FROM THE IT DEPARTMENT

Interdepartment Memo

To: NOCCCD District Services staff

Subj: FAQs - Jabber and Desk Phones (Anaheim)

Date: December 29, 2022

CC: Educational Services

All district sites are upgrading to Cisco phone system as part of our district-wide network upgrade. The phone upgrade will be completed Summer of 2022. For the Anaheim site, the Cisco "softphone", Jabber, has been activated for all employees, until the Avaya desk phones are replaced. This is a list of Frequently Asked Questions that our Helpdesk has received.

1. **Q. What can our old Avaya desk phone still do?**
    - A. *Use the Avaya desk phones for*
        - *Internal (5-digit) extensions (temporary)*
        - *911 calls. (To call Emergency, dial **9911**).*
2. **Q. What is the use for Jabber soft phone?**
    - A. *Jabber soft phone for*
        - *Incoming and Outgoing **internal** phone calls.*
        - *Incoming and Outgoing **external** phone calls.*
        - *Retrieving Voice mail messages.*
        - *Instant messaging.*
3. **Q. How can I tell if Jabber is running on my device?**

4. **Q. Why can't I hear through my headset (Jabber)?**
    - A. *After you log into Jabber, follow "Retain Audio Settings in Jabber" instructions to adjust audio.*
5. **Q. Why am I getting "certificate error" message from Jabber?**
    - A. *Sign Out Jabber, Reset Jabber, Log into Jabber again.*
6. **Q. Why did my call go straight to voice mail?**
    - A. *If you are not logged into Jabber on any device, your calls will automatically be routed to voice mail.*
7. **Q. Can I change voicemail PIN in Jabber?**
    - A. *Yes. Follow "Changing Voicemail PIN in Jabber" document.*
8. **Q. Can I setup voicemail in Jabber?**
    - A. *Yes. Follow "Jabber Voicemail Settings" document.*
9. **Q. Can I go back to the old system?**
    - A. *No. The Avaya phones are end-of-life.*
10. **Q. Where can I find more information about using Jabber and the Cisco phones?**
    - A. *You can find more information on Jabber settings at*
        - *Documents:* NOCCCD | Training & Training Materials under Phones
        - *Video: https://youtu.be/L6thiztxzAs*

If you have any questions or issues regarding Jabber or desk phones, please submit a ticket through our Helpdesk at (**ishelpdesk@nocccd.edu**) or call **(714) 808-4849**.