cnct

communications | networking | collaboration | technologies

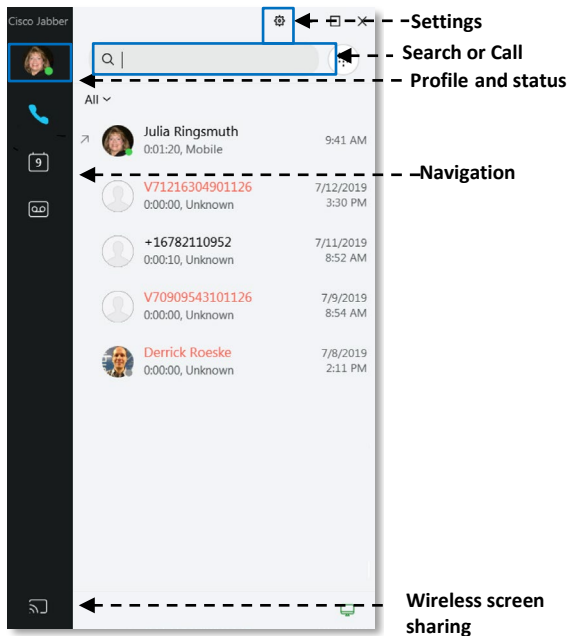**University Technology Solutions**

Cisco Jabber Softphone- Windows

Starting Jabber

- Double-click the **Cisco Jabber** icon.

LOGGING ON - FIRST TIME

1. Enter your email address.
2. Click **Continue.**
3. Enter your **myUTSA ID** and **Password**.

Hub Window

PRESENCE

Show your Status to any co-worker searching for you, or that has you stored as a contact.

- 🟢 Available (Green)
- 🟡 Away/On a Call/In a Meeting (Amber)
- 🔴 Do Not Disturb (Red)

Click the to change customize your status message.

1. Click **Add Custom Status**.
2. Type new status and press **Add**.

FORWARD CALLS

To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

1. Open Call Settings 🖥 , at the bottom right of your Jabber Client.
2. Under **Forward Calls**, select where you would like to forward your calls.
3. A **Calls forwarded** reminder will appear at the bottom of your Jabber client.

Calls forwarded to Voicemail
Click to turn off

4. To turn off call forwarding, click on the **Calls forwarded** reminder. Your calls will immediately be unforwarded.

Phone Controls
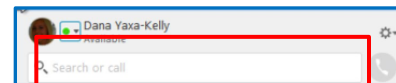
MAKING A CALL

Option 1:

1. Dial the number or type in the name of who you wish to call in the **Search or Call** field.
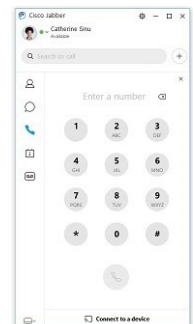2. Press **Enter**.

Option 3:

1. Hover over the contact as it appears.
2. Click **Call** .

Option 4:

1. Next to the **Search or Calls**, and select the dial pad icon .
2. Use your mouse to click on the keypad to dial the number you want, and then click **Call** .
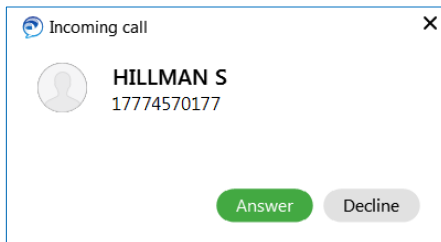
MAKING A VIDEO CALL

If you want calls to go directly to video conferencing, change the Settings.

- [gear icon] | **Settings** | **Calls** | **Always start calls with video**.

RECEIVING A CALL

An alert displays in the **bottom-right** corner of the screen and shows which line is ringing if multiline is turned on.

- Click **Answer** or **Decline** *(which sends the call to Voicemail)*.

DISCONNECTING A CALL

- Click the red x on your call control panel to end your call.

HOLD/RESUME

Put a Call on Hold

1. Click the **More** menu.
2. Click **Hold**.

Retrieve a Call from Hold on Computer:

- Click **Resume**.

Transfer

You can Transfer calls by dialing a number or by searching for a person by name.

1. Click the **More** menu.
2. Click **Transfer**.
3. Search for a contact or dial the number, and then press **Enter**.
4. Click **Transfer** to complete.

Conference (Up to 8 Parties)

While connected to a call:

1. Click the **More** menu.
2. Select **Conference**.
3. Search for a contact or dial the number, and press **Enter** (wait for an answer).
4. Click **Merge** to connect the parties.

Note: Video is disabled when on a conference call.

Voicemail

JABBER INTERFACE

Play messages through your computer with a click of a mouse. *(The message is a wav. file which can be played through your computers speakers.)*

1. To listen to the message, click the play symbol ►.
2. Right-click the message to **Delete** the message or **Call** the sender.
3. Right-click to mark voicemail as **Unread**. This will bold your voicemail in your Outlook inbox and reinstate your voicemail light on your desk phone.

SETTING UP VOICEMAIL

1. Click **Call Voicemail**.
2. Click [keypad icon] to open the **keypad**.
3. Enter your **Voicemail PIN**, which was sent to you in an email.
4. The voicemail tutorial will start you on the setup process of recording your name, greeting and entering a new PIN.

FORWARD VOICE MESSAGES

You can forward voice messages to other users and groups, and include your own recorded message to send with it.

1. Go to [voicemail icon].
2. Choose the voice message, right-click on it and click **Forward voice message**.

3. (Optional) Click **Record** to record a message to include with the voice message. You can play back and rerecord your message.
4. In the **Forward voice message to** dialog box, add the users you want to send the voice message to.
5. Click **Send**.

Recents ☎

The **Call History** tab shows a list of **dialed**, **received,** and **missed** calls. It also shows which line the call history is associated to if you have multiline.

1. Double click on the caller information to call the selected entry.
2. Right-click in your Call History list to **Delete**.

Docked Window

Use the docked window located at the top of your screen to search or call a contact, view call history, access voicemail or bring the main Jabber window to the front.
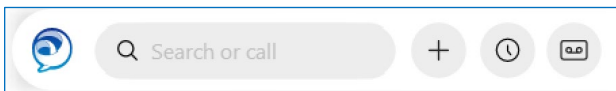
To turn the Docked Window off:

- Click **Menu** | **View** | **Show Docked Window (**Uncheck Show Docked Window).

Preferences

VIDEO PREFERENCE

Turn video on for calls:

1. Click **Menu** icon , and then **Settings** | **Calls**.
2. Select **Always start calls with video**.
3. Select **Apply** and **OK**.

AUDIO PREFERENCE

To test and customize your audio:

1. Click Menu icon , then **Settings** | **Audio**.
2. From the drop-downs, you can select and test your speaker, microphone, and ringer/alerts.
3. Select **Apply** and **OK**.