Jabber Getting Started – PC and Mac

- If you are a call center agent working remotely, sign into Purdue VPN. Instructions are provided in the link below. If you are not a call center agent or working on campus, VPN is not required. https://www.itap.purdue.edu/newsroom/200318_usewebvpn2.html.
- Make sure Jabber is installed on your computer and that you have a headset. CSDS machines should have it available in the Software Center. Personally owned machines can download the software in Software Central at https://communityhub.purdue.edu/storefront/product/jabber_personal.
- Jabber (and Finesse if you are a call center agent) MUST be running on the local computer you are using. NOT your remote computer in the office.
- Launch Jabber and sign in with your alias-based email address
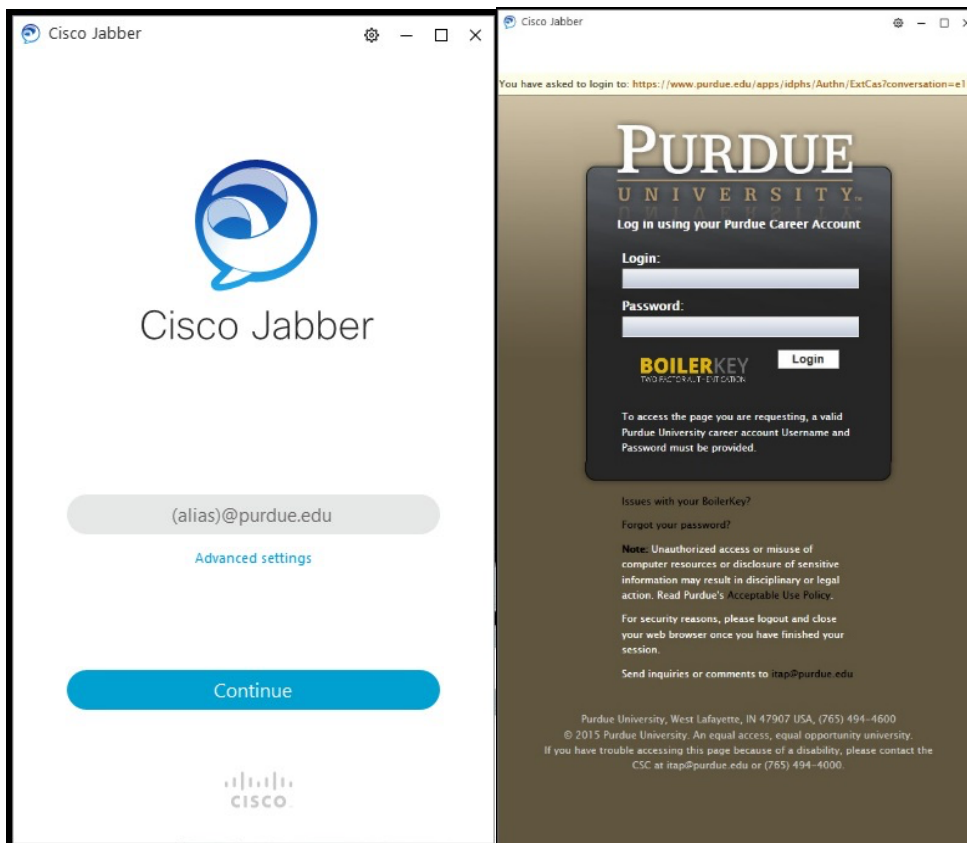
- After logging in you will see a spinning circle in the lower right corner. If signing in for the first time on the campus network or over VPN, Jabber may default to controlling your desk phone. You must manually change it to soft phone mode. Once the spinning circle changes to a green icon, enter softphone mode by clicking the icon as shown in the screenshot and choosing Use My Computer as the device for calls.
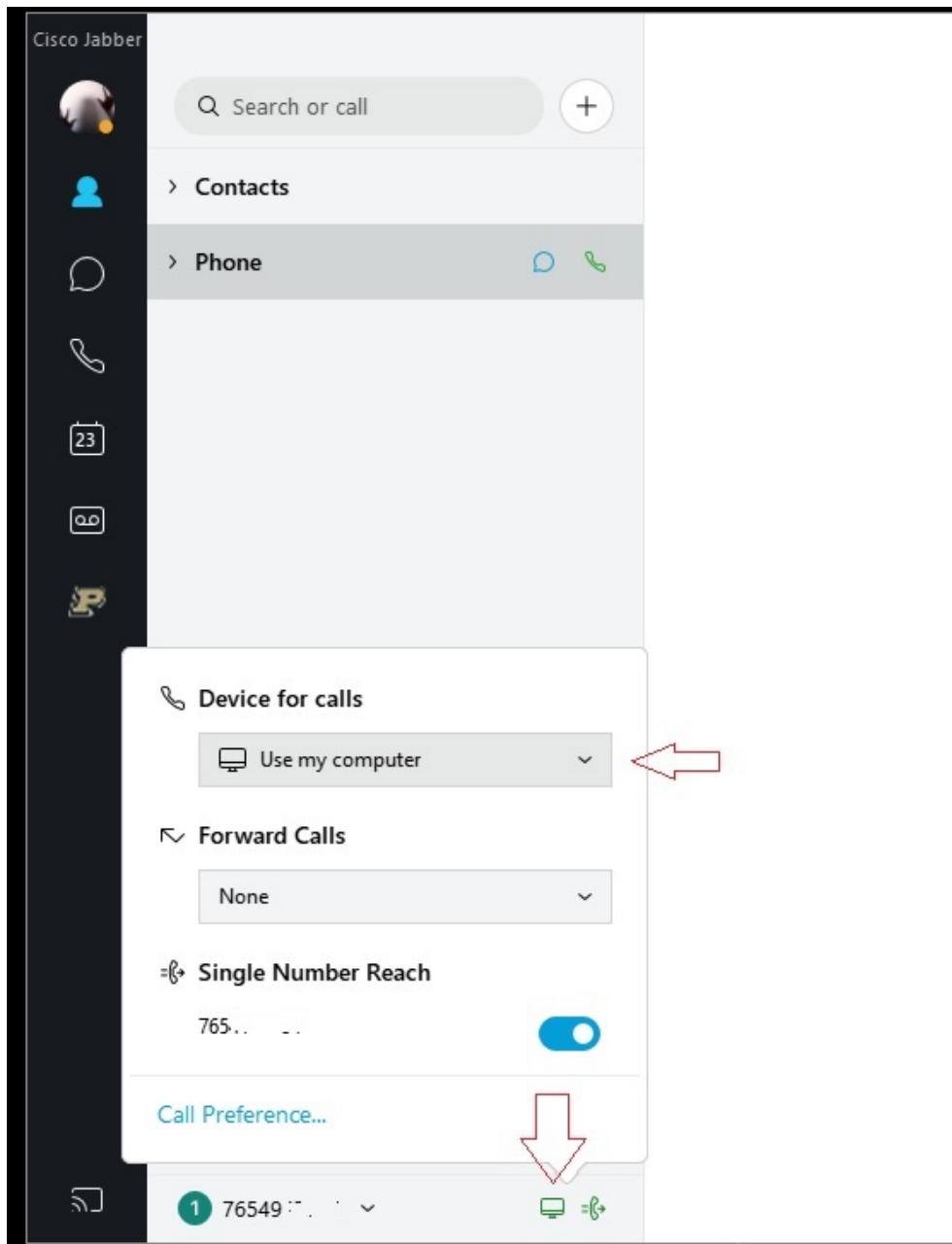
- If you have more than one line assigned, you should see your personal office number as well any others added to your account in the line selection box. Whichever line is selected in this box is the line your Jabber software will use for an **outgoing** call. If you are a call center agent, you should select your call center line if returning a call to a customer. All lines configured will ring in if called. They do not need to be selected first.
- NOTE- If you only have a single line assigned, the line selection box will NOT appear.
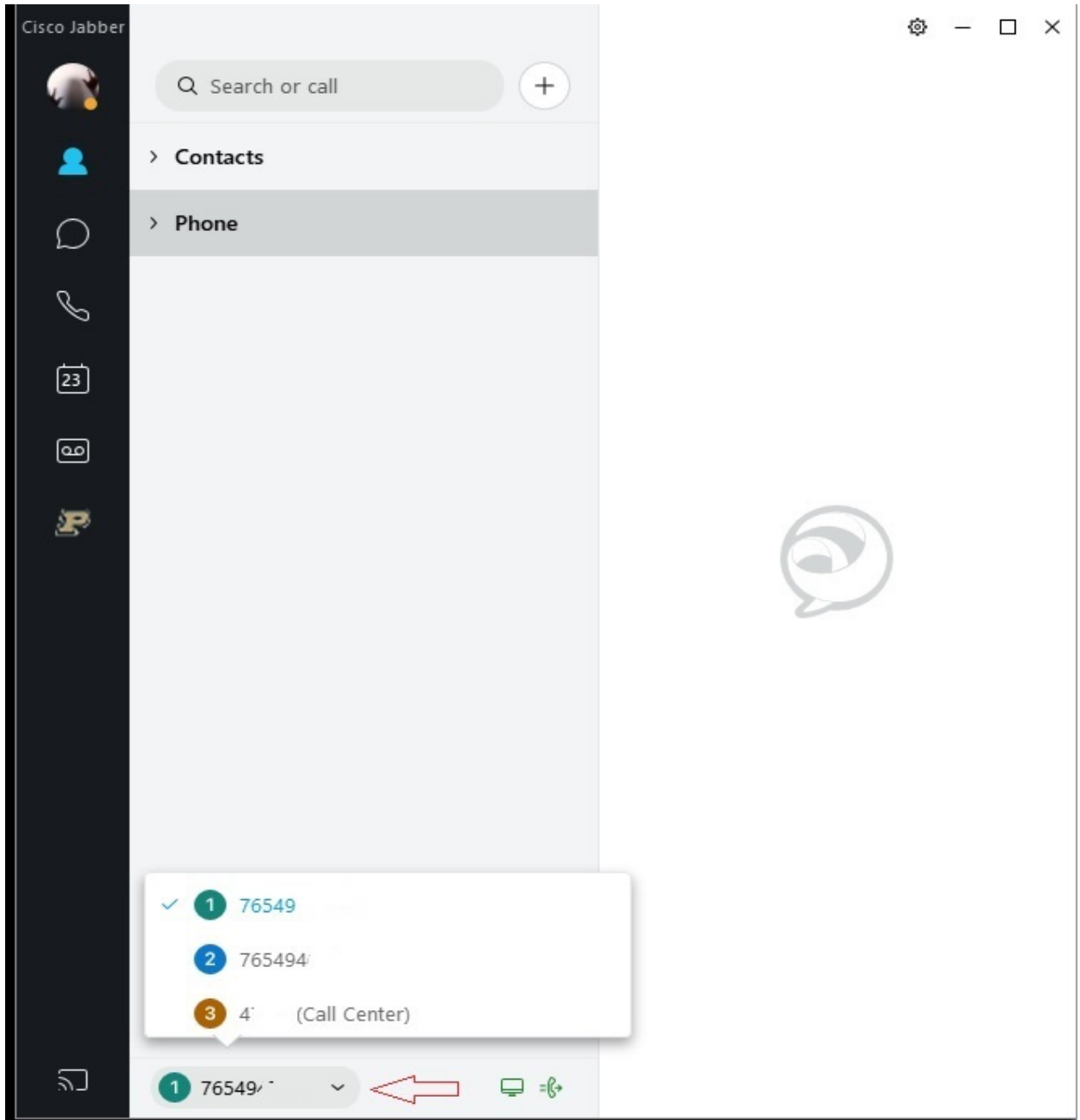
• Verify your headset is configured in Jabber by clicking the gear icon in the upper right, choosing settings, then choosing the audio tab. You should select your headset in the speaker and microphone box.


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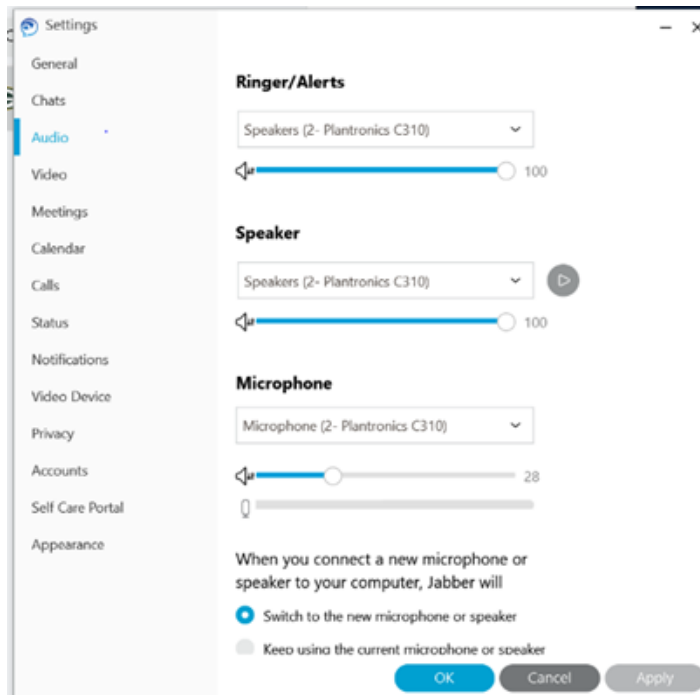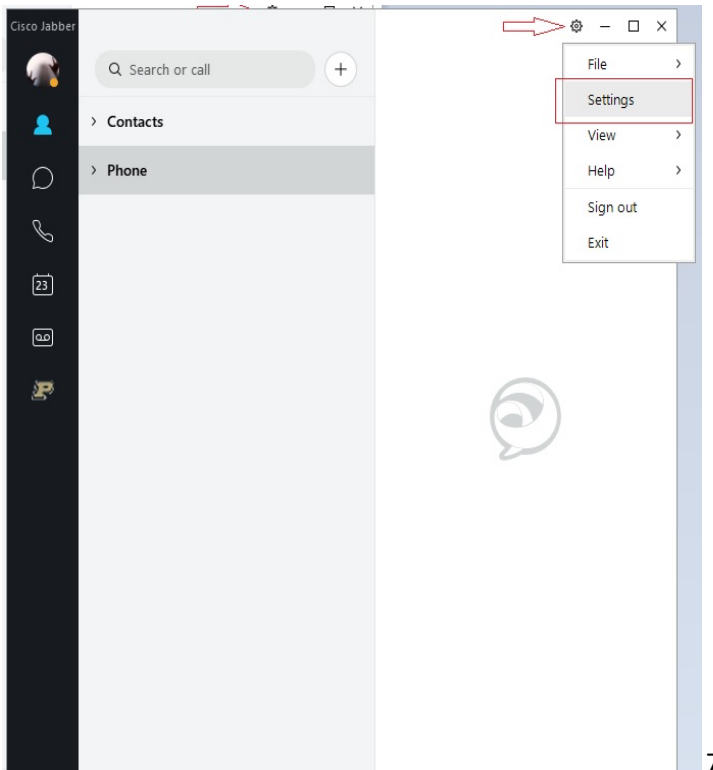
- After verifying your headset, please make a call from Jabber to cell phone or from your cell phone to your Jabber client to test your headset and audio. To place a call from Jabber, enter the number in the search bar exactly as you would dial from a campus phone and click the phone icon to dial.
    - 5-digit campus number
    - 7+(7digit local number)
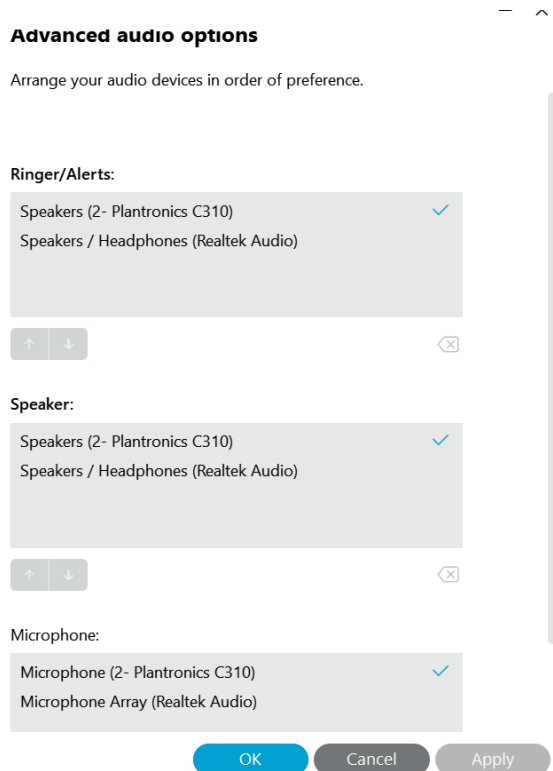   - 7+1+(10-digit long distance number)
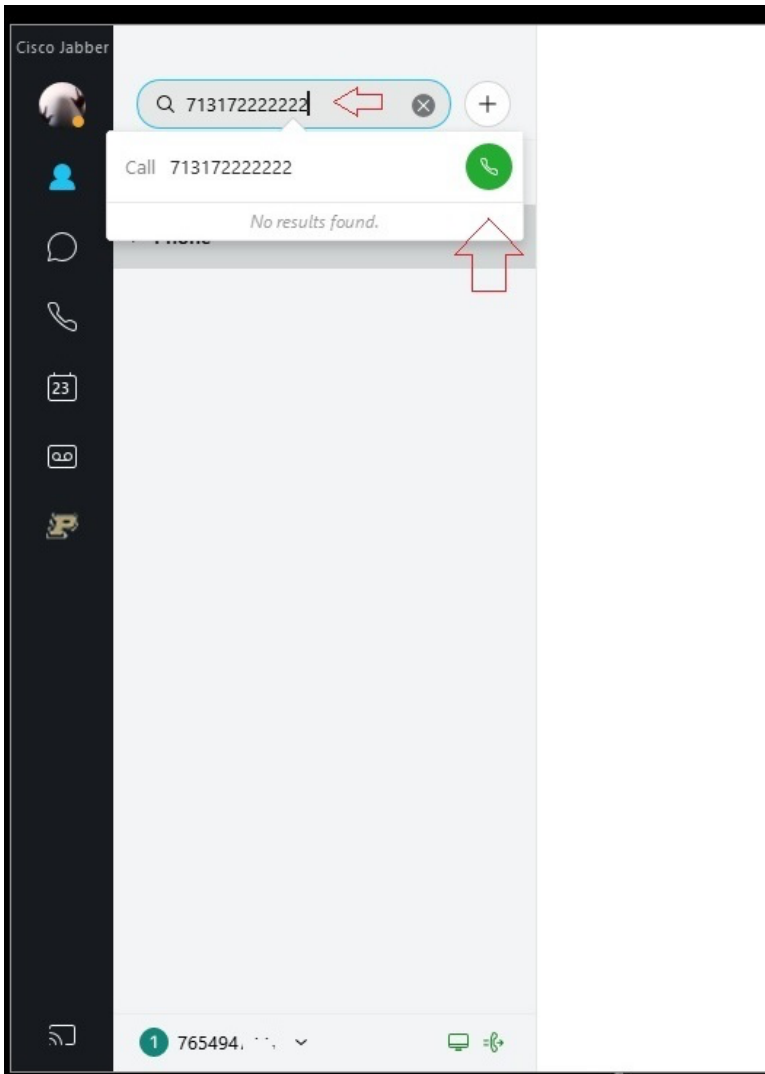
- Here are some additional tips if your headset is not working:

  Under settings (click on your initials on the left side of Jabber) click Audio and ensure that the correct headsets are selected:
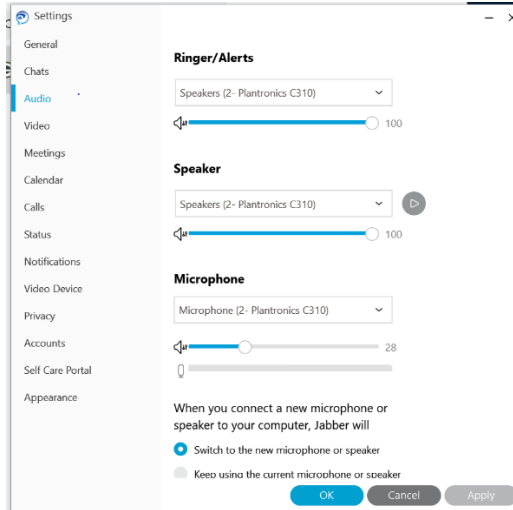

  Scroll down to "Advanced" and click to open

  Move your headset to the top of the priority list as shown below:


Troubleshooting Services:

You may not see phone and voicemail services connecting on the first sign in after install as configuration has been downloaded that may not immediately take effect. Service status can be verified in the help menu under Show Connection Status. If this occurs, click the gear icon, sign out, then sign in a second time.
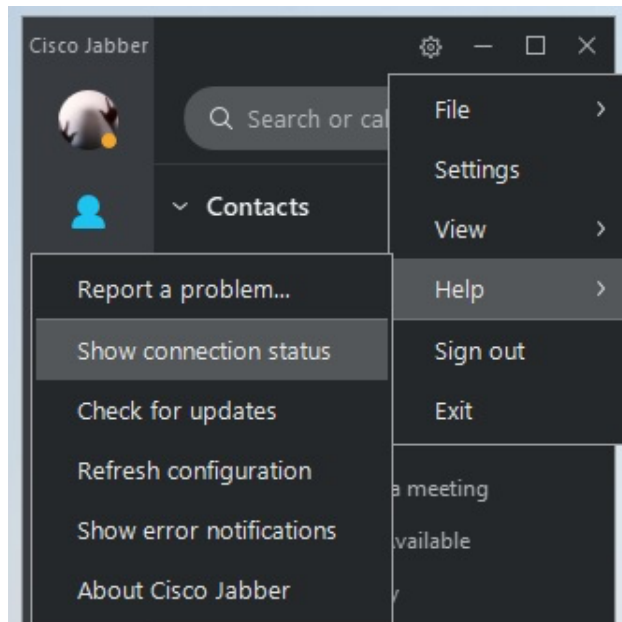
You can also try setting the Device for calls to none, then back to use computer.
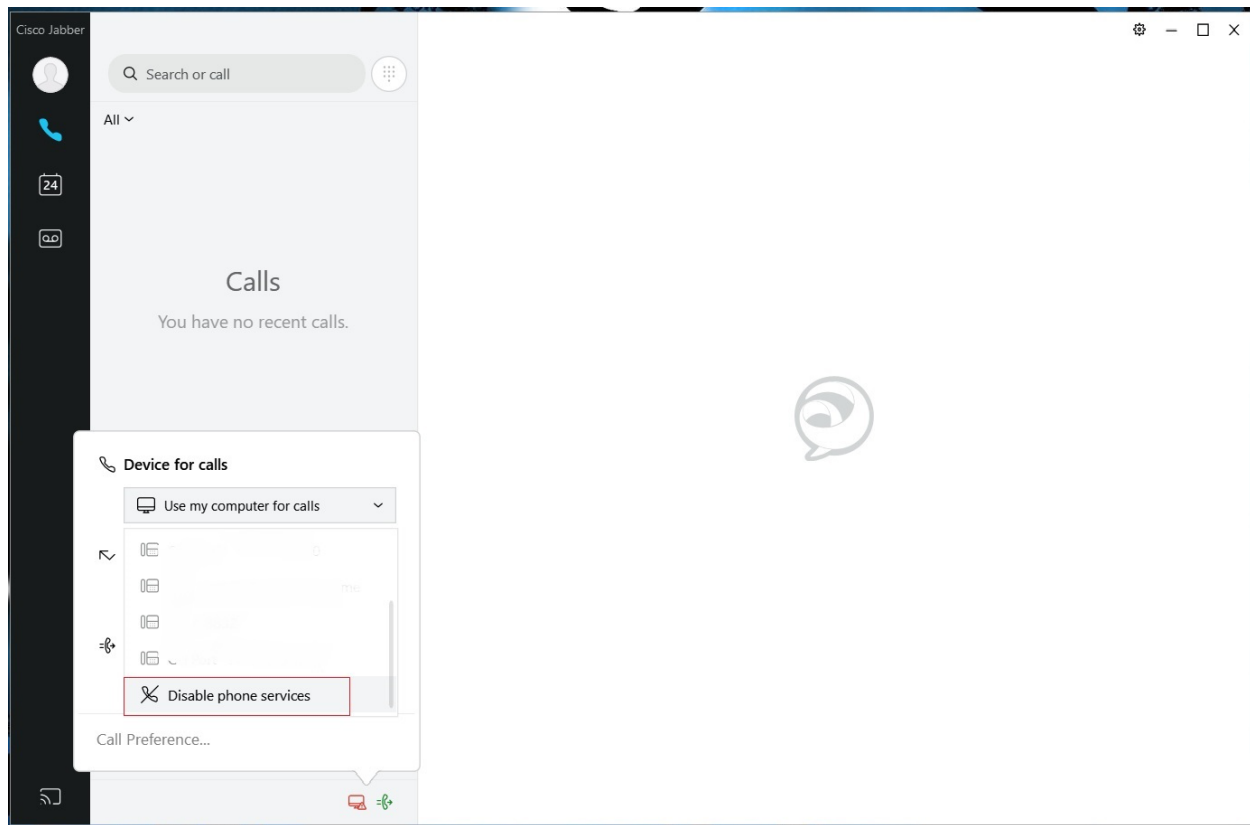
Finesse Tips (Call Center Agent):

Be sure that Device for Calls is set to "Use my computer". If Jabber is not registered in softphone mode, Finesse sign in will always fail.

Once you have all of this set up and properly running, launch Cisco Finesse on your local workstation, and log in as you normally would.

Order of log in:
- Log in to your computer
- Log in to webvpn2.purdue.edu via Cisco AnyConnect VPN client (if working remote)
- Log into Jabber. Place in softphone mode.
- Log into Finesse using your normal agent log in.