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2 ABOUT CISCO JABBER

Cisco Jabber IM is an instant messaging client that works seamlessly with your UWW Cisco VoIP phone. Use Cisco Jabber to quickly chat with other UWW employees, look up employee phone numbers, initiate phone calls directly to employees, and listen to voicemail. There are Windows, Mac, and mobile versions of Cisco Jabber available.

3 INSTALLING THE JABBER CLIENT

By default, the Cisco Jabber client comes preinstalled on every UWW office machine on campus. If Cisco Jabber is not installed on your machine, you can download it through ZenWorks. Please contact the TSC Helpdesk for assistance on installing Cisco Jabber on your office machine.

To install Cisco Jabber on your mobile device, please visit your device’s app store.
4 LOG INTO JABBER

To log into Cisco Jabber you must have a valid Net-ID and password.

Note: Campus users that have a Net-ID that ends with digits, please note that your username is case sensitive.

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

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

Step 2.) Click the Sign in button to continue.

Step 3.) You may be prompted to add a number of security certificates to your computer’s keychain.

Click the Always Allow button to accept the security prompts.

Step 4.) Once logged in, the main Jabber window will appear.
5 PHONE CONTROL

The phone preferences button allows you select your default device for answering phone calls. You may choose either your phone or your Cisco Jabber IM client as your primary phone device.

**Note:** While in the office, it is best to set your desk phone as your primary phone device.

**Note:** If Cisco Jabber (Use my computer for calls) is configured to be your primary phone device, incoming and outgoing phone calls will use your computer’s microphone and speaker.

5.1 SET DESK PHONE AS PRIMARY

**Step 1.** Click the (Computer) icon in the bottom left corner of the application window.

**Step 2.** Select “Use my Desk Phone for calls”.

![Cisco Jabber application window with desk phone preference highlighted]
5.2 **Set Computer as Primary**

**Step 1.** Click the (Computer) icon in the bottom left corner of the application window.

**Step 2.** Select “Use my Computer for Calls”.

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**NOTE:** If you use your computer for calls, your calls will use your computer’s speaker/microphone or headset.
5.3 CALL FORWARDING

Step 1.) Click the (Phone control) button.

Step 2.) Select Forward calls to and then select your forwarding preference.

Step 3.) To forward your call to a new number, select New number and enter the new forwarding number, starting with 9, then the full 10 digit phone number.

Step 4.) Hit the “Enter” key on your computer to add the number.

Step 5.) Close out of the “Calls Preference” box.
Step 6.) From the Jabber application, select the 📞 (Phone Control) button, **Forward Calls to**, then select the new number you configured in step 3.
6 Jabber 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 change automatically.

Step 1.) Click the drop-down arrow to the left of your current status.

NOTE: To configure a personalized status message, click on your current status, enter your new message, then hit the Enter key to submit your change.
7 CONTACTS

The contacts menu in Jabber allows you to view saved contacts and/or add additional contacts to your frequently used contacts list.

Click the contacts button on the main Jabber window to view your current contacts list.

7.1 CREATE A NEW CONTACT GROUP

Step 1.) Select the Jabber application, then select “Contacts” from the Mac menu bar at the top of the screen.

Step 2.) Select New Group.

Step 3.) Enter a name for your new group, then click OK.
7.2 DELETE CONTACT GROUP

Step 1.) Select the Jabber application, then select “Contacts” from the Mac menu bar at the top of the screen.
Step 2.) Select Remove Group.
Step 3.) Select the group you wish to delete.
Step 4.) Click the Remove button to delete the group.

7.3 SEARCH AND ADD UWW CONTACTS

Step 1.) Enter the name of the UWW employee you would like to find in the search bar.
Step 2.) From the drop down list, click the > button to the right of the users name.
Step 3.) Select “Add to Group”.
Step 4.) Select group to add user to.
7.4 **ADD EXTERNAL CONTACTS**

Your Jabber client supports adding additional external contacts to your contact groups. External contacts can be phone numbers, email addresses and also some external chat users using third party IM clients. To add an external contact please follow the steps below.

**Step 1.** Select the Jabber application, then select “Contacts” from the top menu on your Mac computer.

**Step 2.** Select **New Custom Contact**.

**Step 3.** Fill in the custom contact information in the available fields.

**Step 4.** If your custom contact has an external chat address you would like to enter, please enter that in the **Chat (IM address)**: field.

**Step 5.** Click the **Create** button to save your changes.
7.5 DELETE A CONTACT

**Step 1.** Select the user you wish to delete, then select “Contacts” from the top menu on your Mac computer.

**Step 2.** Select Remove Contact.

**Step 3.** Click the Remove button to remove the contact from your contact list.
8 CHATS

Note: The Jabber for Mac client only allows chat rooms to be joined. Users cannot create chat rooms using the Jabber for Mac client at this time.

Click the (Chats) button to view a list of users you are or have chatted with. Double-click on the user to open the chat window.

8.1 CHAT OPTIONS

Step 1.) Double-click on a contact in the Jabber application to open a chat window box.
Step 2.) Enter the chat message you wish to send in the text box at the bottom of the window.
Step 3.) Hit Enter to send your message.
The chat toolbar at the bottom of the screen allows you to do the following:

1) Send a desktop screenshot
2) Send an attachment
3) Change chat font
4) Change font color
5) Add emoticons
6) Add additional chat participants

The toolbar at the top of the chat window allows you to:

1) Add to contacts
2) Share your screen
3) View all chat participants
4) Place phone call to chat user

8.2 CREATE A GROUP CHAT

Step 1.) Under the Chats menu, click the New Chat button located at the right of the application window.

Step 2.) Fill in the group chat Topic and select the check box next to all of the people you would like to include in your group chat.

Step 3.) Click the Start button to create your group chat.

NOTE: You can also create a group chat by clicking on the button on a contact group name.
9 Recents

The “Recents” button allows you to view your recently placed/received phone calls. Right click on the call to return the call, start a quick chat session, send an email, or add that contact to your contact list.

10 Voicemail

The “Voice Message” button allows you to view your voicemail history. Click the (play) button to play your voicemail message on your computer. Right click the message to return the call, mark your message as read, or delete your message from your phone.

**NOTE:** If you mark your message as read, the red light on your desk phone will go off.
11 PHONE CALLS

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

11.1 PLACE A PHONE CALL

Step 1.) Enter the phone number, extension, or name of the person you would like to call. To call a user from your contacts list, right click on a pre-configured contact and select Call.

Step 2.) Hit the Enter key to place the call.

NOTE: If calling an outside number, you must enter 9, then the 10 digit phone number. EX: 91608552222.

Note: If your Jabber client is configured to be your primary calling device, your call will be placed using your computer’s microphone and speaker. If your desk phone is your primary calling device, your desk phone will place the call to the user.

Once your call is established you will be presented with a number of call options.
11.1.1 Active Call Options

- Mutes the computer’s microphone.
- Enables/disables the computer’s camera.
- Adjust volume
- Dial pad
- More button. Transfer and put calls on hold.

End call

- Full screen
- Open chat window
- Enable/disable video
- More button. Transfer calls and put calls on hold.
- Audio/video preferences

11.2 Answer a Phone Call

When a call comes in, you will receive a pop-up message on your computer 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.

Click the Chat button to start a chat message with that user.
11.3 **TRANSFER A PHONE CALL**

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

**Step 2.** Enter the name or extension of the person you would like to transfer to.

**Step 3.** Select the user to transfer the call.
11.4 Place a Call On Hold

**Step 1.** From an active call window, click the button, then select **Hold**.

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

11.5 End a Call

To end a call, click the (End call) button.
12 SHARE SCREEN

Jabber v11 allows users with the same Jabber version to share their live computer screen. This can be helpful when trying to show another UWW employee your screen.

12.1 START SCREEN SHARE

Step 1.) Start a chat message with another UWW employee using Jabber v11.
Step 2.) Click the (Screen share) button at the top of your Jabber application to start the sharing session.

NOTE: On a Mac you MUST have your Jabber client set to “Use my computer for calls” and be on an active Jabber phone call for the screen sharing option to be available.
13 Configuring Jabber Preferences

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

**Step 1.** Click on the Jabber application, then select Jabber | Preferences from the menu at the top of the Mac window.

13.1 Preference Options

- **General:** Configure general Jabber preferences.
- **Accounts:** Configure Jabber server settings.
- **Chats:** Set chat message preferences.
- **Status:** Change status preferences.
- **Locations:** Set your default Jabber location and create other locations if you want to alert users that you are not in the office.
- **Privacy:** Set privacy preferences.
- **Calls:** Set call options including call forwarding.
- **Audio/Video:** Configure audio/video options.
- **Events:** Configure event preferences.
- **Self Care:** Open Self Care portal.

14 Troubleshooting

For additional help, please contact the UWW TSC Helpdesk.

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