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

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 status text field.
- Select Delete Custom Statuses to remove all of your custom status messages.

Add New Contacts
Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can easily double-click on their names to start a phone call or chat.

- Click in the Search field.
- Type the name.

- Once a contact is found, click + on the right.
• Click **New Group**.

**Note**: All contacts must be grouped.

• Enter the **Group name** then click **Create**.

• Then, click **Add** to add the contact.

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**Use My Computer for Calls**

Calls can be made from your **Desk phone** or from your **Computer** a.k.a. **Soft Phone**. The icon is located in the **lower left** corner of the Jabber window.

- Click the ▼ and select the device to use.

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**FORWARD CALLS**

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

- Click the ▼ and select **Forward Calls To** and specify the phone number.

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**Phone Controls**

**Making a Call**

Internal (Intra-office): 5-digit Extension  
External: 9+1+Area Code + Number  
Emergency Dialing: 9+911 or 911

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**Option 1:**

- Dial the number or type in the name of who you wish to call in the search field, then press **Enter**.

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**Option 2:**

- Right click on the contact.  
- Click the **Call** option.

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**Receiving a Call**

Alert displays in the bottom right of the screen.

- Click **Answer**, or **Decline** (call is sent to Voicemail).

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**Disconnecting a Call**

- Click the Red handset.

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**Hold/Resume**

**Hold/Resume from Jabber:**

- Click **More Menu**.  
- Then click **Hold**.
Retrieving call from Hold

- Click Resume.

Hold from Jabber and Resume on Desk Phone:

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

SEND CALL ICONS TO CONTACTS

You can send a call icon to another user in a chat window that they can simply click on to call you.

- In a chat window enter :callme or :telephone

JABBER TO JABBER CALLS

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

- You can make a Jabber to Jabber call with only one contact at a time.
- When on a Jabber to Jabber call, if you call another contact your ongoing call will end.

Procedure:

- Right-click on a contact list and choose Call, or from a chat window, click on the phone/numbers/address list drop-down.
- Choose Jabber call.

Transfer

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

- Click More Menu.
- Click Transfer.

Conference

While connected to a call:

- Click More Menu.
- Select Conference.

- Search for a contact or dial the number then press Enter (wait for an answer).
- Click the White Door to connect the party.
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 Controls

- Send a screen Capture.
- Send a file.
- Insert an emoticon.
- Edit the font size and color.
- Add participants to create group chats.
- Show the chat in a new window.

Collaborate With My Contacts

When chatting with a contact, you can:

- Add them to your contact list.
- Start an instant meeting.
- Share your screen.
- Start a phone call.

Start a Group Chat

Group chat with two or more of your contacts:

- Select all of the requested participants from the Contacts tab.
- From the right-click menu, select **Start a group chat**.
- Add additional participants.
- Enter the subject for your group chat.
- Select **Start**.

Send a File

When chatting with a contact, you can send a file.

- Select **Send file** in the bottom right corner of a chat window.
- Select the file that you want to transfer
- Select **Open**.
- Right-click on the selected contacts and click **Send broadcast message**. The Send Broadcast message dialog displays.
- Enter your message in the text box.
- Click **Send**.

Voicemail

**JABBER INTERFACE**

Play messages through your **computer** with a **click of a mouse**.

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

**TELEPHONE INTERFACE**

To use the **Telephone Interface** Click

- **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**
Call History

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

- Click the call back button to call the selected entry.
- Right-click items in your Call History list to delete them.

Meetings

INTEGRATE YOUR CALENDAR

Setup calendar integration to view your Outlook meetings and calendar events directly from Jabber.

- Select Menu, File, then Options.
- Select Integration tab.
- Select Microsoft Outlook.
- Select File, Exit to close Jabber.
- Restart Jabber.

Preferences

VIDEO PREFERENCE

Turn video off for calls:

- Click Menu icon, then File, Options, Calls.
- Select Never start calls with video.
- Select Apply then OK.

AUDIO PREFERENCE

To test and customize your audio:

- Click Menu icon, then File, Options, Audio.
- From the drop-downs you can select and test your speaker, microphone & ringer/alerts.
- Select Apply then OK.

SET UP MY PHONE ACCESSORIES

You can change which microphone and speakers are used by the client when you have at least one phone accessory for call control.

- From a chat window, select the Open Audio Options icon.
- Select the speakers and microphone that you want the client to use to send and receive your audio. You can also test the sound to check that it is working.
- Select Apply then, Ok.

CHANGE MY PROFILE PICTURE

- Select Menu, File, Edit my profile.
- Select the icon under your profile picture to browse to the picture you want.
- Select the picture and select Open.