

# **Cisco Jabber for Windows and macOS**

## **Quick Start Guide**

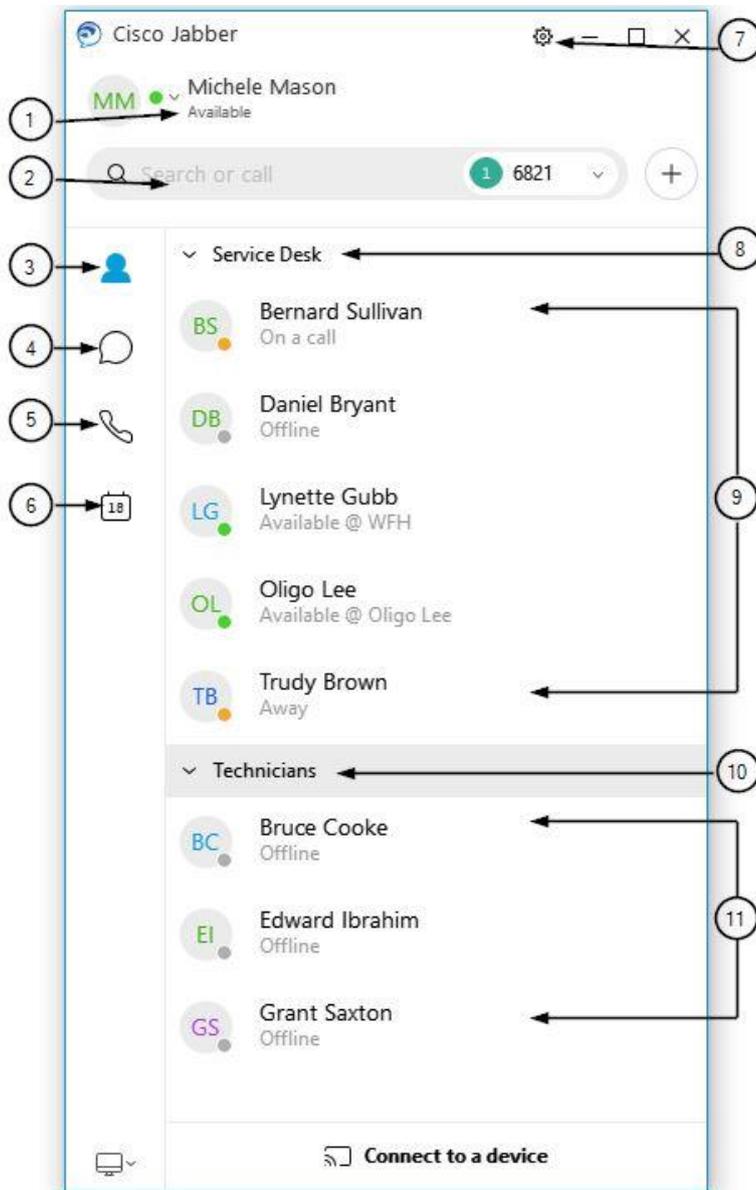
Cisco Jabber streamlines communications to unify phone calls, voice messaging, screen sharing, phone conferencing capabilities and video securely into one client on your desktop.

# Contents

Cisco Jabber - Waikato .....	3
Hub Window .....	3
Hub Window Position .....	3
Working from Home with Jabber.....	5
Ringer Alert .....	5
Headset Jack type Required.....	6
More Call Controls .....	6
How to Make a Call .....	7
Call Mode Window.....	7
How to Answer a Call.....	8
How to Disconnect a Call .....	8
How to Transfer a Call.....	9
How to cancel a transfer that you have already started?.....	9
Put a Call On Hold .....	9
Start a Conference Call.....	9
Park a Call.....	11
Share Screen .....	11
Video Call .....	13
How to Add Groups and Contacts.....	13
Add Contacts to a Group.....	14
Add an External Contact .....	14
Remove a Group from Contacts.....	15
Voicemail.....	15
Call Forward (Divert) Your Extension Number.....	15
Ringtones .....	17
Using Jabber on a Mobile Phone .....	18

## Cisco Jabber - Waikato

### The Hub - Windows

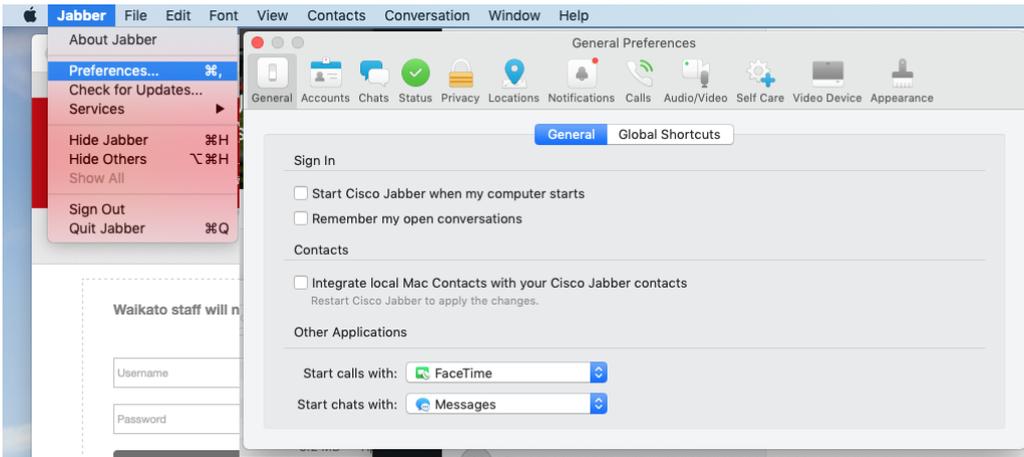


1. User status
2. Search or call bar
3. Contacts
4. Chats
5. Phone Controls
6. Meetings
7. Menu
8. Custom Groups
9. Group Contacts
10. Custom Groups

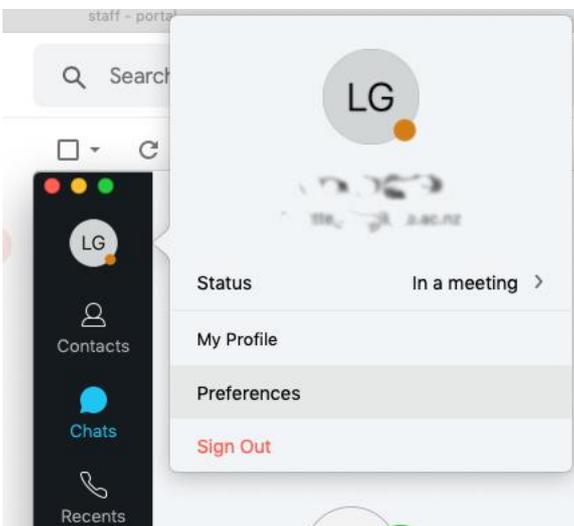
### The Hub – MacOS

Mac doesn't have the above view of the Hub.

To access, open Jabber and from the menu on the top of the page select **Jabber > Preferences**



Otherwise from **Jabber > Hub Window > User Status > Preferences**

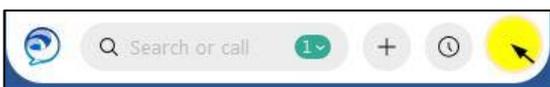


If you wish to change your status to **Unavailable** or similar you can select your initials and make your choice.

## Hub Window Position

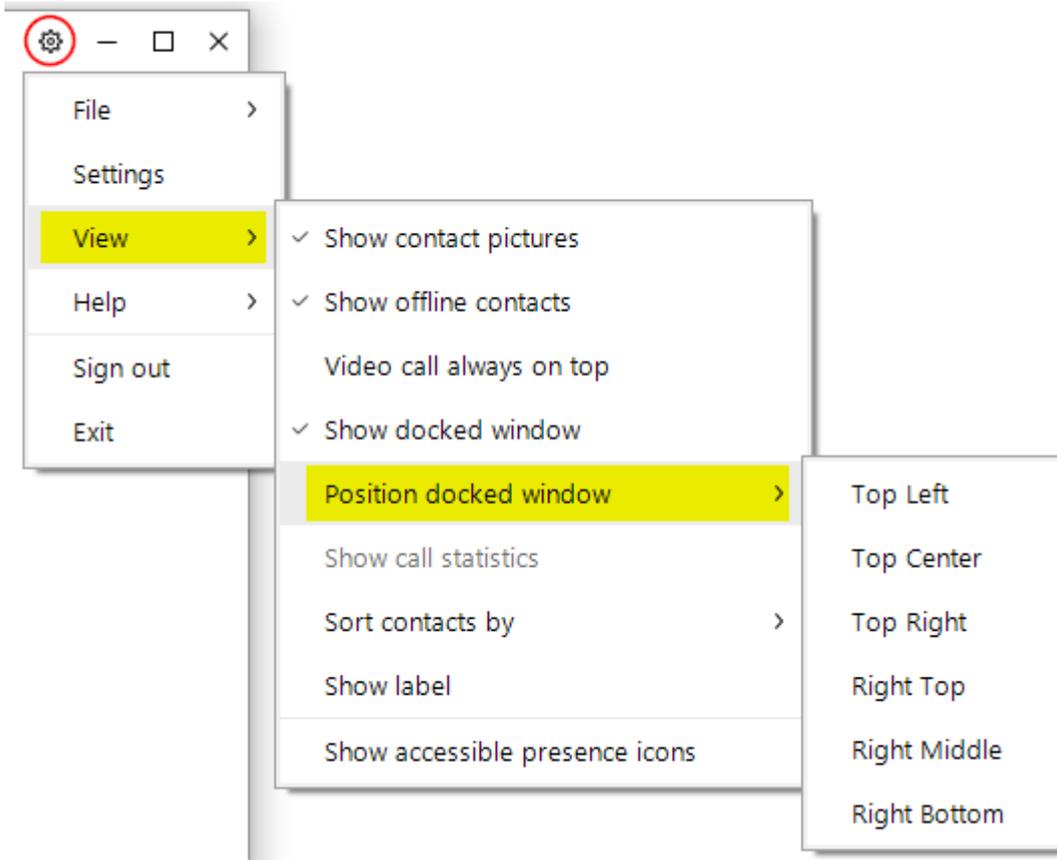
Have the Hub window displaying on the monitor of preference and always on top.

1. Click, hold, drag up to the top or to the side of the monitor and drag across to the monitor of preference
2. Release the mouse button.



You can also make changes by using the Settings menu;

1. Select the **cog** from the top right of the Jabber window
2. **View > Position docked window**
3. Select the position from the list.



## Working from Home with Jabber

Once you have installed and configured Jabber you can use all of the features and actions as you do when on campus.

## Ringer Alert

You can set the phone ringer to be heard direct from the computer or just through the headset.

To have the phone ring via the computer;

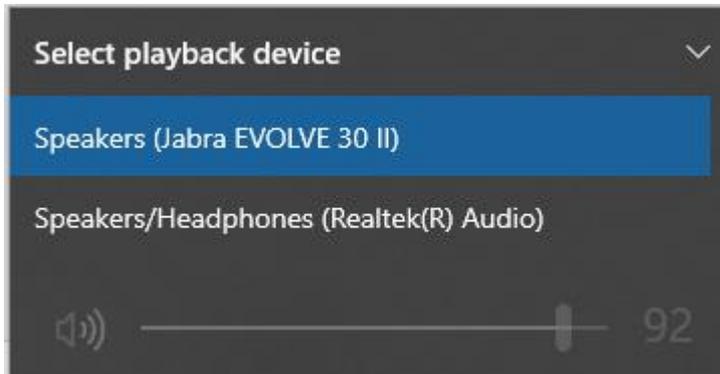
1. Select the Menu cog 
2. Select Settings > Audio
3. Under **Ringer/Alert** select **All Devices**
4. Select **Apply** then **OK** when finished.

To have the phone ring via the headset only;

1. Select the Menu cog 
2. Select Settings > Audio
3. Under **Ringer/Alert** select the **headset** that is being used
4. Select **Apply** then **OK** when finished.

To have the phone ring from both the computer and headset;

1. Select the computer **volume** icon at the bottom right of the screen
2. Expand the selection by selecting the **upward arrow-head**
3. Select the Speakers of the headset you are using.



## Headset Jack type Required

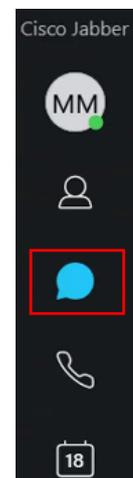
Your headset must be equipped with a microphone and if it doesn't have a USB plug then it needs to have the correct jack.

The correct jack is the one on the right as it has 3 rings and will enable left-ear, right-ear and mouthpiece audio however the other jack on the left with 2 rings will only enable left-ear and right-ear audio but no mouthpiece audio so would not be suitable for phone use.



## More Call Controls

While you are on a call, anytime you need to see the **In call menu** and **More call controls**, select the chat icon from the left menu.



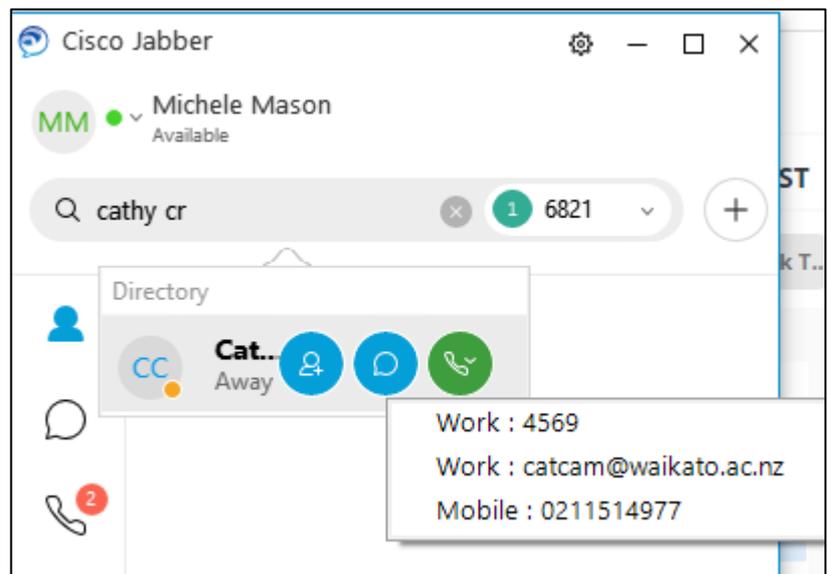
## Make a Call

There are a few ways to make a call, using your Contacts or the number pad, remember to select 1 first when calling outside of the University. Contacts are drawn from Call Manager.

1. Select the Hub Window to display Jabber
2. Search by name or type extension number, hit enter.
3. Number pad – Use the computer number pad to input the number preceded by 1 for outside line or mobile.



If your Contact has multiple numbers e.g. extensions and mobile, select **Phone Control** to display the list of numbers. Selecting that number will automatically make the call.



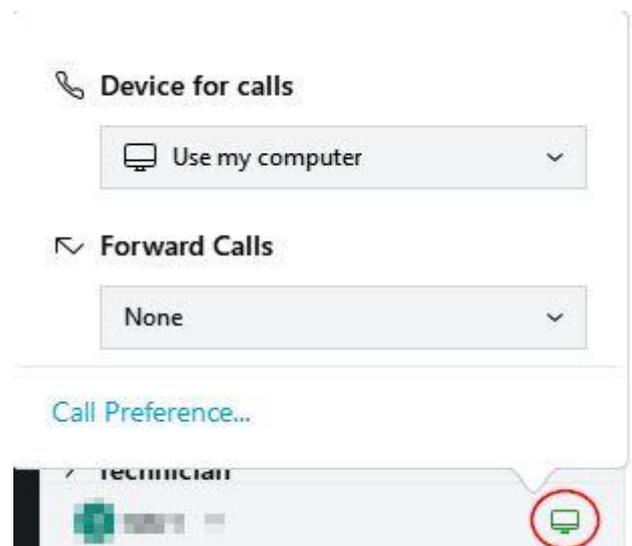
## Call Settings

For no apparent reason some users have found that their Jabber connection has disconnected.

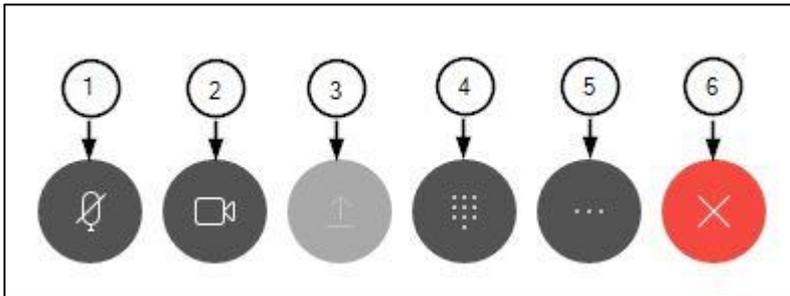
If this happens check your **Call Settings** at the bottom left of the Hub calling window.

When the monitor icon is **green** (see below) your connection is fine but if it is **red** and has an exclamation mark (!), it has lost connect.

To rectify this select the **Call Settings** icon to open it and make sure the **Device for calls** is set to **Use my computer**, if this is already the setting then log off Jabber and log back on again. If a restart doesn't reconnect you, try restarting your computer.



## Call Mode Window



1. Mute audio
2. Start video
3. Share screen
4. Show keypad
5. More call controls
6. End call

## Answer a Call

**Note:** There will be a short delay before the call connects e.g. the same amount of time it used to take for you to pick the desk phone up and put it to your ear.

Depending on what type of headset you have you can either, answer the call by pressing the **Answer** button on the **headphone** or by selecting the **Answer** button that pops up at the bottom right of your screen when it rings.

**Note:** You can also decline a call from the same popup as well.

### MacOS

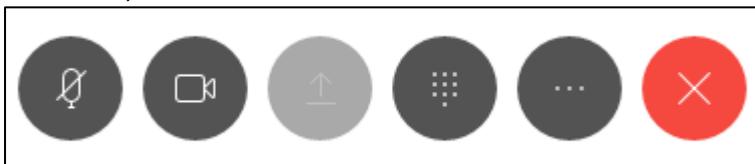
Jabber on a Mac will not pop-up when there is an incoming call, you will need to set Jabber on the top so you can have instant access without having to search for the app.

1. **Jabber > Preferences > Calls > Bring all calls to the front.**

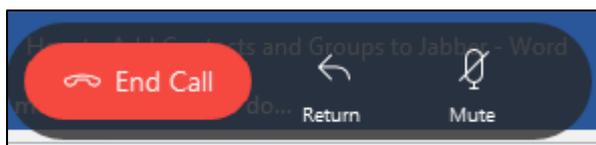
## Disconnect a Call

There are a few ways to disconnect the call when you are finished.

1. Click the X, End call.

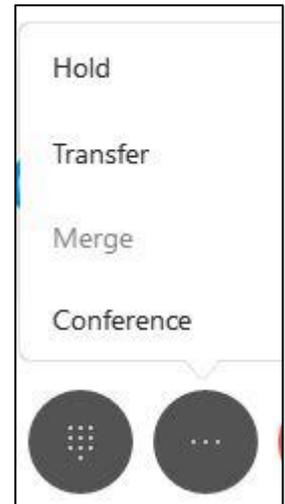


2. Select **End Call** from the popup menu



## Transfer a Call

1. Select **More** call controls
2. Select **Transfer** and type the number or name to transfer the call to
3. Hit enter or select the **Phone control**
4. Do the soft handover then select **Transfer**.

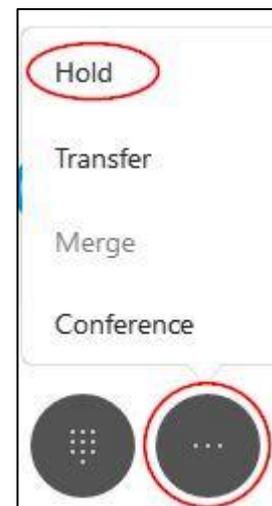


## Cancel a transfer that you have already started?

1. While your caller is on hold, click the **end call** button / red button with the white cross, at the bottom of the window
2. Click **Resume** to go back to the original caller.

## Put a Call On Hold

1. Select **More** call controls
2. Select **Hold**
3. Once you are ready to speak with the caller again select **Resume**.



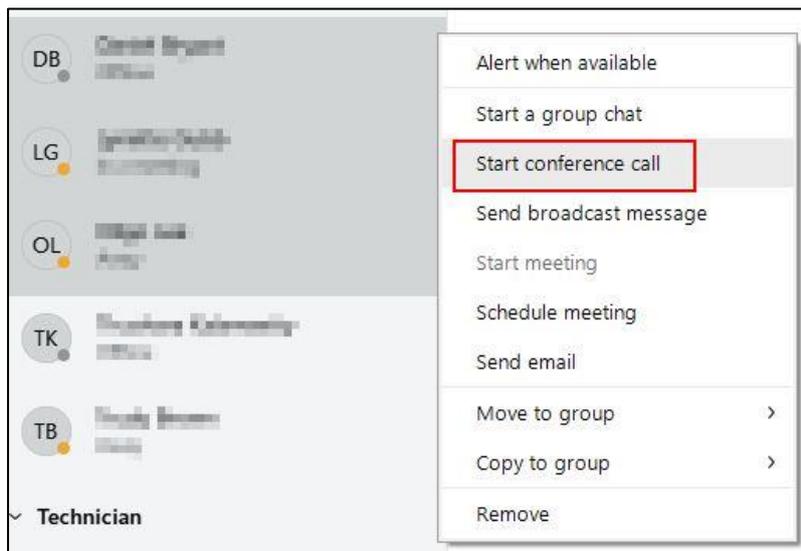
## Start a Conference Call

Select the participants for your conference call, and then call each participant and add the person to the call.

1. Select the contacts to include in the conference call from your contact list, and then right-click the contacts, and select **Start Conference Call**.

**Tip:** To select multiple contacts, press and hold Ctrl while you click each contact.

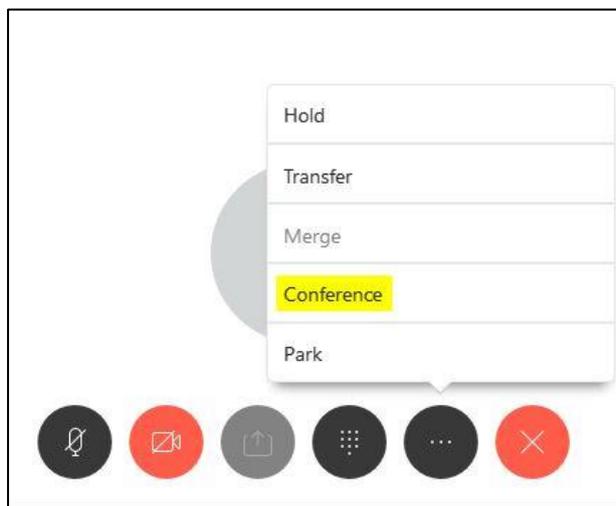
**Alternately**, you can right-click a group to start a conference call. A conference call window appears with the contacts that you selected.



2. Select the phone icon for a participant.
3. Select the **Join** button to add the contact to the conference call.
4. Repeat steps 2 to 3 for each participant.

**Conference calls** can also be done while you are on an existing call if you need to bring another contact into the call.

1. Whilst 'in call' select the **More** menu

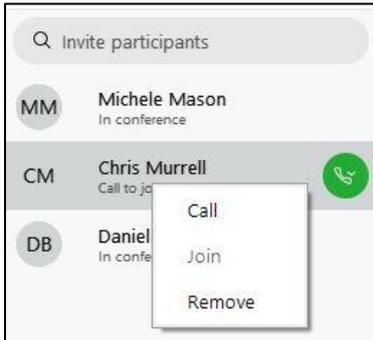


2. Select **Conference**
3. Search for another contact to join the conference



4. Select the **Call** icon. You will see the message **Waiting to join** then **In Conference** once they have joined.

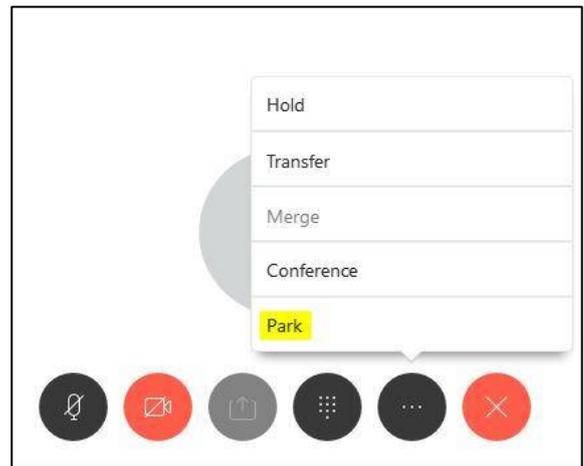
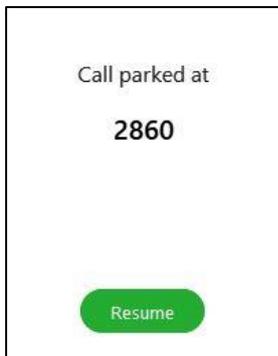
5. To **Remove** a participant simply hover the cursor over the contact and select **Remove**.



## Park a Call

You can park an active call and resume the call from another location. This could be useful if you need to go to another desk or office for some information.

1. During a call, select the **More** menu and select **Park**.
2. Retrieve the call from another device by logging onto Jabber and call the ext number that you parked the call from and select **Resume**
3. Or, **Resume** the call from the current device.



## Share Screen

Screen sharing can be initiated in a chat window or through a video call. Instant Messaging screen share is only available if both participants are connected to the University network (wired, through wifi, or through VPN). If one participant is not connected through the University network, you will need to establish a video call to make screen sharing available.

If you are on a call and you would like to share your screen with the other party, you can simply share your screen.

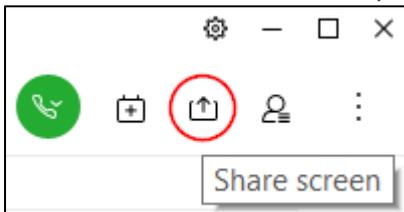
1. Ensure you have the **Chats** icon on the left selected



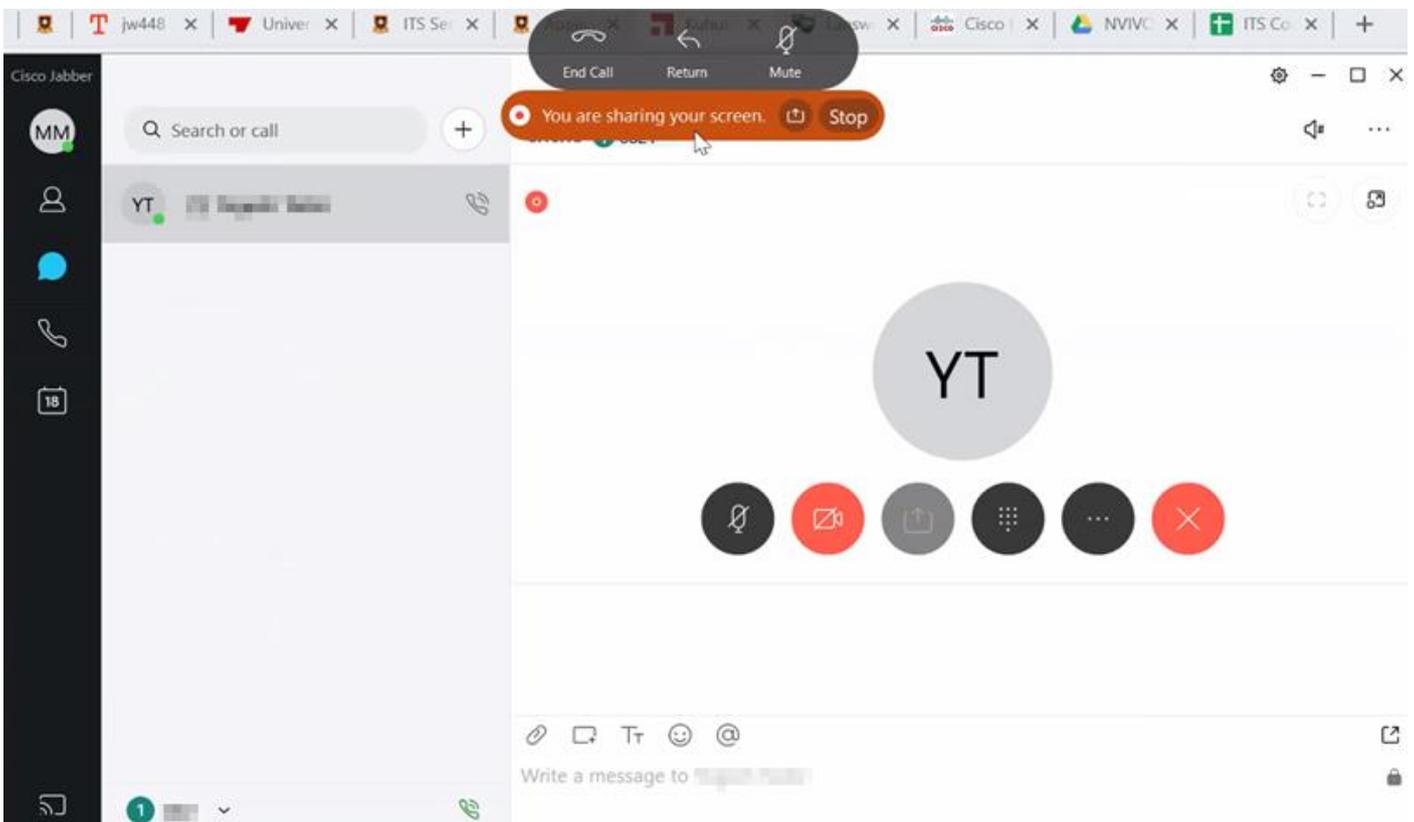
2. Select the **More options** menu at the top right of the Jabber window



3. Select **Share screen**. The other party will now be able to see your screen.

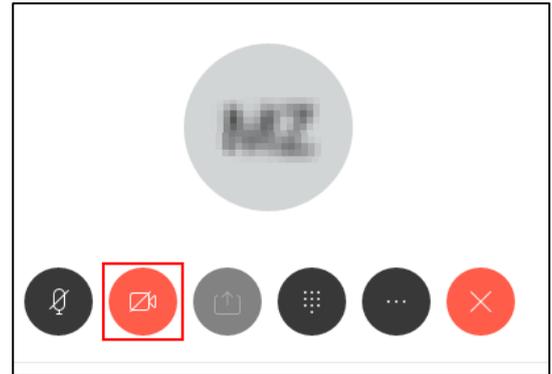


4. To stop sharing your screen, select the **Stop** button



## Video Call

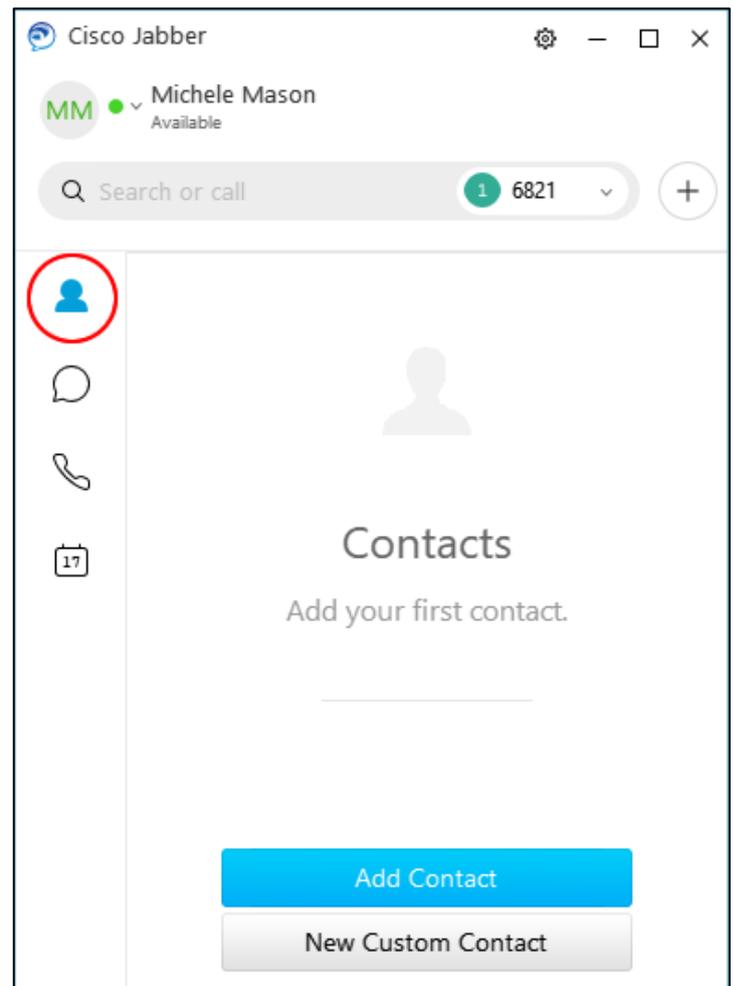
If during setup, you turned video calls off, you can easily turn it on again for the current **Active call** by selecting the video icon on the **More** screen view



## Add Groups and Contacts

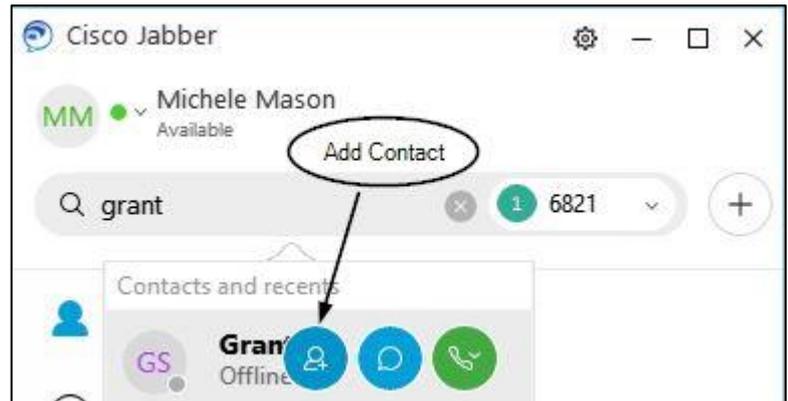
When adding your first **Contact** you will select the **Add Contact** button and search for Contacts to add, then you will be required to **Create a Group** to add these contacts to.

**NOTE:** After you have created your initial contact you can add new contacts by following the instructions below, **Add an External Contact**. All internal contacts can be found by typing their name in the **Search or Call** field at the top left of the **Jabber Hub dashboard**.



## Add Contacts to a Group

1. Select **Contacts** icon on the left
2. Select **Add Contact** (this window will only be available when adding your first Contact)
3. Search by name, select **Add** to add the first Contact
4. After you have your first Contact continue adding Contacts searching by name, select the Contact and hit enter to add
5. Once you have all the Contacts required select **New Group**
6. Type a name for the group and select **Create**
7. Click **Add**.



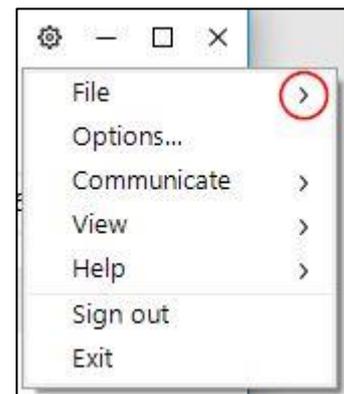
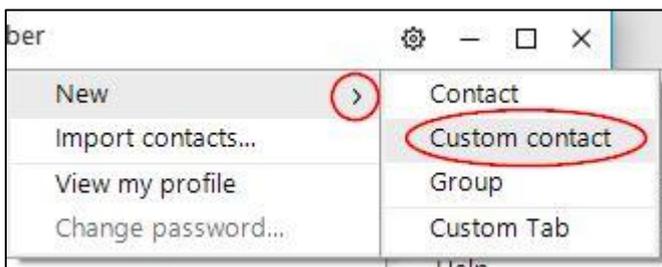
To add more Contacts to existing Groups, follow the above instructions, select the Group from the list, and select **Add**.



## Add an External Contact

You can add Contacts that aren't found in Call Manager (External Contacts) but they will need to be added to a Group.

1. Select **File** from the **Menu** cog on the top right of the Hub
2. Select **New**
3. Select **Custom contact**



4. Fill in the contact details
5. Select **Create**.

**NOTE:** You can add these Custom contacts to an existing Group or create a new Group.

## MacOS

You can add an external contact using the Jabber menu.

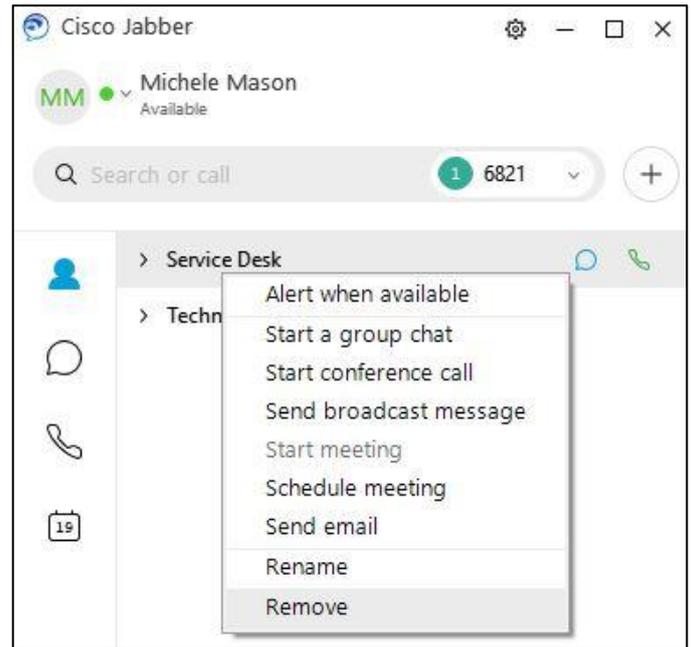


1. Open the **Jabber** app and from the menu select **Contacts**
2. **New Custom Contact** and add the necessary details.

## Remove a Group from Contacts

This will NOT remove the people from your Contacts, just the Group.

1. Right click the **Group** name
2. Select **Remove**
3. Confirm removal.



## Voicemail

Setting up your voicemail greetings and other voicemail settings are very simple with Jabber.

1. Dial the University internal access number **5060**
2. Select the # button
3. Enter your University **extension** number
4. Enter your voicemail password/PIN (for first time setup the initial password/PIN is 1111)
5. You will receive voicemails through your email and you will listen to them via a media player.
6. If you wish to save a voicemail either create a folder on your email account or on your H drive and save them there.

If you have forgotten your PIN or you have tried too many times unsuccessfully ring the Service Desk to have you PIN reset and your voicemail box unlocked.

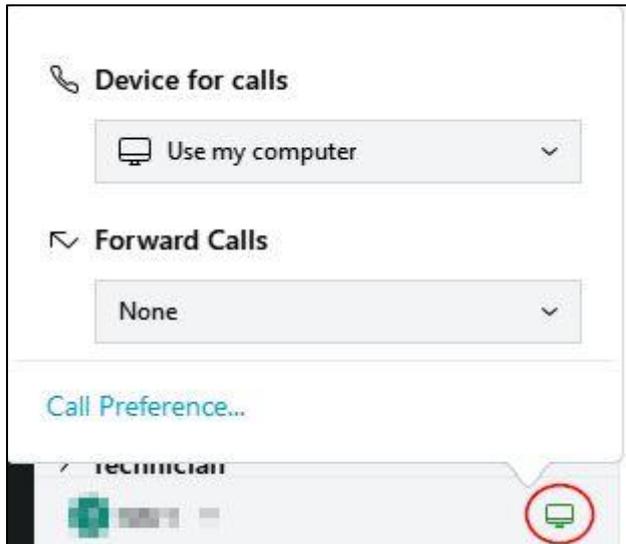
**NOTE:** Your voicemail must be set to email, Service Desk will do this for you when they configure your Jabber.

## Call Forward (Divert) Your Extension Number

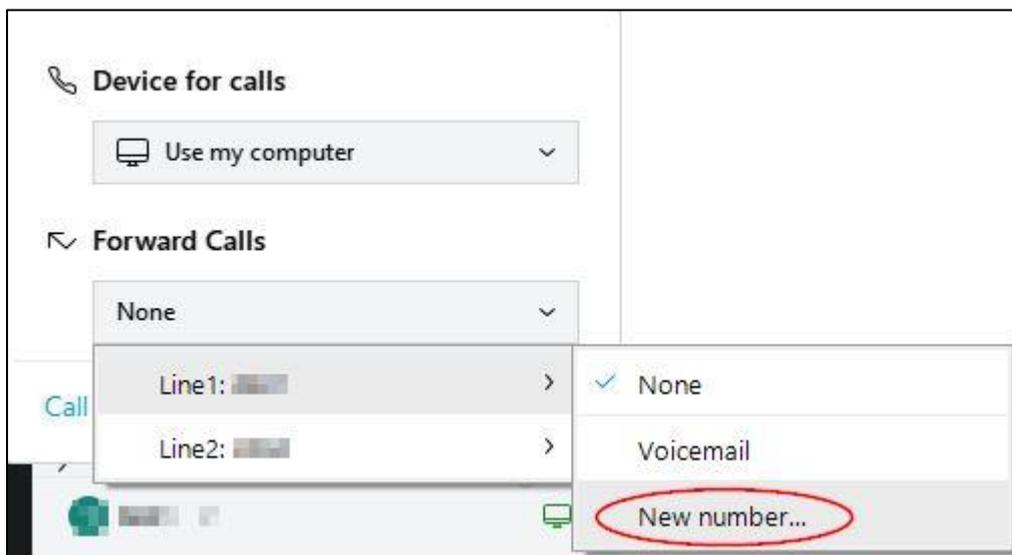
**Note:** Please be aware that if you are choosing to divert your extension number to your personal mobile phone, your personal number will be visible to the caller unless your Service Provider is 2degrees, who are the University's current mobile provider.

You can now divert your extension number to your voicemail, another extension or to a mobile phone if required.

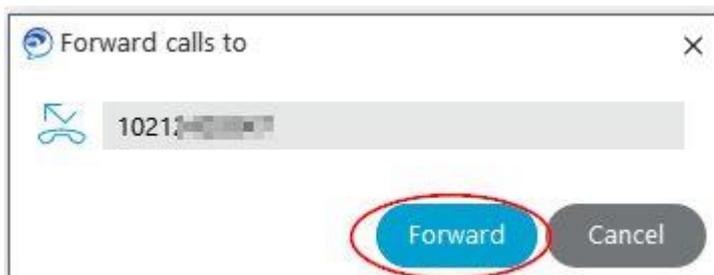
1. Select the computer monitor icon that can be found at the bottom left of your Jabber Hub



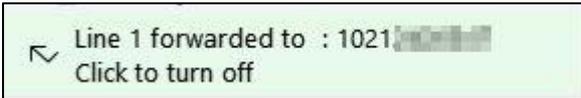
2. Select **Voicemail**, the **ext** or add a **New Number**. If you are adding a mobile number it may need to be preceded with the number 1



3. Type **1** followed by the **mobile number**
4. Select **Forward**



5. If you would like to turn the diversion off simply **Click to turn off**.



## Ringtones

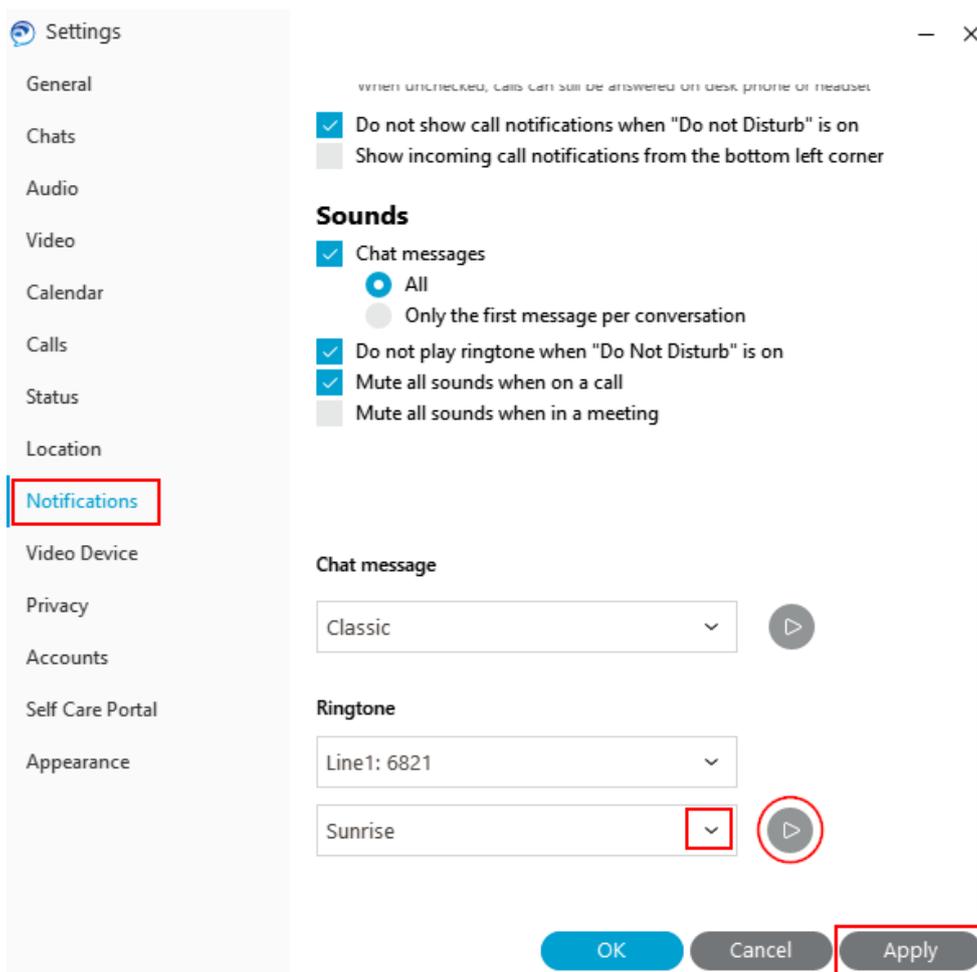
### Windows

You can change your ringtone if you prefer a different sound to the default.

1. Select the Menu cog from the top right-hand side of the Hub
2. Select 'Settings' from the list
3. Select 'Notifications'
4. Scroll down if needed and select the arrow-head
5. Select one of the wav files, test it by selecting the 'Play' button
6. Once you are happy with the ringtone you would like to use select 'Apply'



See the image below for selections

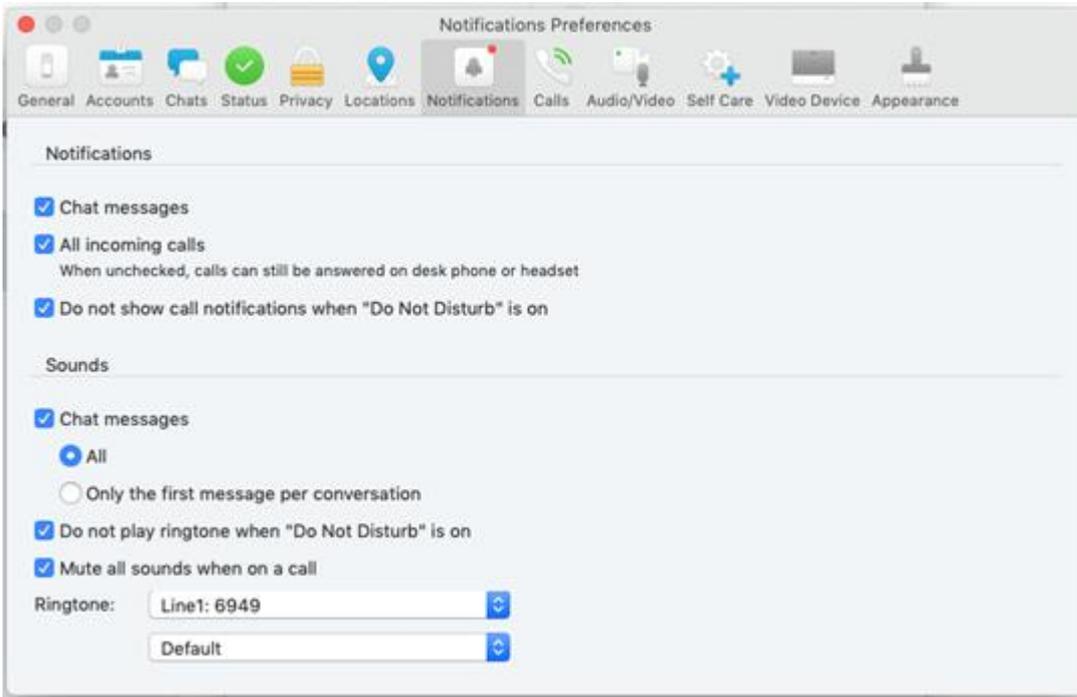


### MacOS

1. Select **Jabber** from the menu
2. **Preferences**

### 3. Notifications

4. Select from the **Ringtone** list.



## Using Jabber on a Mobile Phone

Things staff need to be aware of is they are wishing to use Jabber on a mobile phone:

- Calls made to and from Jabber Mobile when on Campus will incur call charges but not data.
- Calls made to and from Jabber Mobile from outside of the University but within a WiFi connected area, e.g. the staff member's home will incur call charges but not data.
- Calls made to and from Jabber Mobile outside of the University or a WiFi connection e.g. a car will incur both call and data charges. For staff wishing to use Jabber on a personal mobile device the University will cover the cost of calling but not the data consumed.
- Jabber Mobile uses Voice over Internet Protocol (VoIP) which is a technology that allows users to make voice calls using an internet connection instead of a regular phone line, as such call quality cannot always be guaranteed and is subject to individual providers e.g. Spark, Vodafone etc.