Northwestern | INFORMATION TECHNOLOGY

Cisco Jabber User Guide for Windows

Cisco Jabber is a unified communication tool to manage phone calls, contacts, and voicemail.

Jabber displays information about your availability status if you are on a call.

Launch the Jabber Software

1. Launch the Jabber software from the shortcut on your desktop or from the Applications folder. The application is named "Cisco Jabber," and its icon is blue.
2. When you first launch Cisco Jabber, you will be prompted for the following:
    a. **First time login** requires you to enter your e-mail address example@northwestern.edu. This will be saved automatically and will not be required for future logins.
3. For all future access, enter the following details at the **Sign-In** prompt:
    a. Username: *NetID*
    b. Password: *NetID Password*

Jabber Home Screen

After you have successfully logged in, the Jabber Window will appear. The left-hand sidebar displays the following options:

- Contacts
- Call History
- Meetings

HUB Screen
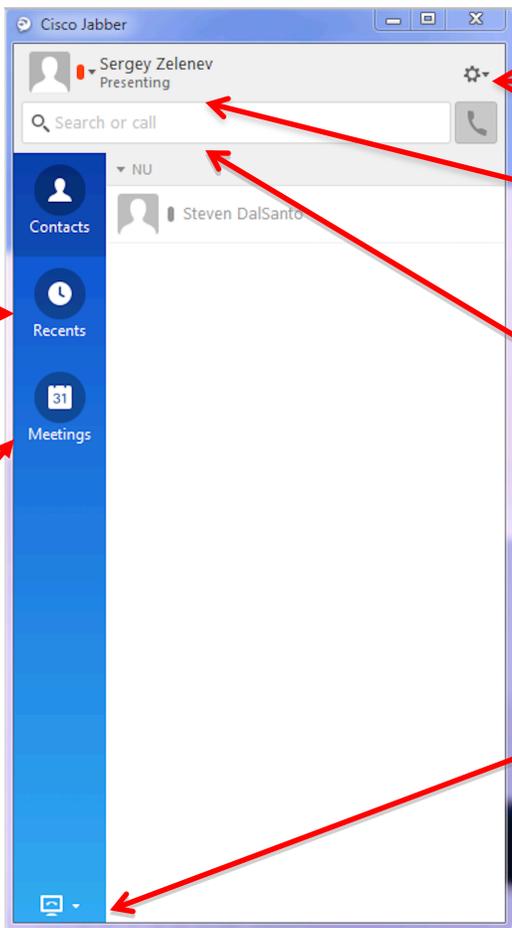
Contacts

Call History
View the previous missed, received, and placed calls

Calendar/ Meetings

SETTINGS
Customize your Jabber options

STATUS
Set your status here

SEARCH
Allows you to search for a contact in the University directory

PHONE CONTROL
Allows you to change between using your desk phone and softphone, as well as forward your calls

Dock Jabber
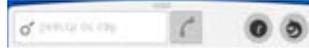
For a more compact view, Jabber can be Docked at the **top-center** of your monitor. The Dock icon can be moved by clicking and holding your mouse to reposition.

To use Jabber in Docked mode, hover your mouse over the bar to expand the options and click the desired button.

To relocate the doc position, Click **Settings>View**>**Position** docked Window.
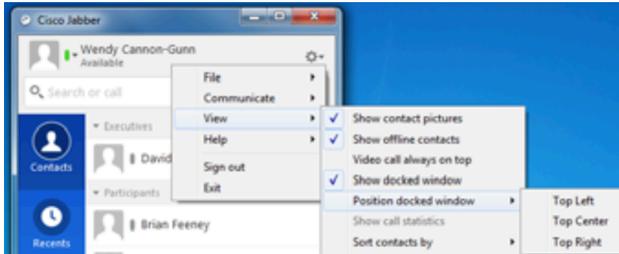
To **enable** the Docked mode, click the red button at the top of the Jabber window.

To **disable** or **undock**, click the Jabber icon.

Change Video Preference

You can determine if video will be enabled/disabled within your Jabber calls.

1. Click the **Menu/Gear** menu at the top of the window.
2. Choose **Options**.
3. Click **Call** menu.
4. Choose to **Always start calls with video** or **Never Start Calls with video.**

Call History

View your list of previous, missed, received, and placed calls.
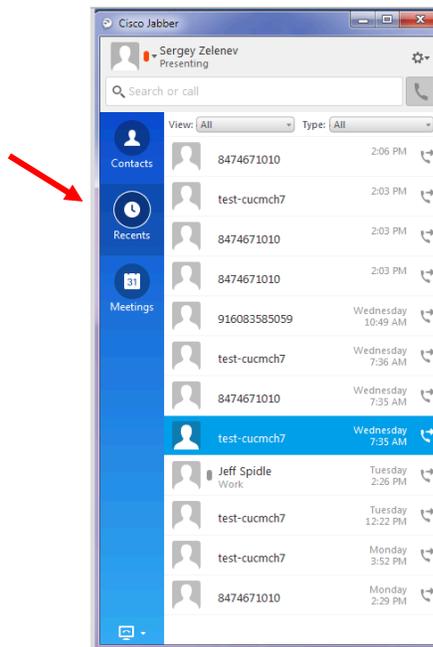
Contacts

Select the **Contact** icon to see the list of your contacts and their availability.
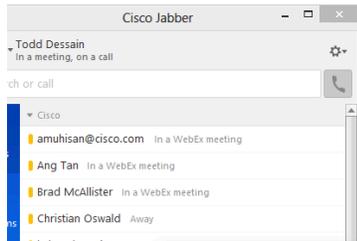
Add Contacts/Groups to your Contact List

Adding internal contacts allows you to view their status and manage your communication options with that contact.

Add a New Contact

When adding a new contact, you will also need to assign them to a group.

To add a contact:

1. Click the *Search* area. Search for the user by name.
2. Click on the **plus +** icon.
3. Select *Add to.*
4. Choose the **Group** by creating a group name.
5. Click the *Add* icon.
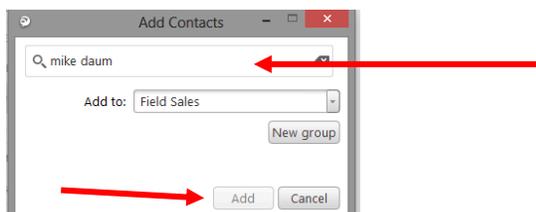
Note: You can also add contacts by selecting FILE>NEW> CONTACT from Setting Menu.

Add a New Group

To add a new group while adding a new contact, click on the **New Group** icon and then the **Create** icon.
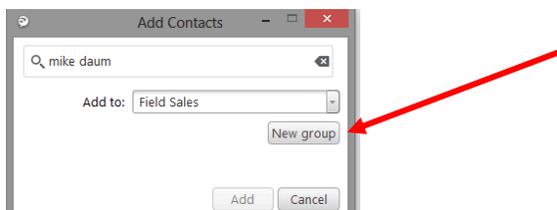
You can also create a new group without adding a new contact.

1. From the Settings Menu, select *FILE>NEW>GROUP*.
2. Enter group name and click *CREATE*.

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Call People in your Contact List

1. To place a call, highlight the contact and click on the **Phone** icon, OR, right click, and select **Call.**
   - In Desk Phone Mode, your associated desk phone will be used for the call.
   - In Softphone Mode, your speakers/microphone on your PC will be utilized.
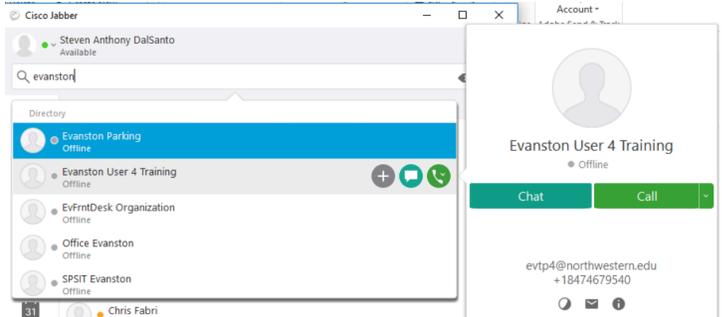
Call Window

- The Call Window will display when the call is answered.
- The call status will display on the left panel. (Note, you can see many calls simultaneously).

Call Status

More Call Handling menu
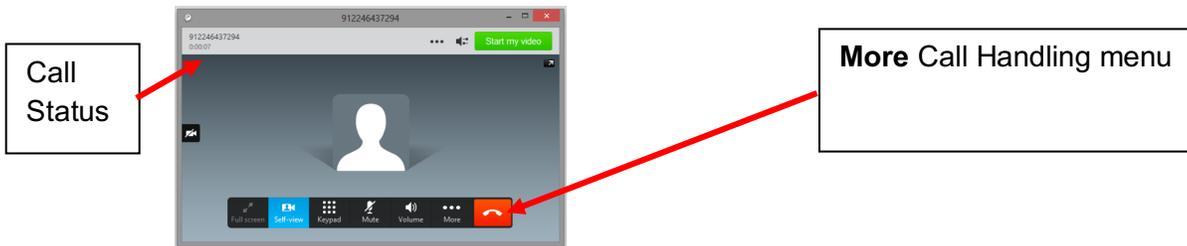
Call Controls

Call Controls will display once the call is connected.

Full Screen View

Toggle Self-View

Mute Audio

End Call

Open Dial pad to enter digits

Call Handling Options:
- Hold
- Transfer a call
- Merge calls
- Create conference calls
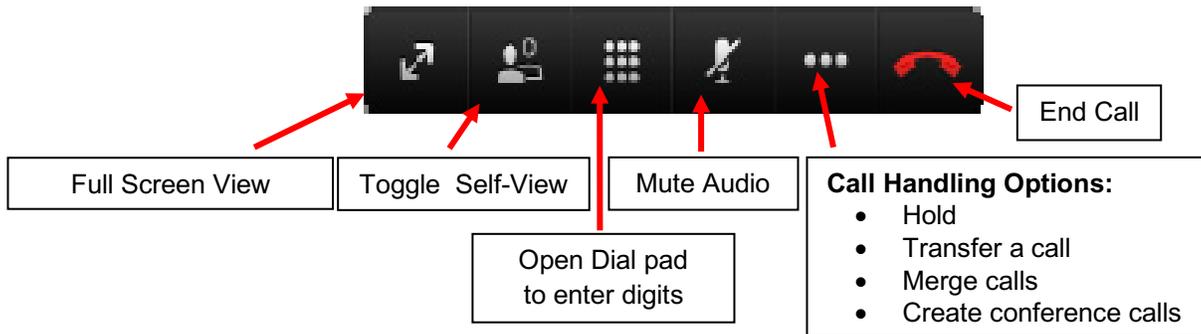
Answer a Call

Choose the **Answer** option from the **Incoming Call** screen pop on the lower right of the computer screen. Choose **Decline** to send the call directly to voicemail.
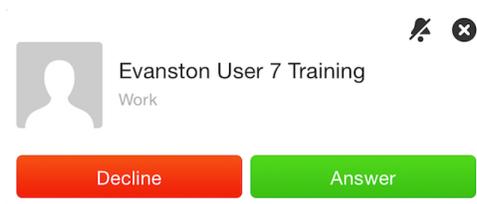
Place a Call on Hold

Choose the **Hold** option from the **More** Call Handling icon ....
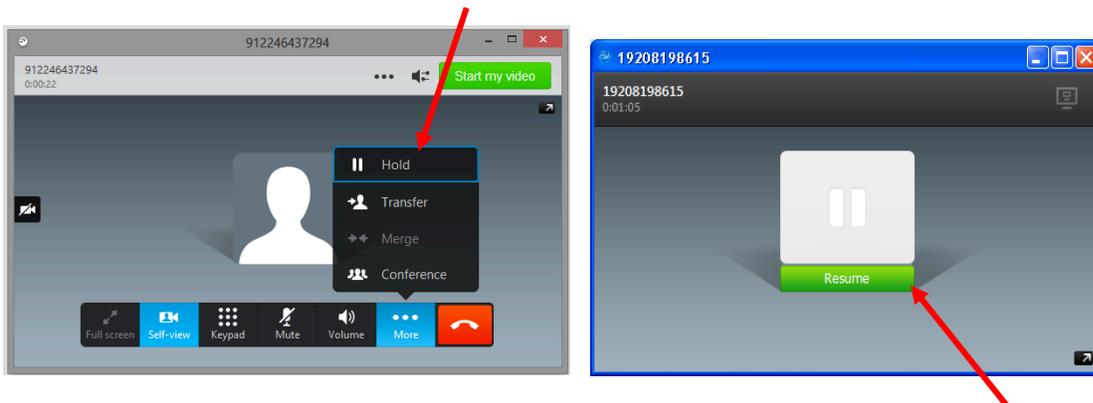
When your call is placed on **Hold**, the call display screen will show a green **Resume** icon. Choose **Resume** to reconnect your call.

Transfer a Call

1. Choose the **Transfer** option from the **More** Call Handling ... icon. This will place your caller on hold and open a transfer window.
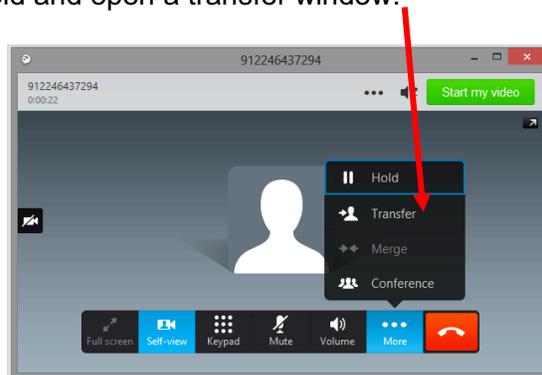
2. The transfer window allows you to search for a contact, or enter the number you want to transfer the call to and then click the green **Phone** icon.

3. Once the number is entered, click on the green **Transfer** icon.
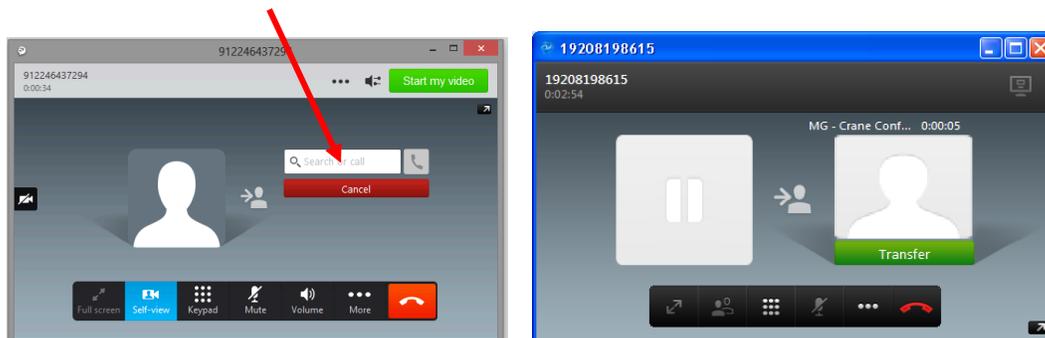
Conference Call (Maximum 6 Calls)

To add additional people to a current conversation:

1. Choose the **Conference** option from the **More** Call Handling ⬛⬛⬛ icon. Your first call will be automatically placed on **Hold**.
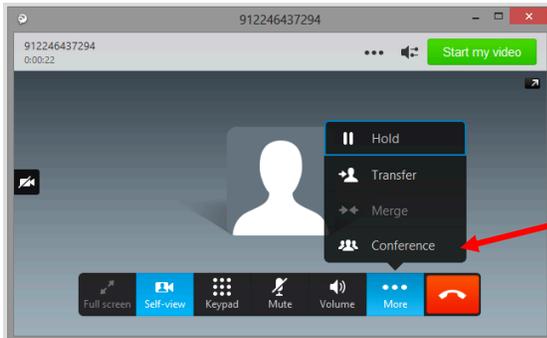
Conference Option

2. The **Conference** window will open. Enter the number or name in the search field and click the green **Phone** icon.
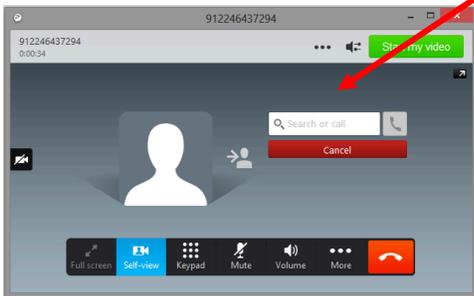
3. When the second dialed party answers, the green **Join Conference** option will appear. Choose the green **Join** icon to connect to the caller(s).

Repeat these steps to add additional callers to the conference.

Voicemail

Jabber may be used to dial into the voicemail system. The process for accessing voicemail through Jabber:

1. Dial your own direct dial 10-digit phone number or the voicemail access number 847-467-7777 or extension 77777.
2. Click the **Call** icon.
3. Press the ***** key when voicemail answers.
4. Enter your **Extension** (10-digit phone number), then press the **#** key.
5. Enter your **PIN**, then press the **#** key.

Note: Voicemail messages will continue to be available for listening in your Outlook account.

Forward Calls to Voicemail or External Number

Your softphone can be forwarded to an alternate destination. Do the following:
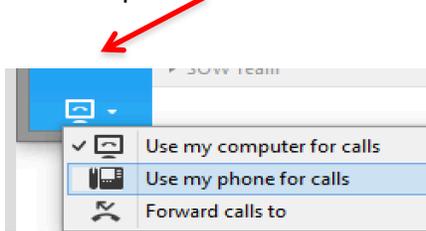
1. Click the **Call Control** icon on the main Jabber window.
2. Select **Forward Calls To.**
3. Select **Voicemail** to send all incoming calls directly to voicemail,or enter another option, if configured.

To create a new destination:

1. Select **New Number**. The **Forward Calls to** window will open.
2. Enter new number.
3. Click on the **Forward** button. Incoming calls will now be redirected to that number.
4.
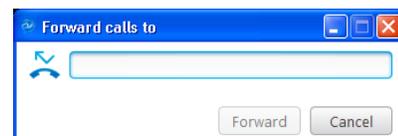
Close Jabber

Click **File** and select **Exit** to close the Jabber application. A best practice is to log-off each day.

Note: Clicking the red ☒ button on the window leaves Jabber running and enables the Docked mode.

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