Jabber – IHS Mobile Telephony

Jabber combines the “classic” desk telephone with Internet telephony, hence making possible a virtual presence at your IHS desk phone. Via Jabber, you may use your IHS desk phone and phone number from anywhere in the world, turning your PC, tablet computer or smart phone into a remote control for your IHS desk phone. (Think of Skype combined with your IHS phone number.)

IHS calls can be made with your IHS phone number, even if you are not physically present in your office. Call forwarding is not necessary anymore.

Jabber is available to anyone with a personally assigned IHS desk phone. It comes pre-installed with your IHS PC. Supported platforms to install Jabber are Windows, Mac OSX, iOS and Android.

How it works

Prerequisite: PC or mobile device with Jabber installed and properly set up.

Scenario A

You are in home office and are getting incoming calls to your IHS phone number:

It is no longer necessary to set up call forwarding to your private phone if you are out of office and still need to be available.

Scenario B

You are abroad, making calls from your IHS phone number:

Attention: Any calls to destinations outside of IHS (mobile, national and international) will cause costs. Calls within IHS (IHS desk phones, other Jabber users or internal voicemail) are free.
Usage scenarios for Jabber

- At IHS, use your computer as a remote control for your IHS desk phone.

- While away (home office/abroad/...), you may make calls to other IHS phone numbers (extensions), causing no additional costs. Of course this works the opposite way, too.

- While away, you may receive incoming calls to your IHS phone number. Call forwarding is not necessary.

- You may also make calls to anywhere outside IHS. Whomever you call will see your IHS phone number as your caller ID and may return your call to your IHS phone number.

- Via the Jabber software you may perform many other tasks, such as viewing and filtering recent calls, search and organize contacts with all IHS contacts’ information at hand, setting up voicemail and call forwarding. Instant messaging usable with other IHS Jabber users is an additional productivity-enhancing feature.

Jabber on your IHS-PC

Configuration at IHS

Unless Jabber starts automatically, launch it via Start => Cisco Jabber => Cisco Jabber.

- Enter your IHS credentials:
  
  **User name:** <IHS username>
  
  **Password:** <IHS password>

- Choose whether to automatically sign in when Jabber starts or not.

- Click Sign In to finish the setup.
Jabber on your private PC or smart phone

Windows and Mac OSX users: Download and install program from [https://www.ihs.ac.at/it](https://www.ihs.ac.at/it), “Restricted Access”.

Android and iOS users: Send an activation request to hotline@ihs.ac.at, including the following information: device manufacturer, device type, Android or iOS.

**Configuration at home**

Enter your IHS credentials:

**User name:** <yourUserID>@ihs.ac.at (e.g. padalewski@ihs.ac.at)
**Password:** your IHS password

For example, Cisco Jabber setup for Android:

Settings are the same for all versions of Cisco Jabber software. The layout may differ from the screenshots.