



VoIP Soft Phone (Jabber) Guide

Installation

Please follow the instructions below to enable access to your EPCC number over VoIP on your personal device.

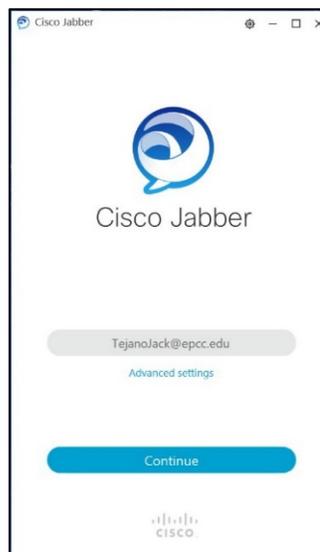
1. Visit the [Remote Toolkit](#) and download and install Soft Phone (Jabber) for your operating system.

Resources for Employees

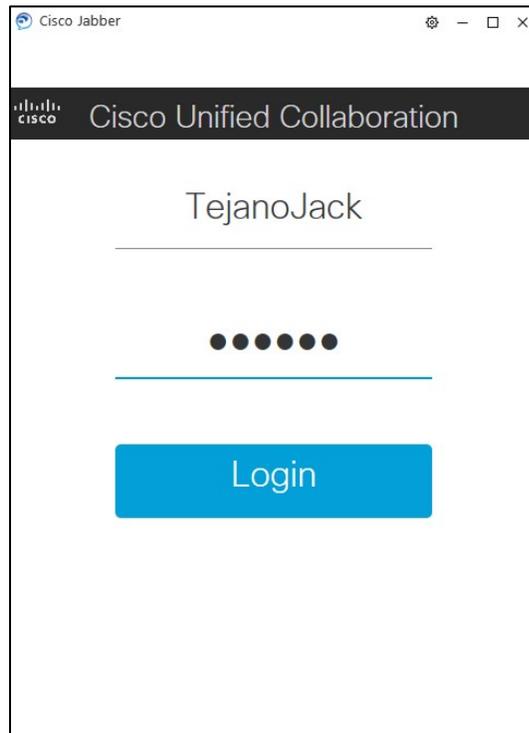
EPCC Account	+
MyEPCC	+
Microsoft Teams	+
OneDrive	+
Software	+
VPN (Virtual Private Network)	+
Remote Desktop	+
VoIP	-

- [Soft Phone \(Jabber\) for Windows](#)
- [Soft Phone \(Jabber\) for MacOS](#)
- [Call Forwarding Guide \(PDF\)](#)

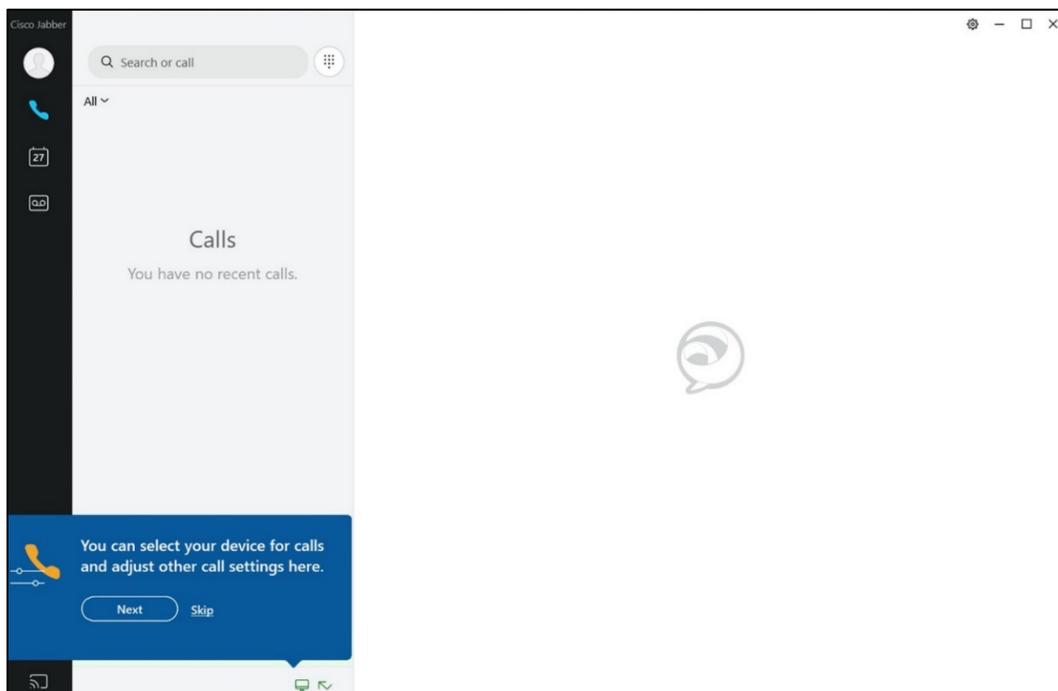
2. Open the application and when prompted, enter your EPCC email.



3. The application will prompt you to enter a Username (not email) and Password. Please use your EPCC credentials and click "Login".



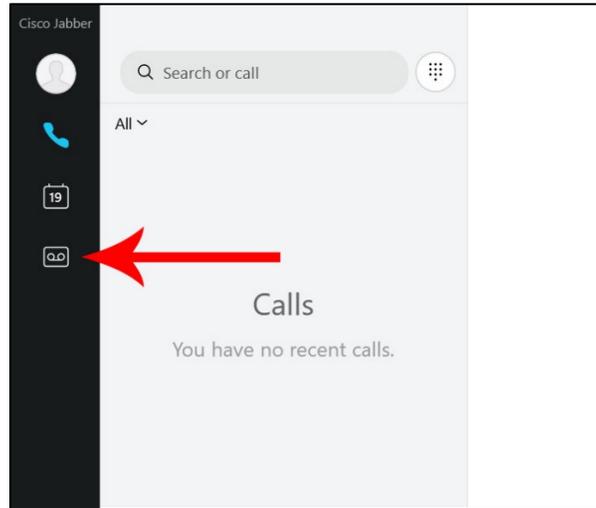
4. Once logged in, the application will run a small introduction. You can select your device for calls and adjust call settings in the lower left hand corner of the application using the green monitor icon.



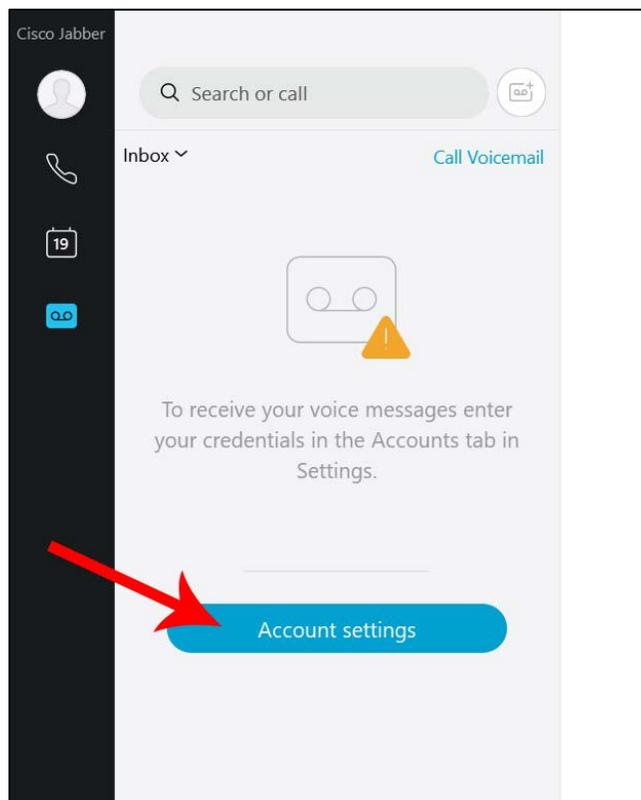
Setting Up Voicemail

To enable access to you EPCC Voicemail follow the steps below.

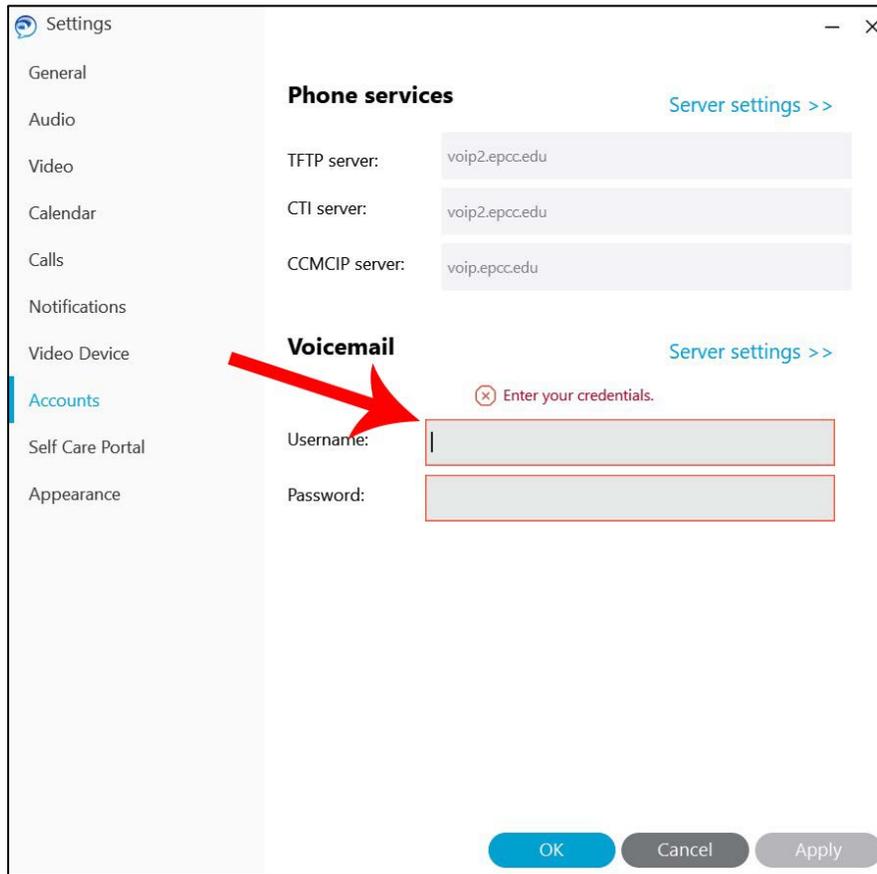
1. Click on the voicemail icon.



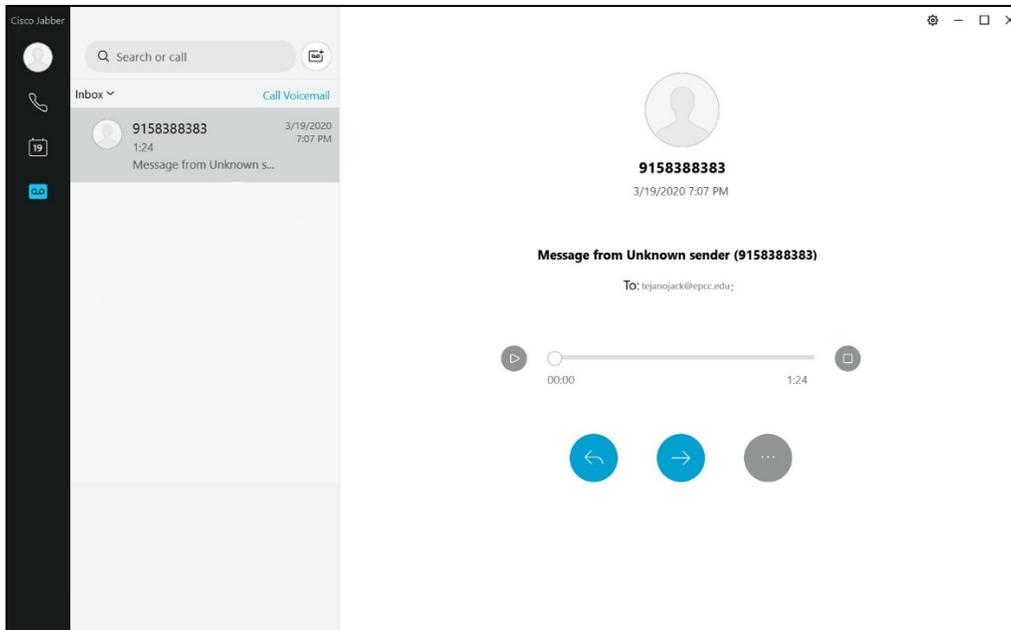
2. Click on Account Settings button.



3. Enter your EPCC Username and Password and click the OK button.



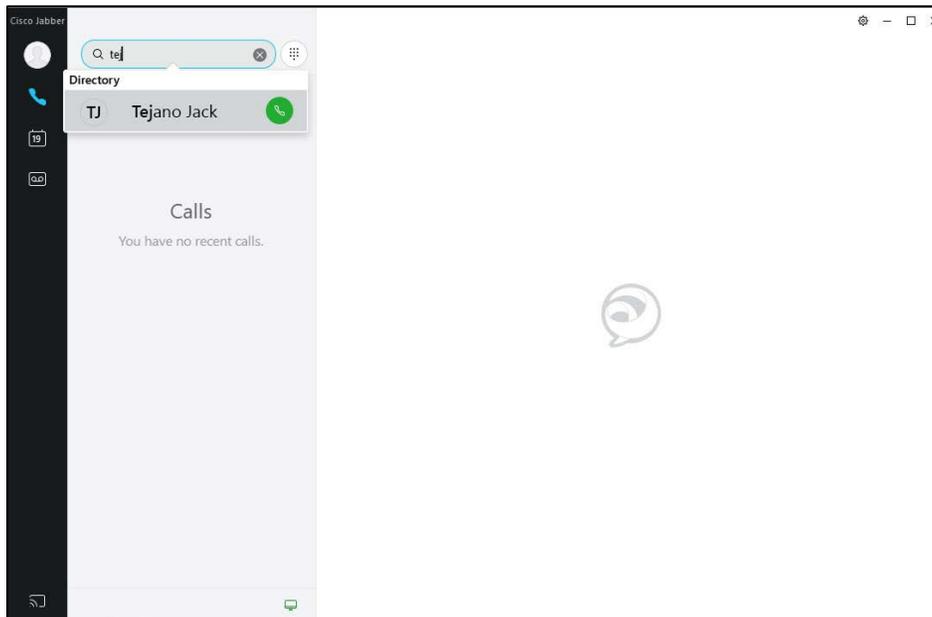
Your voicemails will now appear in the voicemail section of the app.



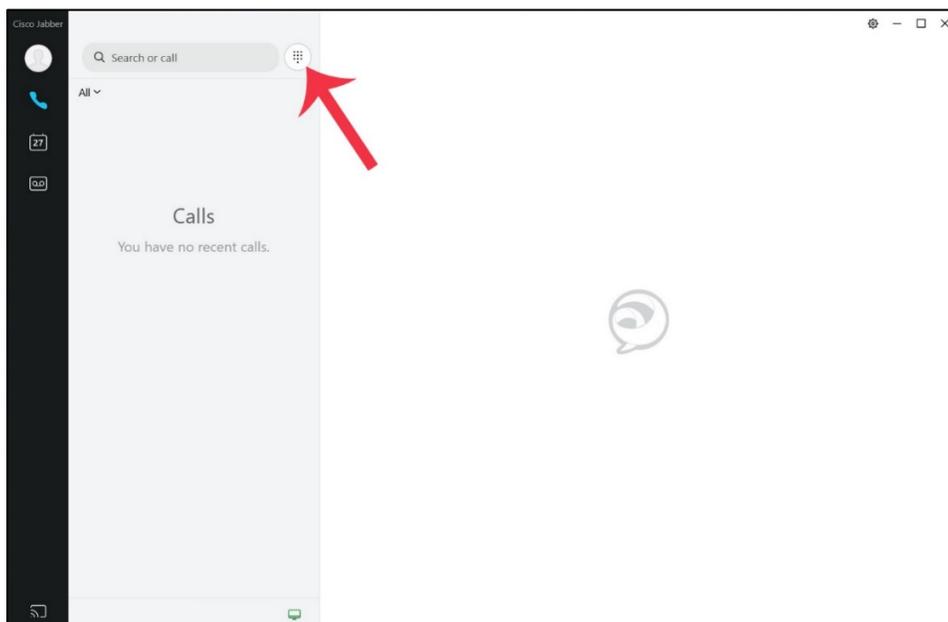
Making a Call

Calls can be made by looking up an individual in the directory or by dialing the number using the dial pad.

To make a call using the directory, type the person's name you wish to call in the search field, hover over the person's name with your mouse cursor, and click the call button.



To call a specific number using the dial pad, click the dial pad icon.



Enter your desired extension or number you wish to reach just as you would do if you were using a phone on campus and click on the green call button to begin your call.

