Starting Jabber

- Double click the **Cisco Jabber** Icon
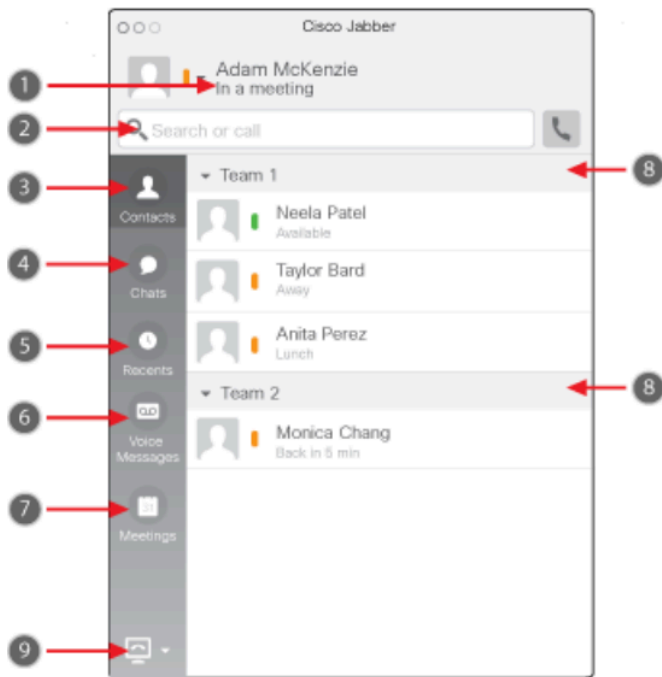
LOGGING ON

- Username: **5-digit Extension@hofstra.edu**
- Password: **12345**
- Note: It is recommended to check "✓"
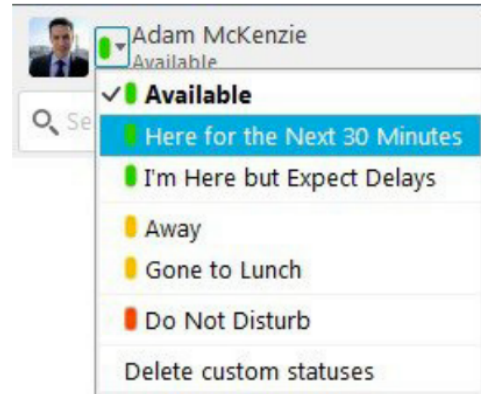- **"Sign me in when Jabber starts"**

- Then click "**Sign In**"

HUB WINDOW

1. Status message	6. Voice Messages
2. Search or call bar	7. Meetings
3. Contacts	8. Custom Groups
4. Chats	9. Phone Controls
5. Recents	

PRESENCE

Show your **Status** to any co-worker searching for you or that has you stored as a contact.

- Click the "▼" to change your status.

These shapes are called "**Jelly Beans**"…

- Available (Green)
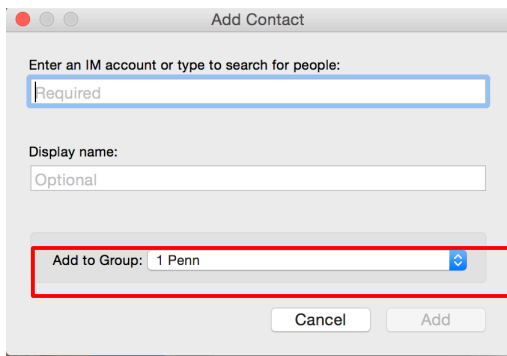- Away/On a Call/In a Meeting (Amber)
- Do Not Disturb (Red)

- **3 Custom statuses** can be created for each **state**. Simply click in the **custom** text field.
- Select **Edit Status Menu** to remove your custom status messages.

Contacts

ADDING A CONTACT

- Click **Contacts** in your menu bar at the top of your screen.
- Click **New Contact.**
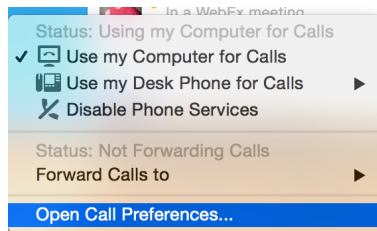- Type the name (first or last).
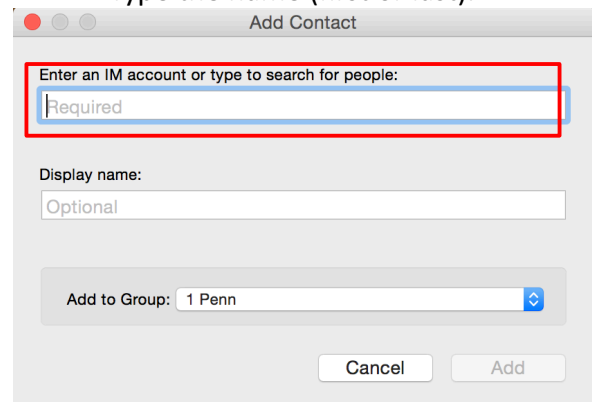
- Select the group you want to add the contact to from the drop down menu and click **Add.**

  Note: *All contacts must be grouped*

Use My Computer for Calls

Calls can be made from your Desk phone or from your Computer (Soft Phone).

- Click the icon and select the device to use

Forward Calls

To avoid missing calls wen you are not at your desk, you can forward calls to another phone number.

- From the hub window, open the Phone Controls drop-down menu.
- Select **Forward Calls to** and enter in a number.

Call Handling

MAKING A CALL

Internal (Intra-office): 5-digit extension

External: 9+1+Area Code + Number

Emergency Dialing: 9+911 or 911

To call people, you can:

- Enter their phone number in the **Search or Call bar.**
- **Right-click** over their name in your contact list and select **Call** in the menu.
- Select the **Call** icon in a chat window with the user.

RECEIVING A CALL

Call alert displays in the bottom **right** of the screen.

- When you receive an incoming call, you can reply with a chat message, decline the call, or answer the call.
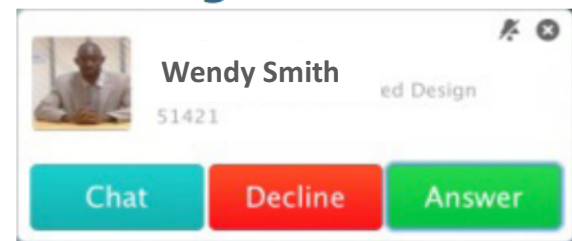
JABBER TO JABBER CALL

You can make a call to another Jabber client using Jabber.

- Select the call icon for your contact.
- Select Jabber Call from the menu.

HOLD/RESUME

You can place a call on hold and resume the call within Jabber or you can Resume the call on your desk phone.

Hold/Resume from Jabber:

- Select the **More** icon
- Select **Hold**
- Select **Resume**

Hold from Jabber and Resume on Desk Phone:

- Select the **More** icon
- Select **Hold**
- Select **flashing line button** on desk phone

AD-HOC CONFERENCE CALL

You can create an ad-hoc conference with your contacts, simply merge your calls to create a conference call.

- Start a call with your first contact.
- Start a second call with another contact, the first call is automatically put on hold.
- Select **More**, **Merge** and the two calls are merged into a conference call.
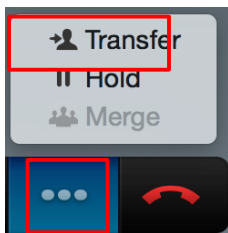
CALL CONTROLS

Call controls let you do the following:

- Mute or unmute your microphone.
- Stop or start your video.
- Adjust the volume.
- Open a keypad to enter digits.
- Access additional telephony controls:
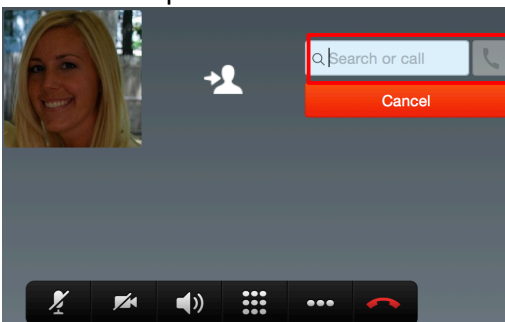 - Transfer
  - Hold
  - Merge
  - End Call

Transfer

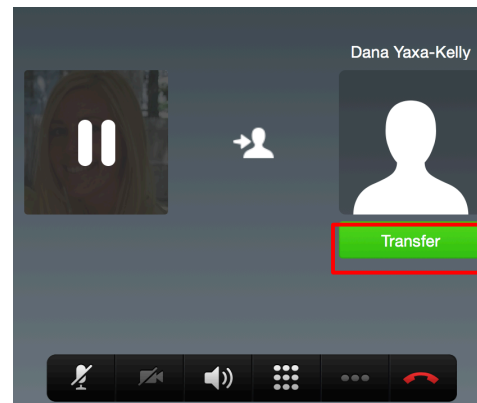You can Transfer calls by **dialing a number** or by **searching** for a **person's name**.

- Click **More Menu**
- Click **Transfer**

- **Search** for a contact or **dial** the number then press **Enter.**
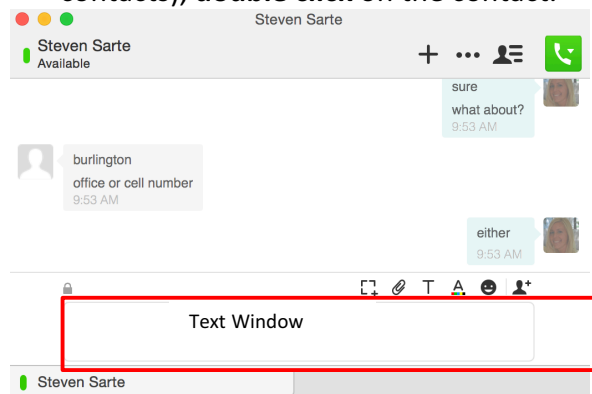
- Click **Transfer** to complete

Conference

While connected to a call:

- Dial the second caller from the search or call field and hit enter.
- When the caller answers select **More** then **Merge.**

Instant Messaging

- Search for a contact, **double Click** on the name when it appears.
- Or, if the contact has been **saved** (in your contacts), **double click** on the contact.

- Type in the **text** window then press **Enter.**

Chat windows contain:

- Tabs for multiple chats.
- Contact picture and availability state.
- Chat controls and collaboration controls.

Chat Controls

- Send a screen capture
- Send a file
- Edit the font
- Edit font color
- Insert an emoticon
- Add participants to create group chats

Group Chat

Start a Group Chat:

- Select **Jabber, File, New Group Chat.**
- Enter the contacts you want to invite in the People field.
- Enter the subject for your group chat.
- Select **Invite.**

Transfer Files

- In a chat window you can select the file transfer icon.
- Select the file to transfer.
- Select **Send**.

Collaboration with My Contacts

Chatting with a contact, you can use controls to:

- Access the additional collaboration controls:
    - o Share screen.
    - o Start a meeting in your Collaboration Meeting Room.
    - o Show or hide participant list.
    - o Start a phone call.

Voicemail

The message is a wav. file which can be played through your computers speakers

JABBER INTERFACE

Msg Length   Caller ID   Msg Time
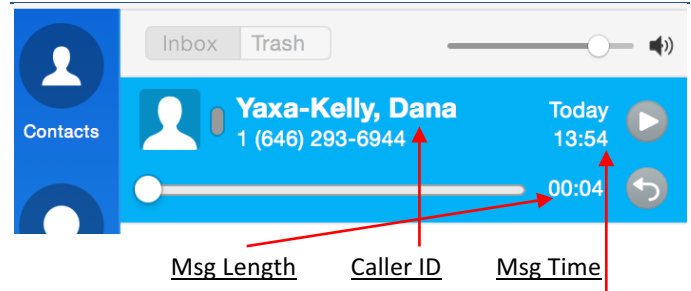
To listen to the message:

- Click the **play** symbol ▶

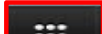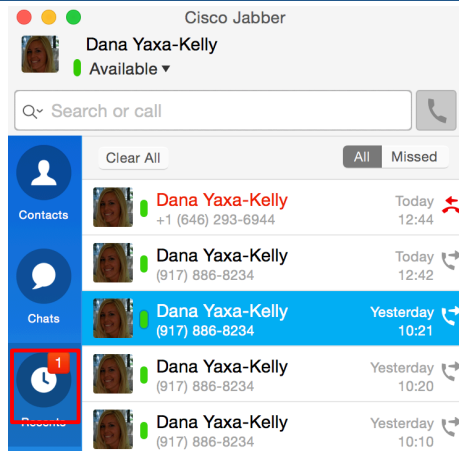To delete the voicemail:

- Select the voicemail, then click **Trash.**

TELEPHONE INTERFACE

To use the **Telephone Interface**

- Click **Call Voicemail** button
- Enter your **PIN**
- Press **1** to play **New** messages
- Press **2** to **Send** a message
- Press **3** to play **Old** messages
- Press **4** for **Setup** options
- Click [keypad icon] to open the **key pad**

Call History

The **Call History** tab shows a list of **dialed**, **received** and **missed** calls.

- Click the **green telephone icon** button to call the **selected** entry.
- **Right-click** items in your **Call History** list to delete, view contact or call them.

Preferences

VIDEO PREFERENCES

Turn video off for calls:

- Click Jabber from the menu, then **Preferences.**
- Click the Calls icon, then **Advanced** tab.
- Make sure **Always start my calls with video** box is not checked.
- Close the window to apply changes.

AUDIO PREFERENCE

To test and customize your audio:

- Click Jabber from the menu, then **Preferences.**
- Click the **Audio/Video** icon.
- From the drop-downs you can select and test your camera, microphone, audio call output and ringer and alerts.