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

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 when 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.

- **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.

*Click More Menu
*Click Transfer

- **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:
  - Share screen.
  - Start a meeting in your Collaboration Meeting Room.
  - Show or hide participant list.
  - Start a phone call.

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

JABBER INTERFACE

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 to open the key pad
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.