Updated on July 29, 2014
# Table of Contents

1. **About Cisco Jabber for Windows** ................................................................. 3
2. **Installing the Jabber Client** ........................................................................ 4
3. **Logging in to Jabber** ..................................................................................... 4
4. **Jabber Client Overview** ................................................................................. 6
5. **Phone Controls** ............................................................................................ 6
6. **Configuring Jabber Preferences** ................................................................. 7
7. **Contacts** ........................................................................................................ 12
8. **Changing Your Status** .................................................................................. 11
9. **Call History** .................................................................................................. 14
10. **Voicemail** .................................................................................................... 15
11. **Calendar** ...................................................................................................... 15
12. **Phone Calls** ................................................................................................ 16
13. **Chat (Instant Message)** ................................................................................ 18
14. **Troubleshooting** .......................................................................................... 19
15. **Who to Contact for Help** ......................................................................... 19
16. **Useful Resources** ......................................................................................... 19
2 ABOUT CISCO JABBER FOR WINDOWS

Collaborate more securely and effectively from anywhere with colleagues, business partners, and customers using Cisco Jabber. Empower employees to work together efficiently from anywhere by bringing together presence, instant messaging (IM), audio and web conferencing, enterprise voice, and visual voicemail into one client on your desktop.

Cisco Jabber offers best-in-class unified communications and is built on open standards.

With an intuitive interface, you can:

- Make faster, more informed decisions by using presence information to access experts as soon as they are available
- Accelerate team performance by sharing documents and collaborating with audio and web conferencing
- Maximize your reach by communicating with business contacts faster, more often, and with greater impact
- Limit the costs of business travel and phone charges by using a single tool for all modes of electronic communications
- Choose the best provisioning model for your business by deploying Cisco Jabber either on-premises or on demand as a cloud-based service
3 INSTALLING THE JABBER CLIENT

By default, the Cisco Jabber client comes preinstalled on every UWW office machine on campus. If for some reason it is not installed on your machine, please contact the TSC Helpdesk for assistance.

4 LOGGING IN TO JABBER

To log in to Cisco Jabber you must have your Net-ID and password available. For campus users that have a Net-ID that ends with digits, please make note that your username is case sensitive.

1. Open the Cisco Jabber client and enter in your Net-ID and password.

   NOTE: Check the Sign me in when Jabber starts box if you would like to be automatically signed in to Jabber when you log in to your computer.

2. Click the Sign in button to continue.
Once you are logged in, the main Jabber window will appear.
5 JABBER CLIENT OVERVIEW

<table>
<thead>
<tr>
<th>1. Menu Bar</th>
<th>6. Voicemail</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Status message</td>
<td>7. Meetings</td>
</tr>
<tr>
<td>3. Search or call bar</td>
<td>8. Custom groups</td>
</tr>
<tr>
<td>4. Contacts</td>
<td>9. Phone Controls</td>
</tr>
<tr>
<td>5. Missed Calls</td>
<td></td>
</tr>
</tbody>
</table>

6 PHONE CONTROLS

The phone preferences button allows you to set whether you would like your phone or your Jabber client to be your primary device for answering phone calls. You can also quickly set your call forwarding preferences here.

6.1 SET YOUR DEFAULT DEVICE

1. To set your default calling device, click the Phone Controls button, then select your device preferences.

**NOTE:** If you use your computer to answer and place calls, your calls will use your computer’s speaker/microphone or headset.
6.2 **CALL FORWARDING**

1. Click the **Phone Controls** button.
2. Select **Forward calls to** and then select your forwarding preference.

3. To forward your call to a new number, select **New number** and enter in the new forwarding number, starting with 9, then the full 10 digit phone number.
4. Click the **Forward** button to save your settings.

7 **CONFIGURING JABBER PREFERENCES**

To access and configure your Jabber settings, please do the following:

1. Configure Jabber preferences by going to **File | Options**.

   **NOTE:** After changing your preferences, click the **Apply** and **OK** button to save your settings.
7.1 Preference Options

**General:** Select this option if you would like Jabber to automatically start when your computer starts.

**Chats:** Allows you to configure your default chat fonts and also your group chat preferences.

**Audio:** Configure your default audio device, set your default volume, and your ringer alerts.

**NOTE:** Click the Advanced button to arrange your audio device order preferences.
**Video:** Configure your video camera settings.

**NOTE:** Click the **Advanced** tab to set your video device order preferences.

**Status:** Set status preferences.

**Sounds and Alerts:** Configure chat related sound alerts.
**Privacy:** Configure your chat privacy settings.

*NOTE:* The Advanced button allows you to create allow and block lists by domain.

**Self Care Portal:** Access your phone’s Self Care Portal page to configure more advanced phone preferences.

**Integration:** Calendar integration preferences.

*NOTE:* UWW only supports Microsoft Outlook integration.
8 Changing Your Status

Cisco Jabber allows you to select your status from a pre-configured list of options or create a personalized status message. If you are on a call or in a meeting, your status message will automatically change.

1. To change your status message, simply click on the drop-down arrow to the left of your current status. To configure a personalized status message, click on the current status and then type in your new status message. Hit the Enter key to submit your change.
9 CONTACTS

Use the search or call bar to search for UWW contacts or click on the contacts button on the main Jabber window to view your current contacts list.

9.1 SEARCH AND ADD UWW CONTACTS

1. Enter the name of the UWW person you would like to find.
2. From the drop down list, click the + button to add that user as a new contact.

3. Select the group you would like to add your contact to. Click the New Group button to create a new group for your contact.
4. Click the Add button to add your contact to your group.

9.2 CREATE A NEW CONTACT GROUP

1. From the main Jabber window, click File | New | Group.
2. Enter in the name of your new group.
3. Click Create to create your new group.

NOTE: To delete a group, right click on the name of the group you wish to delete from the main Jabber window and select Delete.
9.3 **Adding External Contacts**

Your Jabber client supports adding additional external contacts to your contact groups. Contacts can be phone numbers, email addresses and also some external chat services like Google Chat and UW-Madison’s WiscChat. To add an external contacts, please follow the steps below.

1. Click on **File | New | Custom Contact**.

![Image of Jabber client interface with custom contact fields]

2. Fill in the appropriate information in the custom contact fields.

3. If your custom contact has an external chat address you would like to enter, please enter that in the **Chat (IM address):** field.

   **NOTE:** Choose the drop-down box to the left of the phone number field to select work phone, home phone or cell phone name options.

   **NOTE:** Select which contact group to add your custom contact to by clicking the down arrow to the right of the **Add To:** box. Select **New Group** to create a new group for your contact.

4. Click the **Create** button to save your changes.
9.4 **DELETING A CONTACT**

1. From the main Jabber window, right click on the contact you wish to delete.
2. Click **Remove** to remove the contact from your list.

### 10 CALL HISTORY

The Call History button allows you to view your recently placed and received phone calls. Right click on the call to call the user back, start a quick chat session, send an email or add that contact to your contact list.
11 Voicemail

The Voicemail button allows you to view your past and current voicemails. Double-click on the voicemail to play your voicemail message or right click on the message to return the call, mark your message as read, or delete your message from your phone.

12 Calendar

The Calendar button gives you a quick view of your Outlook integrated calendar events.
13 PHONE CALLS

You can place a phone call by typing in the user’s extension/phone number, their email address, or their name in the Search or Call field box.

13.1 PLACE A PHONE CALL

1. Enter in the phone number of the person you would like to call in the search or call box, or right click on a pre-configured contact and select Call.

**NOTE:** The phone number format should be area code, followed by the number. EX: 6084738475.

**NOTE:** Hit the **Enter** key to place the call.

Once your call is established you will be presented with a number of call options.

<table>
<thead>
<tr>
<th>1. Full screen</th>
<th>5. Speaker volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Enable/Disable Video</td>
<td>6. Call functions</td>
</tr>
<tr>
<td>3. Dial pad</td>
<td>7. End call</td>
</tr>
<tr>
<td>4. Mute/Unmute microphone</td>
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</tr>
</tbody>
</table>
13.2 **Answer a Phone Call**

When a call comes in, you will receive a pop-up message on your screen notifying you of the call. You can answer the call by picking up the handset of your phone or click the **Answer** button to pick up the call over your computer. Click the **Decline** button to send the call to voicemail.

13.3 **Transfer a Phone Call**

1. While on an active call using your Jabber client, click the **Transfer** button on the call window, then select **Transfer**.

2. Enter in the name or extension of the person you would like to transfer to.
13.4 **Place a Call On Hold**

1. From an active call window, click on the button and select **Hold**.

2. To resume the call, click the **Resume** button.

14 **Chat (Instant Message)**

1. Double-click on your contact to open the chat window box.
2. Enter in the chat message you wish to send in the text box at the bottom of the window.
3. Hit **Enter** to send your message.

The chat preferences toolbar allows you to do the following:

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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Send a desktop Screenshot</td>
</tr>
<tr>
<td>2.</td>
<td>Send an attachment</td>
</tr>
<tr>
<td>3.</td>
<td>Add emoticons</td>
</tr>
<tr>
<td>4.</td>
<td>Change font</td>
</tr>
<tr>
<td>5.</td>
<td>Add additional contacts</td>
</tr>
<tr>
<td>6.</td>
<td>Full-screen</td>
</tr>
</tbody>
</table>
15 TROUBLESHOOTING

15.1 WHO TO CONTACT FOR HELP
Campus TSC Helpdesk – Should be able to help in almost all cases

- Email: helpdesk@uww.edu
- Phone: x4357

15.2 USEFUL RESOURCES
- ICIT Website: https://wiki.uww.edu/dept/instructional/index.php/Cisco:_Jabber
- UWW Website – Jabber: http://www.uww.edu/icit/services/emailcomm/jabber.html