



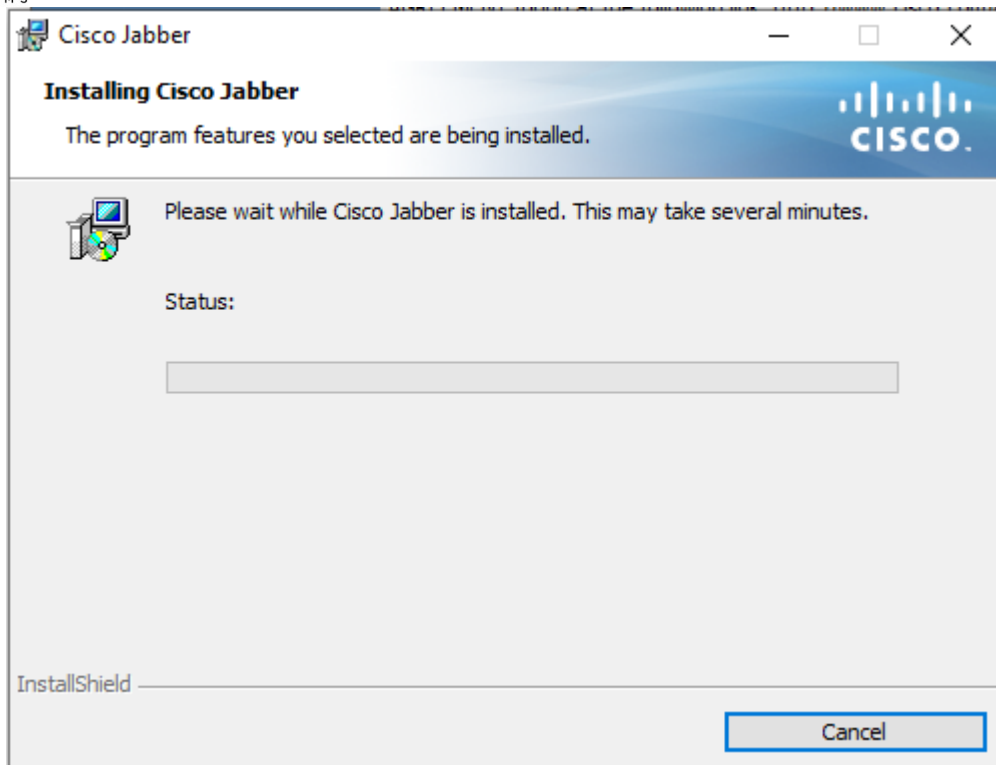
1. On Google Chrome (or favourite browser), visit <http://help.terra.systems/>.
2. Locate the option to download Cisco Jabber for Windows. Left-click on it to begin the download. A download bar will appear at the bottom, showing you have started the download. You can press left-click on it so that it will run after downloading.

*Note: For some users, another window may pop up asking where to save the file. Click on the Save button then follow the steps above.*

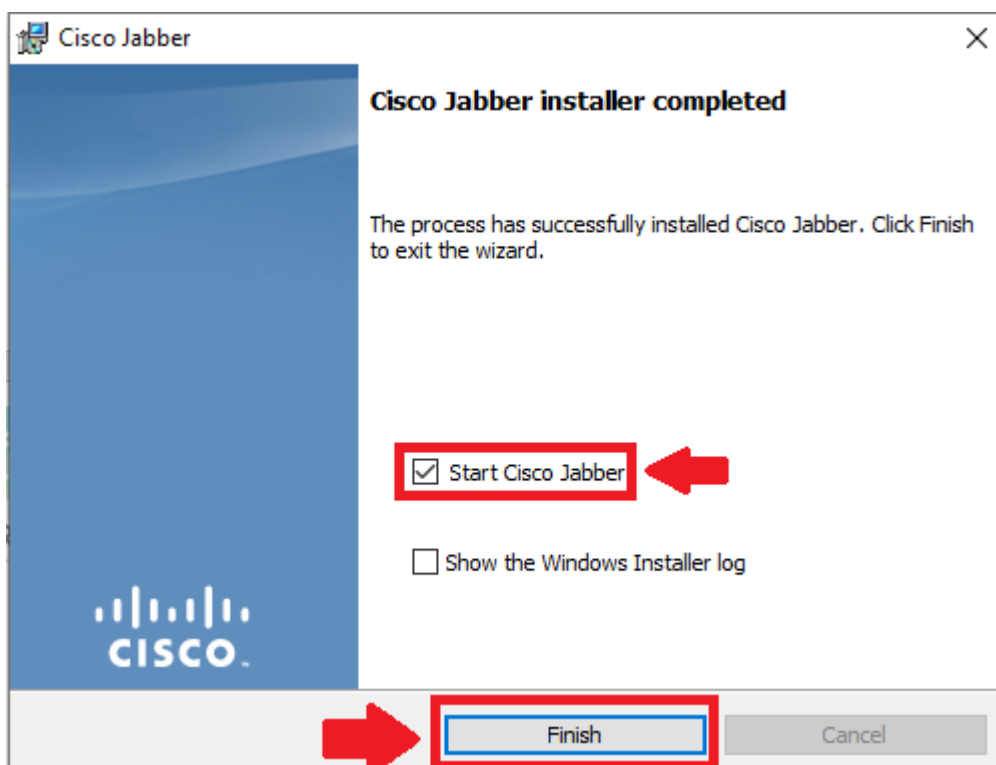
3. An installation window will appear for Cisco Jabber. To proceed, click on **Accept and Install**.



4. The installer will then immediately get to work on the installation. Please give it a few minutes to install.



5. Once the installation is complete, you will be given the option to Start Cisco Jabber. If you have been provided your login credentials, please ensure this option is ticked. Otherwise, you may untick it. Then, click on Finish to end the installation.

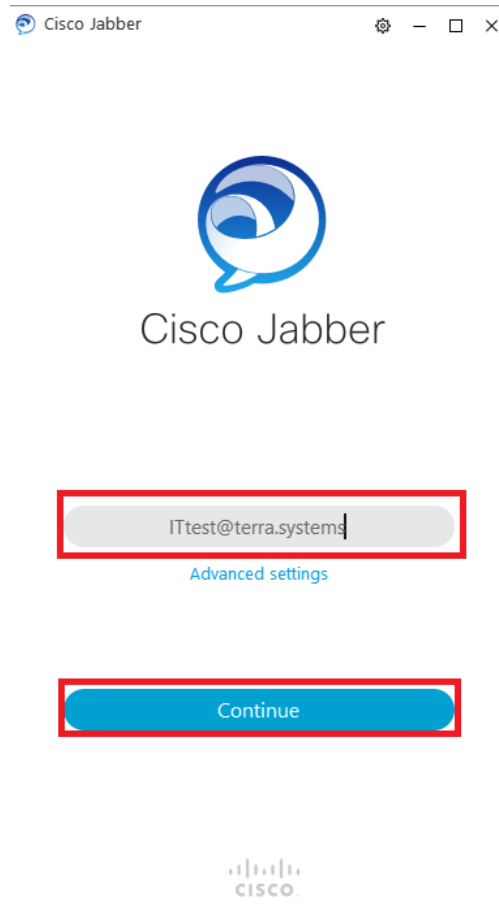




6. When the Cisco Jabber application opens, you can enter your credentials in. For the first screen, use the credential that contains the domain name @terra.system.

For example: 6999@terra.systems, or TRS.agent99@terra.systems

Then either **left-click on Continue** or press **Enter**.





7. You will then be brought to the next screen with 2 fields.

On the top field marked as ①, it should already have your login ID on it. It should always be the same as your earlier information **WITHOUT** @terra.systems.

For example: 6999@terra.systems, or TRS.agent99@terra.systems

If it still has the domain at the back, please delete accordingly.

On the bottom field marked as ②, enter your **password**, which should have been given to you already with the other credentials.

Once you are done entering both information, you can press **Enter** or click on **Sign In**, which is marked as ③.

Cisco Jabber

Enter your username and password for Phone Services

ITtest

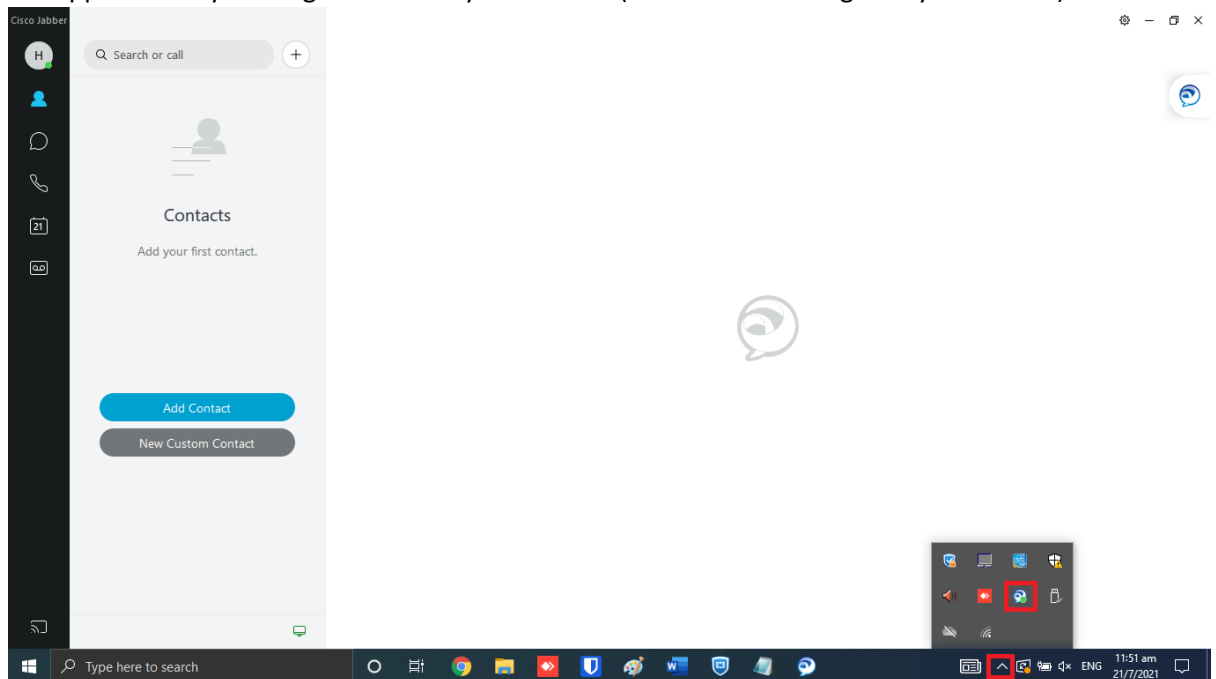
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Sign In

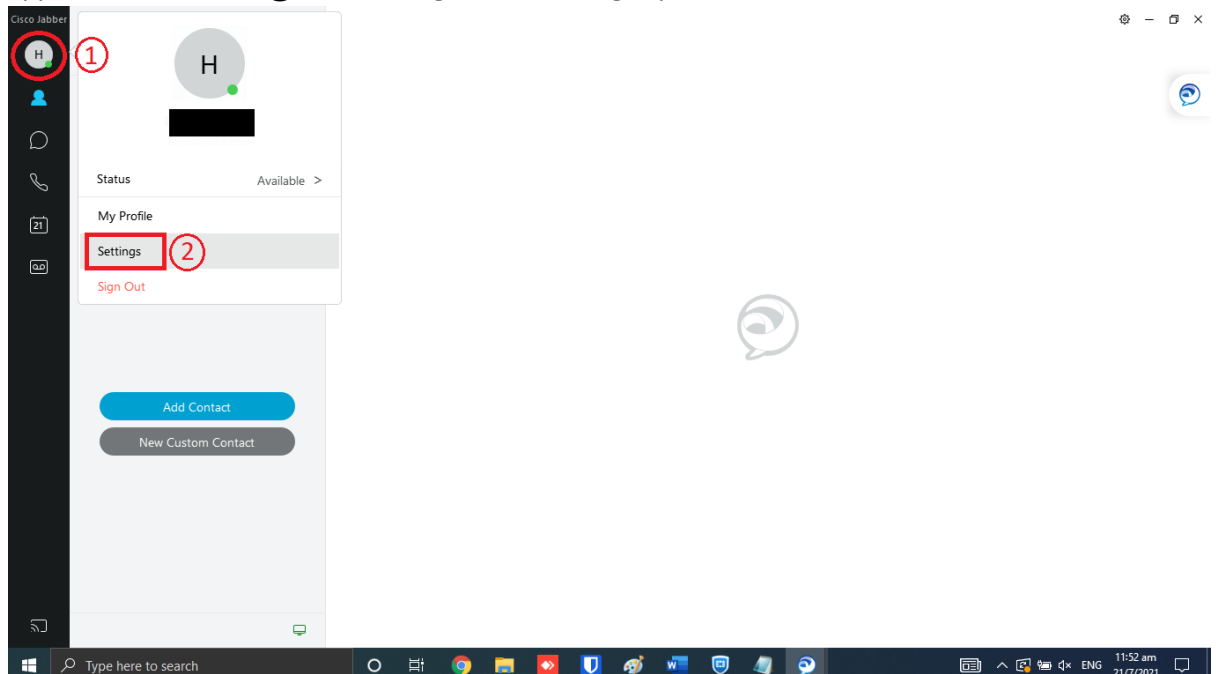
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8. If you are successful, you will be greeted to Jabber, similar to the picture below. You can also the application by clicking the icon on your toolbar (default: bottom right of your screen)

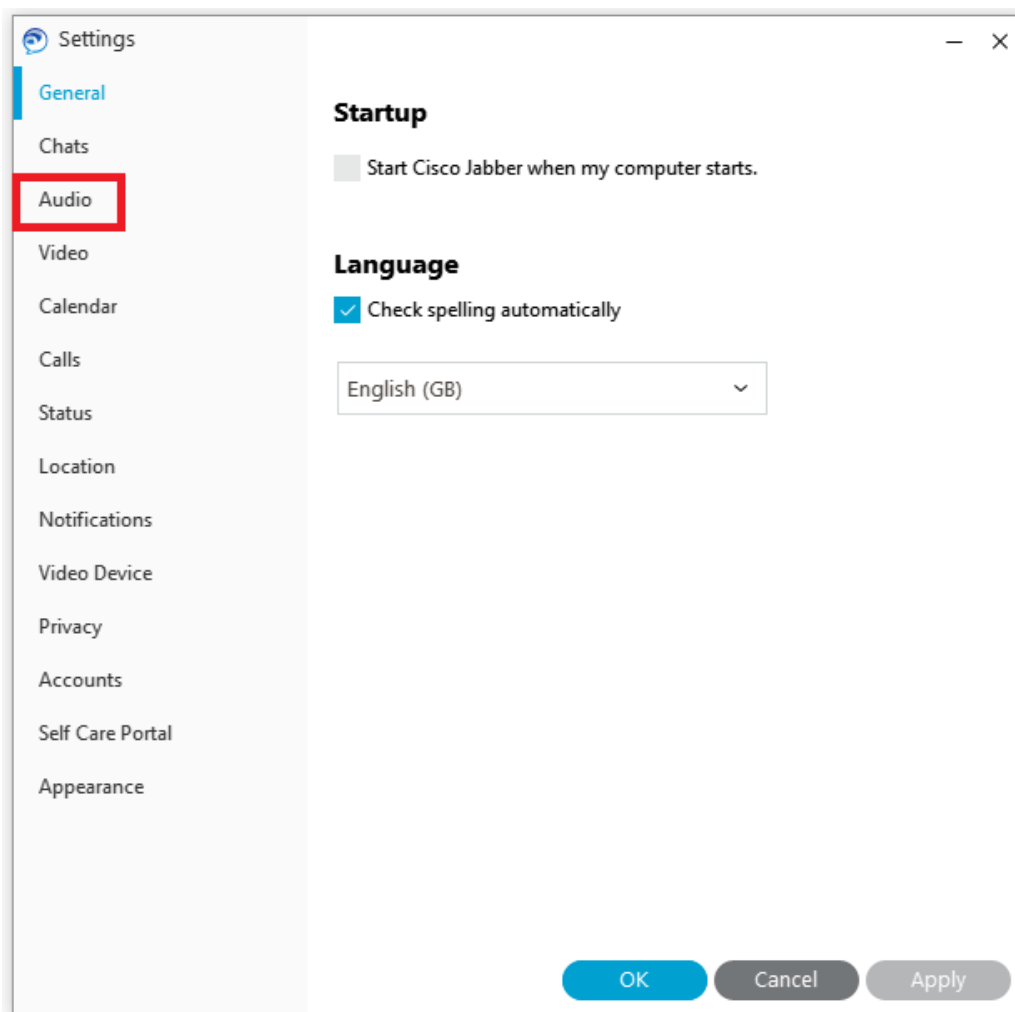


9. Check on your audio settings by ① left-clicking on your profile icon at the top left of the application and then ② left-clicking on the Settings option on the menu.





10. A popout menu will appear for your Settings. Click on the **Audio** tab.



11. On the Audio tab, ensure that the Speaker and Microphone are set to the device you are using. This will differ from user to user, so ensure that it is linked to your specific device (e.g. Logitech headset, Apple Earpods).

You can adjust the intensity of the volume using the slider below on a scale from 0-100. It is recommended that you keep your Microphone at 80-100 to ensure that the caller can hear you.

Once you are done checking your settings, click on **OK** to save the settings and return to the main page of the application.

