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2  ABOUT CISCO JABBER FOR WINDOWS

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, lookup employee phone numbers, initiate phone calls directly to employees, and listen to voicemail.

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.
4 LOG INTO JABBER

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

Note: For campus users that have a Net-ID that ends with digits, please make 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.) 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”.

![Image of Cisco Jabber application window showing phone settings]
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”.

NOTE: If you use your computer to answer and place 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 in the new forwarding number, starting with 9, then the full 10 digit phone number.
Step 4.) Click the Forward button to save your settings.
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. You can sync your Jabber IM client to your Outlook calendar by selecting this option under the “Configuring Jabber Preferences” section of this guide.

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

**NOTE:** To configure a personalized status message, you can click “Add Custom Status” or click the current status, then type in your new status message. Hit the **Enter** key to submit your change.
The contacts menu in Jabber allows you to view saved contacts and/or add additional contacts to your frequently used contacts list.

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

7.1 CREATE A NEW CONTACT GROUP

**Step 1.** From the main Jabber window, click the icon in the top right corner of the application.
Step 2.) Select File | New | Group.

Step 3.) Enter the name of your new group.
Step 4.) Click Create to create your new group.

7.2 DELETE CONTACT GROUP

Step 1.) To delete a group, right click on the name of the group you wish to delete, then select Remove.
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 add that user as a new contact.

**Step 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.

**Step 4.** Click the **Add** button to add your contact to your group.
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 such as Google Chat and/or UW-Madison’s WiscChat. To add an external contact please follow the steps below.

**Step 1.** From the main Jabber window, click the icon in the top right corner of the application.

**Step 2.** Select File | 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.

**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.

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

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

Click on the Chats menu to view recent chat windows or start a new conversation.

8.1 START A NEW CHAT

Step 1.) Locate the UWW employee you wish to chat with under either the Chats or the Contacts menu. Double-click on their name to join the chat room or click the button.
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  CALL HISTORY

The Recents menu 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.

NOTE: You can also hover over the contact and click the (phone) button.
10 VOICEMAIL

The “Voice Message” button allows you to view your past and current voicemails. Click the (play) button to play your voicemail message on your computer. Right click on 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 CALENDAR

The “Meetings” button gives you a quick view of your Outlook integrated calendar events for that day.
12 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.

12.1 PLACE A PHONE CALL

Step 1.) Enter in 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 or hover over the contact and click the button.

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: 916085552222.

**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.

- **Full screen:** Makes the calling screen application full screen.
- **Self-view:** Enables the camera on your computer/phone.
- **Keypad:** Brings up a dial pad on your screen so you can dial additional numbers.
- **Volume:** Adjust the volume of your call.
- **More:** Allows you to hold, transfer, or conference a call.
- **End:** End a call.
12.2 **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.

![Incoming call](image)

12.3 **Transfer a Phone Call**
**Step 1.** While on an active call using your Jabber client, click the **Transfer** 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.

![Call window](image)
12.4 **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.
13 Chat (Instant Message)

Step 1.) Double-click on a contact 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 preferences toolbar at the bottom of the screen allows you to do the following:

1. Send a desktop screenshot
2. Send and attachment
3. Add mentions
4. Add emoticons
5. Change chat font
6. Add additional participants to chat.
7. Show chat in a new window.

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

- Share your desktop with another UWW employee
- Open the audio options menu.
- Place a phone call to that user.
14 SHARE SCREEN

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

14.1 START SCREEN SHARE

Step 1.) Start a chat message with another UWW employee using Jabber v11.8.

Step 2.) Click the (Screen share) button at the top of your screen to start the sharing session.

**NOTE:** If you have 2 screens it will ask you to choose which you would like to use. Once you chose the end user will now be able to see your screen. Your visible screen will be outlined in red.

14.2 STOP SCREEN SHARE

Step 1.) Click the red “Stop Sharing” button located on the docked window at the top of your screen.

**NOTE:** Screen will flash and red outline will disappear. The end user will no longer be able to see your screen.

14.3 ACCEPTING A SCREEN SHARE

Step 1.) If you would like to accept another person’s screen share request, click the “Accept” button.

**NOTE:** Screen will flash and a window will open and show you the other user’s screen. You can end the screen share by closing out of the window.
15 CONFIGURING JABBER PREFERENCES

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

Step 1.) Configure Jabber preferences by clicking the ☰ button in the top right corner of the application window.
Step 2.) Select File | Options.

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

15.1 PREFERENCE OPTIONS

General: Option to start Jabber automatically when you start your computer and enable spell check.

Chats: Allows you to set your default chat font and auto save chat conversations.
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.

Calls: Configure default video with call preferences.
**Status:** Set status preferences and change status based on your Outlook calendar.

**Locations:** Set your default Jabber location. When in the office you can set your location to UW-Whitewater. You may also create other locations, such as home, if you want to alert users that you are not in the office but still available to chat.

**Notifications:** 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.

**NOTE:** UWW only supports Microsoft Outlook integration.
16 TROUBLESHOOTING

For help using Jabber, please contact the TSC Helpdesk.

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