

## A. Quick-Start Guide

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### 1. What is Jabber Voice?

Jabber Voice (Jabber) is a Softphone client that allows you to make calls via your computer on your Partners phone line. It is meant for mobile users so they can work connected when a Partners physical phone is not present. Jabber is meant to increase mobility, security, and unity for mobile workers both at Partners locations and beyond. Please note that Jabber is meant for softphone and point to point video calls only. All other features are unavailable for the Partners Jabber Voice Client. If you have any questions, please refer to our documentation or open a Service-Now ticket.

### 2. How do I update my phone number?

The Partners Phone Directory (PPD) has capabilities to customize your personal information that is available for others to view. This UI also provides the option to select and receive broadcast messages from a particular hospital or Partners entity.

Your personal PPD data currently includes the following data and can be modified in several ways:

1) If you have a phone entry, the link above will take you directly to your personal PPD information. Here you can verify all your information and edit where necessary. To guarantee you receive Broadcast messages, make sure your Partners user name field below your name contains your Partners network logon id. If your id is missing, scroll down the page, select "Edit this entry" then click "Edit" next to your name and insert your id. This will link your entry and you will receive Broadcast messages.

2) If you do not have a PPD entry, send an email to the [PPD ListMaster](#) providing the following information:

Full Name: last name, first name

Partners User Name: network login ID Please do not send your password. Phone number:

Department Name:

Sub Department Name: (if available)

Institution: BWH, DFCI, MGH, NSMC, NWH, PCHI, PHS etc.

Any PPD related questions can also be sent directly to the Listmaster.

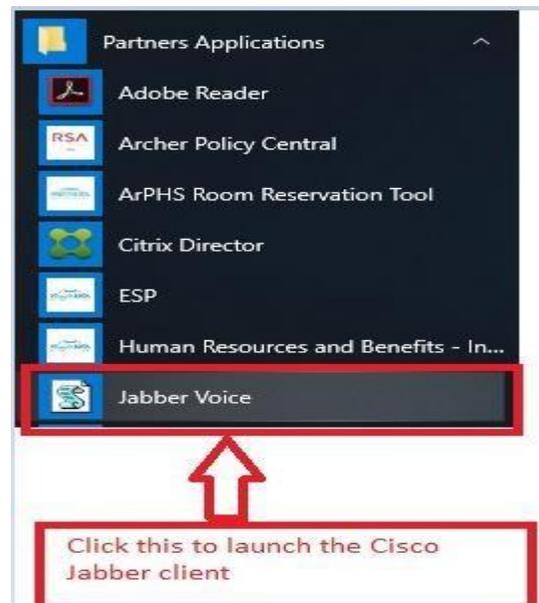
Please note, multiple phone numbers can be entered into PPD.

### 3. Initial Headset Configuration

A Plantronics headset and USB drive is required to use Jabber Voice. To configure your audio settings, plug your Plantronics USB Headset into one of the USB ports on your computer. It may take a few moments for the driver firmware to load onto the computer. Please follow the Headset Optimization Guide to configure your headset. Make certain the headset is plugged in **before** following the Headset Optimization Guide.

### 4. Launching Jabber for the first time

- Open your Partners Apps and launch Jabber via the “Jabber Voice” icon



### 5. I am getting a certificate validation pop-up, what do I do?

- Always click Accept if you receive any certificate validation pop-ups in Jabber. The Jabber client will not function if you Decline them.

- For more information, please review our Jabber FAQ document in the Service-Now Knowledgebase



## 6. Logging into Jabber

- If you are prompted with a single text box and a "Continue" button, enter your Partners User ID followed by "@Partners.org"
- If you are not prompted with such a window, skip to the next step.



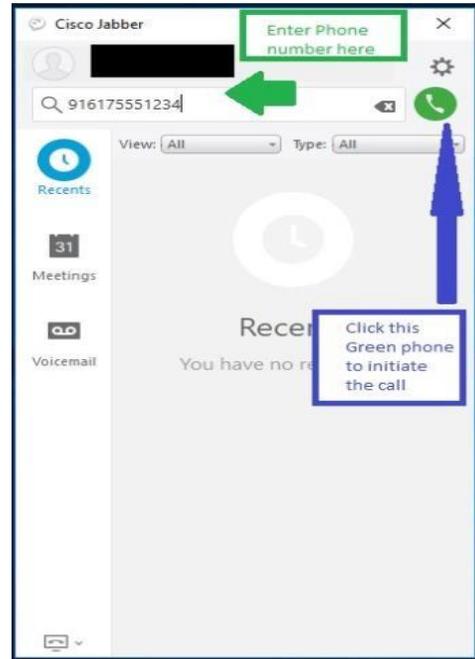
- If you are **on the Partners Network** or VPN, enter your Partners network User ID and password in the login window.
- If you are **not on the Partners Network** or VPN, enter your Partners network **User ID followed by “@Partners.org”** and password in the login window.



## 7. How to place a Call

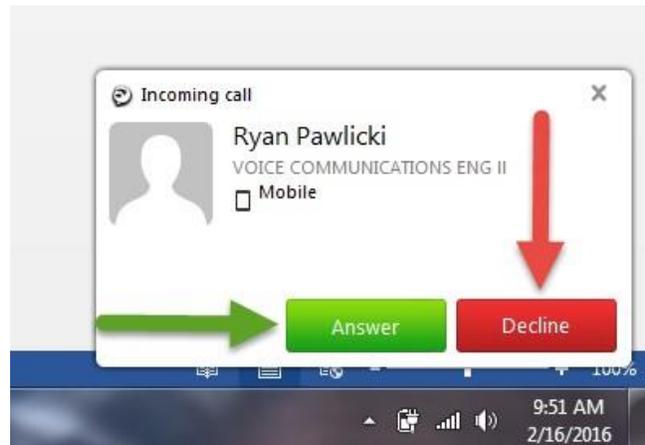
- Enter the phone number or name you wish to call in the “Search Box”
- Click the Green Phone Icon to initiate the call

- If you experience audio quality issues, please review our Headset Optimization Guide and Jabber FAQ in the Service-Now Knowledgebase



### 8. How to Answer a Call

- Use the Green Answer Button to accept the call.
- Use the Red Decline Button to Reject the Call
- If you would like to learn how to perform advanced call features, please review our Jabber FAQ document in the Service-Now Knowledgebase



### 9. Jabber Integrations

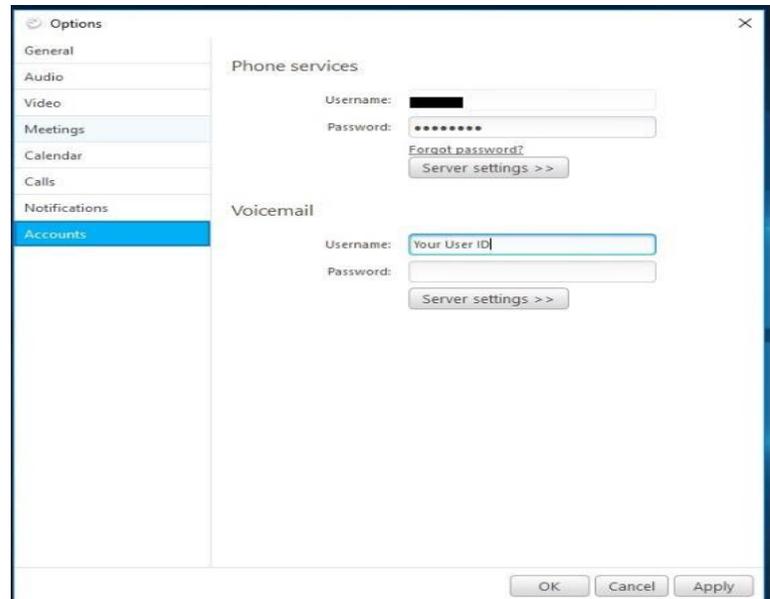
- **Voicemail**

Click the Gear icon above the Green Phone icon and go to Options.

- Click the Accounts Tab

Enter your Partners Network username and password in the Voicemail sections as shown in Figure 1.

**Figure 1**

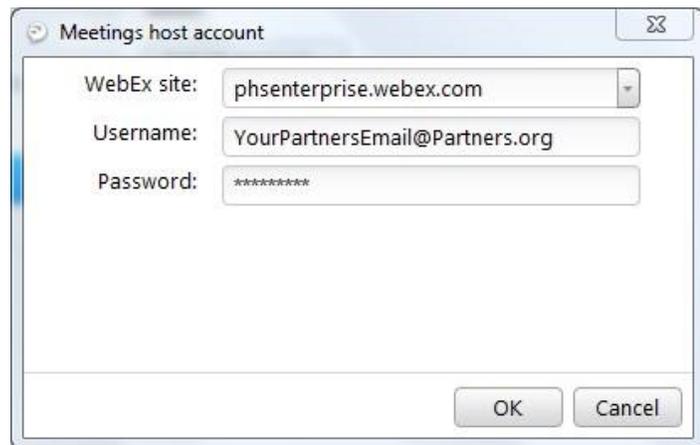


- **WebEx (Optional)**

- Click the Gear icon above the Green Phone icon and go to Options.
- Go to the Meetings Tab and click the "Set up Account..." button.

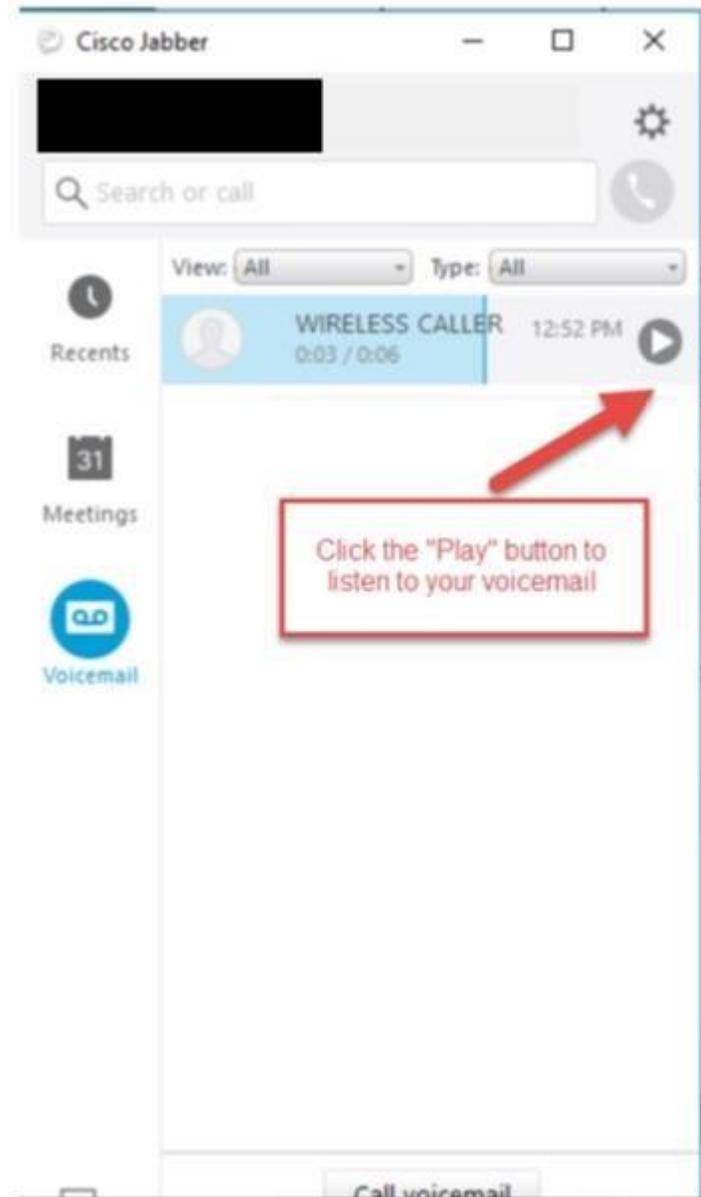
Enter "phsenterprise.webex.com" in the WebEx Site field and your WebEx username and password in their respective fields. See Figure 2 for an example.

**Figure 2**



### 10. How to Check your Voicemail

- Go to the "Voicemail" tab
- Click the "Play" button next to the voicemail you wish to listen to



**11. \*\*\*911 Disclaimer\*\*\***

If you make a 911 or other emergency call, you must **explicitly state your location**. Partners, MGH and BWH Security, and local emergency services are unable to determine your location automatically or remotely via Caller ID or other methods.

**12. Have any Questions?**

- a. Partners IS only supports Partners managed devices with a valid Partners Image. Please understand that all smartphones, tablets, iMac, Apple and Android devices have limited support from Partners IS.
- b. Partners IS only supports the PHS provided Plantronics USB headset. All other headsets and audio peripherals have limited support from Partners IS.
- c. All Jabber related requests should be logged via a ServiceNow Request ticket.
- d. All Jabber related support issues should be logged via a ServiceNow Incident ticket.
- e. All Jabber ServiceNow tickets should be assigned to the onsite desktop support tech's ServiceNow assignment group.
- f. The associated techs assignment group will determine if it is a PC/Device/Headset issue and troubleshoot accordingly.
- g. If it is determined by the tech's group that it is a Jabber application issue the ticket will be re-assigned to the appropriate telecom – mgh or telecom – bwh assignment group.
- h. The telecom assignment group will troubleshoot and resolve the Jabber application issue.
- i. [Click here](#) to open a Service Desk ticket online

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