Table of Contents

About Cisco Jabber for Windows ................................................................. 2
Downloading and Installing Jabber ......................................................... 2
Configuring Cisco Jabber ........................................................................ 3
Jabber Quick Tour ................................................................................... 7
  Contacts ............................................................................................... 7
  Calls .................................................................................................... 8
  Chats .................................................................................................. 9
  Voicemail .......................................................................................... 9
Adding external chat contacts ................................................................. 10
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

Downloading and Installing Jabber

Step 1. By default Cisco Jabber is installed on every office machine on campus. If for some reason it is not on your machine follow the steps below.

Step 2. From The Novell ZENworks application window select “communication and collaboration” in that folder select “Cisco Jabber”

Step 3. Double-click the Application Icon to begin setup.

Step 4. When the installation is complete, launch Cisco Jabber.

Step 5. copper.uww.edu should already be entered in the Server Address field, and uww.edu should be in the domain field.
Configuring Cisco Jabber

Step 1. Log into Cisco Jabber using your Net-ID and password. For campus users that have a Net-ID that end with digits i.e. smithjr12 this and all voice related systems are case sensitive. This means you will need to enter your username like this “SmithJR12” to access the system.

Step 2. Under File select Options

Step 3. To automatically start Jabber when your computer starts, select General and check the box.
Step 4. To set your default speakers, microphone or ringers/alerts, select the Audio tab.

Note: Click Advanced to determine the preference order of your audio devices (if you plan on using something other than the integrated audio devices).

Step 5. To set which camera Jabber should use when making video calls (if using something other than the integrated camera), select Video.

Note: Click Advanced to determine the preference order of your video devices (if you plan on using something other than the integrated camera).

Step 6. To set your auto-Away settings, select Status.
Step 7. To set your default video call setting, select Calls.

Step 8. To set your default alert settings, select Sounds/Alerts.
Step 9. After closing the Options window, Click the icon in the lower right hand corner of the Cisco Jabber client to:

- Use your computer for incoming calls
- Associate a device for incoming calls
- Forward calls to one of your devices

**WARNING:** Phone to Client integration will not function properly unless you select “Use My phone for calls” and select your phone.

Step 10. Under View in the top menu you can choose to view only contacts that are online as well as toggling viewing contacts pictures. Currently UWW does not support pictures for the windows client.
Jabber Quick Tour

Contacts

In the Contacts tab you can:

- Change your presence status
- See your Contacts’ presence status
- Add contacts
- Use your computer as a Soft Phone or control your Desk phone from Jabber
- Start a call or IM.
Calls

In the Calls tab you can:

- See who has called you sorted by timeframe or by placed, received, and missed.
- Return calls.

During a call you can:

- Mute/Un-mute the call.
- Control call volume.
- Place call on hold, display a keypad, start a video call, merge or transfer calls.
Chats

In the Chats tab you can:

- See a list of people you have chatted with you recently.
- Start an IM
- Escalate a person to person IM chat to a call.
- Send a screen capture.
- Send files.
- Add emoticons.
- Change font.
- Start a group chat

To share your desktop, Click Communicate>Share Desktop...

Voicemail

From the Voicemail tab you can:

- Manage your voicemail messages
- Play, pause, or restart a message.
- Right click and select Delete to remove a voicemail message.
- Leave a voicemail directly.
Adding external chat contacts

Your Cisco Jabber client supports adding additional contacts from outside the university. We support adding contacts from other XMPP chat services. We are currently aware of the following external services that will work: Google Chat, UW-Madison’s WiscChat.

To add an external contact: in the upper menu select File -> New -> Contact. This will open a pop-up window that will ask you to enter your contacts email address associated with their external account.

To have others outside the university add you to their contact lists they can add you via your UW-Whitewater email address.