Jabber for Windows
End User Guide

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About Jabber for Windows

Jabber is a next generation unified collaboration client designed natively for the Windows platform that brings together key Cisco technologies - Enterprise instant messaging (chat), presence, telephone services including point-to-point video calling, and visual voicemail.

With Cisco Jabber, you can:

- Share Your Status with Others
- Organize and Add Contacts
- Use Chats to Communicate
- Make Calls and Adjust Your Settings
- Use Meetings and Calendars

Software Requirements

Operating Systems	• Microsoft Windows 7 SP1 or later, 32 and 64 bit • Microsoft Windows 8.x, 32 and 64 bit

Hardware Requirements

| Installed RAM	2 GB RAM
Free Physical Memory	128 MB
Free Disk Space	256 MB
CPU Speed and Type	• Mobil AMD Sempron Processor 3600+ 2 GHz • Intel Core2 CPU T7400 @ 2. 16 GHz
GPU	DirectX11 on Microsoft Windows 7
I/O Ports	USB 2.0 for USB camera and audio devices

Signing In To Jabber

Locate the Jabber icon on your desktop, or search for Cisco Jabber in your Programs folder. When you open the client, you will be prompted to enter your gatorlink username and password.
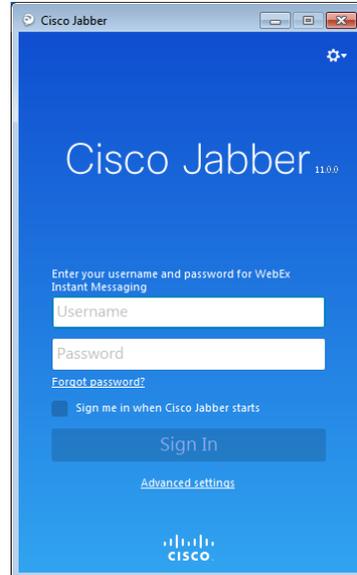
Tic the box next to *Sign me in when Cisco Jabber starts* if you would like Jabber to store your password so you do not need to enter your username and password in the future.

When you click *Sign In*, Jabber will start and you will be prompted to enter your location details.
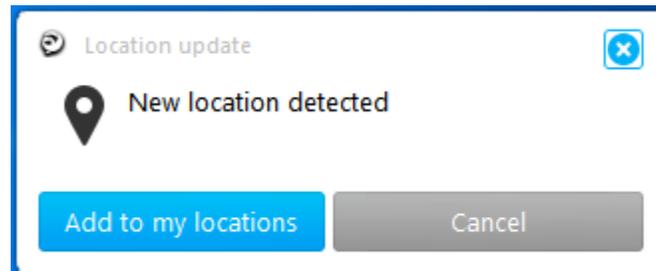
Click *Add to my locations* to enter details about where you are. Locations are used to alert your colleagues to your physical location. You may choose to share as little or as much detail as you wish, or none at all.

Tic the box next to *Share this location* if you want others to be able to view your location details. Click *Create* when you have finished. You may now pick this location from your list of locations and *Assign* it as your current location.
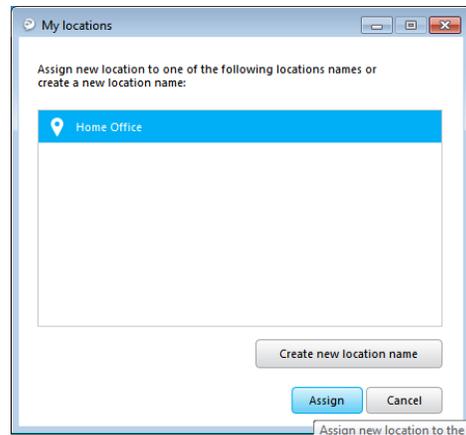
In the future, when you log in to your client Jabber will detect your location and automatically assign your location for you. You will only be prompted to set your location when Jabber cannot determine from where you are logging in. You may choose to share or hide your location by clicking the pin next to your location under your current presence status.
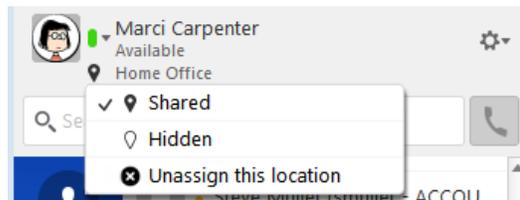
Jabber for Windows Client Overview

The Jabber client provides tabs down the left side to help organize your client and provide easy access to various methods of communication.

When you first log in to your Jabber client, you will be taken to the Jabber Hub.

Docked Window

Name / Status ← Menu

Search or Call

Contacts

Recents

Voice Messages

Meetings

Custom

Telephone Mode
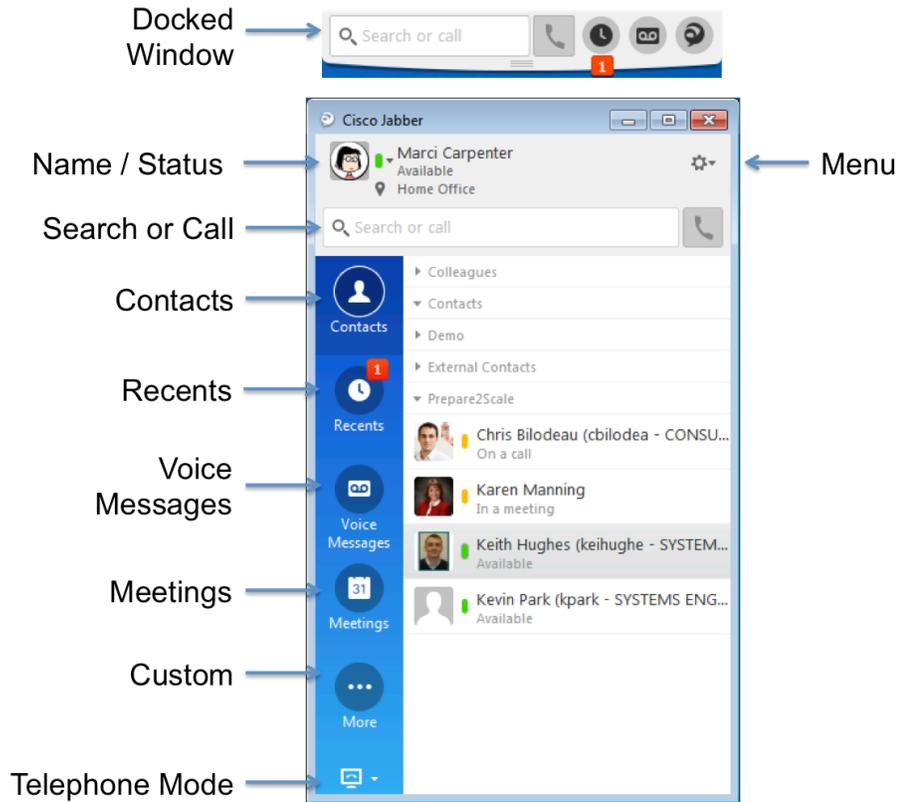
Name

At the top of your client, you will see your picture, if available, and your name, along with any location details you provided during sign-in.
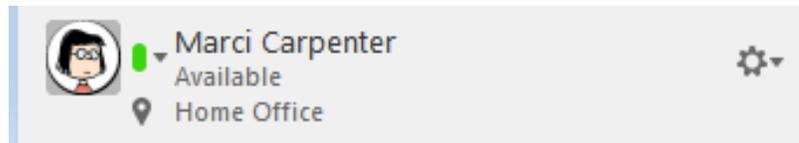
To view any of your details, click the *Settings Cog*, then select *File* > *View my profile…* to bring up your contact card.
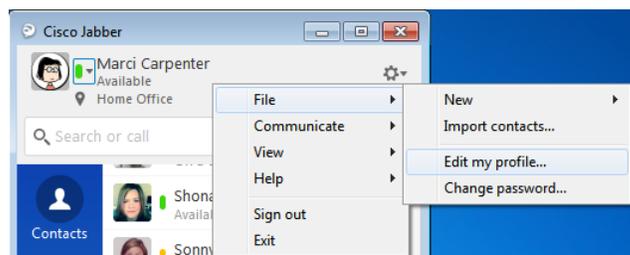
You may edit any of the fields contained in a text box. Your email address, Chat details and main telephone number may not be edited.

Status

When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when you have not touched your computer keyboard for a default of 15 minutes, or when you lock your computer to step away.

If you join a WebEx meeting from the same computer running Jabber, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting, and then into a do not disturb status displayed as *Presenting* when you are the current presenter.

You may also set your status manually by selecting the arrow just to the right of your current status icon.

From here you may select one of the generic status options, or create your own custom status.

To create a custom status, select the status color you wish to reflect, then click the generic status to reveal a blank space.
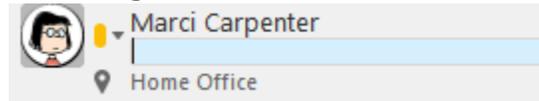
Type the status you wish to reflect, then press Enter on your keyboard to set it.
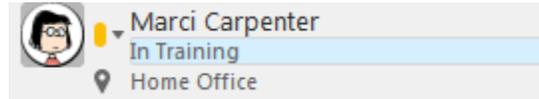
When typing your own custom status, please keep in mind that everyone at the University of Florida potentially has the ability to view your custom status. Please do not include sensitive or inappropriate information in your custom status.

Jabber will save up to three custom presence status entries per status level. To reset your custom status options, click *Delete Custom Status*.
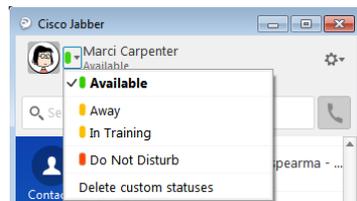

Search or Call

As the name suggests, the *Search or Call* bar is where you may enter a telephone number to make a call, or type a person's name to search the directory for their contact details.


Making an External Call

In the *Search or Call* bar, enter the full telephone number exactly how you would dial it from your desk phone. When you have the number entered correctly, press *Enter* on your computer keyboard, or click the green *Phone* icon to complete the call.
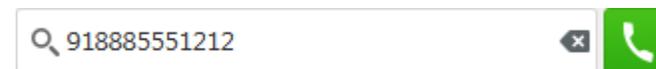

Making an Internal Call

Enter the name of the colleague you wish to call in the *Search or Call* bar. Jabber will search the company directory to find the person you wish you call. The more of the name you type, the more refined the search results will become.
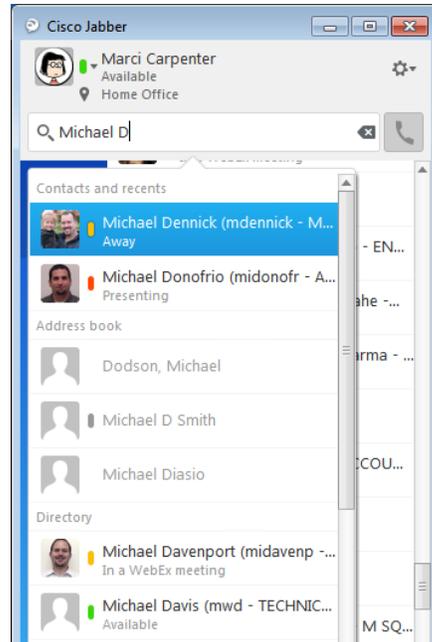
Jabber will display matches from your *Contacts and Recents* (people with whom you have recently interacted), your outlook *Address book*, then all results from the company *Directory*.

When you find the contact you are looking for, float your cursor over their name and use the buttons that appear to *Chat* or *Call* the contact.

For additional interaction options, right-click the contact and make a selection from the menu. If the contact is in *Do Not Disturb* or *Away*, you also have the option to have Jabber alert you when they become available by clicking *Alert when available*.
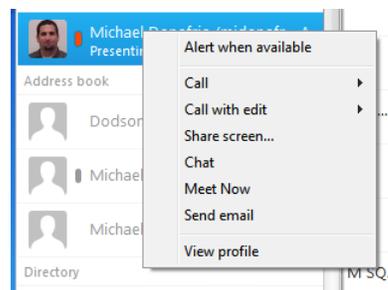
Contacts with alerts will be shown with a red alert symbol.
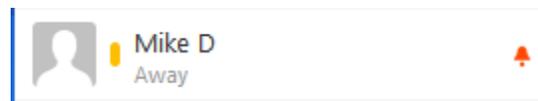
When the contact becomes available, you will receive an alert on your computer. The alert will maintain on your screen until you click it. When clicked, a Chat window with the contact will open, or you may choose to ignore the alert by clicking the X in the top right corner of the alert.
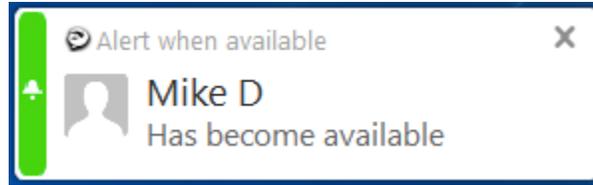
Managing Calls

When you receive a call from one of your colleagues, you will see a pop-up window on your computer indicating your options. You can *Chat* reply, which will start a Chat with the caller, *Answer* the call, or *Decline* the call, which will send the caller to your voicemail.


When you receive a call from an outside caller, you will have only the option to *Answer* or *Decline* the call.
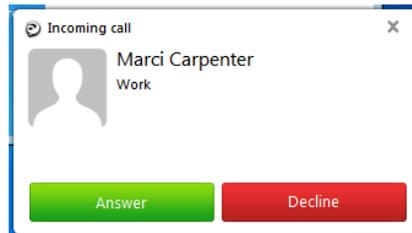
Caller ID information will be displayed in the call alert window for both internal and external callers.

When you are on an active call, you will notice several options at the top right of the Active Call window.
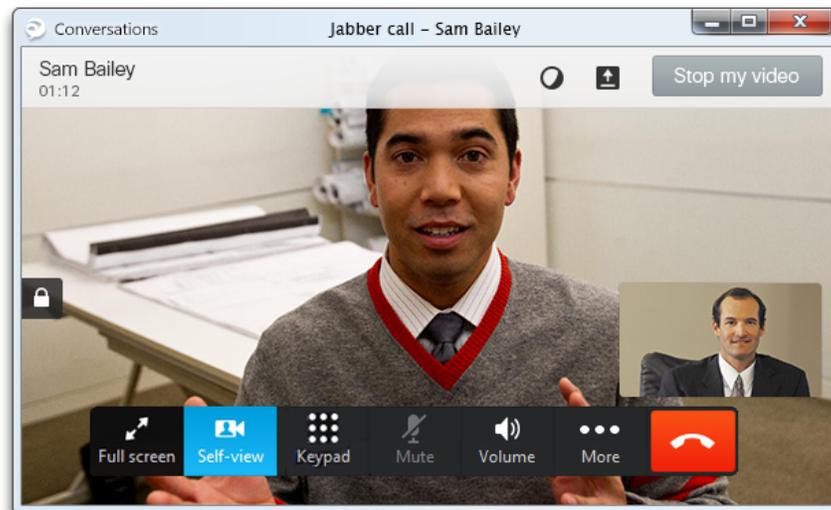
These options allo you to *Meet Now* ⭕ to begin a WebEx session with your call participant(s), *Share screen* 🔼, which broadcasts your current desktop and everything visible on it to your call participant(s), *Start/Stop my video* Start my video to turn on a video camera connected to your computer, and the *Pop-out* ↗ button to open the call in a new window rather than having your call in the same window all your other Jabber interactions are using.

Along the bottom of the active call window you will find additional options for controlling your active call.
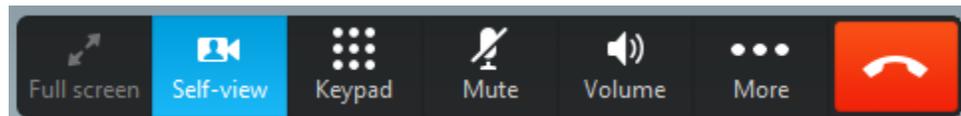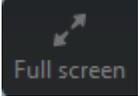
| Icon	Description
Full screen	*Full Screen* will make the call take up the entire real estate of your computer screen.
Self-view	*Self View* will turn on the picture-in-picture function allowing you to see your own video transmission in the lower right corner.
Keypad	*Keypad* opens a keypad to enter additional touch tones, such as when navigating within an automated attendant.
Mute	*Audio Mute* will toggle your microphone off and on.
Volume	*Volume* controls the volume coming through the speakers of your computer.
More	*More* opens a menu with options to place call on *Hold*, *Transfer* a call, or *Merge* two or more active calls together into a single conference.
(Hang up)	*Hang Up* ends the current active call.
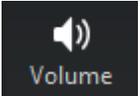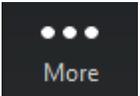
Adding Video to an Active Call

Jabber will automatically detect any camera, either built-in or plugged in to your computer, for you to use in adding video to your point-to-point audio calls. You may choose if you wish video to start automatically with every call, or if you wish to manually add video on a call-by-call basis.

To set your Video preferences, click the *Menu* button in your Jabber client, then select *File* > *Options*.
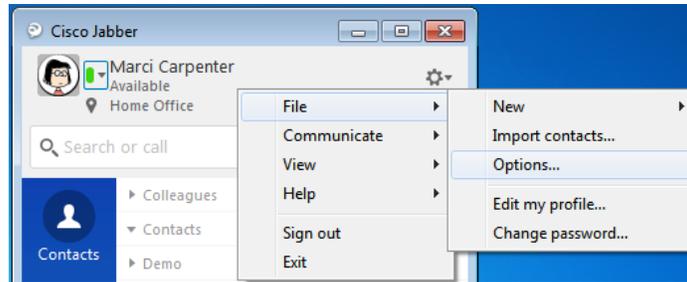
Navigate to the *Calls* tab in the resulting window.
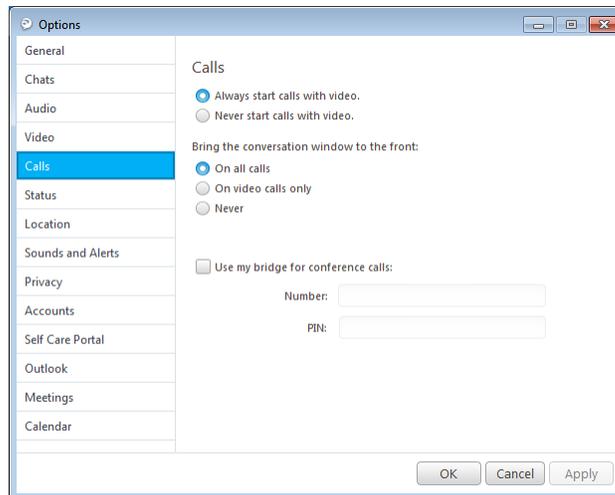
Select how you would like video to respond. If you select to *Never start calls with video*, you will be presented with a green button on the top of your active call window that allows you to *Start My Video* on a call-by-call basis.

To pause your video during a call, press the grey *Stop my video* button now at the top of your call window.

Contents

The *Contacts* tab of your Jabber client gives you the option to save people you interact with frequently so you can quickly see if they are available and just double-click their name to interact.

In order to begin building out your contact list, you will need to first create a Group.

Adding a Group

Groups are a helpful way to organize your Contacts list and make your frequent contacts easier to locate and interact with.

To create a Group, click the Menu ⚙️▾ button in your Jabber client, then choose *File* > *New* > *Group*.
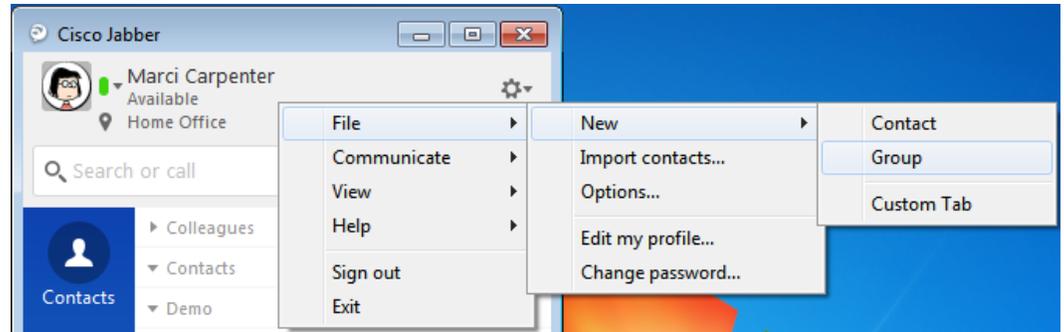
Type a name for your Group, then click *Create*.
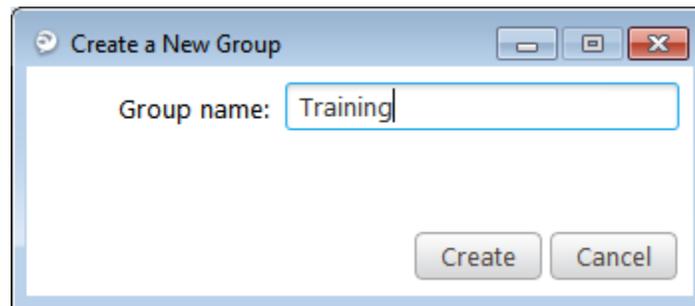
Your new Group will now appear in your Hub when you have the *Contacts* tab selected.

Add Contact from Search

Type the first and last name of the person you wish to add to your Contact list in the *Search or Call* bar. As you type, the search results will narrow to help you locate the correct person.

To add a search result to you contact list for easy access in the future, hover your cursor over the search result contact you wish to add to your Contact list then select the *Plus* icon. (Hint: This icon only appears if the contact is not yet in your Contacts list.)
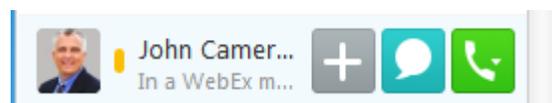
Choose a *Group* in which the contact is to be added, or click *New group* to create a new Group for the contact. Click *Add*. The contact will now appear in your Contacts list under the Group you selected or created.
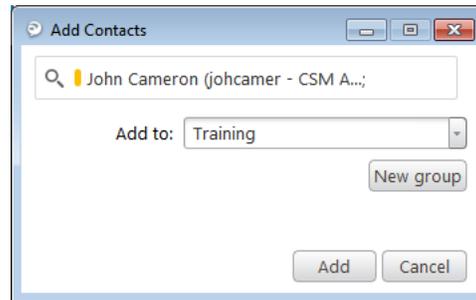
Manually Add A Contact

To create a *Contact*, click the *Menu* ⚙▾ button in your Jabber client, then choose *File* > *New* > *Contact*.
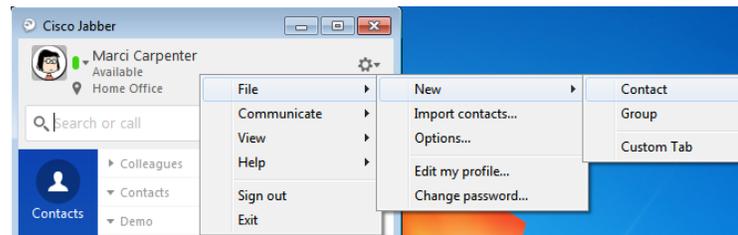
Enter the name of the person you wish to add. Jabber will search your company directory and refine your results the more you type.
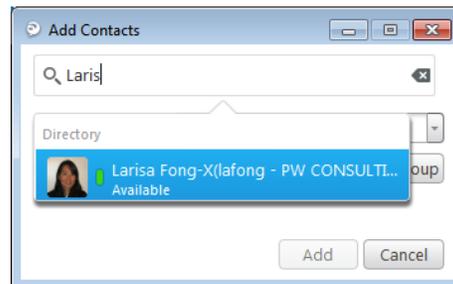
When you find the correct contact, click them to populate the IM account and Display name fields.
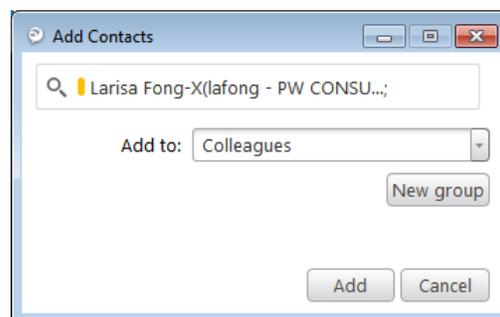
Select a *Group* from the drop down list, or select *New Group* to create a new group for this contact.

Interacting With Your Contacts

Hold your cursor over your contact to reveal *Chat* and *Call* interaction options.

For additional interaction options, right-click the contact and select from the resulting list.
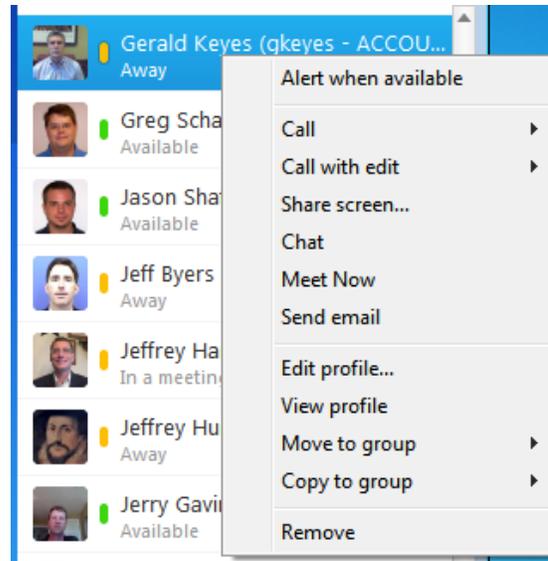
NOTE: You will only see interaction options currently available for both you and the contact on their signed-in device. If the person you are trying to interact with, for example, is not signed into their client, you will only have the ability to call or email.

The default interaction for double-clicking a contact in your Contact List is to start a *Chat*.

Using Chat

Your active *Chats* will all appear in the same interaction window, separated by tabs along the bottom. Notification of a new message will appear numerically on the tab that contains the unread message.
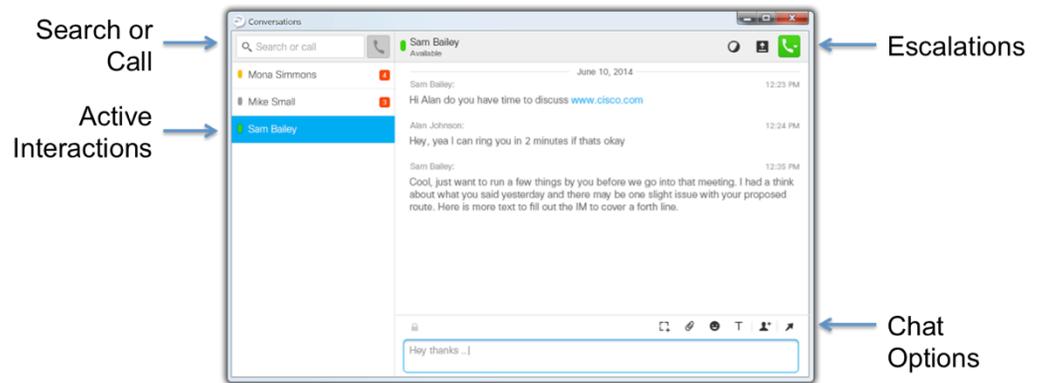

You have the ability to escalate Chat interactions. To escalate to a telephone call, press the green *Call* button at the top of the interaction.

To toggle on or off the list of all participants in the current Chat, select the (*Participant List*) icon.

Click the *WebEx* icon to Start an instant WebEx meeting, or the *Screen Share* icon to show your Chat participant a live broadcast of all open items on your computer's desktop.

Your options for enhancing the Chat message interaction appear just above the text entry window of the Chat. You have the option to:

- Send a *Screen Capture* image

- Transfer a *File*

- Insert an *Emoticon*

- Change your *Font* style, size or color.

- Add participants to create a *Group Chat*

- *Pop-out* the current interaction into its own separate window.

Recents

The *Recents* tab of your Jabber client lists all telephone interactions you have Made , Received or Missed while you Jabber client has been logged in.
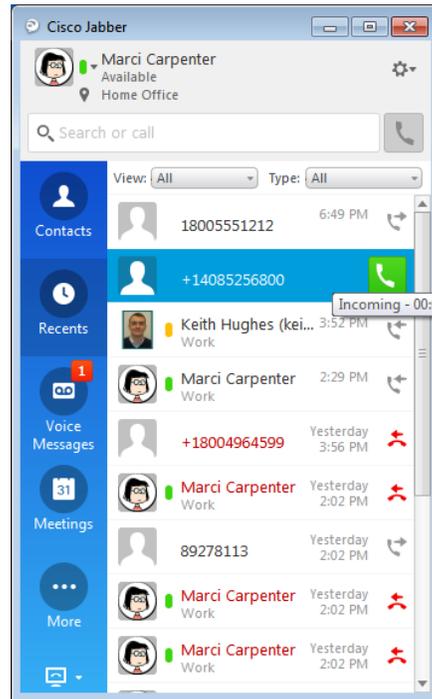
Missed interactions are shown in red. The number displayed on the tab itself will increase with each new missed call. For internal callers, presence information will also be displayed.

Control-click any entry to view interaction options for that caller. To call the contact, press the green *Call* button that appears when click an entry in your Recents list.

You use the filters at the top of the Recents tab to view within a specific time span, or to filter by Placed, Received, or Missed calls.

Voice Messages

The *Voice Messages* tab displays all your Unity Connection voicemail messages. When you receive a voicemail message, you see an incremental counter appear on the Voice Messages tab displaying the number of unread voicemails you have received.
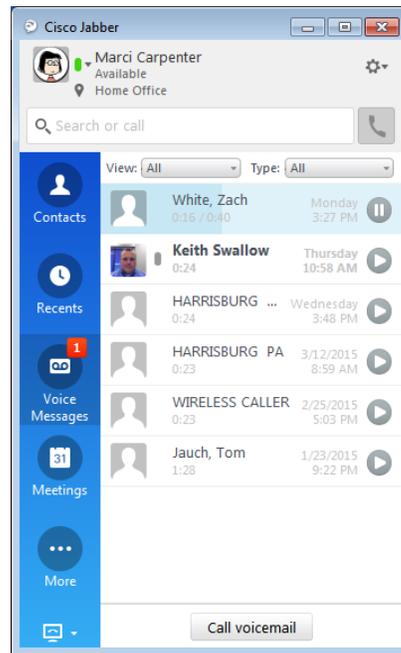
To play a voice message, click the *Play* button to the right of the entry. While playing a message, the blue *Slider* will appear and move along the message entry as it plays. Click anywhere in the entry to go backward or forward in the message.

While playing a message you may also click the *Pause* button to temporarily stop the message playback.

Right-click the message to view options for managing the voice message or interacting with the caller. Your interaction options will change based on the current status and capabilities of the caller.
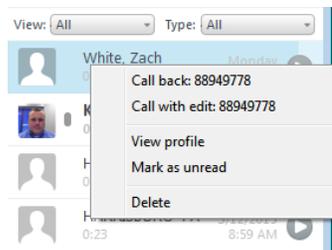
Meetings

The *Meetings* tab will display all your scheduled or accepted meetings in your Outlook calendar. If the meeting contains a WebEx, you will see the WebEx logo to the left of the entry, and either a *Join* or *Start* button to the left depending on if you are the Host of the meeting or a participant.
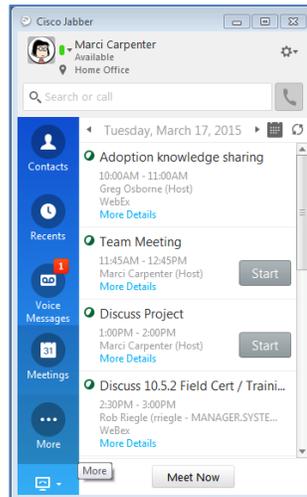
To start an instant WebEx meeting, click the *Meet Now* button at the bottom of the tab.

More

If you have created any *Custom Tabs* to quickly access websites or applications from your Jabber client, they will appear in the *More* tab. If you do not have additional tabs to view, or if you have your client expanded to view all tabs, this button will not appear on your client.

Docked Window

When you sign in to Jabber, the *Docked Window* will appear at the top of your computer screen. If you put your cursor on the Docked Window, the larger tool bar will appear giving you access to common Jabber features while you are working in other applications.

Using the Docked Window, you can search for contacts, enter a telephone number to make a call, and manage your active calls.

You will also see your Missed Calls incremental counter. Clicking on the Recents button on your Jabber Docked Window will open your full Jabber client to your Recents tab.

Clicking the voicemail button with incremental New Message counter will open the full jabber client to your Voicemail tab.

Clicking the Jabber icon in the Docked Window will bring your full Jabber client in front of all other open applications.

Telephone Options

When you log into your client, you will see a symbol in the bottom left corner below the lit of tabs. This symbol indicates the current *Telephone Options* of your client.

When your client is in *Soft Phone* mode, your client will send all calls over the internet and you do not have to be near a physical telephone to make and receive calls.

The audio for all your calls will use the speaker and microphone built in to your computer, or through any headset currently plugged in to your computer. Your client will have the *Computer* symbol in the left corner.

To put your client in Soft Phone mode, click the current *Telephone Options* icon then select *Use my Computer for calls*.


Jabber also has the ability to control your desk phone when you are in your office. This allows you to make and receive calls on your computer, but sends the audio through your assigned physical telephone. When you make or answer a call, your desk phone will go into speaker phone mode or come through any headset connected to your desk phone. When in *Desk Phone* mode, your client will have a *Telephone* symbol in the left corner.

To put your Jabber client in Desk Phone mode, click the current *Telephone Options* icon then select *Use my Desk Phone for Calls*.

You may also use the Telephone Options in your client to *Forward* your telephone number to another phone or your voicemail, or disable phone services from your client.
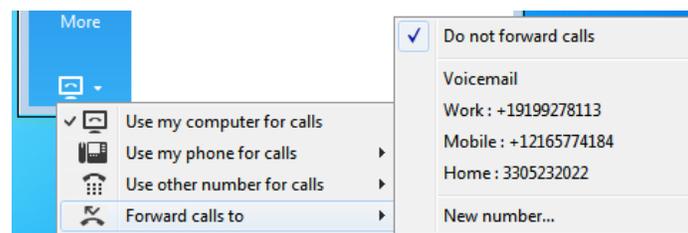
Key Board Shortcuts

Jabber has built-in shortcuts to assist in simplifying some of the common tasks. The following shortcuts are available to you in various Jabber states.

Hub Shortcuts

Shortcut	Description
COMMAND + 1	Navigate to and select Contacts tab
COMMAND + 2	Navigate to and select Chats tab
COMMAND + 3	Navigate to and select Recents tab
COMMAND + 4	Navigate to and select Voice Messages tab
COMMAND + 5	Navigate to and select Meetings tab
COMMAND + D	Add a contact
SHIFT + COMMAND + T	Show Expanded Contacts View (toggle open and closed)
SHIFT + COMMAND + F	Show Offline Contacts (Toggle to show and hide)
COMMAND + /	Bring main Cisco Jabber window into focus

Active Call Shortcuts

Shortcut	Description
COMMAND + K	End Call
OPTION + COMMAND + DOWN ARROW	Mute Audio toggle On/Off
UP ARROW	Increase Volume
DOWN ARROW	Decrease Volume
Access through the menus when the conversation window is active, or TAB or SHIFT+TAB to move through the buttons and objects in the window.	Hold

OPTION + COMMAND + T	Transfer Call

Call Shortcuts

Shortcut	Description
SHIFT + COMMAND + N	New Call
COMMAND + R	Redial
OPTION + COMMAND + C	Place a call to the selected contact in the contact list

Need Help?

For the duration of the Jabber pilot project please call 352-294-2099, or email jabber-pilot-l@lists.ufl.edu