

## ***Harvard Phone Jabber Soft Phone Service Description***

### **Harvard Phone**

Harvard Phone is the University's new telephone service designed to help you communicate and collaborate more efficiently. Harvard Phone:

- Delivers a common set of communication and collaboration tools for use across the University that support the way we work today
- Empowers users to update and change phone features anytime, anywhere through self-service portals
- Directs calls to reach you where are, not just at your desk



### **Harvard Phone Jabber Softphone**

Jabber Soft Phone is an advanced feature of Harvard Phone service. Jabber is a soft phone application that turns your computing device such as a laptop, tablet, iPhone or Android smartphone into your Harvard telephone. The Jabber client is downloaded onto the device, authenticates with HarvardKey and allows incoming and outgoing calls to and from your Harvard telephone number on that device. When placing calls from Jabber on your computing device, your Harvard telephone number is displayed as the caller ID (not your cell phone number). Jabber also lets you listen to and manage your voicemail messages, chat with colleagues and engage in video and desktop sharing sessions.

Jabber soft phone is available at no additional service charge to users with the Harvard Phone Office, Call Coverage, Conferencing or Soft Phone Only service packages.

Common use cases for Jabber include work from home, work number on a personal cell phone, and general support for mobility.

Please see Additional Information on the Use of Jabber Soft Phone, below for more details.

#### ***For additional information visit:***

[phone.harvard.edu/user-guides-mobile-phones-and-tablets](http://phone.harvard.edu/user-guides-mobile-phones-and-tablets) for Jabber download instructions.

[phone.harvard.edu/user-guides-0](http://phone.harvard.edu/user-guides-0) for Jabber Quick Reference Guides.

[phone.harvard.edu/accessories-harvard-phone](http://phone.harvard.edu/accessories-harvard-phone) for information on headsets for use with Jabber.

[phone.harvard.edu/self-service](http://phone.harvard.edu/self-service) to access the Harvard Phone User Account Portal.

[phone.harvard.edu](http://phone.harvard.edu) for more information on Harvard Phone services.

Contact your local support help desk to report a problem with Jabber.

## Jabber Soft Phone Features

Features
Support on iPhone, Android smartphone, MAC and Windows laptops/desktops, iPad, Windows Tablet (up to 4 devices)
Incoming and outgoing calls from your Harvard telephone number
Support for Harvard dial plan, and 5 digit dialing
HarvardKey authentication
Access and management of Voicemail box and messages
Ad Hoc Conference Calling (Up to 4 Participants)
Call hold and transfer
Integrated Harvard directory
Click to call through directory/contacts
Textual Chat (IM)
Presence/Availability status
Recent call history
Calendar integration with Exchange and Google
Desktop video
Desktop share
Join Telepresence meetings through Jabber
Join WebEx meetings through Jabber
SIP URI dialing

## **Additional Information on the Use of Jabber Soft Phone**

Please note the following important information on the use of the Jabber client:

- **HarvardKey is required** for authentication and log in to Jabber services. If you have not yet claimed your Harvard Key, please do so at [iam.harvard.edu](http://iam.harvard.edu).
- **To download the Jabber Client** visit <http://phone.harvard.edu/user-guides-mobile-phones-and-tablets> for instructions.
- **For Android smartphones**, a call to your local help desk is required to configure the device for use with Jabber. All other devices will be automatically configured for use with Jabber, assuming they are part of the Office, Call Coverage, Conferencing or Soft Phone Only service packages. The Basic service package does not support Jabber.

- **Incoming calls** to your Harvard telephone number will always ring all of your Jabber devices (and desk phone if you have one), simultaneously. The call completes when you answer the call from one of your devices. You can silence the ringer on any Jabber device, put yourself in “do not disturb mode” or sign out of the client, to silence the Jabber ring.
- **911 Emergency dialing** is not supported on Jabber Soft phone services. Please use a land line or cell phone to dial 911.
- **Jabber Dial Plan:** Calls from the Jabber client must be in one of the following Harvard dial plan formats:
  - 5 digits (internal Harvard calls only)
  - 9 +1 and 10 digits
  - +1 and 10 digits
- **Jabber phone calls utilize the data network.** We recommend using Wi-Fi networks where available. Voice calls over carrier cellular plans utilize the data channel and can increase the cost of your data plan depending on the type of data plan you have. Unlimited data plans are not affected by Jabber calls, but metered plans are. There are ways to eliminate or mitigate the cost of Jabber calls over carrier cellular data networks:
  - You can prevent the Jabber client from ever using the cellular data network for voice calls by not allowing Jabber to use the cellular data network. Both iPhone and Android devices have this option. From your smartphone device, go to settings, then scroll down to the Jabber application. Under “allow Jabber to access” – turn off the “Cellular Data” capability.
  - We recommend that you use Wi-Fi for Jabber calls as the first network of choice for your smartphone Jabber calling. Jabber is available for use on Harvard Wi-Fi networks named “Harvard University” and “Harvard Secure”. Jabber use is NOT supported on the “Harvard Guest” Wi-Fi network. Generally, Jabber is available for use on most public Wi-Fi networks (Starbucks and other retail establishments as examples).
- **The quality of Jabber calls is highly dependent on the quality of the underlying data network.** We recommend using hardwired data connections where available, then using Harvard campus Wi-Fi connections, then last, using carrier cellular data networks. We have noticed particularly with cellular data networks, if the signal strength is low (2 bars or less), the quality of the Jabber calls suffer. Users may also opt to use the chat (instant messaging function) of Jabber in poor network areas, or email.

- **Jabber and desktop video:** Jabber calls do support video. Note that video sessions take up extra bandwidth on calls, so the underlying data network must be robust and signal strength strong. Desktop video sessions on smartphones may experience poorer quality depending on the quality of the network at the time of the call.
  - Note that you must have a camera either external or internal to your computing device to engage in a video call. Be sure the sound is turned on and turned up on your computing device and the camera is plugged in and adjusted correctly for a portrait view.
  - To place a video call, start a call, once connected, hit the Green tab on the top right corner of the screen labeled “Start my Video”.
  
- **Headsets:** Headsets for use with your Jabber computing devices is recommended, particularly in open office areas or where privacy is required. There is a list of recommended headsets for use with the Jabber client posted on the Harvard Phone website. These devices can be ordered through HCOM and have Harvard discounted prices. <http://phone.harvard.edu/accessories-harvard-phone>.
  
- **Jabber and Simultaneous Ring:** Note that Simultaneous Ring (SR) is a separate feature of the Harvard Phone system and should not be used with Jabber devices (it conflicts with the use of Jabber). SR is a feature that is used to simultaneously ring non-Harvard Phone devices when your primary Harvard Phone telephone number is called. Use cases for this include if you are working from home for a day and would like your home phone to ring when someone calls your Harvard phone number. Or, if you are part of a support group that would like a bank of cell phones to ring when a main telephone number is called. Simultaneous Ring is a feature that is configured from Your Harvard Phone Account, accessed from a web portal [phone.harvard.edu/self-service](http://phone.harvard.edu/self-service). Authentication is via HarvardKey.

