

Quick Reference Guide

Layout

Jabber is communication/collaboration tool featuring telephone, interactive messaging (chat), and presence functionality.

Presence

Allows you to share your availability and willingness to communicate.

Call

Engages your physical telephone or your softphone.

Search

Dial a telephone number or search both the corporate directory and your Office 365 contacts for a number.

Contacts

Customizable list of people you call or text most often.

Recents

Filterable list of both recent and missed telephone calls.

Voice Messages

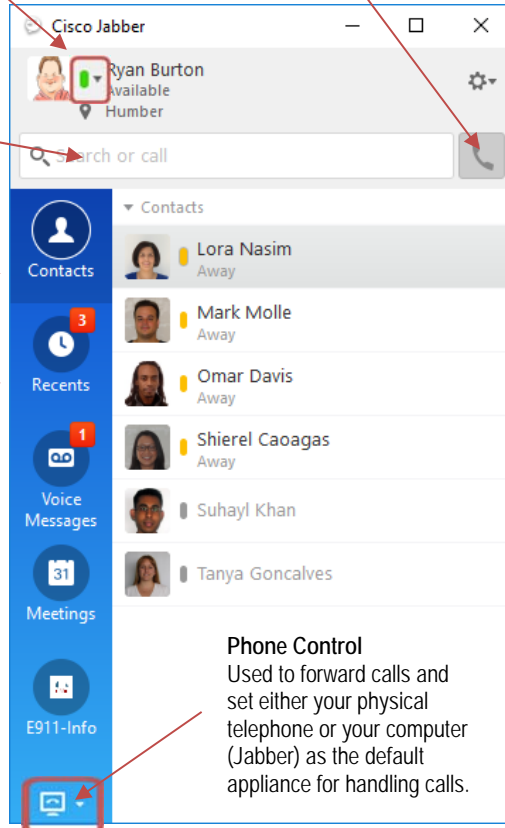
Graphical interface for processing voice messages.

Meetings

Lists the events in your calendar for a given day.

e911

Warning about not using Jabber to call 911.



Phone Control
Used to forward calls and set either your physical telephone or your computer (Jabber) as the default appliance for handling calls.

IMPORTANT: Do not use Jabber to call **911** in an emergency; it will not work. Use a **physical phone** or your **smartphone**.

Logging In

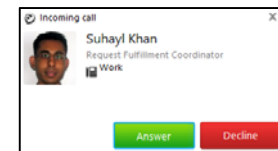
Launch the Jabber application if it is not already running by clicking the **Jabber** icon in your computer's system tray.



Log into Jabber using your Humber credentials (username and password).

Answering a Call

When someone calls your extension, a Jabber dialogue box will appear...



Click the **Answer** button to accept an incoming call. Click the **Decline** button to send an incoming call to voicemail.

NOTE: Clicking the **Answer** button automatically activates your physical telephone OR your softphone.

Placing a Call

Method #1: Right-click on a contact in your **Contacts** list and select the **Call** option. Continue by selecting which of his or her numbers to dial.

Method #2: Key a telephone number (no spaces or dashes) into the **Search** filed and then click the **Call** button.

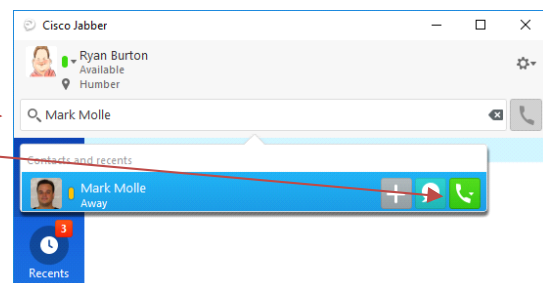
NOTE: Clicking the **Call** button automatically dials your physical telephone OR your softphone.

Searching Your Contacts

You can also place telephone calls using Jabber's powerful dial-by-name functionality...

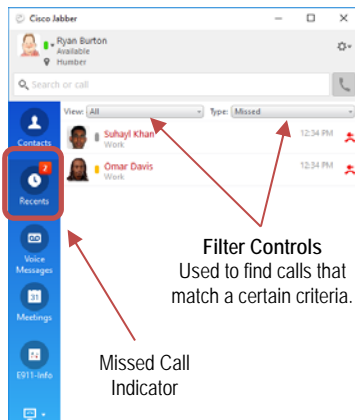
1. Key a name into the **Search** box.
2. Click the **Call** button next to a search result.
3. Select which phone to ring (if more than one).

NOTE: Jabber will search Humber's corporate directory as well as your Office 365 contacts. Clicking the **Call** button dials your physical telephone OR your softphone.



Missed/Recent Calls

Select the **Recents** tab in Jabber to view all recent and missed calls...



NOTE: Right-click a contact and select the **Call** option to re-dial a number or to call somebody back.

Voice Mail

Select the **Voice Messages** tab in Jabber to view your voice mail...



NOTE: Click the **Play** button next to a voice message to listen to it. Right-click a voice message and select the **Call** option to call somebody back.

Jabber Mobile App

Install the Jabber app to use Jabber on your smartphone or tablet...

1. Download and install the **Cisco Jabber** app and then launch it.
2. Allow the requested access and accept the terms and conditions.
3. Log in with your Humber e-mail address and Humber password.

NOTE: There is no fee to install the app. App usage is subject to data fees like any other mobile app.

Presence

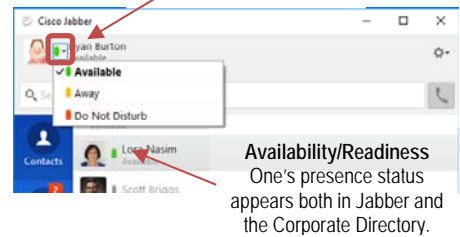
Presence is a Jabber feature that communicates your availability and readiness to communicate.

Manually Setting Your Status

Click the arrow next to your name and select a status (available, away, or do not disturb).

NOTE: By default, Jabber follows your Office 365 calendar and will show you as "Away" for events.

Presence
Used to set your availability and readiness to communicate.



Chat

Jabber also allows you to exchange basic, text-based messages with others within the organization...

Starting a Chat Session

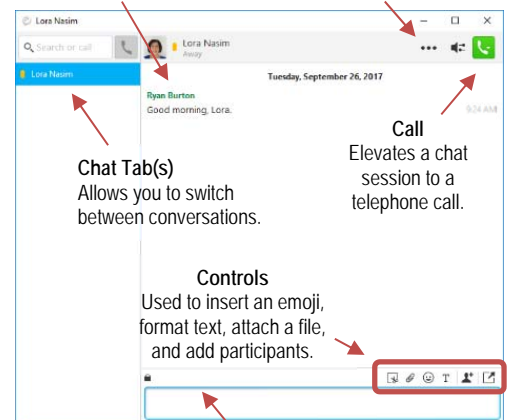
Method #1: Right-click on a contact in your **Contacts** list and then select the **Chat** option to start a chat session.

Method #2: Key a name into the **Search** box. Right-click a search result and then select **Chat** to start a chat session.

NOTE: Clicking the **Call** button in the chat dialogue box elevates a chat session to a telephone call.

History
Shows exchange of messages over time.

More
Share your screen or start a WebEx meeting.



Chat Tab(s)
Allows you to switch between conversations.

Call
Elevates a chat session to a telephone call.

Controls
Used to insert an emoji, format text, attach a file, and add participants.

Message
Key your message here.

Softphone

Jabber also functions as a full-feature softphone...

More
Share your screen with others.

Start My Video
Start/stop your WebCam.

End Call
Terminate an active call.

Volume
Adjust your speaker volume.

Mute
Mute your microphone.

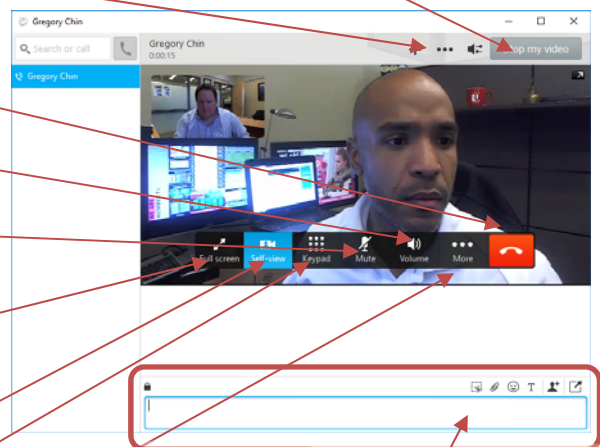
Full Screen
Maximize the window.

Self-view
Show/hide your WebCam's view.

Keypad
Allows you to enter digits.

More
Hold, transfer, or merge calls

Messaging
Send a file or text message.



NOTE: To use Jabber as a softphone, click the **Phone Control** icon and select the **Use My Computer for Calls** option. You will need either a computer headset OR a WebCam and speakers for the softphone to work.