# Jabber

## Quick Reference Guide

### Layout

Jabber is a 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.

### 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** field 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.

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.

Softphone

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

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.