

VOIP

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Welcome to VoIP

You will soon receive a new Cisco phone, which will bring some changes and enhancements to your phone service. The phone is a VoIP model (for "Voice over Internet Protocol"), and the service includes a "softphone" capability via Jabber Client.

What Is VoIP?

VoIP is a category of hardware and software that uses the Internet, instead of traditional phone lines, to send phone calls ("voice data") in packets using IP. In terms of user experience, your new VoIP phone works much like your present phone. One immediate change you might notice is that phone calls should sound clearer.

What is a softphone?

A "softphone" is software that allows you make telephone calls over the Internet via a computer, instead of via a phone set.

Using the Jabber Client softphone feature will let you do several tasks from your computer, such as send instant messages, share your availability via your Outlook calendar, share your desktop, make calls from your computer using a headset, manage your voicemails, and more. Here's a list of features:

- Instant messaging
- Presence (this feature tells you if someone is currently available or not)
- Access to your voicemail
- Jabber mobile application
- Individual/ Group chat
- Video calling
- Chat history
- Desktop screen sharing
- Ability to send screen shots
- Emoticons



New Phone

offers full-featured VoIP with wide-band audio and enhanced acoustics designed for a better user experience.

You can expect a mix of fixed buttons and softkeys to supply necessary feature access.



Voicemail

provides flexible message access and delivery format options, including support for notification via e-mail.

In addition to the traditional method of dialing-in to access voicemails, you can also view messages through a web portal.



Portals

allow users to customize and control phone features and settings, such as speed dials, ring settings, and call history.

You can also manage voice messages and any voice message receipts you receive.



Jabber

is a software client that resides on your computer and/or smartphone. It functions as a phone and lets you access presence, instant messaging (IM), voice, video, voicemail, and conferencing functions.

For additional information visit:

<http://cr.ucdavis.edu/myphone>