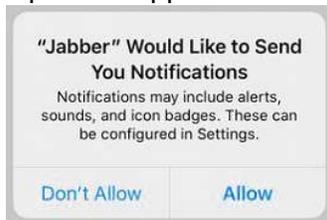


2) Jabber Mobile App Instructions

1. Using your iOS or Android Device, access your app store and search for **Cisco Jabber**. Select **get** or **install** to download the app.



2. Open the app. You will be asked three questions. Answer based on your personal preferences.



3. Read and accept the terms.

4. Enter your NetworkID followed by @centracare.com, for example abc0000@centracare.com. Then enter your network password and select continue.



5. Use the bottom navigation buttons to access contacts, chat, call, review your calendar, and listen to voicemail.

