**DORSET & WILTSHIRE
FIRE AND RESCUE**

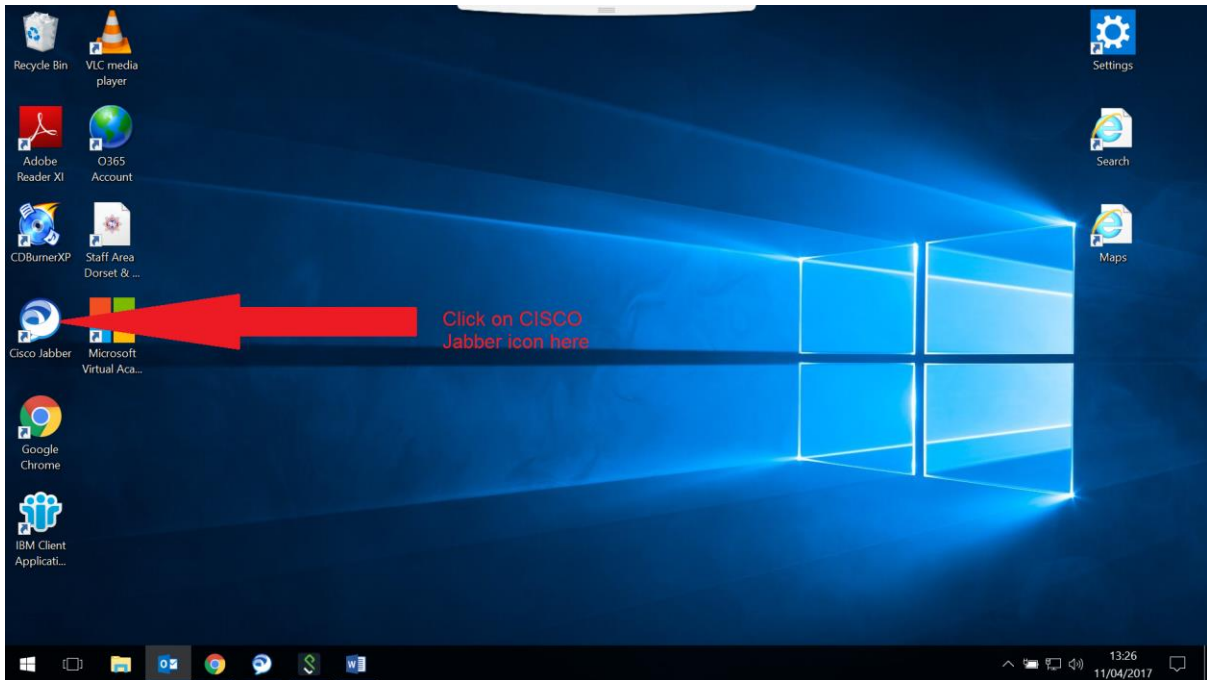# CISCO Jabber - version 11.7.1 User Guide

Contents

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

Author: Lea Morris
Version: 1
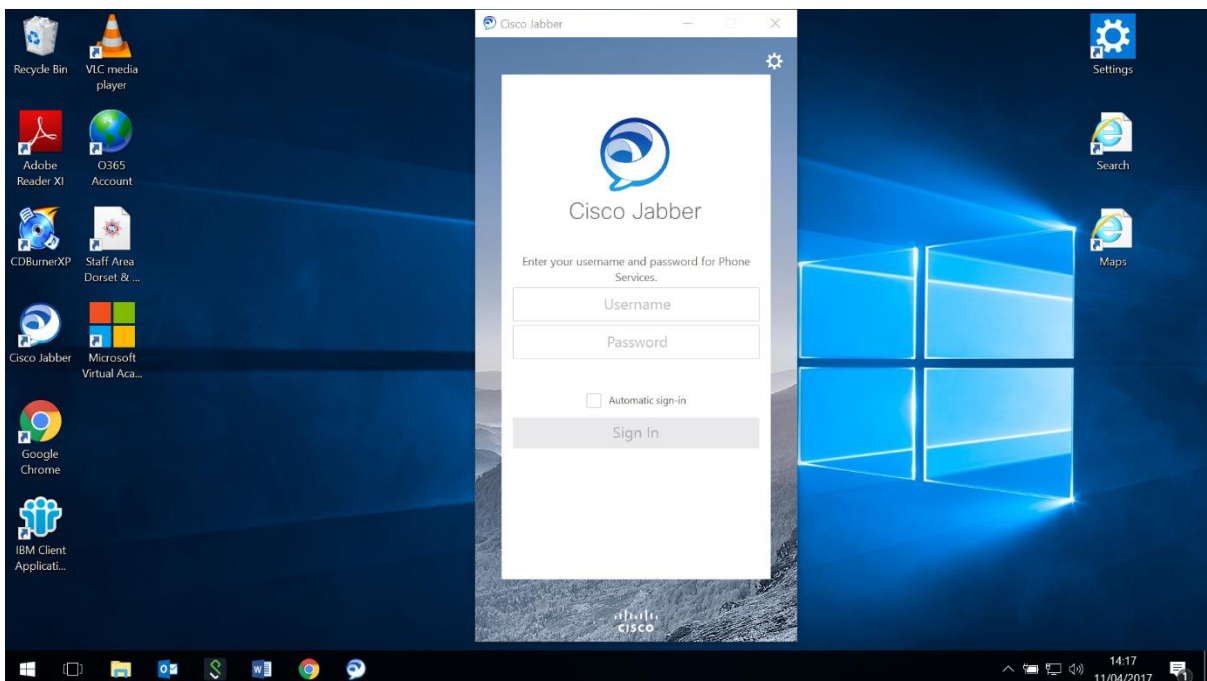
PASSIONATE ABOUT
CHANGING & SAVING LIVES

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. 1021@dwfire.org.uk
➢ Click continue
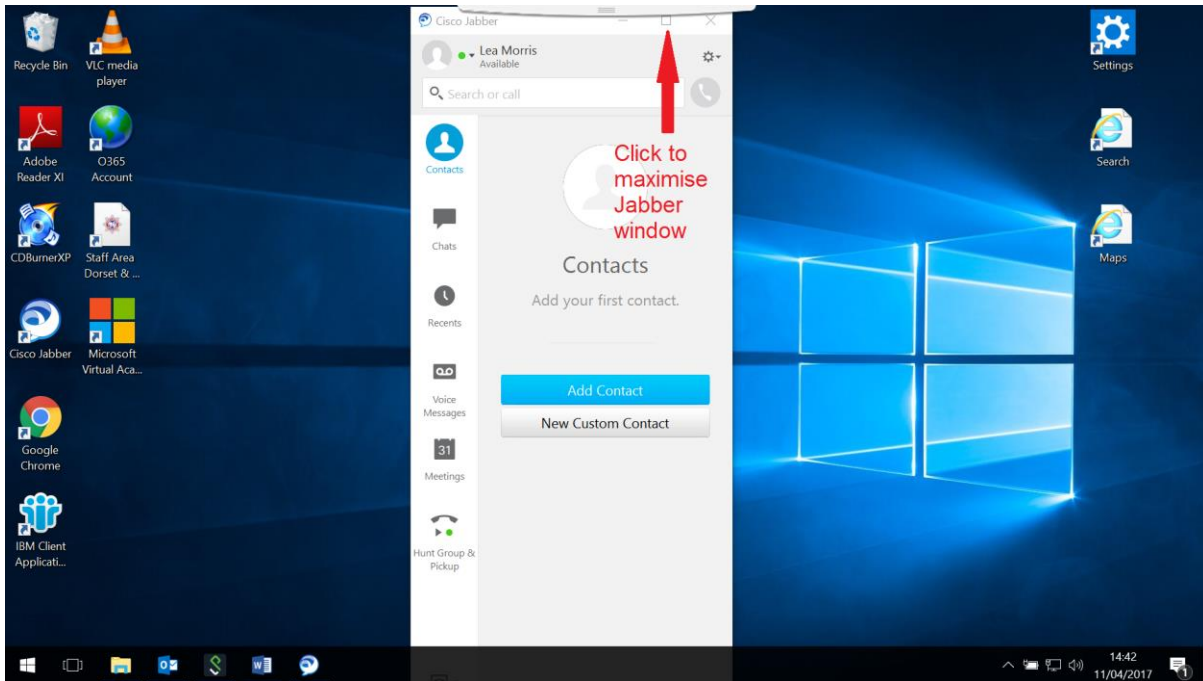➢ Then enter extension your extension number again, and the password 147369

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.

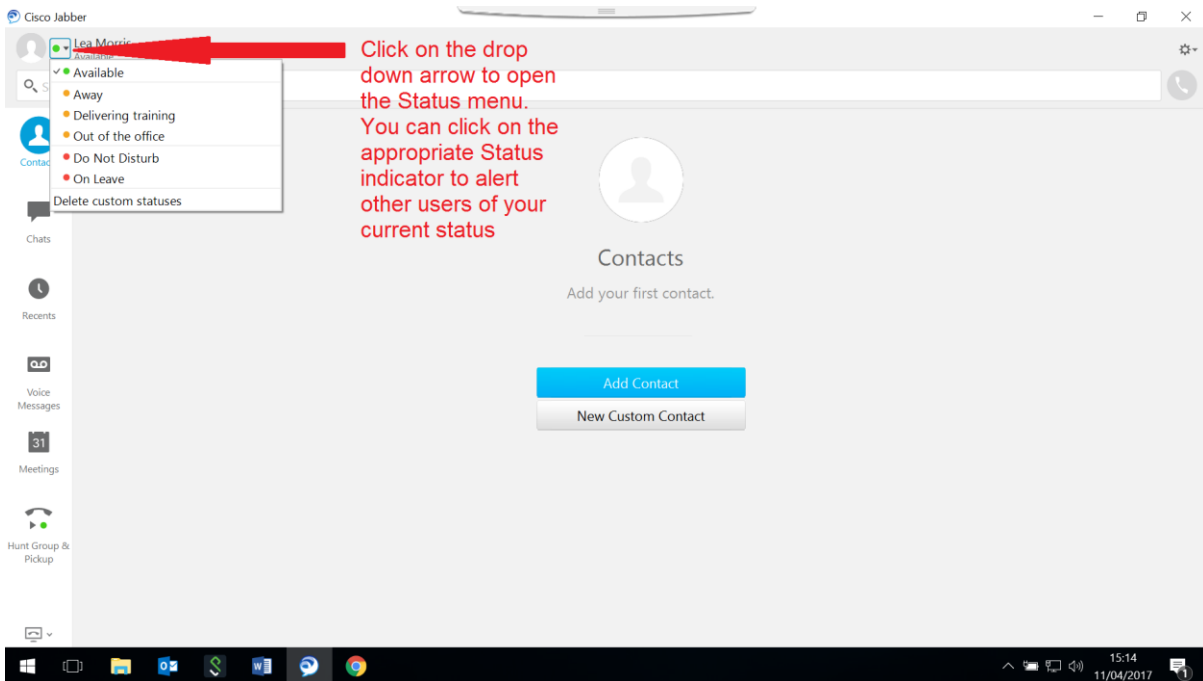Click the **Continue** button to proceed.
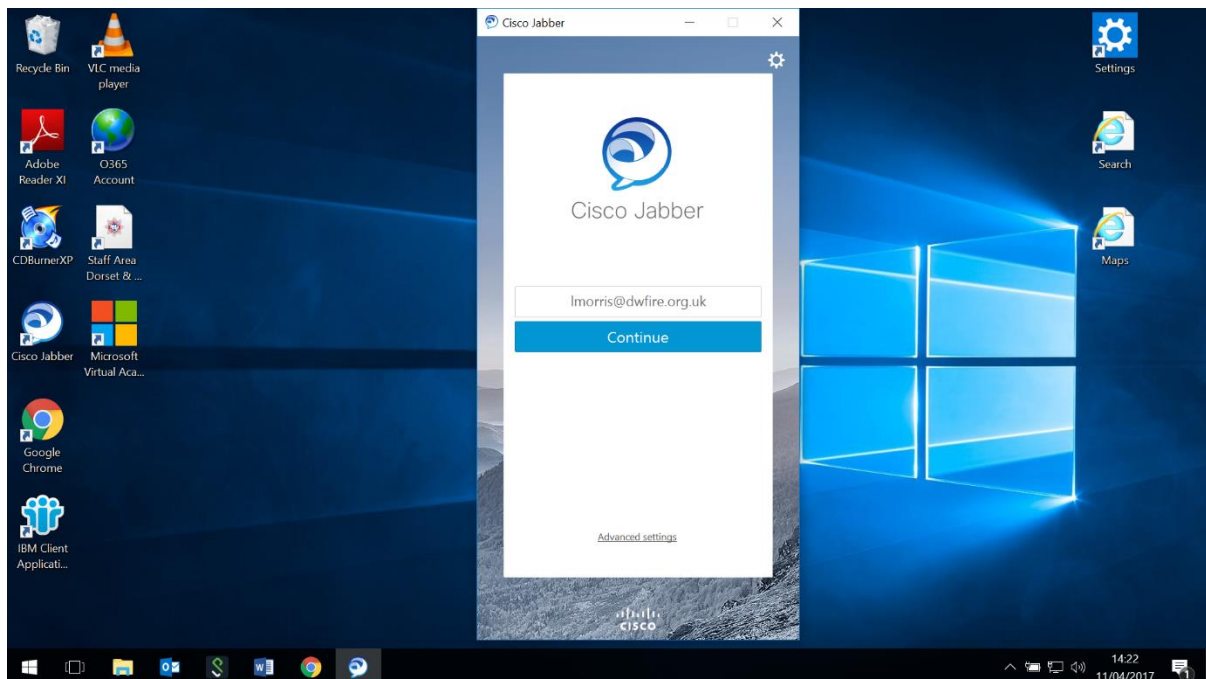
The Jabber window will open, looking similar to this;

Tip – 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;

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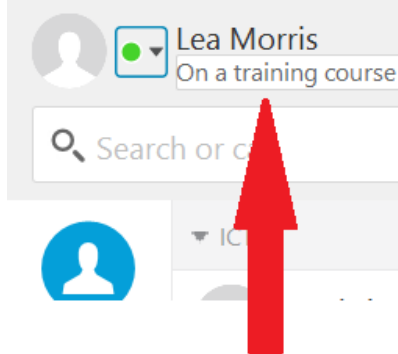
Remember - to set your Status Indicator to let people know your availability.

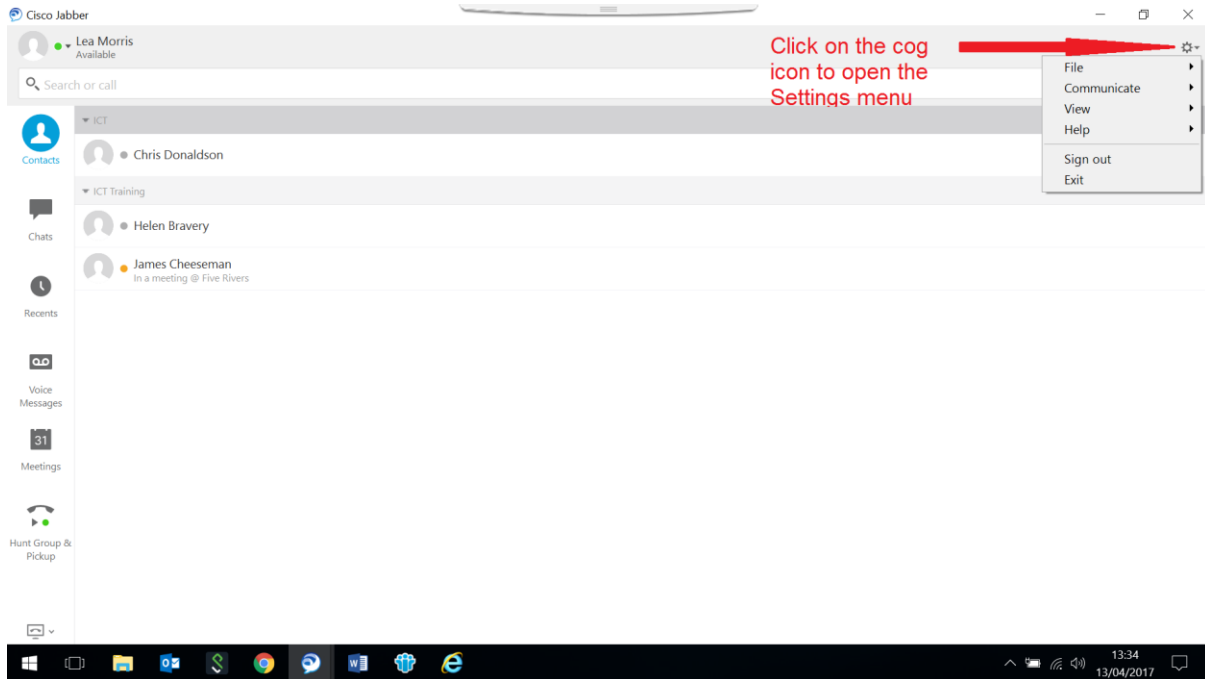When you are not online your Status Indicator is shown in Grey.

Tip – You can manage your Status Indicator settings by going to the File ➡ Options ➡ Status sub menu.
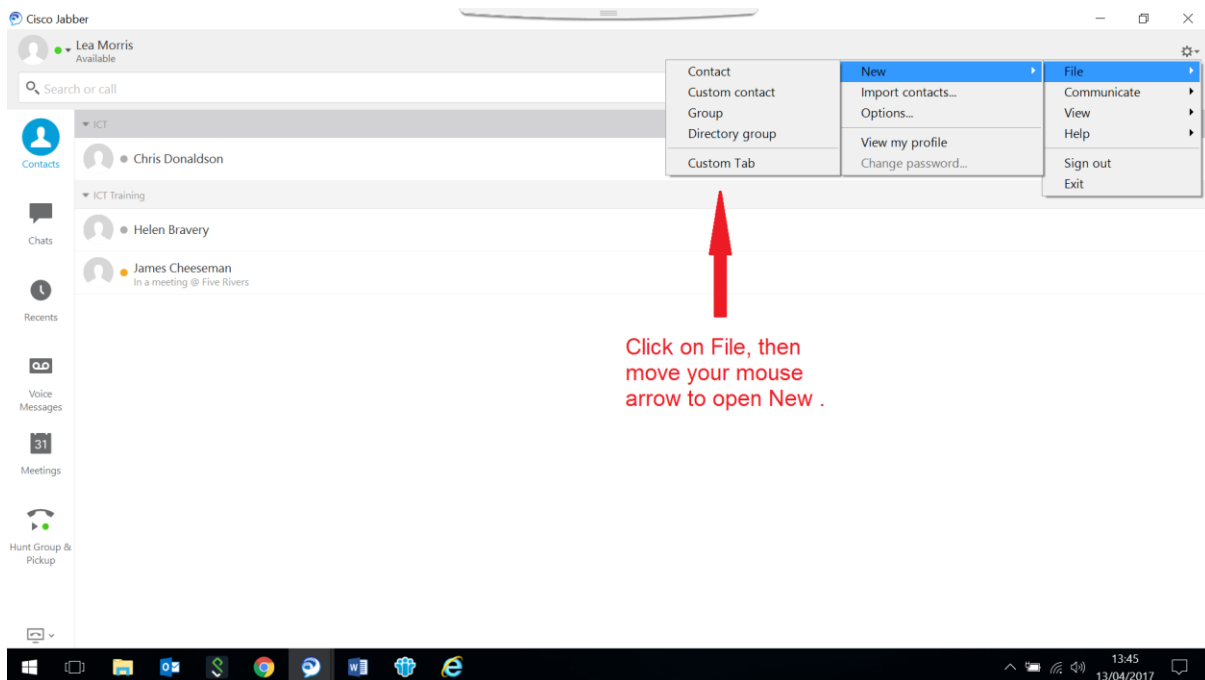
Managing your Jabber Settings

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.

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,
- ➢ a new Contact to an existing group including all contacts in that group. Custom tab is not available.

The File ➡ 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.
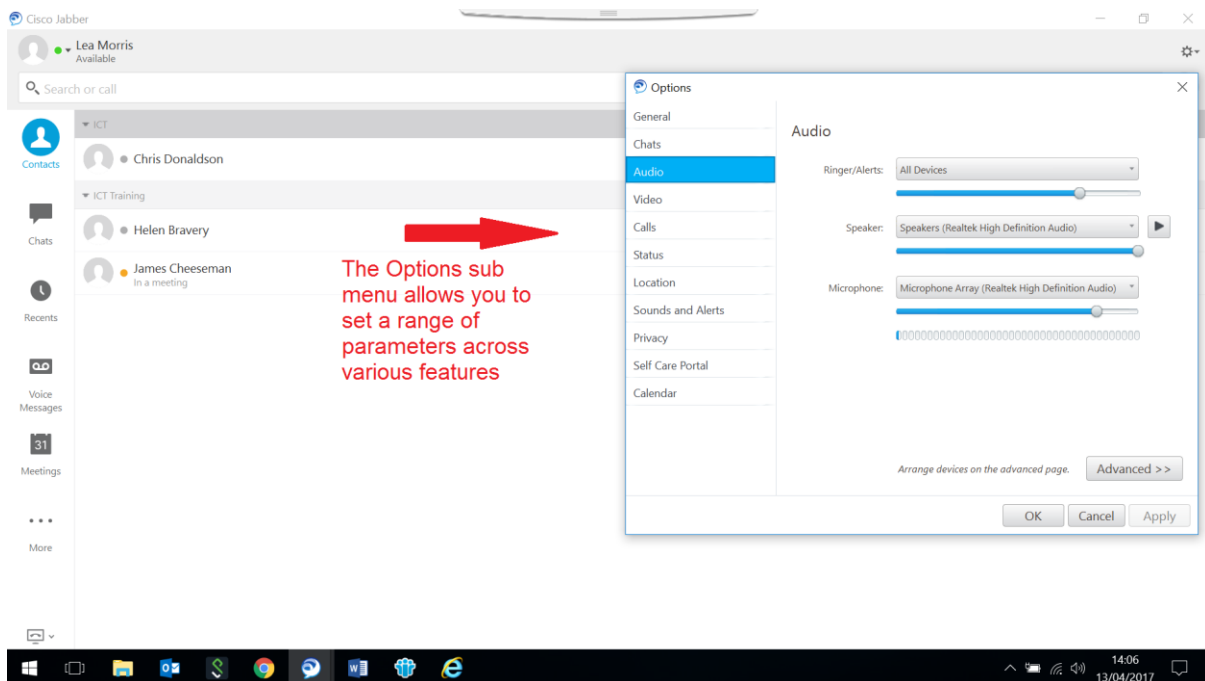
The File ➡ Options ➡ General sub menu allows to you to set your Startup, Conversations and Spell Checker options;
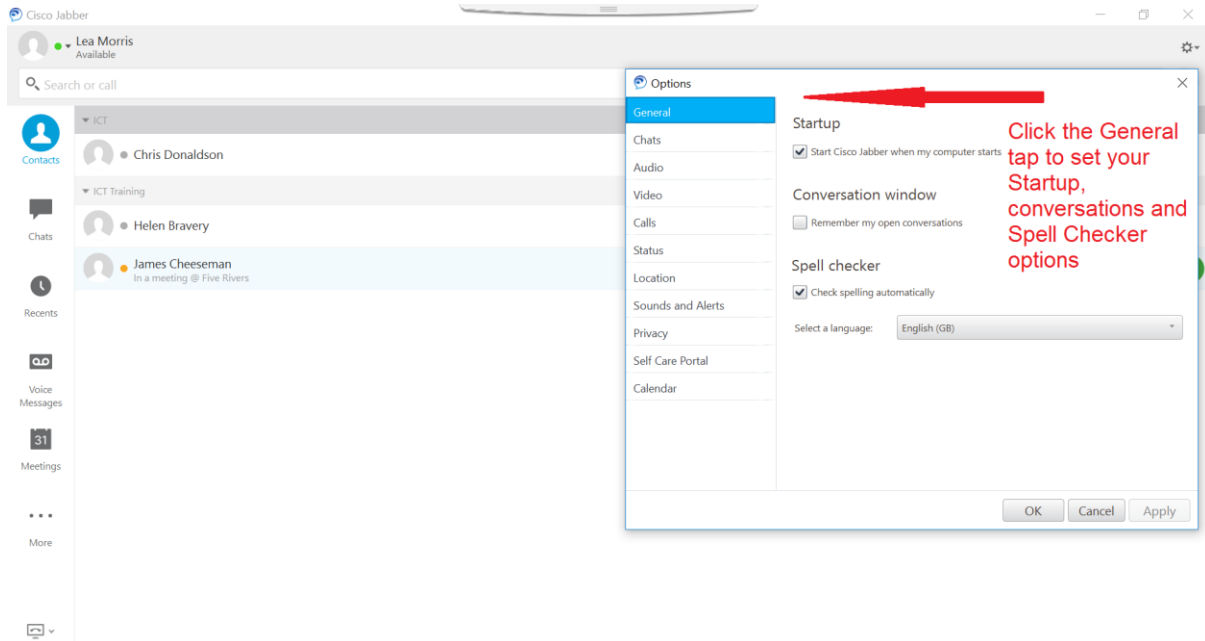
Tip – Click on Settings - File – Options – General – <u>Start up</u> to set Jabber to start up automatically when you turn your device on.

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

Set your call options here to view video if available
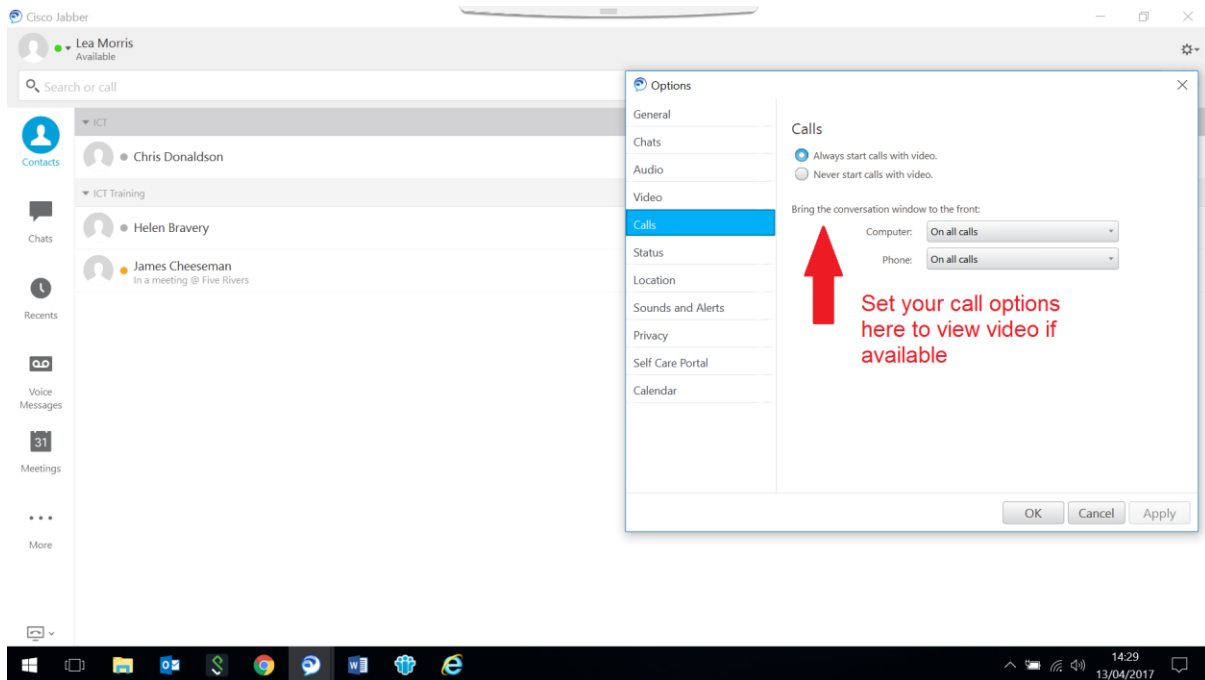
The File ➡ Options ➡ Status sub menu allows you to set your Status Indicator options to indicate when your are away from your device or in a meeting;

You can amend your Status settings here
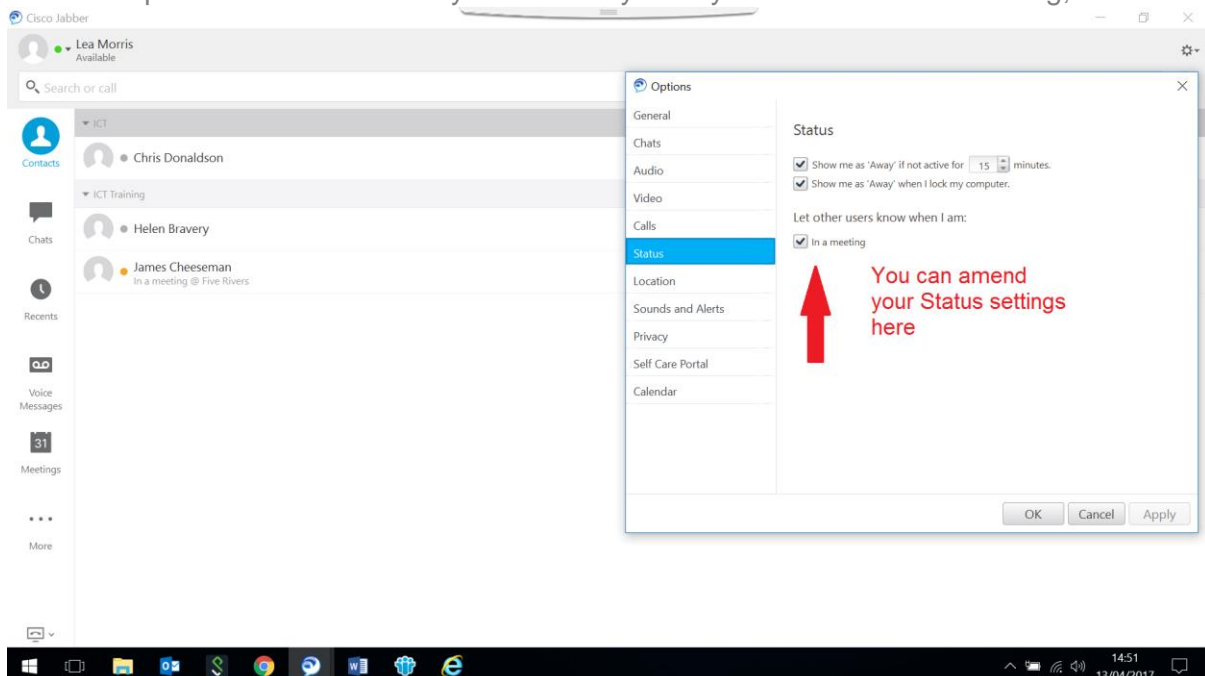
The File ➡ Options ➡ Location sub menu allows you to manage your Location settings, and allow other users to view your current location;

The Location option allows you to manage your settings to enable other users to see where you are

Tick this box to enable Jabber to identify new locations

Click here to add a new location name then click apply and OK to save
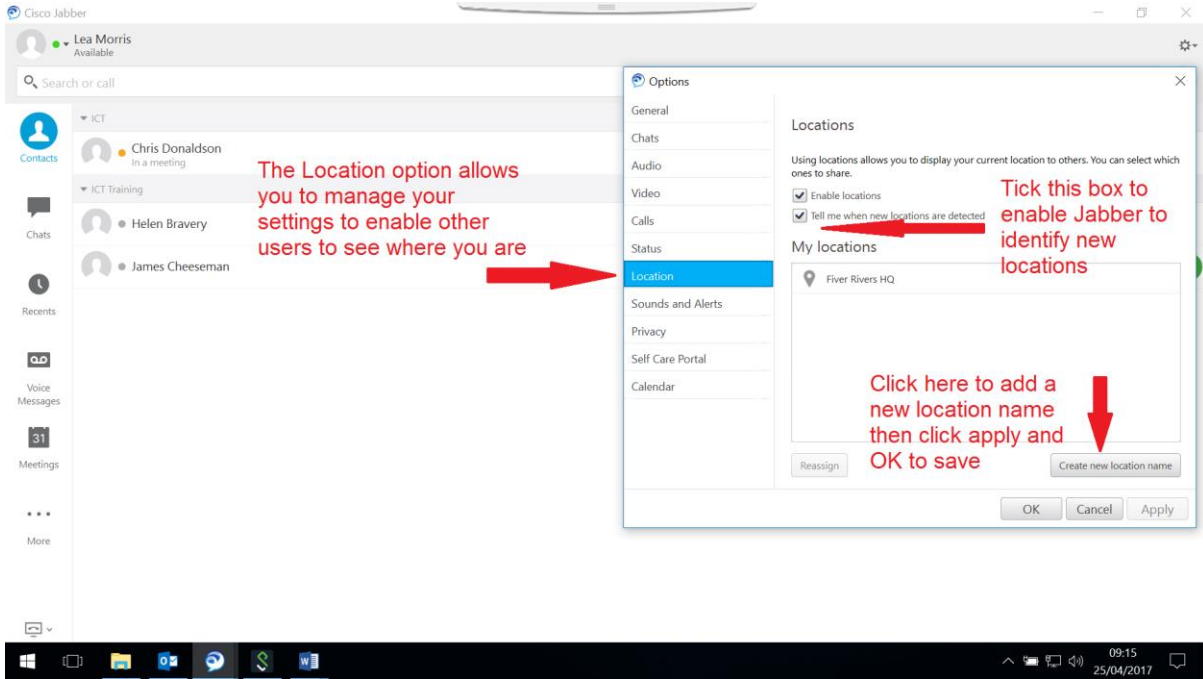
The File ➡ Options ➡ Sounds and Alerts sub menu allows you to manage your Message and Alert sound settings;

The Sounds and Alerts option allows you to manage your settings for messages and call sounds

Choose your preferred alert sounds here then click Apply and OK to save
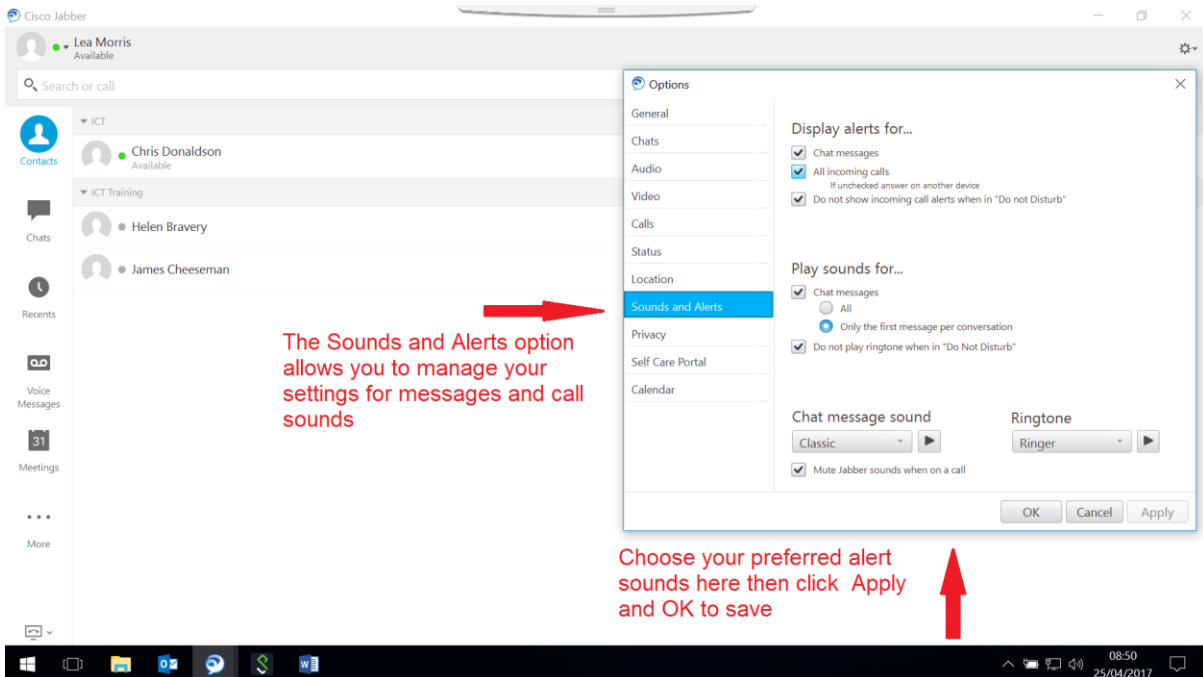
The File ➡ Options ➡ Calender sub menu enables you to integrate your Outlook Calender with Jabber Meetings. Click on the Outlook button, then click on Apply and Ok .

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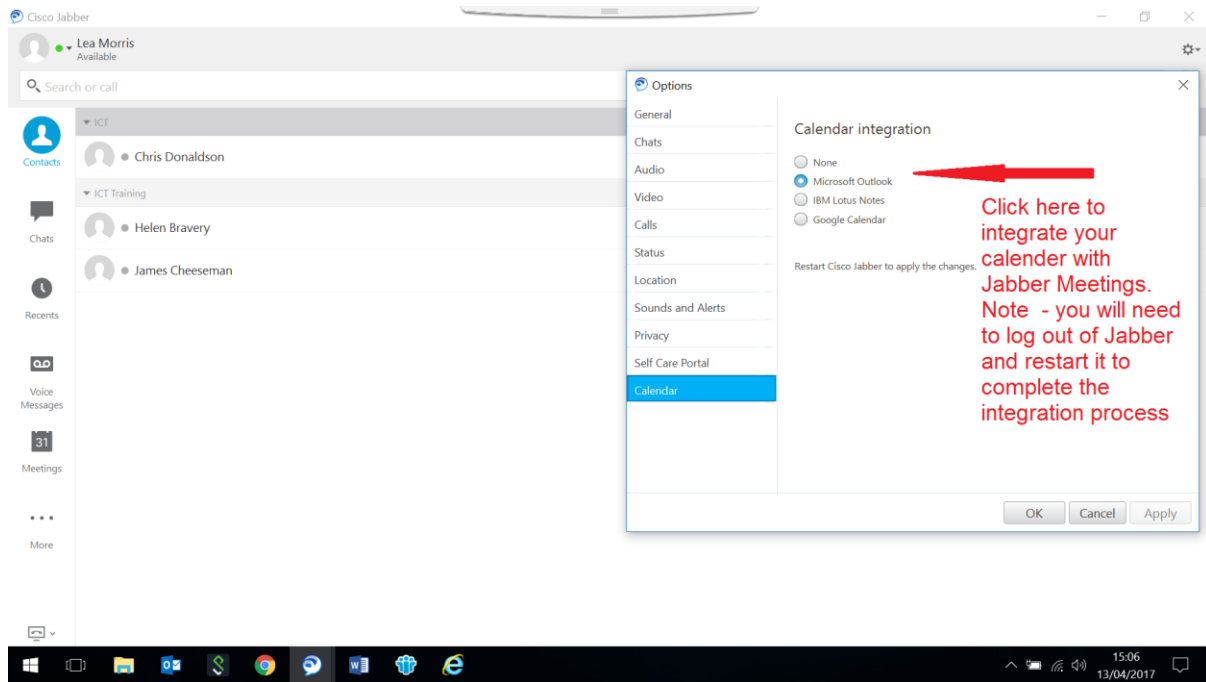
Meetings

Contacts and Groups

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

➢ File ➡ New ➡ Contact sub menu in the Jabber Settings

The "Add Contacts" window appears.

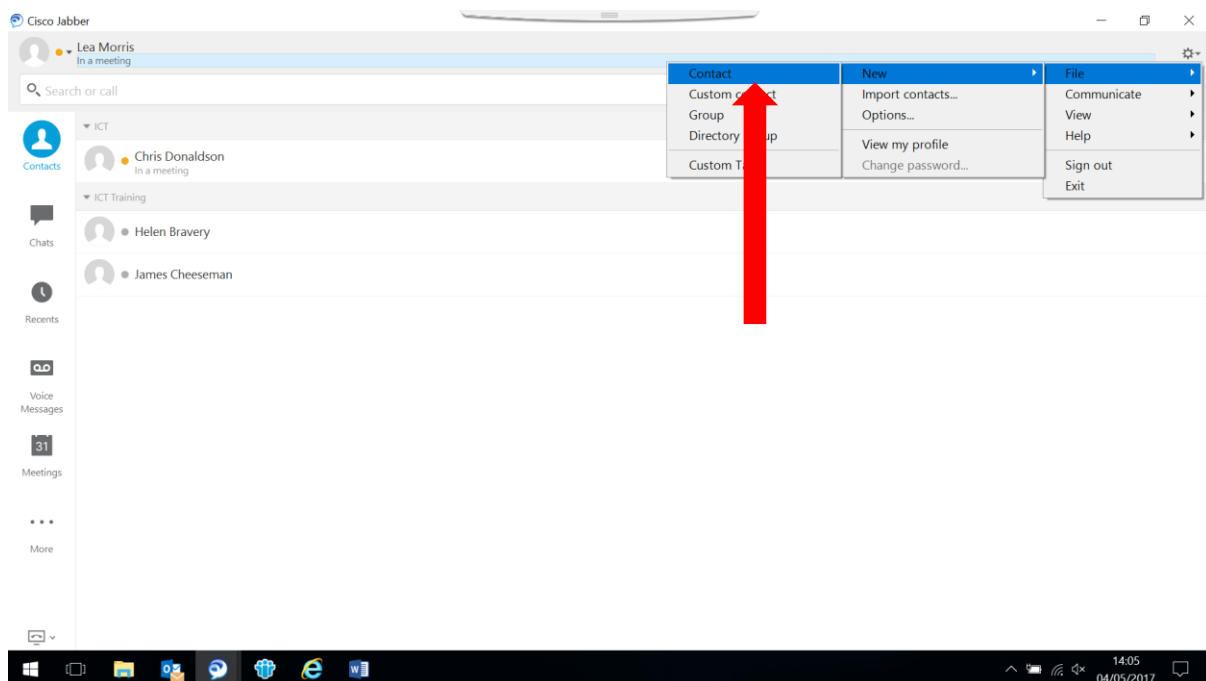➢ Type in the name of the person you wish to add, then select them from the list;

Type in the name here

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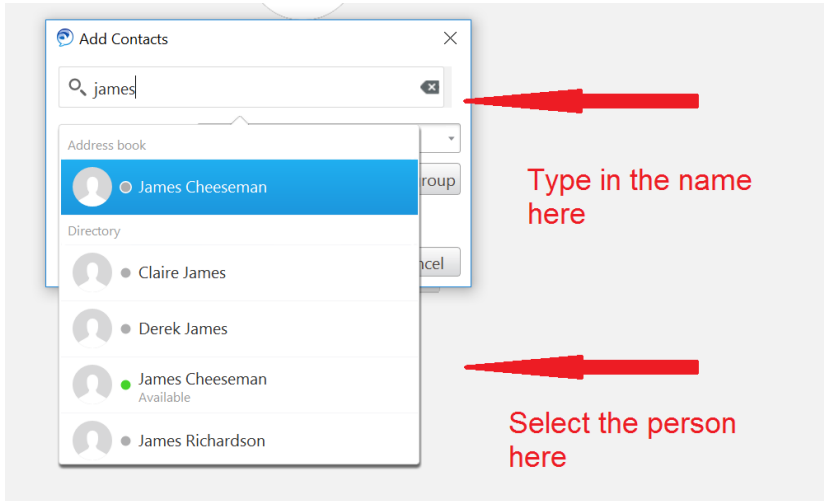
When you have selected the correct person, you can either add them to your contacts as an individual, or put them into a new group;

Click on New Group to open up a new window

Type in the name of the group and click create then click Add.
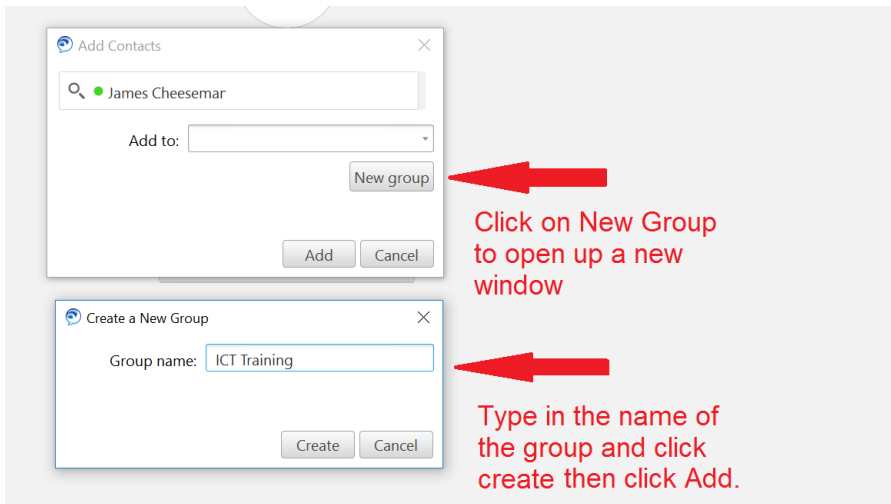
The new Group and Contact is now added to the Contacts window;

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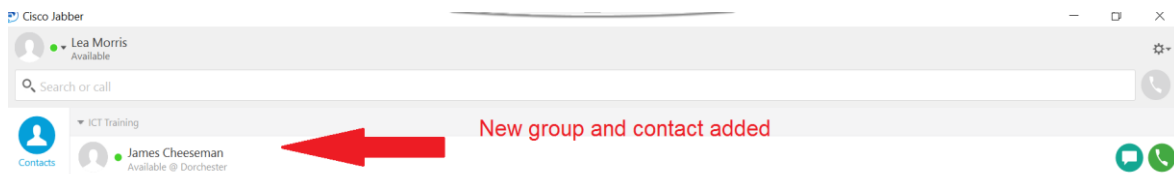
New contacts can be added to existing groups by searching for the contact name in the Search line, then clicking the Add button on the contact Directory menu;

Search for a contact name here then select from the Directory menu below.

When you have selected the contact name, click on the Add button

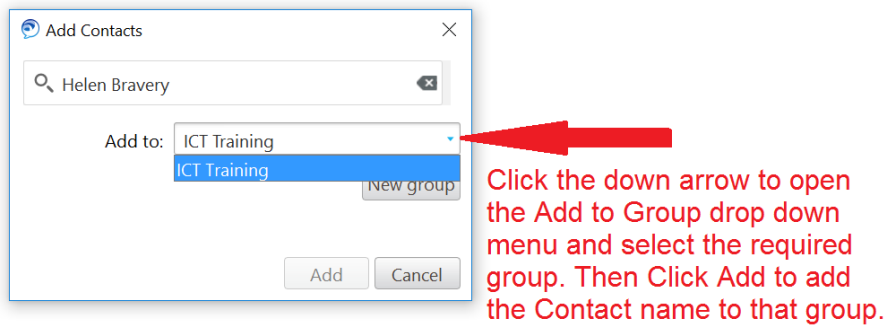Then select the group you wish to add the contact name to;

Click the down arrow to open the Add to Group drop down 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

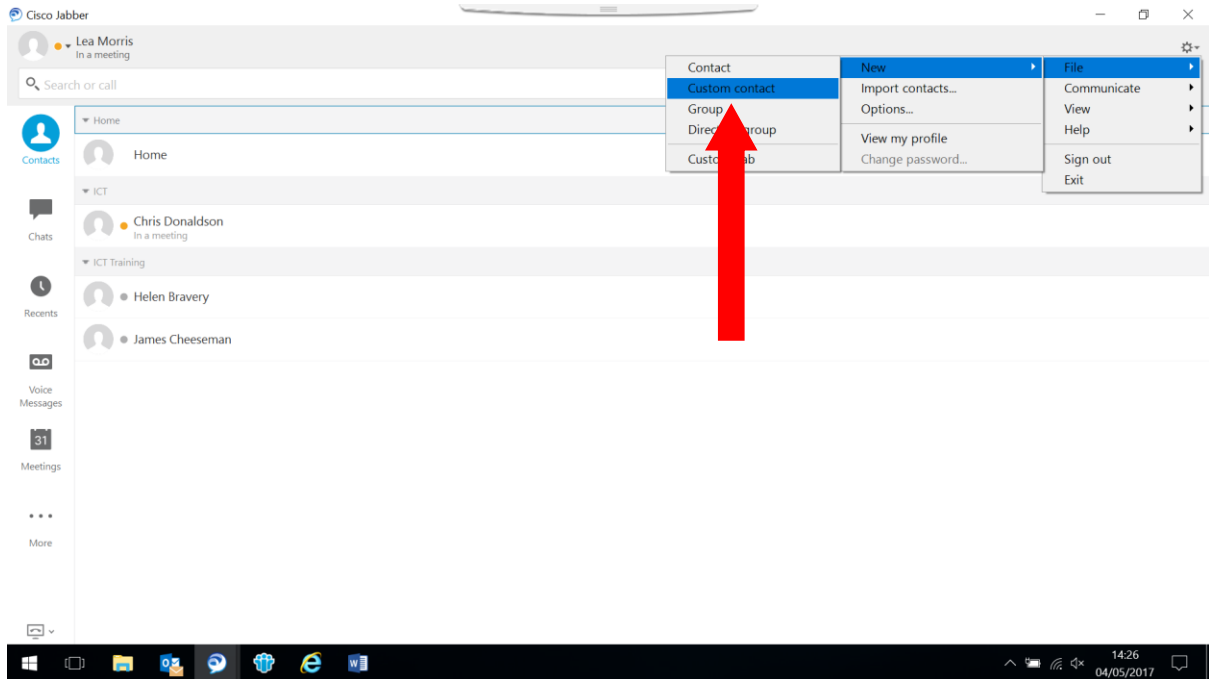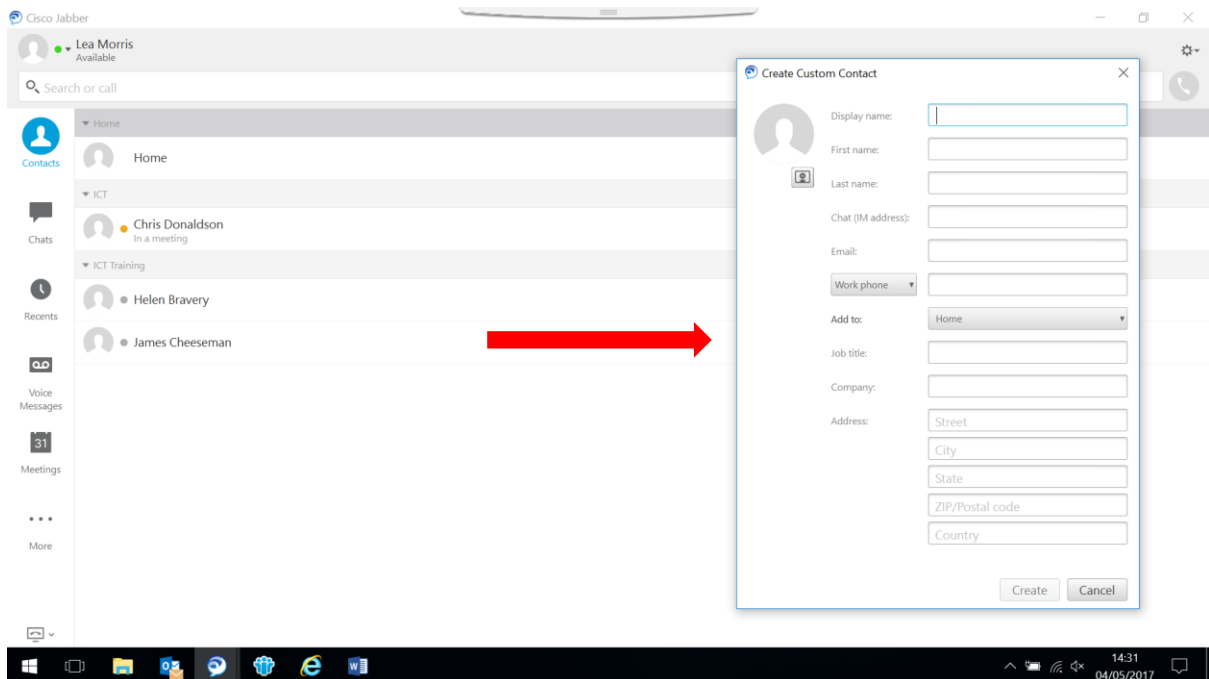You can add "Custom contacts" to your Contact list.

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 ⟶ New ⟶ Custom contact

The Create Custom Contact window opens.

Complete the fields in this window as appropriate, then click on Create to add this Contact to you Contacts list.
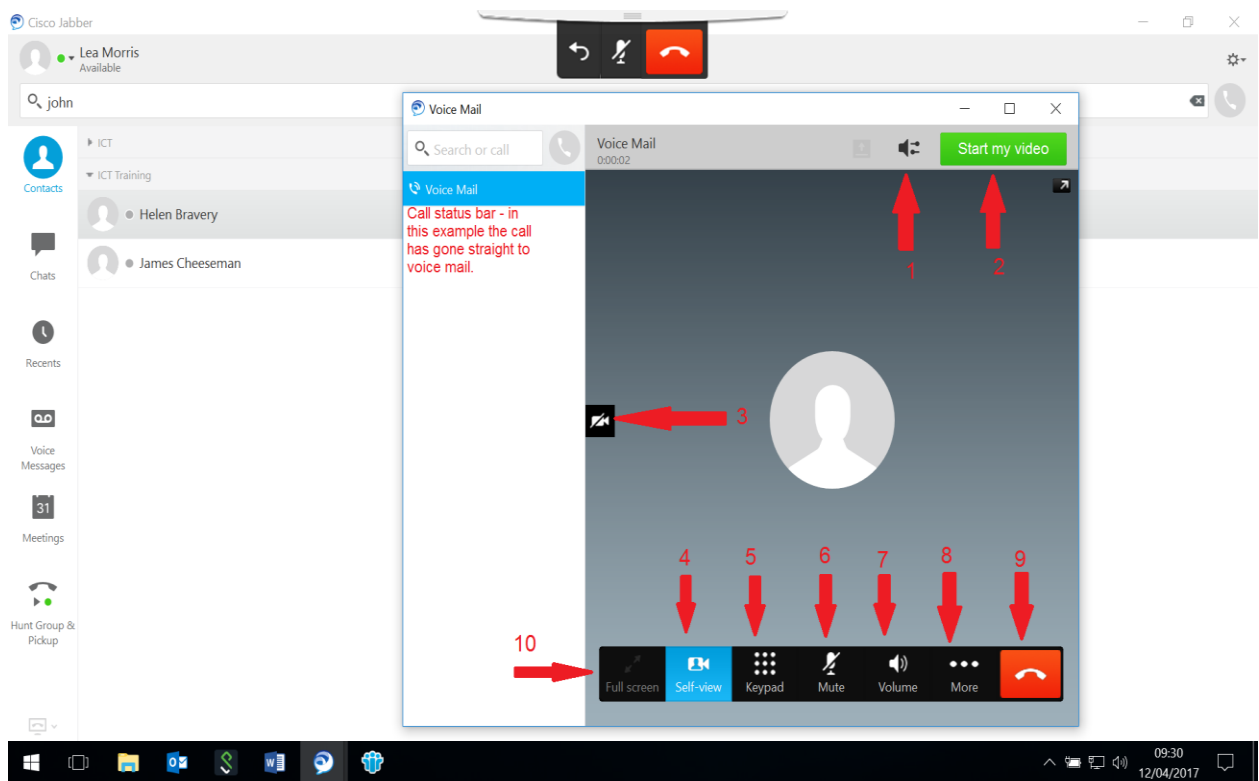
Calling your Contacts

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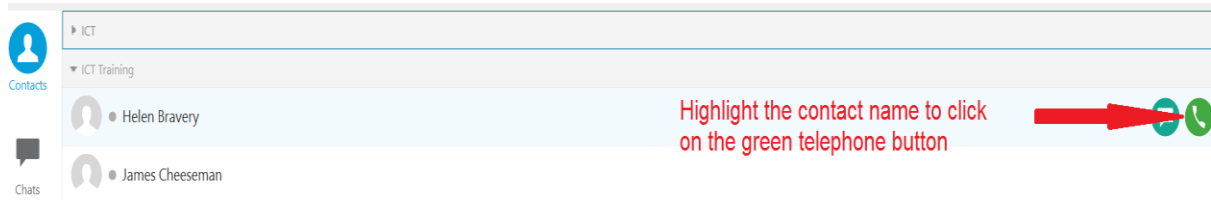
This will open the Call window, and make the call immediately;

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 Settings ➡ File ➡ Options ➡ Calls sub menu

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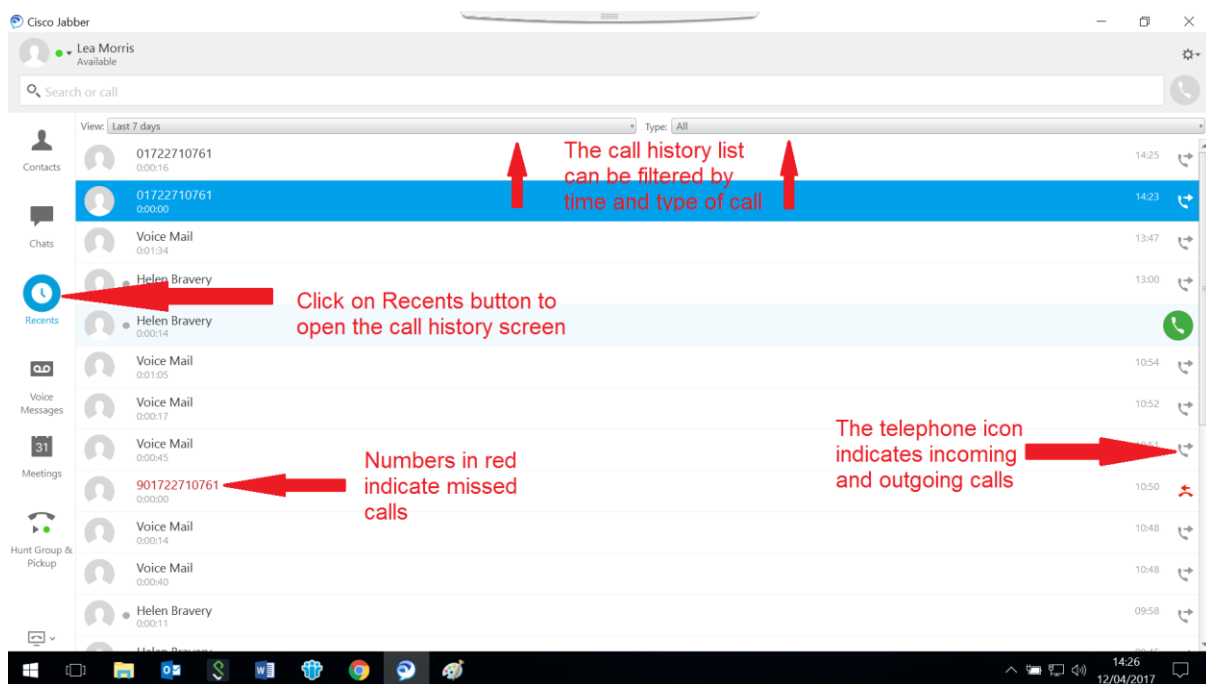
Receiving a call

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.

When an incoming call is recieved it will be shown in a new pop - up window. Click Answer or Decline as appropriate.

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;
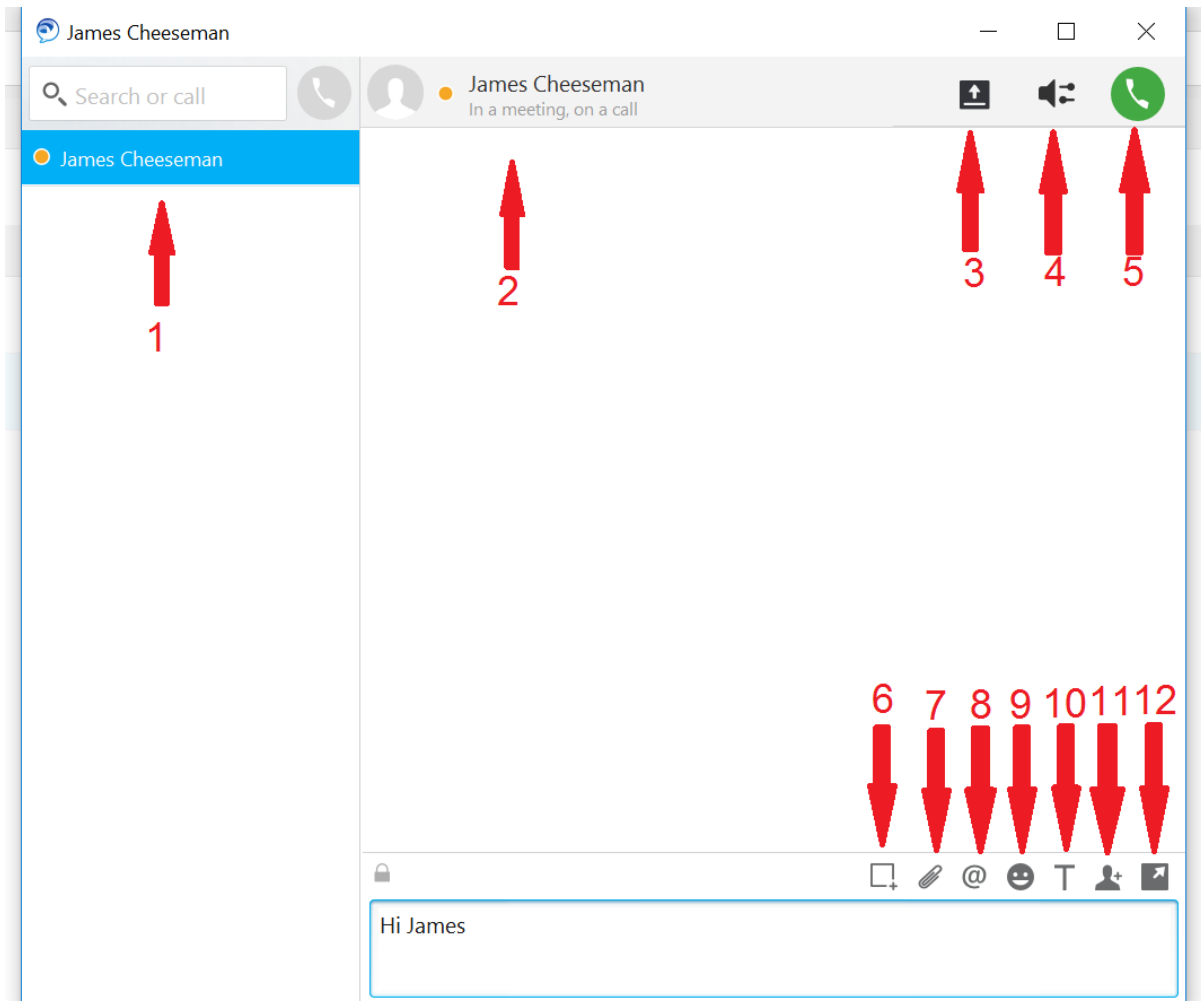

Your conversations will appear in this box

First, highlight the Contact name bar and click on the chat icon button here.

Then type your message in here and press enter to send.

Your messaging window has a number of functions;

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;
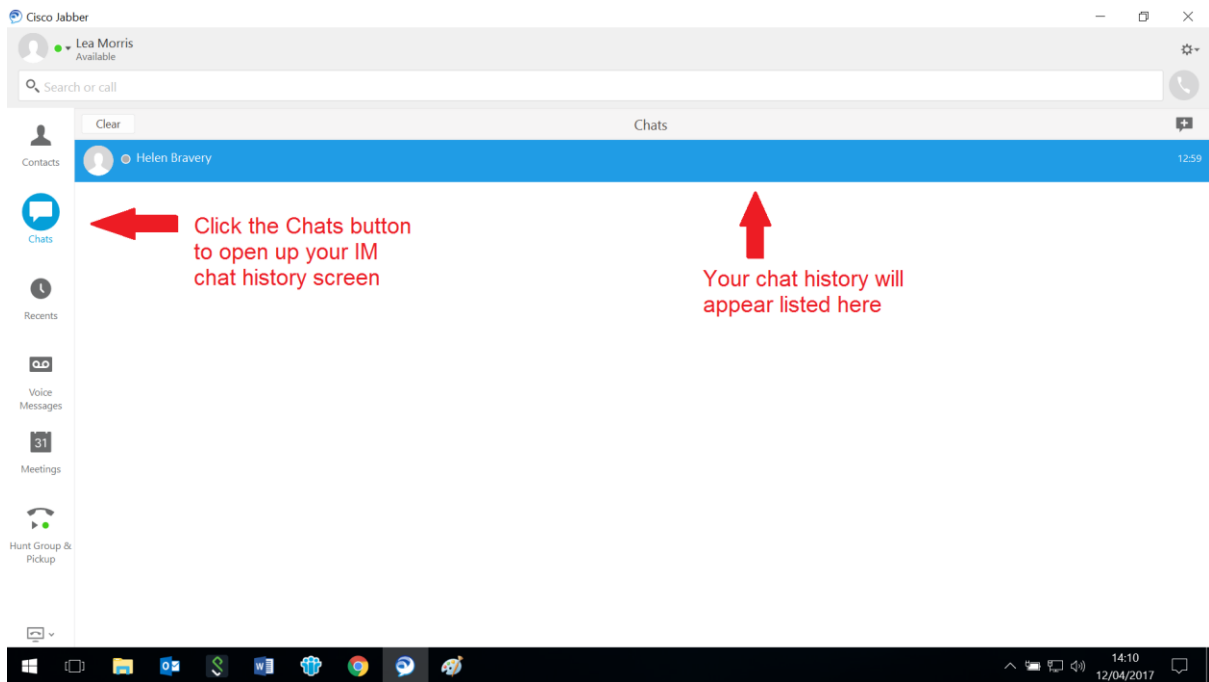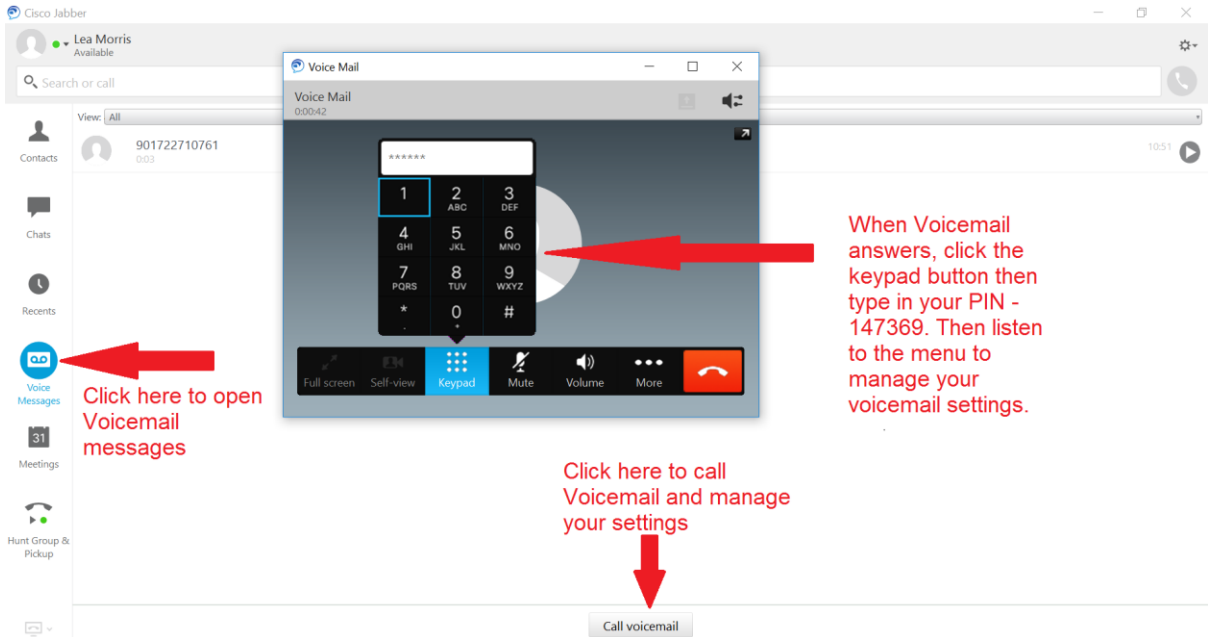

Voicemail

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

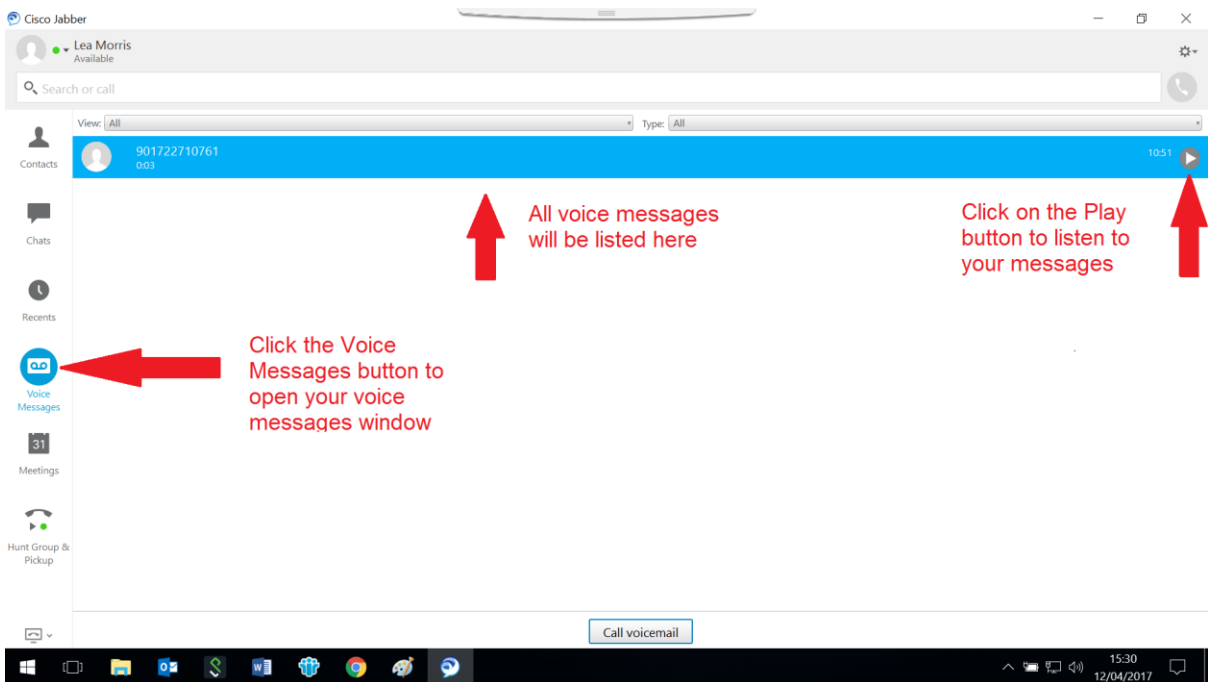Click on the Voicemail Messages button to open the Voicemail Messages widow.

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 #

When Voicemail answers, click the keypad button then type in your PIN - 147369. Then listen to the menu to manage your voicemail settings.

Click here to open Voicemail messages

Click here to call Voicemail and manage your settings

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;

All voice messages will be listed here

Click on the Play button to listen to your messages

Click the Voice Messages button to open your voice 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 Outlook Calendar 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.
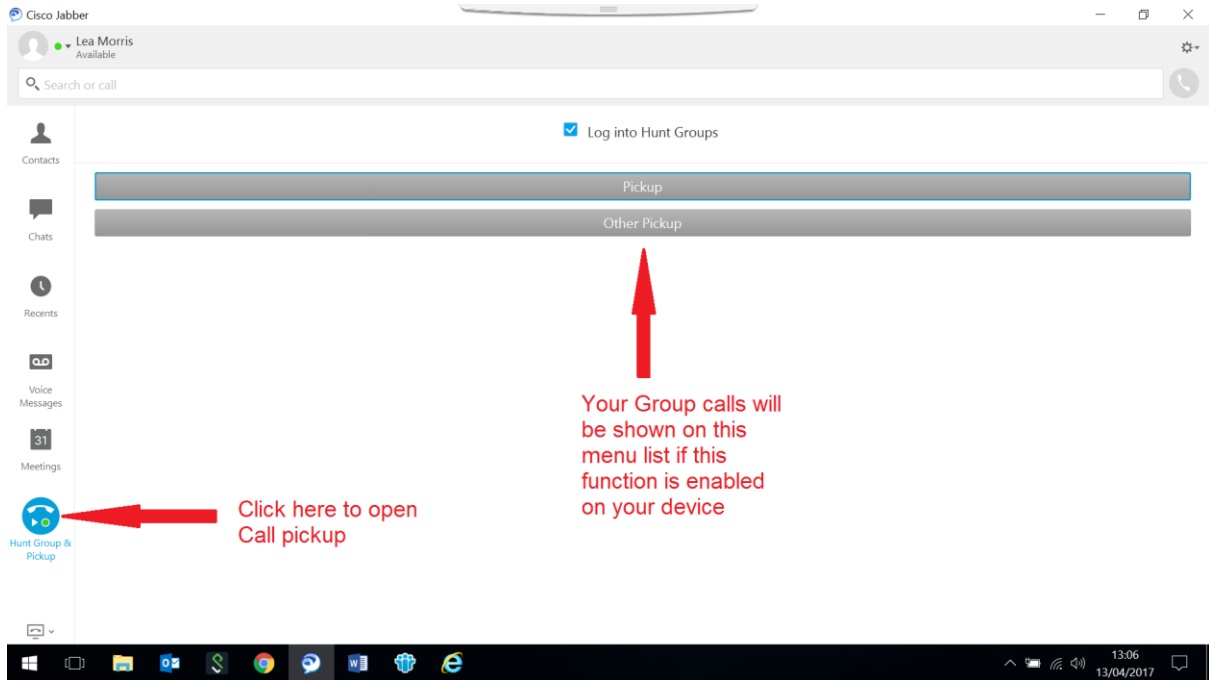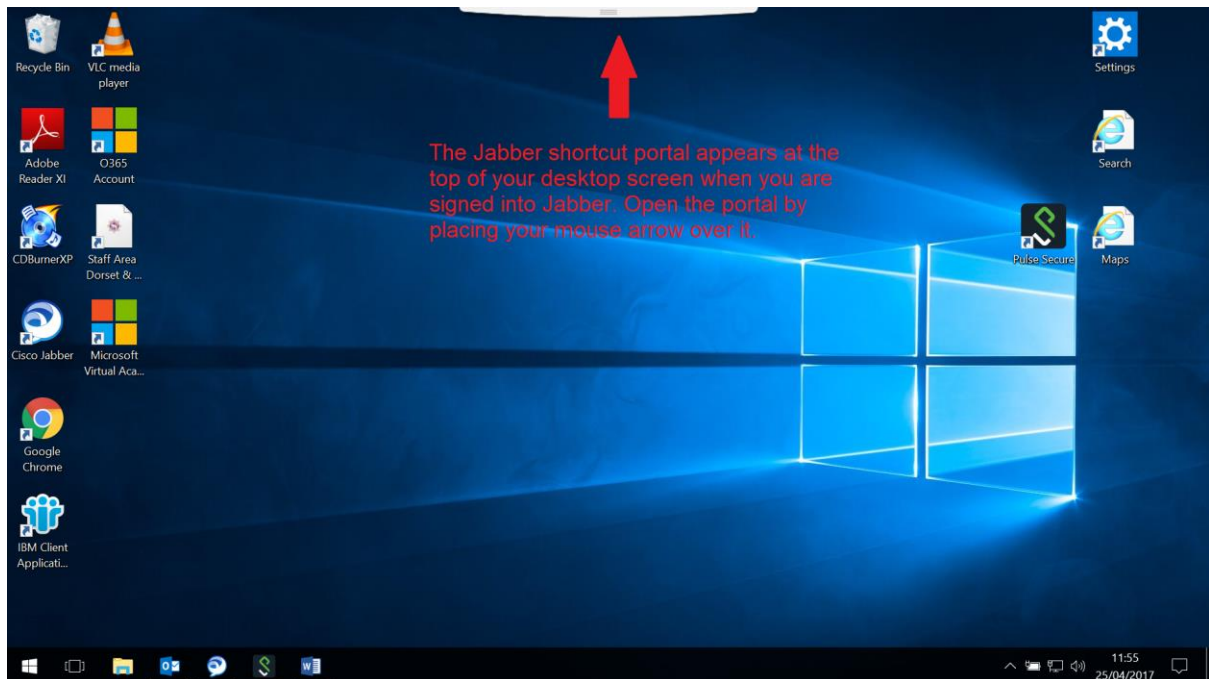
The Jabber Shortcut Portal

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;

The Jabber shortcut portal appears at the top of your desktop screen when you are signed into Jabber. Open the portal by placing your mouse arrow over it.

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

The Jabber shortcut portal drops down when you mouse arrow is placed over it. Use the shortcut portal to answer and make calls, search contacts, check recent call history, listen to voicemail messages or open the full screen Jabber window.