Enhance your experience with your Desk Phone

Automatic login/logout

Forget about login and logout from your Desk Phone, it can be done automatically whenever you login and logout from your computer.

Command your Desk Phone from your computer

You can simply copy-and-paste any phone number and click to call, no need to manually dial the number!

UNOG Directory, recent calls and contacts

You can as well start typing the name of the person you want to call, any match in your contacts, recent calls, or UNOG directory will be automatically displayed, just click on it and the number will be automatically dialed in your Desk Phone.

Software installation

Install the software using the Software Center, you can find the Software Center in the task bar as shown below.

Install TSSO and Jabber (shown here below) following the on-screen instructions of each one.
Once TSSO and Jabber are installed, please open TSSO, click on the search button of the task bar, type TSSO and click on the icon to open TSSO as shown below.

Wait about 30 seconds, Jabber will open automatically. Type your username and password (the ones you use for Windows when you turn-on your computer!)

You are ready to go!

If something went wrong, please contact our help desk by dialing 73333.
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Thank you for using the ICTS services, if you have questions or comments you can contact call 73333 or send a message to ineed-unog-icts@un.org.
Frequently Asked Questions

The software is using my computer to initiate calls, how can I use my Desk Phone instead?

Make sure to select “Use my desk phone for calls” as shown below

When exactly my Desk Phone is login/logout automatically?

Your Desk Phone will login automatically after you type your Windows password and your computer starts-up (takes about 30 seconds).

Your Desk Phone will remain logged in while your screen is locked (for example, during a meeting or at lunch time).

Your Desk Phone will logout immediately when you sign out from Windows or shut down your computer.

Your Desk Phone will logout after one or two minutes if your computer is disconnected from the network, powered-off, enters in sleep mode, or hibernates. Please note that in this case the automatic login can take more than 30 seconds.
How do I know if the software is up-and-running in my computer?

Verify that the new software (TSSO and Jabber) is up and running in the task bar of your computer as shown below.

Why Jabber displays below warning and says “Unable to connect”

Your computer is not connected to the network e.g. you are using your laptop in a meeting room. Jabber will work as usual once you connect your computer to the network.

I do not want to use the calendar integration

Configure Jabber as follows:

Make sure you save the new configuration and then restart your computer.
Pre-requisites

This functionality is available only on computers managed by ICTS with certain desktop version implemented, to verify your computer’s eligibility you can double-click on the below shortcut of your desktop.

The desktop version must be ICTS-DK8 or higher as shown below.

If this is the case, you can proceed with the installation and enjoy the new functionality, otherwise contact your IT Focal Point in order to request ICTS to manage your computer and implement the required desktop version.