

CISCO Jabber version 11.7.1 User Guide

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If you have any queries about this guide or require any additional training, please contact the ICT Helpdesk on 1200





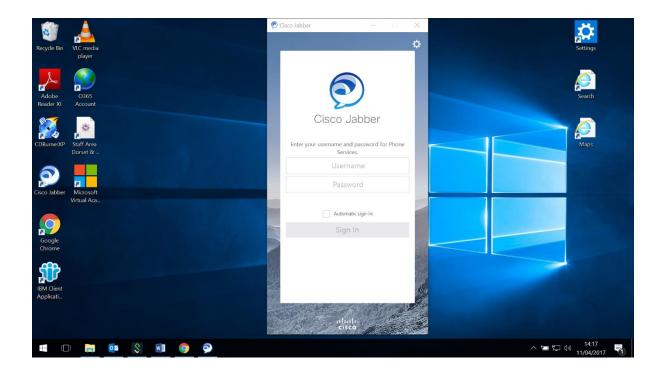


Logging in to CISCO Jabber

From your desktop, click on the CISCO Jabber icon to open the login window.



The Sign In window will open. Click on the Sign In button to open the Sign in window.





Your username will be;

Your telephone extension number followed by @dwfire.org.uk

For example;

1021@dwfire.org.uk

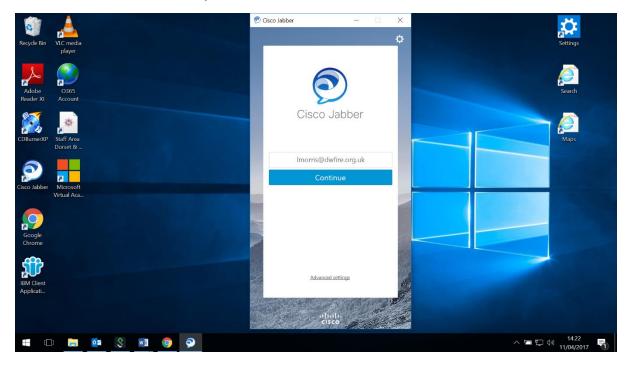
Your Password will be the six figure code number that has been allocated to you by ICT;

147369

When you have clicked the Sign In button, Jabber will display your e mail to confirm that it has linked you to your Jabber account;

- Over type this with: Your own extension number @dwfire.org.uk e.g. <u>1021@dwfire.org.uk</u>
- Click continue
- > Then enter extension your extension number again, and the password 147369

Tip - To save this information Click on the Automatic Sign in Tick Box before you sign in. This will save your log in details for next time, making it quicker to open Jabber.



Click the **Continue** button to proceed.



The Jabber window will open, looking similar to this;

Recycle Bin	VIC media player	Cisco Jabber Cisco Jabber X Available Search or call	Settings
Adobe Reader XI	O365 Account	Click to maximise	Search
CDBurnerXP	Staff Area Dorset &	Chuts Contacts	Maps
Cisco Jabber	Microsoft Virtual Aca	Add your first contact. Recents Add Contact Voice	
Google Chrome		Messages New Custom Contact	
IBM Client Applicati		Hunt Group & Pickop	
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 $\ensuremath{\text{Tip}}-\ensuremath{\text{Click}}$ on the maximise button to expand the widow to full size

Status bar

At the top left of the Home screen your name and Jabber status are shown;

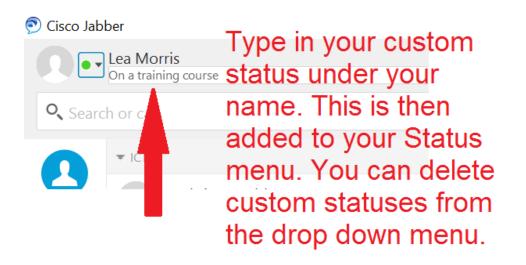
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Q S	Click on the drop down arrow to op			** •
/ thuy	the Status menu.			
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• On Leave	indicator to alert			
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There are 3 pre-set Status Indicators;

- > Available when you are online and able to respond to telephone calls / chat
- > Away when you are online but away from your PC/Laptop
- Do not disturb when you are otherwise engaged and not available to take calls or chat

Tip - You can add custom Status Indicators for specific circumstances by clicking on the Status wording under your name and typing in the Text box;



Remember - to set your Status Indicator to let people know your availability.

When you are not online your Status Indicator is shown in Grey.

Tip – You can manage your <u>Status Indicator settings</u> by going to the File Options Status sub menu.



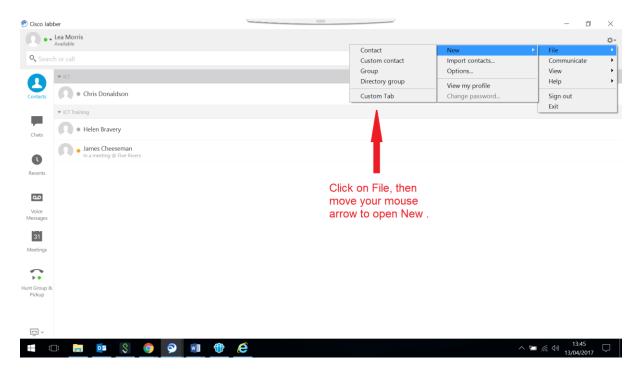
Managing your Jabber Settings

By clicking on the "cog" icon in the top right of the Jabber window, you can open your Settings Menu to check and amend your overall Jabber Settings.

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0	Lea Morris Available		Click on the cog icon to open the	与 File
O _s Searc			Settings menu	Communicate
2	Cr Chris Donaldson			Help
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0	■ James Cheeseman In a meeting ⊕ Five Rivers			
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Click on each Settings heading to open the sub menus;

File



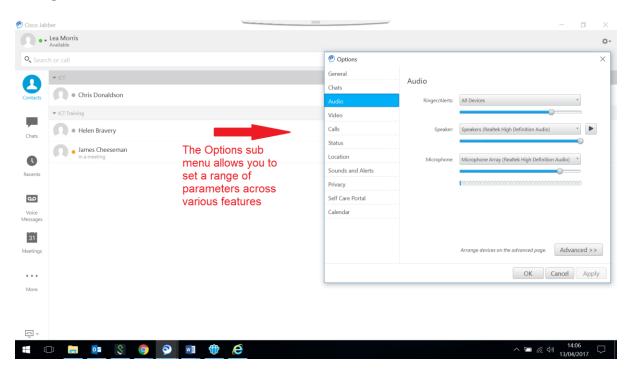


The File New sub menu allows you to add;

- > new Contacts from the Jabber Directory,
- Custom Contacts externally,
- new groups,
- <u>a new Contact to an existing group</u> including all contacts in that group. Custom tab is not available.

The File **mathef** Import Contacts sub menu is not available

The File Options sub menu opens up the Options menu. This menu allows you to set a range of parameters across various features, including your audio, video and call settings.



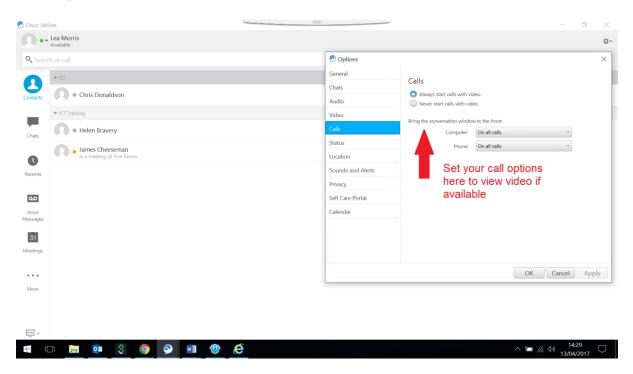
The File Options General sub menu allows to you to set your Startup, Conversations and Spell Checker options;

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Q, Sear	ch or call	🔊 Options		
	▼ ICT	General	Charles	
		Chats	Startup	Click the Genera
Contacts	Chris Donaldson	Audio	Start Cisco Jabber when my computer start	* tap to set your
_	▼ ICT Training	Video	Conversation window	Startup,
	Helen Bravery	Calls	Remember my open conversations	conversations ar
Chats		Status		Spell Checker options
0	James Cheeseman In a meeting @ Five Rivers	Location	Spell checker	options
Recents		Sounds and Alerts	Check spelling automatically	
		Privacy	Select a language: English (GB)	
مە		Self Care Portal		
Voice		Calendar		
Messages				
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Meetings				
				OK Cancel Appl
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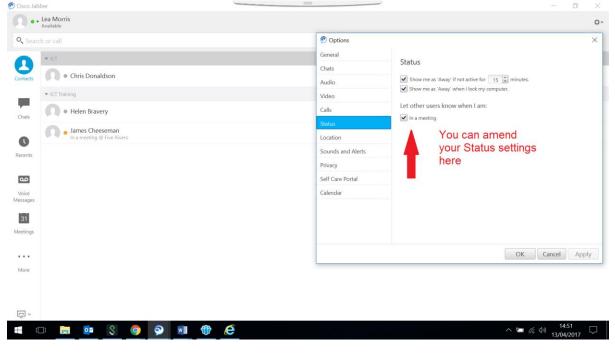
Tip – Click on Settings - File – Options – General – <u>Start up</u> to set Jabber to start up automatically when you turn your device on.



The File Options Calls sub menu allows you to set your Call options, including automatic video activation.



The File Options Status sub menu allows you to set your Status Indicator options to indicate when your are away from your device or in a meeting;



The File Options Cocation sub menu allows you to manage your Location settings, and allow other users to view your current location;



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Contacts Chats	✓ ICT One Chris Donaldson In a meeting ICT Training One Bravery	The Location option allows you to manage your settings to enable other	General Chats Audio Video Calls	Locations Using locations allows you to display your cur ones to share. P Enable locations Tell me when new locations are detected	rent location to others. You can select which Tick this box to enable Jabber to identify new
Recents Recents Voice Messages	Ames Cheeseman	users to see where you are	Status Location Sounds and Alerts Privacy Self Care Portal Calendar	My locations Fiver Rivers HQ Click here to new location then click ap Reassion OK to save	add a name ply and
Meetings •••• More				Reassign OK to save	Create new location name OK Cancel Apply

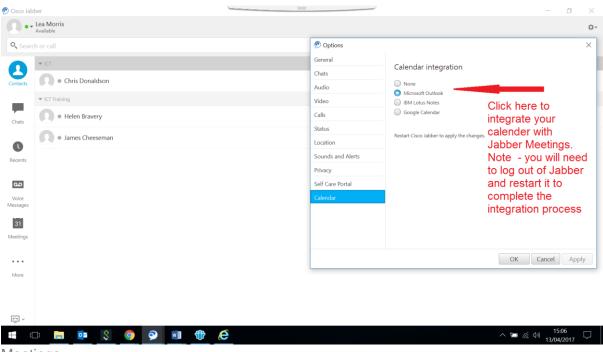
The File Options Sounds and Alerts sub menu allows you to manage your Message and Alert sound settings;

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Contacts	Available		Audio	Chat messages All incoming calls	
-	▼ ICT Training		Video	If unchecked answer on another device Do not show incoming call alerts when	in "Do not Disturb"
Chats	Helen Bravery		Calls		
Child			Status	Disu seconda ferr	
0	 James Cheeseman 		Location	Play sounds for	
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مە		The Sounds and Alerts option	Privacy Self Care Portal	 Only the first message per conve Do not play ringtone when in "Do Not I 	
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More			Choose your p sounds here th and OK to save	en click Apply 🛛 📕	
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The File Options Calender sub menu enables you to integrate your Outlook Calender with Jabber Meetings. Click on the Outlook button, then click on Apply and Ok.



Note – You will need to log out of Jabber and then restart it to complete the integration process;



Meetings

Contacts and Groups

Contacts within DWFRS can be added to your Jabber account by clicking on;

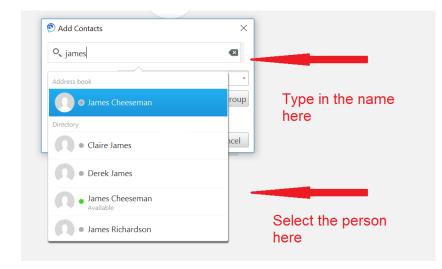
	- File	Contact sub me	enu in the Jat	ober Settings		
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31 Meetings More						
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Author: Lea Morris Version: 1



The "Add Contacts" window appears.

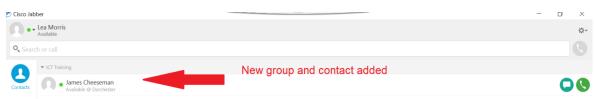
> Type in the name of the person you wish to add, then select them from the list;



When you have selected the correct person, you can either add them to your contacts as an individual, or put them into a new group;

Add Contacts X	
Q ● James Cheesemar	
Add to:	
New group	
	Click on New Group
Add Cancel	to open up a new window
🔊 Create a New Group 🛛 🗙	
Group name: ICT Training	-
Create Cancel	Type in the name of the group and click create then click Add.

The new Group and Contact is now added to the Contacts window;





New contacts can be added to existing groups by searching for the contact name in the Search line, then clicking the Add button on the contact Directory menu;

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Lea Morris	Search for a contact		ţţ
C Helen Bravery	name here then select from the Directory		•
Directory	menu below.	When you have	
• Helen Bravery		selected the contact name, click on the	
		Add button	Add
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Then select the group you wish to add the contact name to;

Add Contacts		×	
C Helen Bravery		≤	
Add to:	ICT Training	•	
	ICT Training	New group	Click the down arrow to open the Add to Group drop down
		Add Cancel	menu and select the required group. Then Click Add to add
			the Contact name to that group

You can add as many Groups as you wish.

Creating Custom contacts

You can add "Custom contacts" to your Contact list.

Custom contacts are people outside of DWFRS, who do not appear in the DWFRS Directory, such as external organisations or people.

To create a Custom contact;

> Click on File

	bber			- 0
	Lea Morris			
Q Searc	rch or call	Contact Custom contact	New Import contacts	File Communicate
	▼ Home	Group	Options	View
Contacts	Home	Directory proup	View my profile Change password	Help Sign out
contacts	▼ ICT	Cusic	Change password	Exit
Chats	Chris Donaldson In a meeting			
	▼ ICT Training			
Recents	Helen Bravery			
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The Create Custom Contact window opens.

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Contacts	Home Home Krt Chris Donaldson		9	Display name: First name: Last name: Chat (IM address):			
Chats	Crrs Donaldson In a meeting ICT Training			Email:			
Recents	Helen Bravery			Work phone •	Home	•	
	James Cheeseman			Job title:	Home		
Voice Messages				Company:			
31				Address:	Street City		
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Complete the fields in this window as appropriate, then click on Create to add this Contact to you Contacts list.



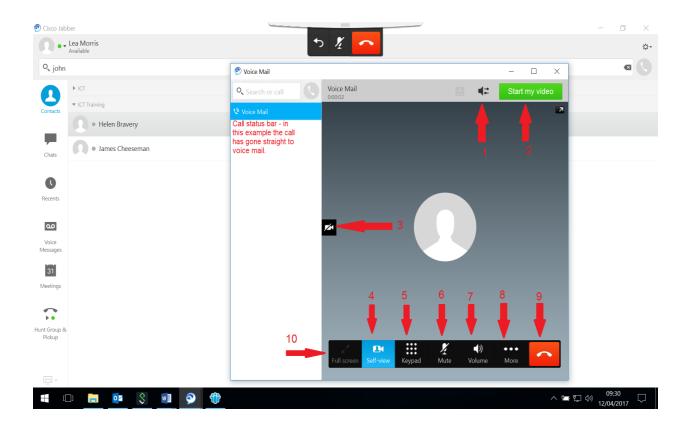
Calling your Contacts

Select the Contact you wish to call either by typing their name in the Search or Call bar, or selecting them from your existing contact list.

Once you have selected the Contact name, hold your mouse over the Contact name bar to highlight them and click on the green telephone button;



This will open the Call window, and make the call immediately;



The following in call functions are available;

- 1. Open the Audio options window
- 2. This allows you to start your call on video, if video calls are not enabled automatically in the Call Settings menu (if video is enabled on your device)
- 3. This turns off your devices camera (if you have one)
- 4. This enables you to switch your own camera view on or off (if you have one)
- 5. This is a standard keypad for in call dialling



- 6. This turns off your microphone during a call
- 7. Volume button
- 8. Additional functions hold call / transfer call / conference call
- 9. End call button
- 10. Expands the in call screen to full size helpful when using the video function

Tip – for privacy and improved audio quality, use the Jabra headphone/microphone kit by plugging into one of the USB ports on your device.

Tip – to use Jabber via the conventional desk phone, connect your laptop to the docking station via the USB connection at your workstation then use the phone handset in the normal way.

Tip - Video calls can be enabled automatically by going to <u>Settings</u> File

Your Recent Call history can be viewed by clicking on the "Recents" button on the left hand side of the Jabber screen;

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	Available						
acts	View: La	ot 7 days 01722710761 0:00:16	A	The call history list can be filtered by		14:25	
		01722710761 0:00:00		time and type of call			
its	0	Voice Mail 0:01:34				13:47	
	0	Helen Bravery	Click on Recents button to			13:00	
nts	Ω	Helen Bravery 0:00:14	open the call history scree				
>	0	Voice Mail 0:01:05				10:54	
ie iges	n	Voice Mail 0:00:17			The table is a factor	10:52	
1	n	Voice Mail 0:00:45	Numbers in red		The telephone icon indicates incoming	1051	
ngs	n	901722710761	indicate missed		and outgoing calls	10:50	
oup &	n	Voice Mail 0:00:14	calls			10:48	
nb or	n	Voice Mail 0:00:40				10:48	
	n	Helen Bravery 0:00:11				09:58	
] ~		Lister Browney					

Receiving a call

When an incoming call is received, it will display in a pop-up window, and your selected ring tone will sound.

If you use an attached handset with your device – pick up the handset to answer as normal

If you are not attached to a handset phone, click on the green Answer button to accept the call.

You can either speak directly into your device microphone or use the plug-in head set if available.



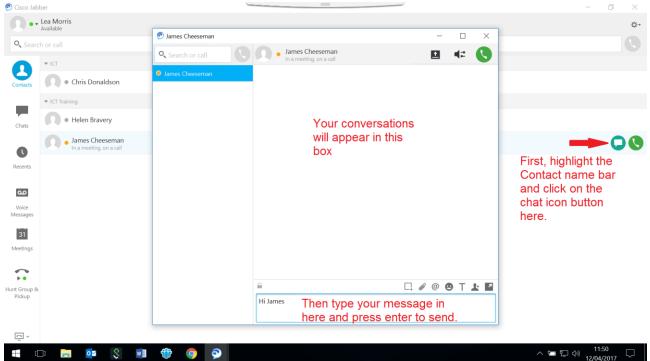
Tip – for privacy and courtesy purposes, it is recommended that the head set is used to make and receive calls.

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Contacts	ICT Chris Donaldson In a meeting				
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31 Meetings		(Incoming call		×
• • •	rec nev Ans	hen an incoming call is ieved it will be shown in a w pop - up window. Click swer or Decline as propriate.	901722XXXXX 901722:xxxxx	Decline	
()			Answer	ecine	

Tip - If the caller is one of your contacts and in the Jabber Directory, their name will appear in the pop-up window, along with their number.

Instant Messaging your Contacts

You can send Instant Messages to your Contacts via the Chat function. This can be done by highlighting your Contacts name bar and clicking on the green Chat icon button;





Your messaging window has a number of functions;

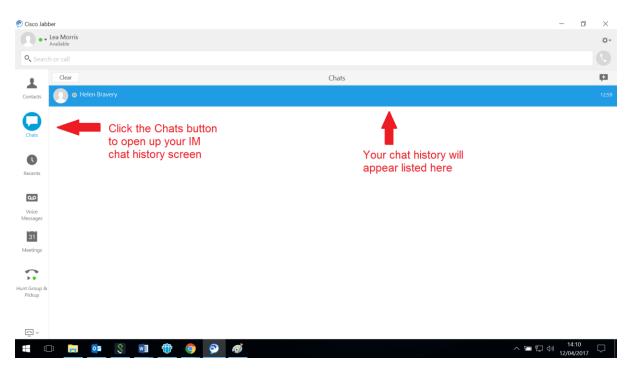
	🔊 James Cheeseman		- 🗆 ×
_	Search or call	James Cheeseman In a meeting, on a call	🖬 🐗 🕓
	O James Cheeseman	2	3 4 5
		Hi James	6 7 8 9 101112 ↓ Ø @ ● T 上 ■

- 1. List of who is in the Instant Message conversation
- 2. Shows the status of the Contact you are messaging
- 3. Allows you to share your screen with your Contact
- 4. Takes you to your audio settings
- 5. If you wish to speak to your contact, you can call them by clicking here
- 6. Screen capture function allows you to crop any part of your screen and send it as a picture in your chat message
- 7. Attach a file to your chat message from your device your contact will need to accept to view it.
- 8. Add mention allows you to mention another contact. Type their name in the Search Directory window then select.
- 9. Insert an emoticon to your message
- 10. Edit your text font style, size, colour, bold, underlined, italic
- 11. Add Participants if you wish to bring another Contact into the conversation, click here to search the directory and select their name. Remember to check their status if they are not online they will not be able to join the conversation.



12. This separates a Contact chat into a new window – click on the Contacts name from the list on the left, then click this button to open a separate window, and take that person out of the group chat to message them separately.

Your Instant Messaging Chat history can be viewed by clicking on the Chats button on the left of the Jabber window;



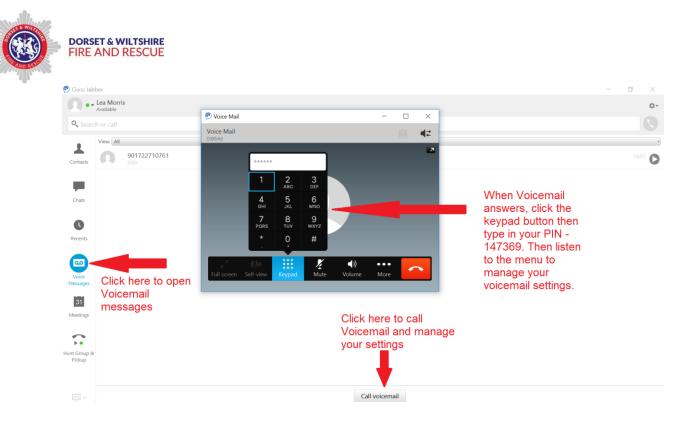
Voicemail

Jabber Voicemail manages your Voicemail messages for you if you are unable to take an incoming call.

Click on the Voicemail Messages button to open the Voicemail Messages widow.

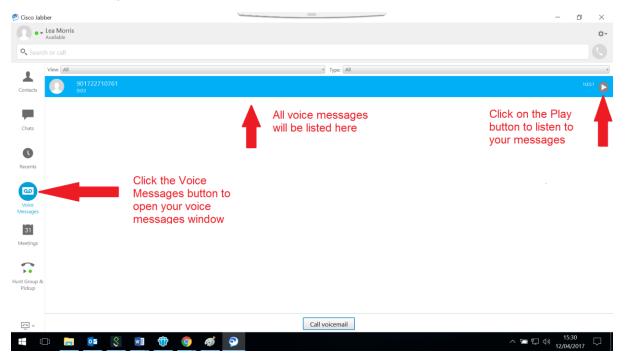
Tip - To manage the initial setup of your Voicemail settings, click on the Call Voice Mail button at the bottom of the screen to call the automated menu. You will be asked to enter your PIN. Do this by using the on screen keypad.

Your PIN is 147369 followed by



Once you have completed the initial Voicemail settings process to manage your outgoing and incoming messages, click the red End Call button to finish.

To view and listen to your Voicemail messages, click on the view messages button to open the View Messages window;



Then select a message by highlighting it with your mouse arrow and clicking on the Play button to listen to the recorded message.



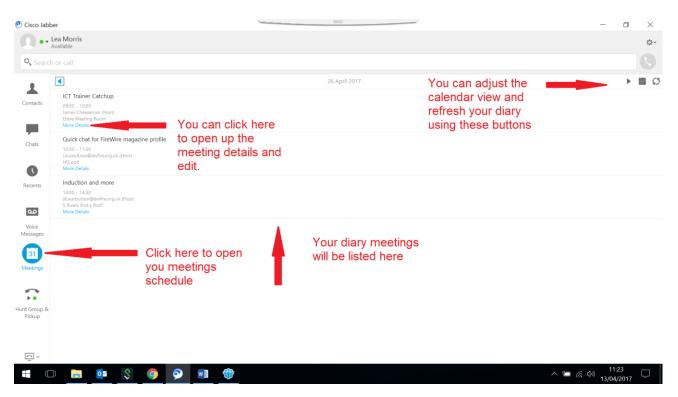
Tip – when listening back to your voicemail messages, you may wish to plug your headphones into the USB port for privacy.

Meetings

Jabber allows you to integrate your Outlook Calendar to enable you to access your meetings diary.

Tip - To integrate your <u>Outlook Calendar</u> with Jabber Meetings during initial set up, go to ; File Options Calender sub menu

You can view your Outlook Calendar via Jabber Meetings by clicking on the Meetings icon on the left hand side of the screen. This opens up the entries from your Calendar for today. From here you can use the function buttons on the top right of the window to change the calendar date, and also view the meeting details by clicking on the "more details" link within each meeting entry.



Call Pickup (if enabled on your device)

Click on Hunt Group & Pickup to view your call pickup menu. Hunt Group is not currently available.

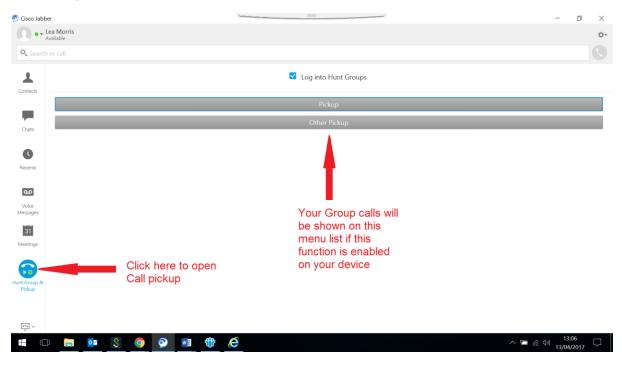
If enabled, Call Pickup allows users to pick up incoming calls from their own group when another group member is not available to answer the call. You can use Cisco Jabber and desk phones to answer call pickup calls. Directory numbers are assigned to call pickup



groups and the system automatically dials the appropriate call pickup group number. Users select **Pickup** to answer the call.

Call pickup: Allows users to pick up incoming calls from their own group.

Other group pickup: Allows users to pick up incoming calls from a group that is associated with their group.





The Jabber Shortcut Portal

The Shortcut Portal enables you quick access to the main Jabber functions without the need to open the full Jabber screen.

Functions available on the Portal are;

- Search or call a Contact
- Answer incoming calls
- Check recent call history
- Listen to voicemail messages
- Open the full Jabber screen

When you have logged into Jabber, you will see the Jabber Shortcut Portal appear at the top of your screen;



To open the Shortcut Portal, place your mouse arrow over the Portal, and it will drop down;

