CONTACTS

Contacts are a list of people that you frequently communicate with. The contact list displays the contacts name, picture, presence status and location.

To add a contact from the Corporate Directory or your personal address book to your contacts list:
• Enter the contacts name in the search field
• Click the **Add** button ⊕
• Select a Contact Group *or* Click **New group**, enter a Group name and click **Create**
• Click **Add**

To add an external contact to your contacts list:
• Select **File** > **New** and select **Custom contact**
• Enter a name, chat and/or email address and select a contact group
• Click **Create**

To manage contacts in your contact window:
• Right click on the contact in the contact list, and select:

Alert when available – Notification of when the contact becomes available.

Call – Places a call to the contact.

Call with edit – Edits the contacts phone number before calling.

Chat – Sends an IM to the contact.

Meet now* – Starts an instant WebEx session if you have a WebEx account.

Edit Profile – Edits the contacts display name or phone number.

View Profile – Displays the contacts contact information.

Move to Group – Moves the contact to a different group.

Copy to Group – Adds the contact to another group.

Remove – Deletes the contact from this group.

CHAT AND GROUP CHAT

Chat is instant messaging (IM) to one contact and group chat is IM to multiple contacts simultaneously.

To initiate a chat with a contact in your contact list, Corporate Directory or your personal address book:
• Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
• Click on the chat button 💬 *or* Double click on the contact *or* Right click on the contact and select **Chat**

To create a group chat with contacts from your contacts list:
• Press and hold down the **Ctrl** key and click on the contacts to add
• Right click and select **Start a group chat**

Chat session features:

⬚ Send a screen capture.

📎 Send a file.

@ Create a mention.

😊 Insert an emoticon.

T Edit the font size and color.

👤₊ Add participants.

↗ Show chat in a new window.

••• More Options:
Share your screen
Meet Now

🔊 Open audio options.

📞 Escalate to a phone call.

Notes:
• **To print the chat session:** Right click and select **Print**
• **To save the chat session**: Right click and select **Save chat**
• **To remove a participant from a group chat:** Right click on the participant and select **Remove**

VOICE AND VIDEO* CALLS

To initiate a voice/video call with a contact in your contact list, Corporate Directory or your personal address book:
• Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
• Click on the call button 📞 *or* Right click on the contact and select **Call**

To call an extension or telephone number:
• Enter the number in the **Search or Call** bar
• Click the call 📞 button

To answer an incoming call:
• Click [Answer]

To divert an incoming call to voicemail:
• Click [Decline]

Audio/Video Session Features:

Full screen — Enter/close full screen mode.

Self-view — Show/close self-view PIP.

Keypad — Show keypad.

Mute — Mute/unmute audio.

Volume — Adjust speaker volume.

More — More call controls: **Hold**, **Transfer**, **Merge**, **Conference.**

End call.

Share screen.

Open audio options.

[Start my video] Start my video.

[Stop my video] Stop my video.

↗ Show call in a new window/ Return call.

CALL FORWARDING

To forward all your incoming calls to another number:
• Click the **Phone Controls** drop-down menu
• Select **Forward calls to**
• Choose **Voicemail**, a previously forwarded to number *or* **New number** and enter the number

RECENTS

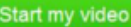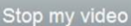**To display your call history:**
• Click the **Recents** tab

VOICE MESSAGES

To retrieve your voicemail messages:
• Click the **Voice Messages** tab

To play a message:
• Click the play ▶ button

To stop message playback:
• Click the stop ⏸ button

To rewind or fast forward:
• Click on the desired part of the message adjusting the progress bar

To delete a message:
• Right click on the message and select **Delete**

CALL AND VOICE MAIL LOGS

To filter your call/message history by date range:
• Click **View** ▼
• Select a date range

To filter your call/message history by type of call:
• Click **Type** ▼
• Select a type of call/message

For other features to manage the call/message, right click and select:
• Call back
• Call with edit
• Chat *or* Email
• Meet Now*
• Edit, Add *or* Create custom contact*
• View Profile

CALL PICKUP GROUPS*

To answer an incoming call on a call pickup group members phone:
- Click **Hunt Group and Pickup** tab
- Click the **Pickup** *or* **Other Pickup** button
- Click **Answer**

MEETINGS

To view your scheduled meetings:
- Click the **Meetings** tab
- Navigate to the desired date
- Click **More Details** to view the meeting in your calendar

NOTES

To download the Jabber software:

Mobile Clients: Can download and install the Cisco Jabber application through the Apple or Google Play application stores.

Windows Clients: Can request the install via KACE (http://go/selfservice).

Mac Clients: Can request the install via Casper (http://go/selfservice).

Monterey campus Clients: Can download and install E911 and Cisco Jabber application from their S: drive, in /Software/Public/Jabber.

PRESENCE STATUS

Real time presence status allows you to display your current status as well as view the availability of your contacts.

Default availability states:
- 🟢 Available
- 🟡 Away
- 🔴 Do Not Disturb (DND)
- ⚪ Offline

To manually change your state:
- Click the drop-down list under your name on the hub window
- Select a state

Note: IM notifications and call alerts may be suppressed when in a DND state.

To create a personal status message:
- Select a presence state
- Type a custom status message

To hide/share your location:
- Click the location status icon
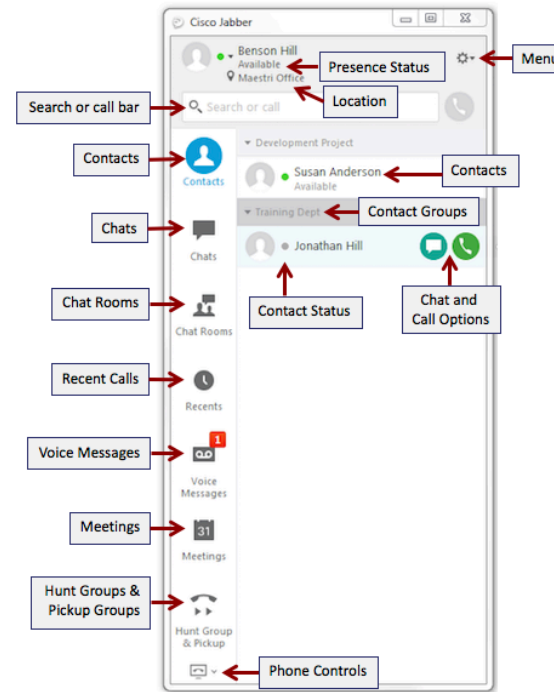- Select Shared, Hidden, Unassign this location

To change your location:
- Click in the location box
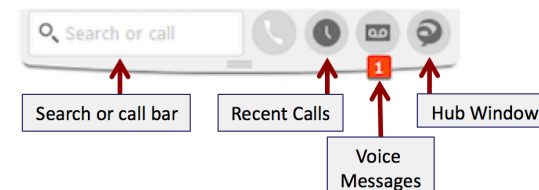- Select from an existing location *or* Click **Create new location name**

Cisco Jabber
Quick Reference Card

Jabber Hub Window*:

* There may be small differences in the user interface between platforms: Windows, Mac, iOS and Android. Otherwise, the functionality is the same.

Jabber Docked Window:

MENU

To configure Jabber's settings and personalize how Jabber will work for you:
- Click the **Menu** drop-down
- Select **File > Options** *or* **View**

PHONE CONTROLS

To select your audio connection device:
- Click the **Phone Controls** drop-down menu
- Select **Use my computer for calls** *or* **Use my phone for calls**