

Using Cisco Jabber 12.X

MSTC

QUICK REFERENCE

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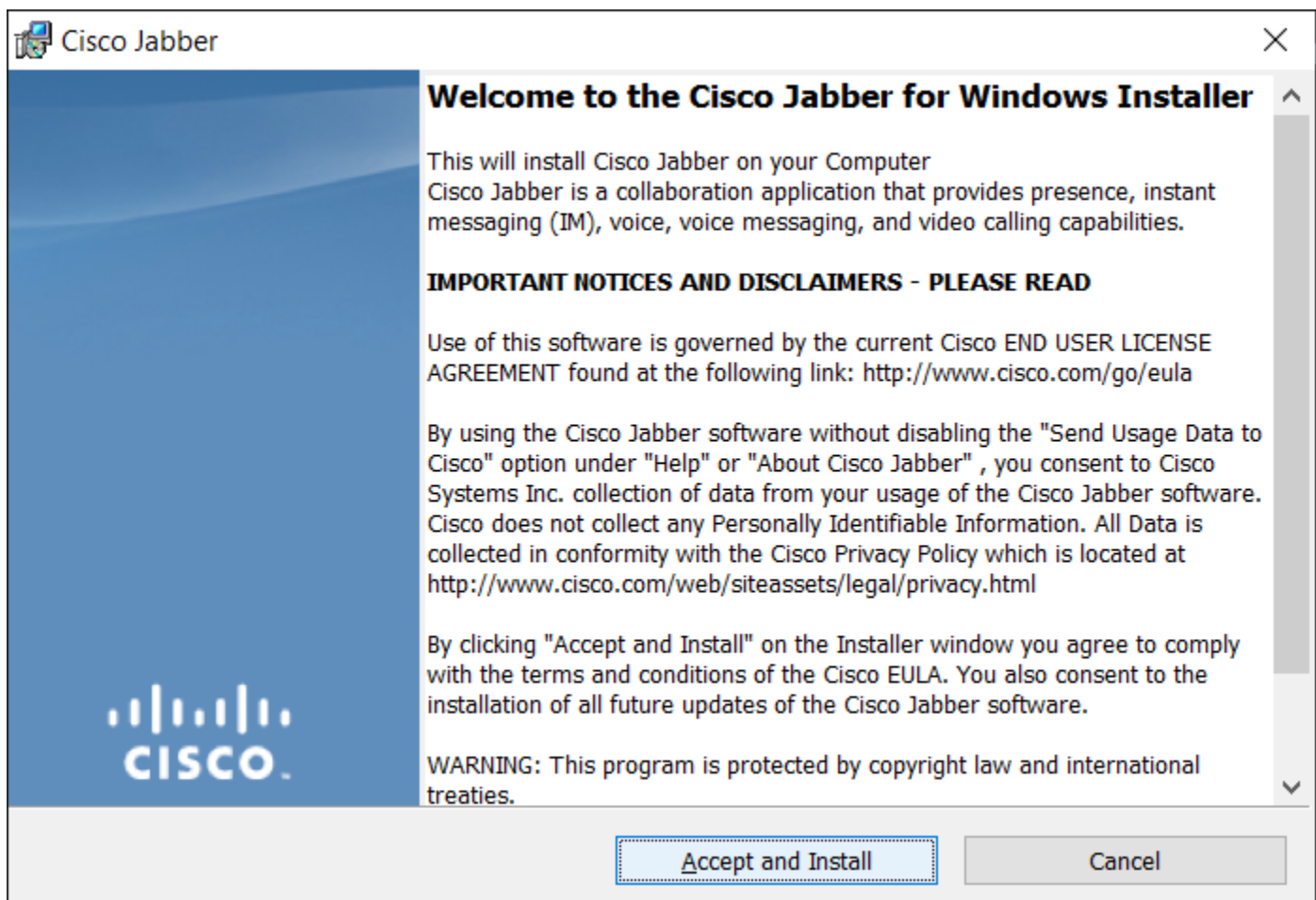
Cisco Jabber 12.x

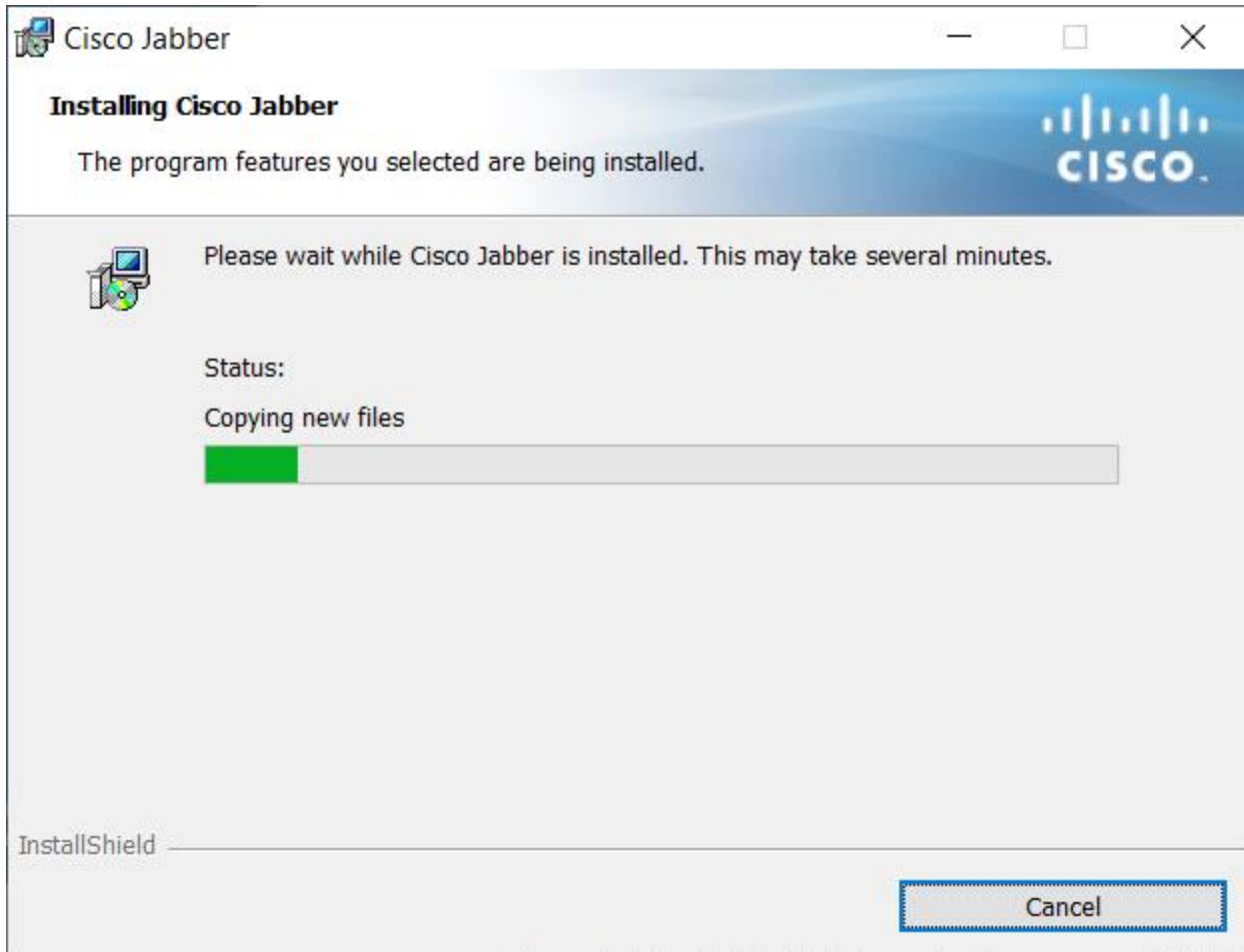
The purpose of this guide is to show you how Jabber for Windows looks and how it is navigated. You will become familiar with the new look and features.

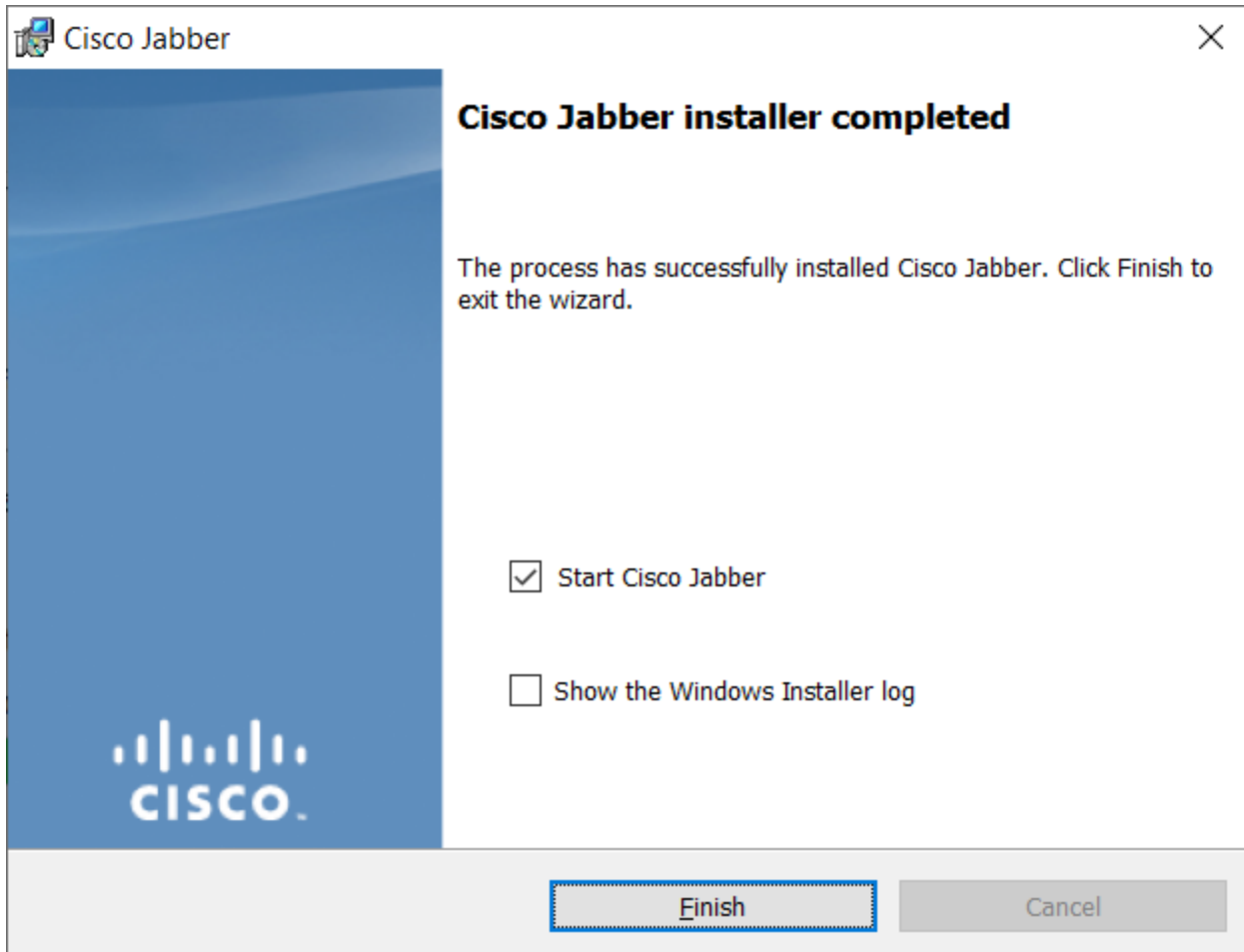
Cisco Jabber is easy to install but requires local administrative right. So, please contact the IT department if you didn't receive this software directly from our college network, while connected via wired, wireless or VPN. Once installed this software client will register if machine is using ether VPN or VPN-Less connectivity.

Installed Jabber

- MSTC Application team to provide Jabber deployment
 - Jabber for Windows

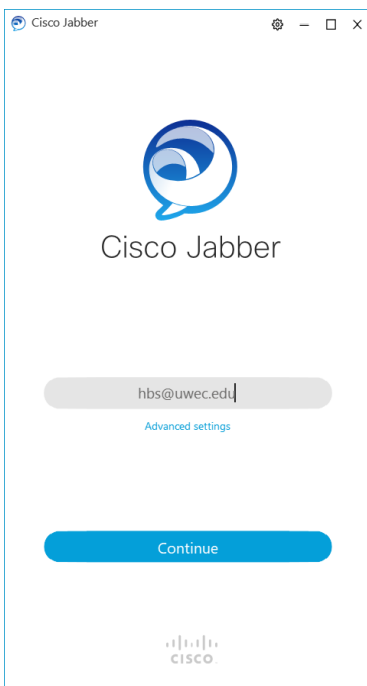
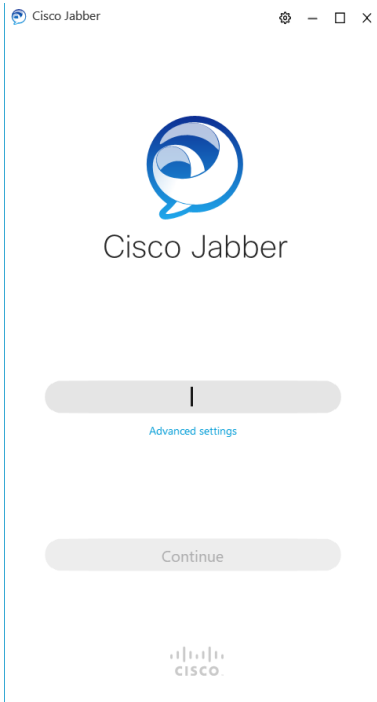


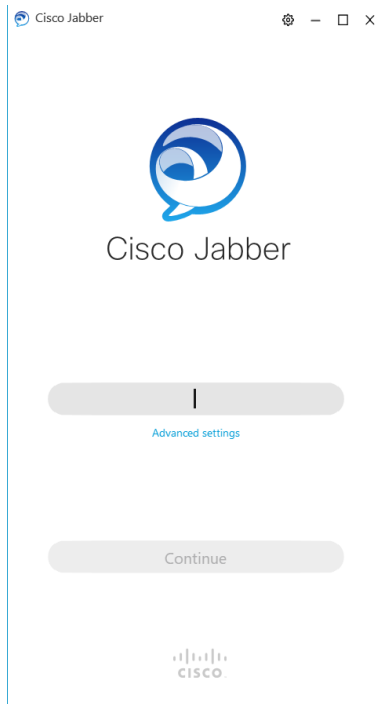




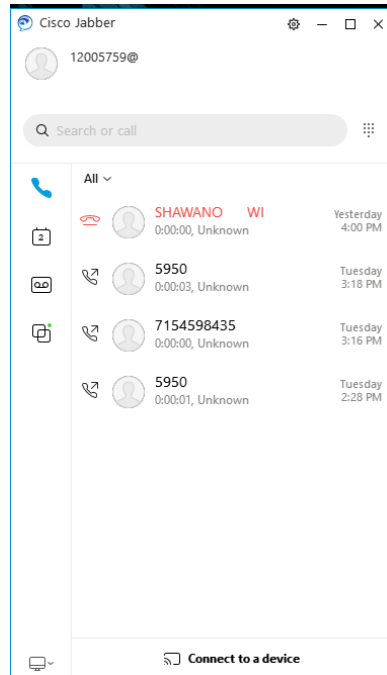
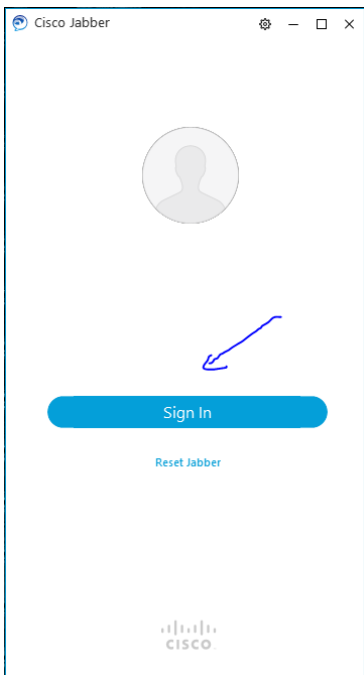
Sign into Jabber

- GoTo: Jabber Application
 - In the ID field, enter username (**Network ID in email format**)
 - For example: 12003456@mstc.edu
 - Without a Jabber reset, username will be Windows username without the **@mstc.edu** for next logins
 - **Note:** *On Windows Domain workstation the LDAP username will be auto discovered.*
 - Select Continue
 - Enter Network ID and select Sign-In





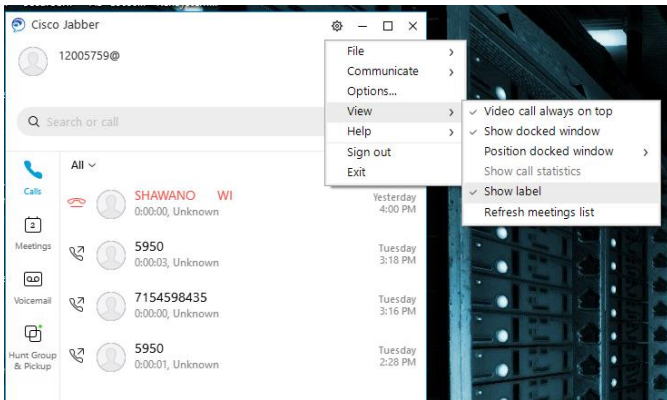
If you've received or place or received any recent calls from your office phone, they will be shown into the window dialog box.



Now it's time to get familiarized with the Cisco Jabber Client softphone.

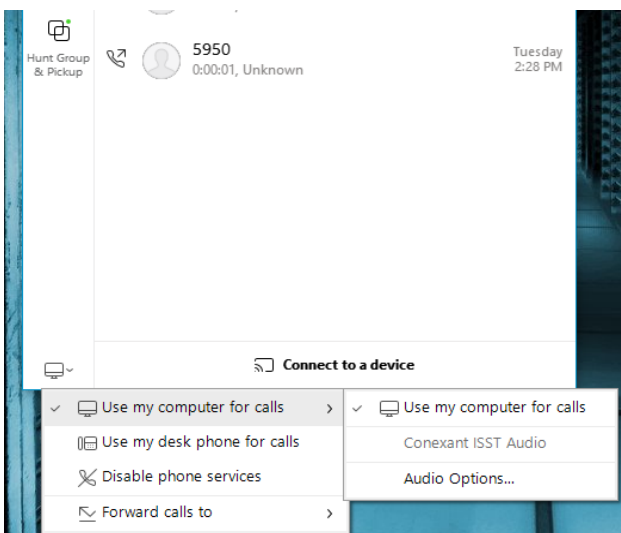
1. Select your views

Go to **Settings** and then **View** from menu options on the upper right corner. Please select all the options shown below:



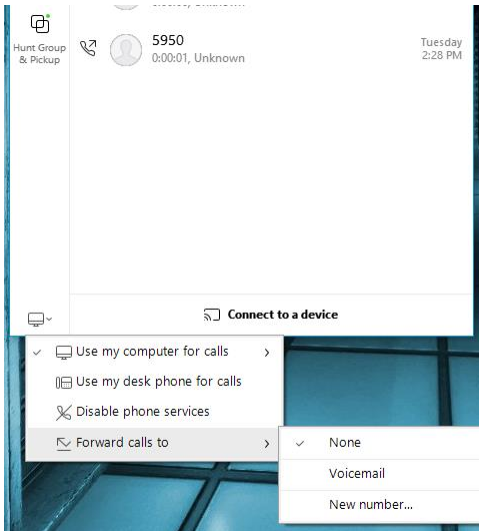
2. Select your softphone settings:

By default, your software will choose “Use my computer for Calls”. Please always keep this setting and do not switch to “Use my desk phone for calls”. If you do that, you will not be able to hear the other party because the software assumes that you are next to your office phone to pickup and listen to the call.



3. Forward calls to:

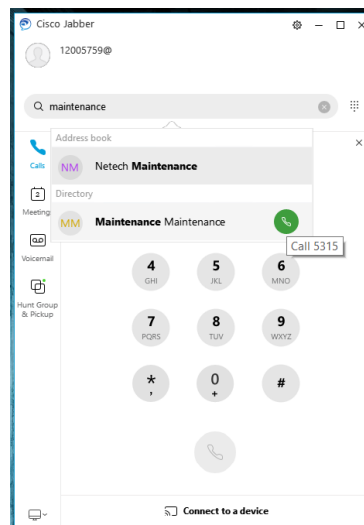
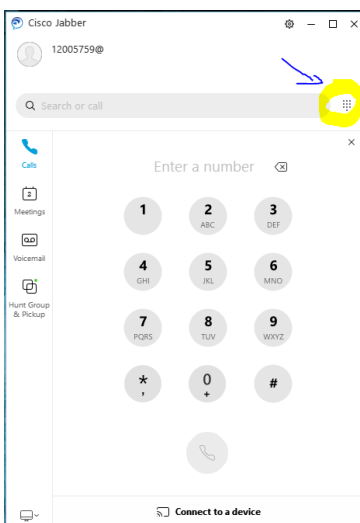
- Check to make sure calls are forwarded to “None”, if you want to receive calls from other parties that will be directed to your office phone line.
- If you want your calls to be forwarded to voicemail, please select Voicemail.



4. How to make calls – direct dial numbers or use corporate directory list (e-mail based):

Click on the dial pad located on the upper right corner and enter the number as you will dial in the office:


- Use 4 digits for another employee extension.
- 10 digits to place an outside call (you may need an 8 or an 1 for intrastate or Long Distance calls)
- Search users by name and then dial the number using our e-mail corporate directory list.




Forward and Unforward calls

Forwarding sends calls coming to your campus phone number to your campus voicemail or any other phone number you choose. Unforwarding your calls make them ring on both your desk phone and softphone (when active). Forwarding or unforwarding your calls on your desk phone or softphone affects both phones.

FORWARDING YOUR CALLS

1. Click  in the Jabber hub (bottom left).
2. Scroll to **Forward Call to** and either:
 - Select among the listed numbers (numbers to which you've recently forwarded your calls) or
 - Select **New Number** to enter another phone number.
 1. Enter a phone number, including access code, click **Forward**.

UNFORWARDING YOUR CALLS

1. Click  in the Jabber hub (bottom left).
2. Scroll to **Forward Call to:** and select **Do Not Forward Calls** from the drop down menu.

To Hold or Transfer a call

Click more menu icon in the active call window.

Select Hold

The call is placed on hold. Click Resume to resume the call.

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Select Transfer.

This places the active call on hold.

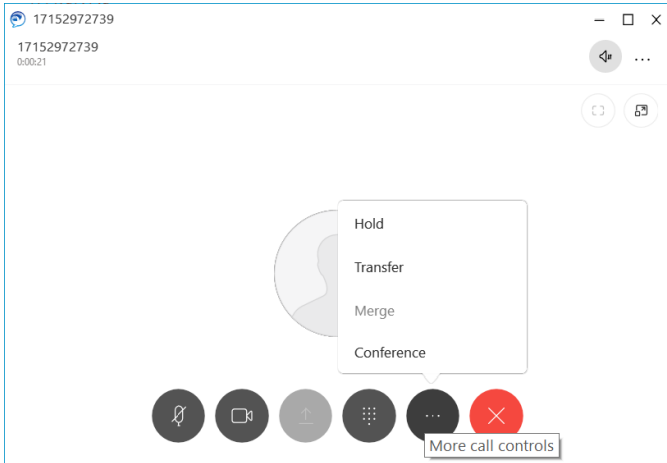
Type the name of the person or the phone number to which you want to transfer the call in the search box.

Select the person or number when it appears in the search list.

You are connected to that number.

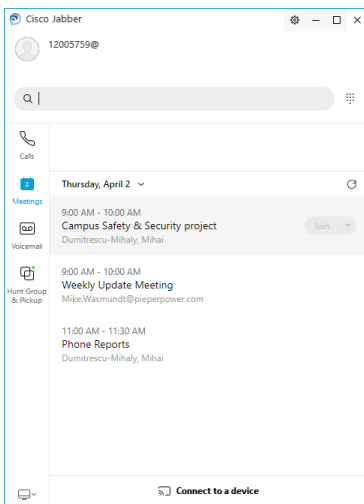
Press Transfer to complete the transfer.

Click end call icon



5. Check your check your daily meetings at glance:

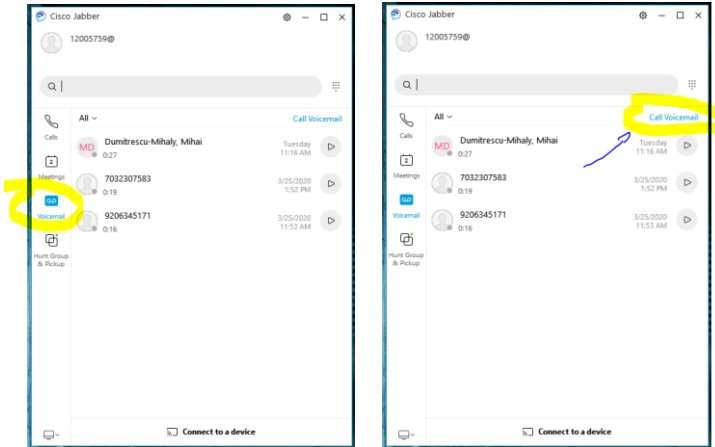
Cisco Jabber client softphone integrates with Office 365 (Outlook Client) and it can automatically retrieve your daily meetings:



6. Check your check your office voicemail:

Cisco Jabber client will check your voicemail with just a click of a button. You can use this feature to listen to voicemail messages (if you prefer this traditional way) or to chance your greetings when you are out of the office.

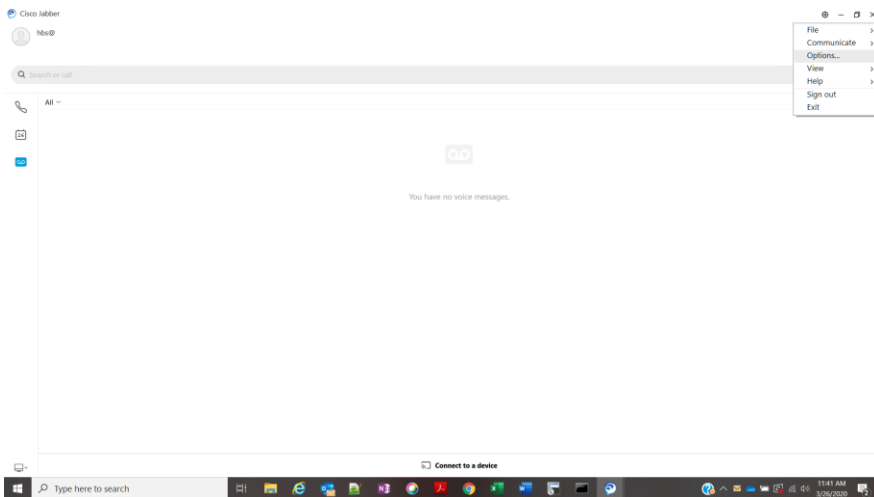
- Select the voicemail button from the left side menu options
- Use your mouse to call Voicemail from the upper right corner, just as shown in the image below:
- Use the dial pad to press any keys as navigation menu options.

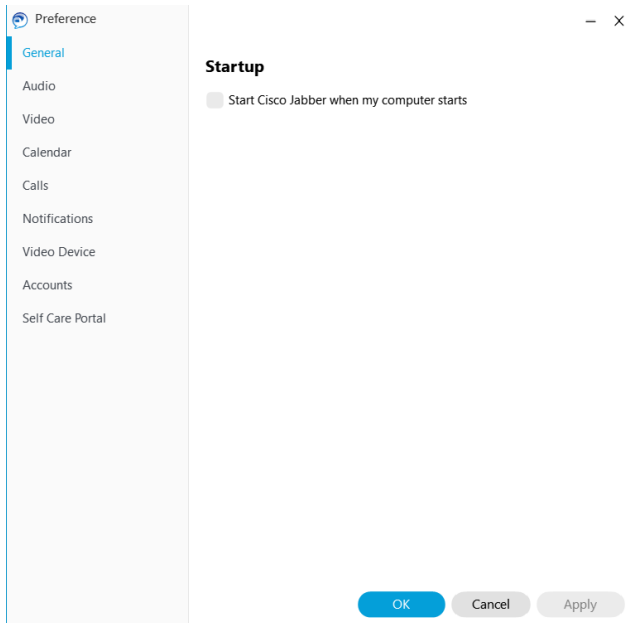


Customize Jabber

You can access your options and preferences for Cisco Jabber to customize how your client behaves

1. From the hub window, select Menu > File > Options.
2. Select any tab in the Options menu to make your choices.

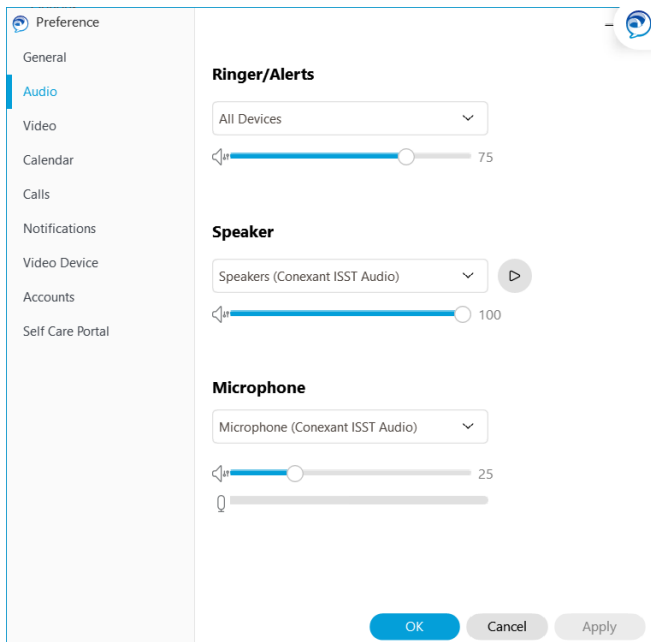




Set Up My Phone Accessories

You can change which microphone and speakers are used by the client when you have at least one phone accessory for call control.

From the hub window, select Menu > File > Options → Audio



Jabber Health Checks /Troubleshooting:

Please use the following the check that Jabber has registered properly. If you have workstation connectivity issues (wireless, wired, VPN etc.), these checks will be shown in red and the softphone will not register to the network.

Go To: Gear box→Help→Show Connection status

- Confirm phone services and voicemail are Green
- Scroll down to see more services on the right side of the screen

