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### INTRODUCTION

**What is Jabber?**

Jabber is an instant messenger (chat), telephone control service, visual voicemail and more.

Instant messaging, often shortened to simply "IM" or "IMing," is the exchange of text messages through a software application in real-time. Jabber has the ability to easily see whether a chosen co-worker is online and connected. Instant messaging differs from ordinary e-mail in the immediacy of the message exchange and also makes a continued exchange simpler than sending e-mail back and forth. Jabber also allows voicemail message playback and deletion, screen and file sharing during chat, and phone dialing via hyperlink or cut and paste.

For IMing to work, both users must be online at the same time and the intended recipient must be willing to accept instant messages, as it is possible to configure the IM client to reject chat sessions. An attempt to send an IM to someone who is not online, or who is not willing to accept IMs, will result in notification that the transmission cannot be completed. If the online software is set to accept IMs, it alerts the recipient with a distinctive sound, a window that indicates that an IM has arrived and allowing the recipient to accept or reject it, or a window containing the incoming message.

**ITS Recommendation:**

Cisco Jabber instant message technology is available to allow for efficient communication and collaboration between employees at BGSU. Instant message technology is not conducive for use in formal workflow of business processes and decisions. ITS recommends the following:

- Decisions and actions arrived at via instant message communications should be documented through the appropriate system of record.
- ANY communication has the potential to produce an official record. Please be advised that users of Jabber are responsible for identifying what constitutes a record.
- Jabber communications are not retained centrally by Information Technology Services (ITS). If the user requires that communications be retained for future reference, they must follow the process to save chat history.
  - Right-click in the chat window to bring up the shortcut menu
  - Select the Save chat option
  - Name your chat session and click “Save” to save the chat as an HTML file on your computer

*Please note: Jabber instant message history between users is available for the previous 99 messages sent/received and are stored on the user’s computer. Timely archiving is recommended.*
LOGGING IN

If Jabber doesn’t start automatically, click on the Jabber icon on your desktop or in your All Programs folder.

Enter the same user name and password you use to log into your computer.

Check the box next to sign me in when Cisco Jabber starts if you would like Jabber to store your password so you don’t have to enter your credentials in the future.

OVERVIEW

1. Status message
2. Settings Menu
3. Search or call bar
4. Contacts
5. Recent calls
6. Voice Messages
7. Meetings
8. Phone Controls
9. Custom Groups
CUSTOM SETTINGS

1. Click on the Settings Menu icon
2. Click on File
3. Click on Options…

At BGSU we are not able to edit our profiles or profile pictures, we have view only access.

OPTIONS

General - Startup, Spell Check
Chats – Font style, size, color
Audio – Ringer, Speaker, Mic
Video – web cam
Calls - bring window to front
Status - Away & Meeting option
Location – office location
Sounds and Alerts
Privacy – blocking people
Calendar – Outlook sync

VIEW OPTIONS

1. Click on the Settings Menu icon
2. Click on View

As a default Jabber is a docked window at the top of the screen. You will see choices here to change that.

There are a number of other viewing options available from this menu.
### Status

#### Default statuses

- When you log into Jabber, your default status will be set to **Available**.
- Your status will automatically change to **On a call** when your telephone is in use.
- Your status will automatically change to **Away** when you haven’t touched your keyboard for a default 15 minutes, or when you lock your computer to step away.
- If there is a meeting scheduled in your Outlook Calendar, your status will automatically change to **In a meeting** during that time.
- If you join a WebEx meeting, Jabber will automatically change your status to **In a WebEx meeting**.
- If you are the Presenter in a WebEx meeting, your status will automatically go into do not disturb status displayed at **Presenting**.

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<table>
<thead>
<tr>
<th>Status</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Available</strong></td>
<td>Sharon</td>
</tr>
<tr>
<td><strong>Away</strong></td>
<td>Rachel</td>
</tr>
<tr>
<td><strong>Do Not Disturb</strong></td>
<td>Monica</td>
</tr>
<tr>
<td><strong>On a call</strong></td>
<td>Phoebe</td>
</tr>
<tr>
<td><strong>In a meeting</strong></td>
<td>Monica</td>
</tr>
</tbody>
</table>
CREATE A STATUS

You can create up to three custom status messages for each available state.

To create a custom status:
1. Click the drop down arrow beside the status icon and choose the status color you wish to reflect.
2. Click the generic status under your name to reveal a blank space.
3. Type in the status you wish to reflect, then press Enter.

Keep in mind that everyone at BGSU potentially has the ability to view your custom status. Please do not include sensitive or inappropriate information in your custom status.

To reset your custom status options, click on Delete custom statuses.

CONTACTS

The Contacts tab of Jabber gives you the option to save people you interact with frequently so you can easily see if they are available and can double-click their names to chat.

In order to begin building your contact list, you will need to first create a Group.
ADD 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 Settings Menu
• Click on File
• Click on New
• Click on Group

• Type a Group name
• Click on Create

ADD CONTACT FROM SEARCH

1. 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.

2. To add a search result to your contact list, hover your cursor over the contact to add and click on the Plus icon. (This icon will only appear if the contact is not yet in your Contact list.)

3. Choose a Group in which to add the Contact, or click the New group button to create a New Group.

4. Click on Add.

5. The contact will now appear in your Contact list under the Group you selected or created.
ADD CONTACT MANUALLY

To add a contact manually:

- Click **Settings Menu**
- Click on **File**
- Click on **New**
- Click on **Contact**

- Type the **name** of the person you want to add
- Press **Enter**
- Select the **Group** to Add them to or the New group button to create a new group.
- Click on **Add**

USING CHAT

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

If you have more than one active chat, they will be separated by tabs along the left side of the window.

The text entry window appears at the bottom of the window.

Options available with chat:

- Send a Screen Capture
- Send a File
- Insert an Emoticon
- Change Font style, size or color
- Add participants to create a Group Chat
- Pop out the current interaction into its own separate window

There is an option to share your screen with the Contact and an option to call them.
**START A GROUP CHAT**

Easily start a group chat with two or more of your contacts:

1. Select all of the requested participants from the Contacts tab. You can use CTRL key while you select multiple participants.
2. Right-click to access the shortcut menu, select **Start a group chat**.
3. Add additional people in the People field if needed.
4. Type the **Topic** for the group chat.
5. Select **Start**.

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**MAKING A CALL**

1. Type the **Name** of the person you wish to call in the Search or Call bar.
2. Jabber will search to find the person you wish to call. The more of the name you type the more refined the search results will be.
3. When you find the contact you are looking for, select from the submenu if more than one number is associated with the person searched. Hover your cursor over their name and use the button to **Call** the contact.
4. Jabber also supports URI dialing. This is similar to Skype that allows you to call an email address.
**INCOMING CALLS**

When you receive an incoming call, you can reply with a chat message, answer the call, or decline the call. When you decline the call, it will send the caller to your voicemail.

When you receive calls from an outside caller, you will only have the option to Answer or Decline the call.

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**CALL CONTROL OPTIONS**

Along the bottom of the active call window, you will find additional options:

- **Full Screen** will make the call take up your entire computer screen.
- **Self View** will turn on the picture-in-picture function allowing you to see your own video transmission in the lower right corner.
- **Keypad** opens a keypad to enter additional touch tones, such as when navigating within an automated attendant.
- **Audio Mute** will toggle your microphone off and on.
- **Volume** controls the volume coming through your speakers.
- **More** opens a menu with options to place a call on Hold, transfer a call, or merge two or more active calls together into a single conference call.
- **Hang Up** ends the current active call.
OTHER CONTACT OPTIONS

For additional interaction options, right-click on the contact and select from the resulting shortcut list.

Note: Options that are not currently available for both you and the contact on their sign-in device will appear grayed out.

- If a contact is currently unavailable, you can click on the Alert when available and Jabber will Alert you when their status returns to available.
- You can change the name displayed for a contact by clicking on the Edit profile...
- You can delete, move or copy contact to another group using this menu as well.

RECENTS

The Recents Tab of Jabber lists all telephone interactions you have Made, Received or Missed while you have been logged into Jabber.

Missed calls are shown in red. The number displayed on the tab itself will increase with each new missed call. For internal callers, the status group information will also be displayed.

Hover over any of the call indicators and the symbol will turn to a green telephone with an option to call the person.

There are filters at the top of the Recents tab to view a specific time span, or to filter by calls Placed, Received, or Missed.
**VOICE MESSAGES**

When you receive a voicemail message, you will see a counter appear on the Voice Messages tab displaying the number of unheard voicemails you have received.

You can play a message by clicking the Play button to the right of the entry. While playing the message, the blue slider will appear and move along the contact’s entry as it plays. Click anywhere in the entry to go backward or forward in the message. While playing the message, you can also click the Pause button to temporarily stop the message playback.

You can click on the **Call voicemail** button to have Jabber dial the voicemail system on your telephone.

**MEETINGS**

The meetings tab will display all your scheduled or accepted meetings in your Outlook calendar.

During these times, Jabber will show your status as **In a meeting**.
FORWARD CALLS

To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

1. Click on the Phone Controls icon.
2. Select Forward calls to
3. Select New number ...
4. Type in new number
5. Click on Forward

This is the same as the Forward All button on the phone, which updates when done via Jabber.

Don’t forget to turn this off when you return to your desk!