Main Window

1. Menu bar
2. Status message
3. Search or call bar
4. Contacts
5. Missed calls
6. Voicemail
7. Meetings
8. Custom groups
9. Phone controls

Phone Controls

Phone controls let you select your primary phone and configure call forwarding. Make sure to set Jabber to “Use my phone for calls” when you are in the office.

Custom Status Messages

Create up to three custom status messages. Insert your cursor in the status field and enter your new status.

Call History

The Call History tab shows a list of your recent and missed calls. Right click on the missed call to return the call or email the caller.

Voicemail

The voicemail tab lets you access, play and manage your voicemail. Right-click a message to delete or call back.

Chat Window

Use the chat window to view previous chat messages or start a new message. The chat window has tabs for each chat message open as well as a chat control box.

Chat Controls

Chat controls allow you to take screen captures, send files, use emoticons, and adjust chat font and sizes.

Incoming Calls

If you receive an incoming call, simply click Answer to pick up the call or Decline to send the call to voicemail.
## Making a Call

Enter a phone number/extension, email address, or name in the search or call box. If making an outside call, dial 9, then 1, then the number and hit enter to place the call.

### Call Controls

- Go full screen
- Show self view
- Mute your audio
- Put call on hold, transfer, and merge calls
- End calls

### Collaboration Controls

- Add people to your contact list
- Share your desktop
- Start a phone call

## Custom Contacts

Create custom contacts for people outside of the UWW global directory. Quickly make calls or send emails to that external contact from your contact list.

## Desktop Screenshots

Send desktop screenshots through chat by clicking on the Send a screen capture button.