

## 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

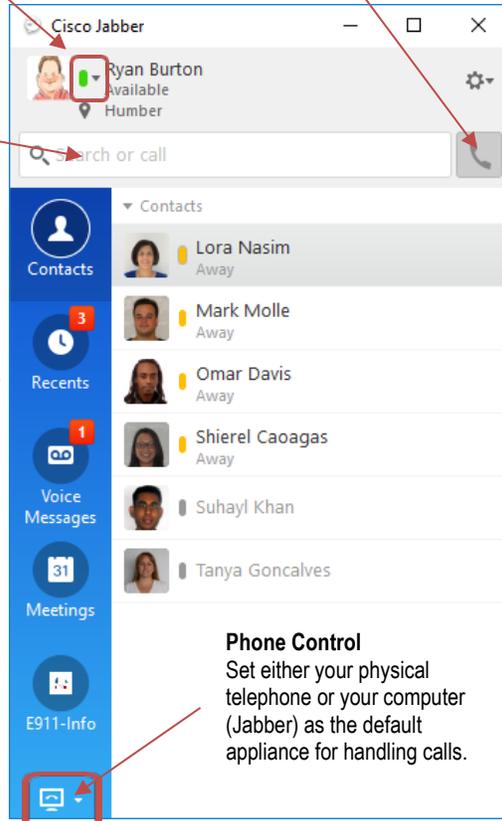
Graphical interface for processing voice messages.

#### Meetings

Lists the events in your calendar for a given day.

#### e911

Warning about not using Jabber to call 911.



**Phone Control**  
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

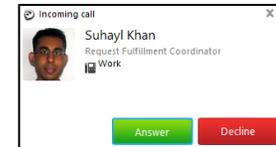
Launch the Jabber application if it is not already running by clicking the **Jabber** icon in your computer's system tray.



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** 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...

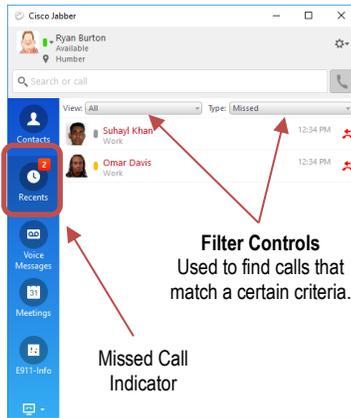
1. Key a name into the **Search** box.
2. Click the **Call** button next to a search result.
3. Select which phone to ring (if more than one).

**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...



**Filter Controls**  
Used to find calls that match a certain criteria.

**Missed Call Indicator**

**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...



**Message(s)**

**Filter by Date**

**Play/Pause Button**  
**New Message Indicator**

**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

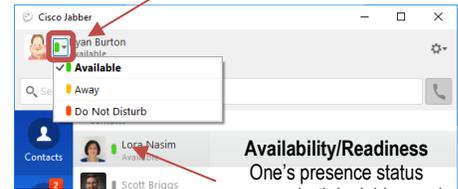
Presence is a Jabber feature that communicates your availability and readiness to communicate.

### 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.



**Availability/Readiness**  
One's presence status appears both in Jabber and the Corporate Directory.

## Chat

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

### Starting a Chat Session

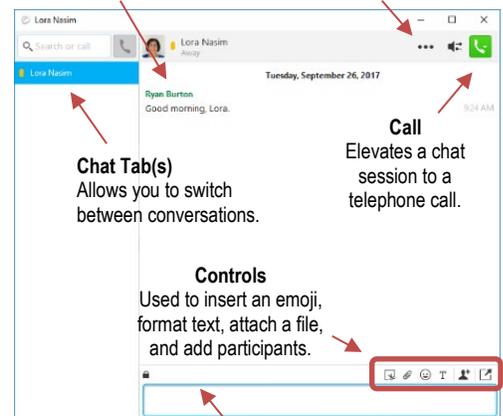
**Method #1:** Right-click on a contact in your **Contacts** list and then select the **Chat** option to start a chat session.

**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.

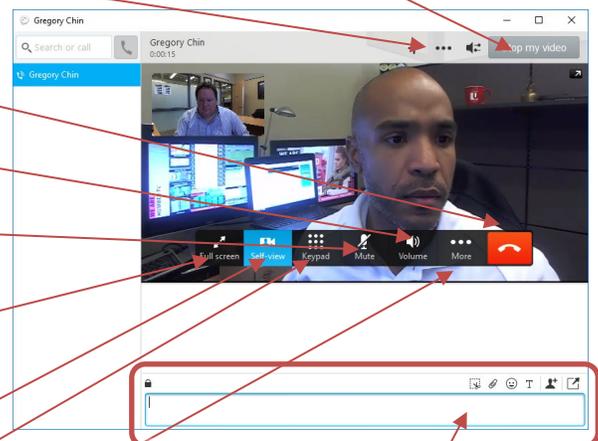
**Full Screen**  
Maximize the window.

**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.