

# Softphone - an overview

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## FAQ-Artikel-Ausdruck

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### Schlüsselwörter

Cisco Jabber Softphone VoIP WebEx telephone

### Lösung (öffentlich)

Softphone at the TU Dresden

On 20.02.2024, the Extended Rectorate adopted the basic decision to introduce softphones as the standard telephone at TU Dresden. All personalizable telephones are to be replaced by softphones. Exceptions are non-personalizable connections (laboratory, technical, teaching, consultation room, etc.), accessibility and desk phones, the financing of which is secured by the institutions themselves. The Rectorate has also decided to precede the mandatory introduction with a pilot phase until Q3/2024 and to evaluate this at the end of 2024 and make any necessary adjustments.

#### Definition

The softphone is an application (program) to be installed on a PC or smartphone and enables calls to be made with the business telephone number from the devices mentioned (e.g. also in mobile work). The entire range of desk phone functions (call forwarding, voicemail, call transfer, three-party conference, team calls, etc.) can be mapped on the softphone. The softphone is therefore a fully-fledged replacement for the desk phone. A softphone and the corresponding TU telephone number is always linked to a ZIH login, which is also used to log in to the application. A headset is required for the softphone on the workstation PC, just like for video conferences with BigBlueButton or Zoom. The softphone is available for all common operating systems in a supported variant, Cisco WebEx. The use of Cisco Jabber is no longer recommended; existing users are also asked to switch from Cisco Jabber to Cisco WebEx.

There is a series of FAQ articles for the softphone:

#### General FAQs

- [1]Information on data usage
- [2]Using Cisco Softphone on a smartphone
- [3]data network quality when using the softphone
- [4]Software downloads Cisco WebEx
- [5]Accessibility support for telephones
- [6]Phone number format for contacts in the address book
- [7]How many devices can I use the soft client on?
- [8]Headsets for Phones
- [9]Alternative to headsets
- [10]Can I hear the phone ringing when the headset is plugged into the PC?
- [11]Where does a call ring if several devices (PC, smartphone) are active?
- [12]second call with softphone
- [13]Call list in Softphone when workstation PC is switched off
- [14]Use of contacts (company directory and own contacts)

#### Cisco WebEx

- [15]WebEx support scope
- [16]First login to WebEx (Windows)
- [17]Answering and starting calls
- [18]Transferring calls
- [19]Starting a conference call
- [20]Holding a call and switching between two calls
- [21]Signing out or exiting
- [22]Muting notifications (Do not disturb)
- [23]Forwarding calls
- [24]Availability, status and profile
- [25]Configuring audio input and output devices
- [26]Using voicemail (answering machine)
- [27]Using Hunt Group
- [28]Notes for using WebEx on Linux systems

#### Notes for administrators

- [29]Software downloads Cisco WebEx
- [30]Firewall Port Enabling
- [31]Notes for using WebEx on Linux systems

- [1] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1111>
- [2] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=934>
- [3] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1052>
- [4] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1057>
- [5] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1059>
- [6] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1070>
- [7] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1072>
- [8] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=632>

[9] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1074>  
[10] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1076>  
[11] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1078>  
[12] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1080>  
[13] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1089>  
[14] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1091>  
[15] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1084>  
[16] <https://faq.tickets.tu-dresden.de/v/ItemID=1125>  
[17] <https://faq.tickets.tu-dresden.de/v/ItemID=1126>  
[18] <https://faq.tickets.tu-dresden.de/v/ItemID=1129>  
[19] <https://faq.tickets.tu-dresden.de/v/ItemID=1131>  
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[23] <https://faq.tickets.tu-dresden.de/v/ItemID=1139>  
[24] <https://faq.tickets.tu-dresden.de/v/ItemID=1140>  
[25] <https://faq.tickets.tu-dresden.de/v/ItemID=1143>  
[26] <https://faq.tickets.tu-dresden.de/v/ItemID=1144>  
[27] <http://faq.tickets.tu-dresden.de/v/ItemID=1148>  
[28] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1116>  
[29] <https://faq.tickets.tu-dresden.de/v/ItemID=1057>  
[30] <https://faq.tickets.tu-dresden.de/v/ItemID=824>  
[31] <https://faq.tickets.tu-dresden.de/v/ItemID=1116>