



Cisco Jabber IM v11.8 Windows Reference Guide

UW Oshkosh Information Technology

helpdesk@uwosh.edu

Updated on March 17, 2020

1 TABLE OF CONTENTS

- 1 Table of Contents..... 2
- 2 About Cisco Jabber for Windows..... 4
- 3 Installing the Jabber Client..... 4
- 4 Log into Jabber..... 5
- 5 Phone Control..... 6
 - 5.1 Set Desk Phone as Primary 6
 - 5.2 Set Computer as Primary 7
 - 5.3 Call Forwarding 7
- 6 Jabber Status..... 8
- 7 Contacts 9
 - 7.1 Create a New Contact Group 9
 - 7.2 Delete Contact Group 10
 - 7.3 Search and Add UWO Contacts..... 11
 - 7.4 Add External Contacts..... 12
 - 7.5 Delete a Contact..... 13
- 8 Chats 14
 - 8.1 Start a New Chat 14
 - 8.2 Create a Group Chat 15
- 9 Call History 16
- 10 Voicemail..... 17
- 11 Calendar 17
- 12 Phone Calls..... 18
 - 12.1 Place a Phone Call 18
 - 12.2 Answer a Phone Call 19
 - 12.3 Transfer a Phone Call 19
 - 12.4 Place a Call On Hold 20
- 13 Chat (Instant Message) 21
- 14 Share Screen 22
 - 14.1 Start Screen Share..... 22
 - 14.2 Stop Screen Share 22

14.3	Accepting a Screen Share.....	22
15	Configuring Jabber Preferences.....	23
15.1	Preference Options.....	23
16	Troubleshooting.....	27

2 ABOUT CISCO JABBER FOR WINDOWS

Cisco Jabber IM is an instant messaging client that works seamlessly with your UWO Cisco VoIP phone. Use Cisco Jabber to quickly chat with other UWO employees, lookup employee phone numbers, initiate phone calls directly to employees, and listen to voicemail.

3 INSTALLING THE JABBER CLIENT

For UWO computers, the Cisco Jabber client is available for install by use of the Software Center icon on your computer.

Please follow these instructions to install Jabber on your Windows computer:

- **NOTE: These steps may vary depending on your version of Windows.**
- Use the following link to download the IBM SPSS software:

<https://drive.google.com/file/d/1b7H4t2eQyD1ZgZwrwcwM8x0xjZXCu3fw/view?usp=sharing>

- Click on the Download icon in the upper right corner (a downward pointing arrow above a horizontal line).
- Click on the blue **Download** anyway button if it mentions it can't scan this file for viruses.
- Click on the **Save** button if needed.
- **NOTE:** It may take a few moments to download.
- If the file is not in the Downloads folder:
- Click on the **Start Menu** button.
- Enter 'ciscojabbersetup' without hitting the Enter key.
- Right-click on **CiscoJabberSetup.msi** that appears in the Start menu area.
- Select Open file location in the pop-up menu.
- Right-click on the **CiscoJabberSetup.msi** file and select Install on the pop-up menu..
- **NOTE:** If it won't install, copy the .msi file out into the **Downloads** folder and double-click on that new file.
- **NOTE:** It may take a while to start.
- If asked, allow this app to make changes to the computer.
- Follow the instructions as they appear on the screen.

4 LOG INTO JABBER

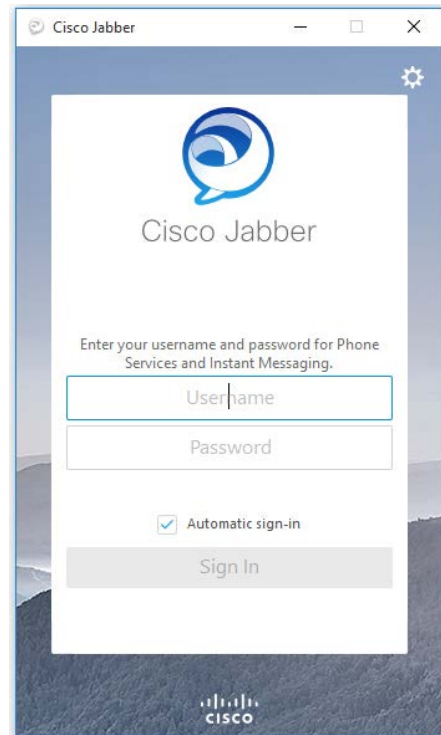
To log into Cisco Jabber you must have a valid Net-ID and password.

Note: For campus users that have a Net-ID that ends with digits, please make note that your username is case sensitive.

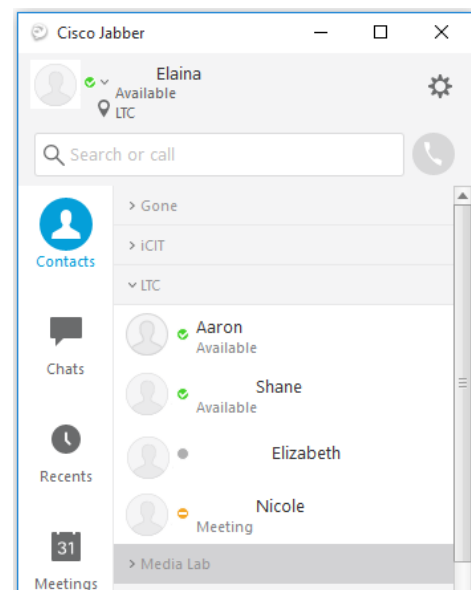
Step 1.) Open the Cisco Jabber client and enter your Net-ID and password.

Note: Check the “Sign me in when Jabber starts box” if you would like to be automatically signed into Jabber when you log into your computer.

Step 2.) Click the **Sign in** button to continue.



Step 3.) Once logged in, the main Jabber window will appear.




5 PHONE CONTROL

The phone preferences button allows you select your default device for answering phone calls. You may choose either your phone or your Cisco Jabber IM client as your primary phone device.

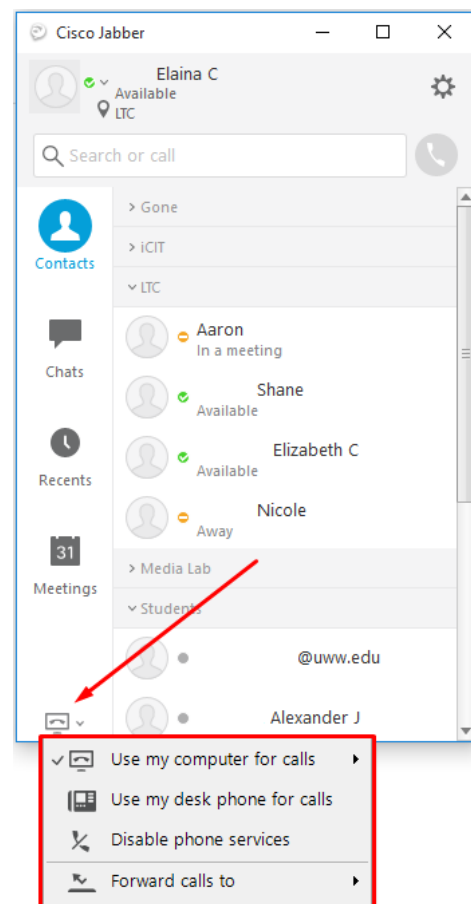
Note: While in the office, it is best to set your desk phone as your primary phone device.

Note: If Cisco Jabber (Use my computer for calls) is configured to be your primary phone device, incoming and outgoing phone calls will use your computer's microphone and speaker.


5.1 SET DESK PHONE AS PRIMARY

Step 1.) Click the  (Computer) icon in the bottom left corner of the application window.

Step 2.) Select "Use my desk phone for calls".

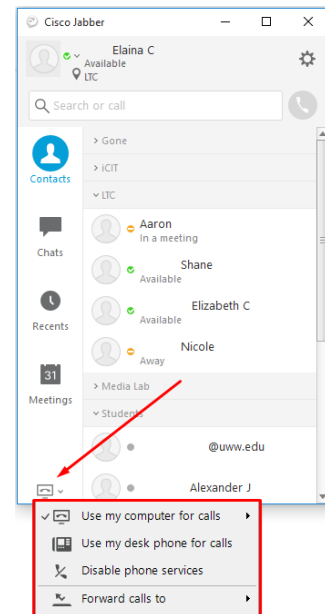


5.2 SET COMPUTER AS PRIMARY


Step 1.) Click the  (Computer) icon in the bottom left corner of the application window.

Step 2.) Select “Use my computer for calls”.

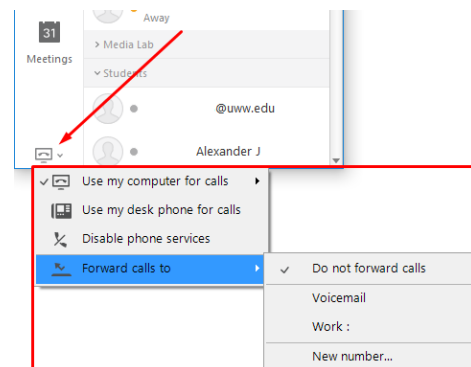
NOTE: If you use your computer to answer and place calls, your calls will use your computer’s speaker/microphone or headset.



5.3 CALL FORWARDING

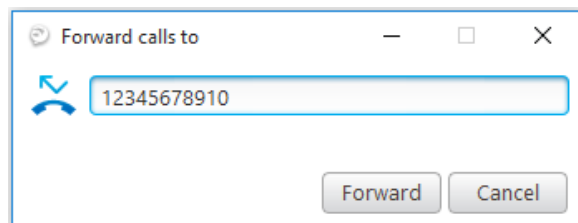
Step 1.) Click the  (Phone control) button.

Step 2.) Select **Forward calls to** and then select your forwarding preference.



Step 3.) To forward your call to a new number, select **New number** and enter in the new forwarding number, starting with 81, then the full 10 digit phone number.

Step 4.) Click the **Forward** button to save your settings.

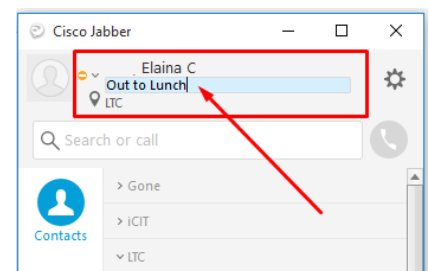
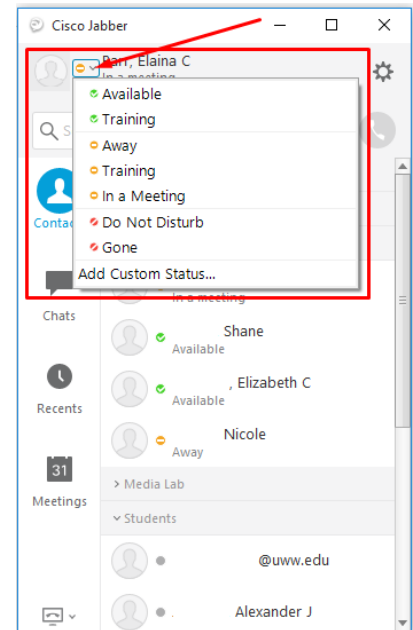


6 JABBER STATUS

Cisco Jabber allows you to select your status from a pre-configured list of options or create a personalized status message. If you are on a call or in a meeting, your status message will change automatically. You can sync your Jabber IM client to your Outlook calendar by selecting this option under the “Configuring Jabber Preferences” section of this guide.

Step 1.) Click the drop-down arrow to the left of your current status.

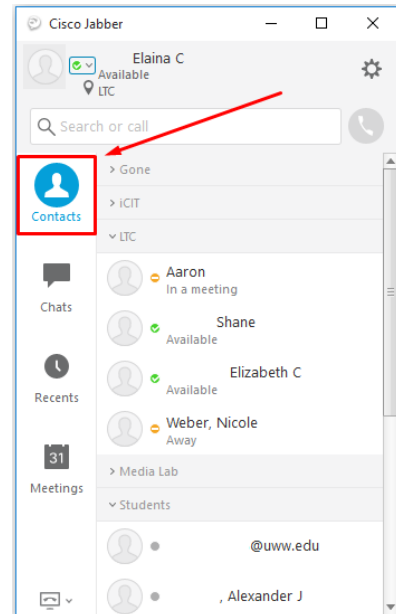
NOTE: To configure a personalized status message, you can click “Add Custom Status” or click the current status, then type in your new status message. Hit the **Enter** key to submit your change.




7 CONTACTS

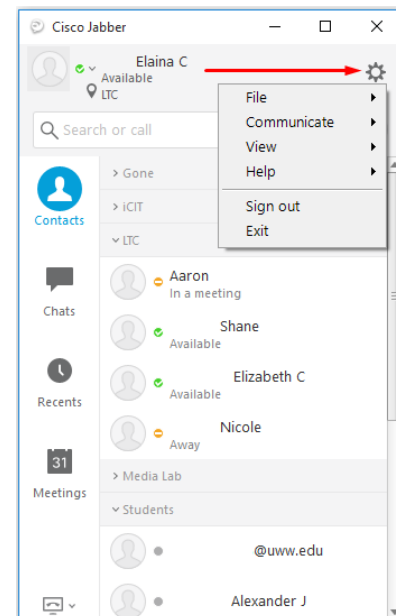
The contacts menu in Jabber allows you to view saved contacts and/or add additional contacts to your frequently used contacts list.

Use the search or call bar to search for UWO contacts or click the contacts button on the main Jabber window to view your current contacts list.

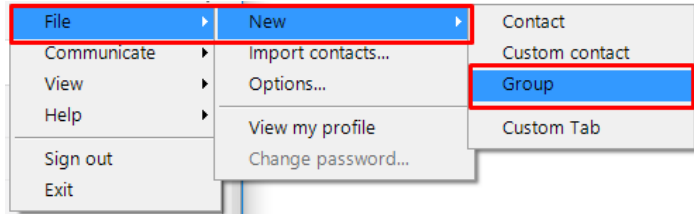


7.1 CREATE A NEW CONTACT GROUP

Step 1.) From the main Jabber window, click the  icon in the top right corner of the application.

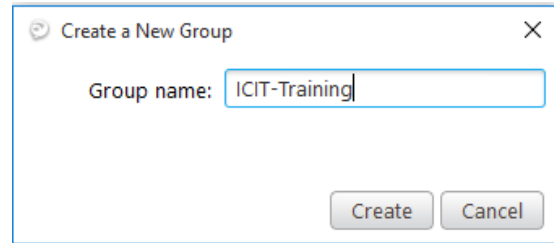


Step 2.) Select **File | New | Group**.



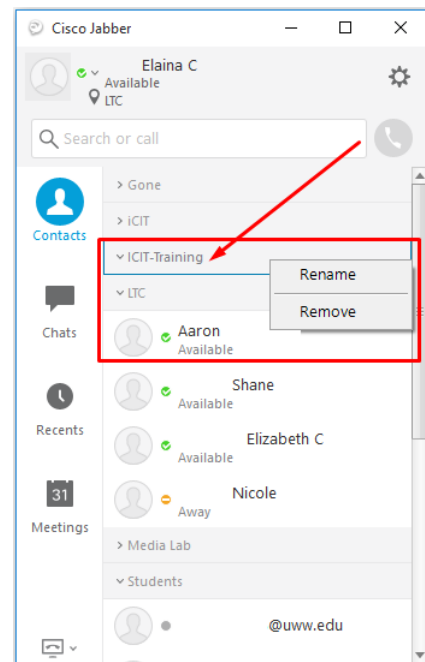
Step 3.) Enter the name of your new group.

Step 4.) Click **Create** to create your new group.




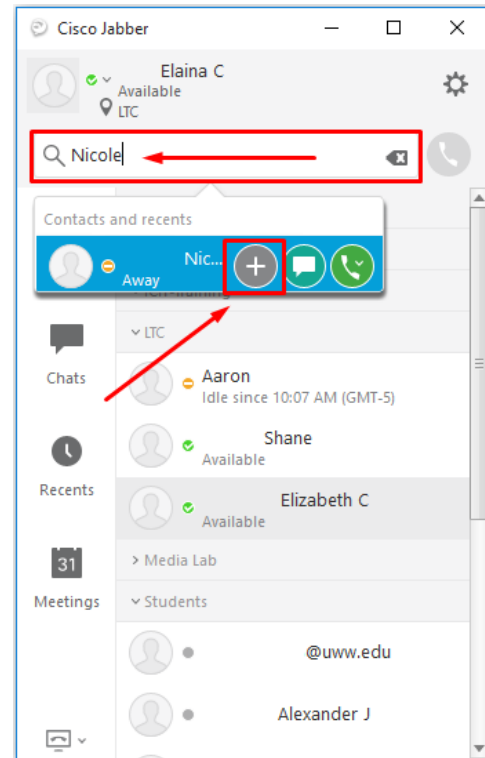
7.2 DELETE CONTACT GROUP

Step 1.) To delete a group, right click on the name of the group you wish to delete, then select **Remove**.

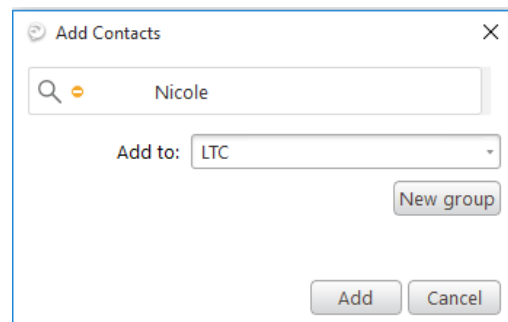


7.3 SEARCH AND ADD UWO CONTACTS

- Step 1.)** Enter the name of the UWO employee you would like to find in the search bar.
- Step 2.)** From the drop down list, click the  button to add that user as a new contact.




- Step 3.)** Select the group you would like to add your contact to. Click the **New Group** button to create a new group for your contact.
- Step 4.)** Click the **Add** button to add your contact to your group.

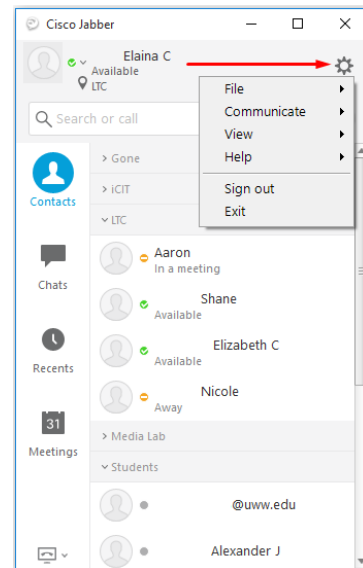


7.4 ADD EXTERNAL CONTACTS

Your Jabber client supports adding additional external contacts to your contact groups. External contacts can be phone numbers, email addresses and also some external chat users using third party IM clients such as Google Chat and/or UW-Madison's WiscChat. To add an external contact please follow the steps below.

Step 1.) From the main Jabber window, click the  icon in the top right corner of the application.

Step 2.) Select **File | New | Custom Contact**.



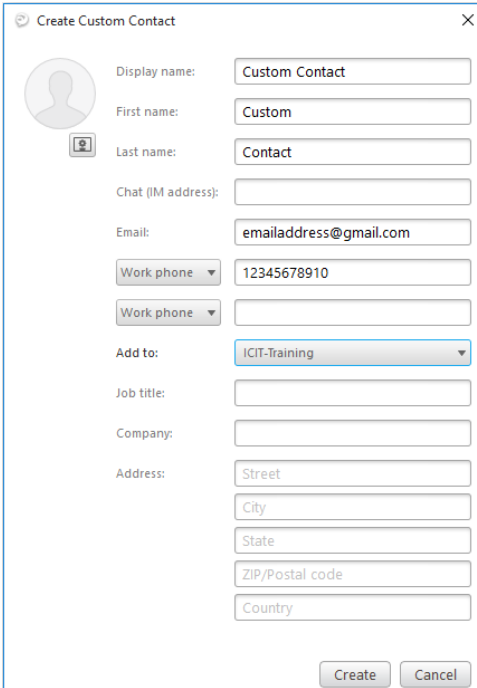
Step 3.) Fill in the custom contact information in the available fields.

Step 4.) If your custom contact has an external chat address you would like to enter, please enter that in the **Chat (IM address):** field.

NOTE: Choose the drop-down box to the left of the phone number field to select work phone, home phone or cell phone name options.

NOTE: Select which contact group to add your custom contact to by clicking the down arrow to the right of the **Add To:** box. Select **New Group** to create a new group for your contact.

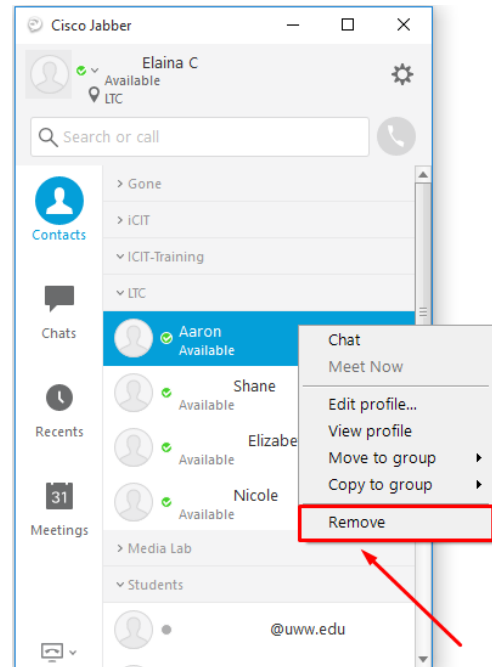
Step 5.) Click the **Create** button to save your changes.

A screenshot of the "Create Custom Contact" dialog box. The dialog has a title bar "Create Custom Contact" and a close button (X). It contains several input fields and a dropdown menu. The fields are: "Display name:" (Custom Contact), "First name:" (Custom), "Last name:" (Contact), "Chat (IM address):" (empty), "Email:" (emailaddress@gmail.com), "Work phone:" (12345678910) with a dropdown menu to its left, another "Work phone:" field (empty) with a dropdown menu to its left, "Add to:" (ICIT-Training) with a dropdown arrow to its right, "Job title:" (empty), "Company:" (empty), "Address:" (Street), "City", "State", "ZIP/Postal code", and "Country". At the bottom right, there are "Create" and "Cancel" buttons.

7.5 DELETE A CONTACT

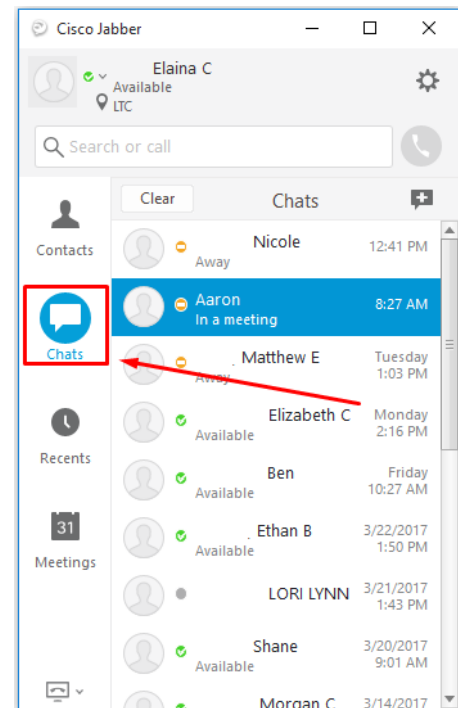
Step 1.) From the main Jabber window, right click on the contact you wish to delete.

Step 2.) Click **Remove** to remove the contact from your list.




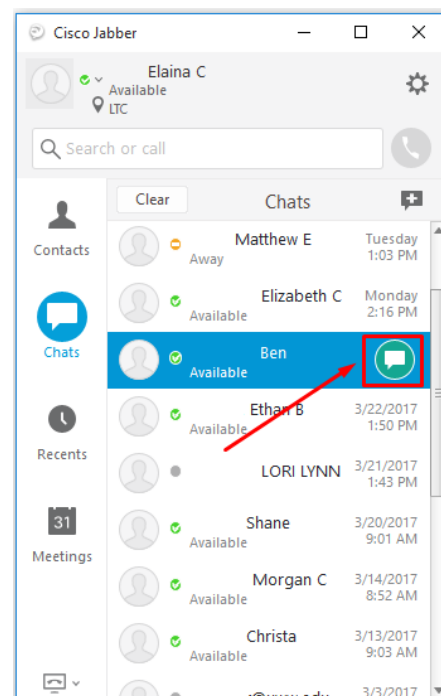
8 CHATS

Click on the **Chats** menu to view recent chat windows or start a new conversation.



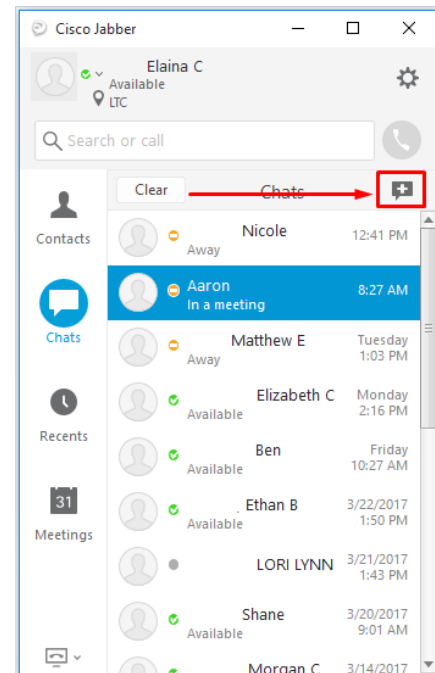
8.1 START A NEW CHAT

Step 1.) Locate the UWO employee you wish to chat with under either the **Chats** or the **Contacts** menu. Double-click on their name to join the chat room or click the  button.



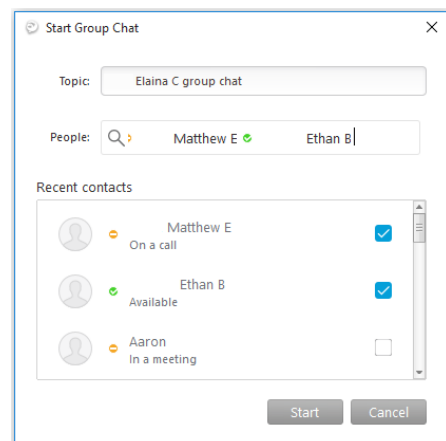
8.2 CREATE A GROUP CHAT


Step 1.) Under the Chats menu, click the **New Chat** button located at the right of the application window.

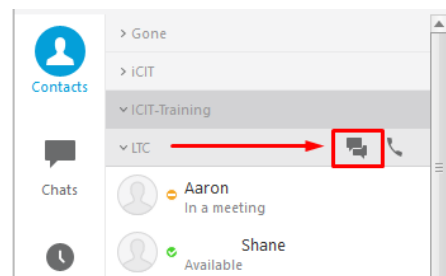


Step 2.) Fill in the group chat Topic and select the check box next to all of the people you would like to include in your group chat.

Step 3.) Click the **Start** button to create your group chat.

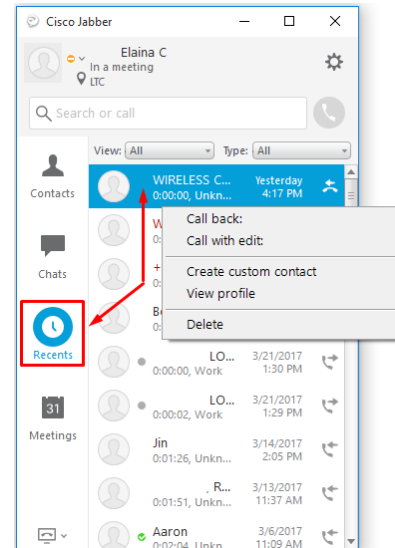



NOTE: You can also create a group chat by clicking on the  button on a contact group name.

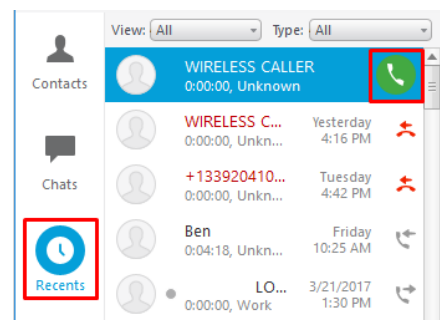


9 CALL HISTORY


The **Recents** menu allows you to view your recently placed/received phone calls. Right click on the call to return the call, start a quick chat session, send an email, or add that contact to your contact list.



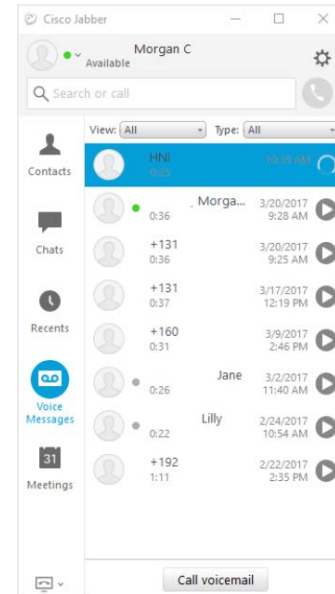
NOTE: You can also hover over the contact and click the  (phone) button.



10 VOICEMAIL

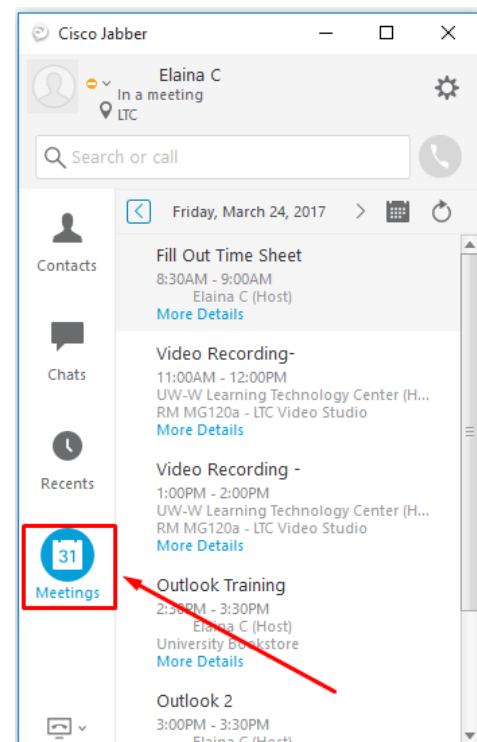
The “Voice Message” button allows you to view your past and current voicemails. Click the  (play) button to play your voicemail message on your computer. Right click on the message to return the call, mark your message as read, or delete your message from your phone.

NOTE: If you mark your message as read, the red light on your desk phone will go off.



11 CALENDAR


The “Meetings” button gives you a quick view of your Outlook integrated calendar events for that day.



12 PHONE CALLS

You can place a phone call by typing in the user's extension/phone number, email address, or name in the "Search or Call" field box.

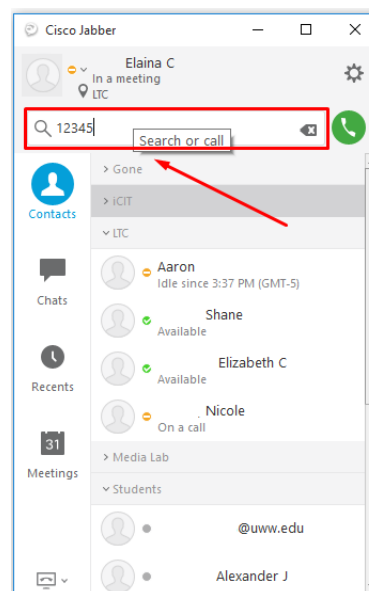
12.1 PLACE A PHONE CALL

Step 1.) Enter in the phone number, extension, or name of the person you would like to call. To call a user from your contacts list, right click on a pre-configured contact and select **Call** or hover over the contact and click the  button.


Step 2.) Hit the **Enter** key to place the call.

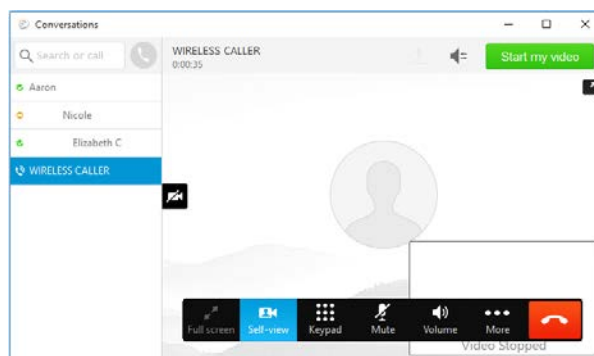
NOTE: If calling an outside number, you must enter 8, then the 10 digit phone number.
EX: 816085552222.

NOTE: If your Jabber client is configured to be your primary calling device, your call will be placed using your computer's microphone and speaker. If your desk phone is your primary calling device, your desk phone will place the call to the user.



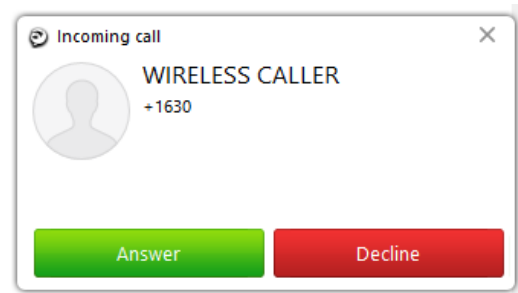
Once your call is established you will be presented with a number of call options.

- **Full screen:** Makes the calling screen application full screen.
- **Self-view:** Enables the camera on your computer/phone.
- **Keypad:** Brings up a dial pad on your screen so you can dial additional numbers.
- **Volume:** Adjust the volume of your call.
- **More:** Allows you to hold, transfer, or conference a call.
- : End a call.



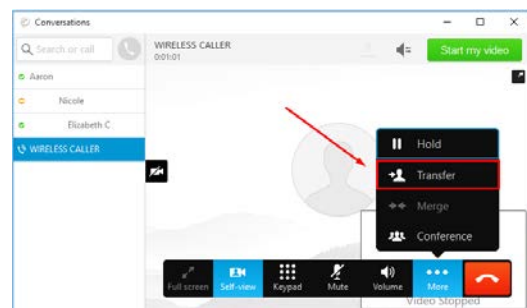
12.2 ANSWER A PHONE CALL

When a call comes in, you will receive a pop-up message on your computer screen notifying you of the call. You can answer the call by picking up the handset of your phone or click the **Answer** button to pick up the call over your computer. Click the **Decline** button to send the call to voicemail.



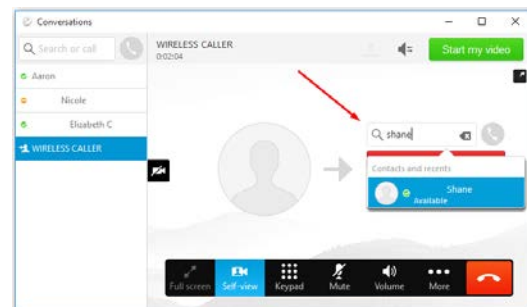
12.3 TRANSFER A PHONE CALL

Step 1.) While on an active call using your Jabber client, click the **More** button on the call window, then select **Transfer**.




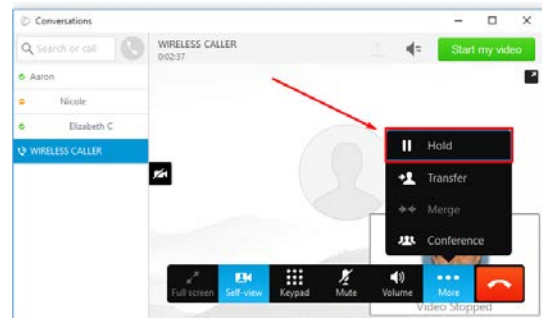
Step 2.) Enter the name or extension of the person you would like to transfer to.

Step 3.) Select the user to transfer the call.

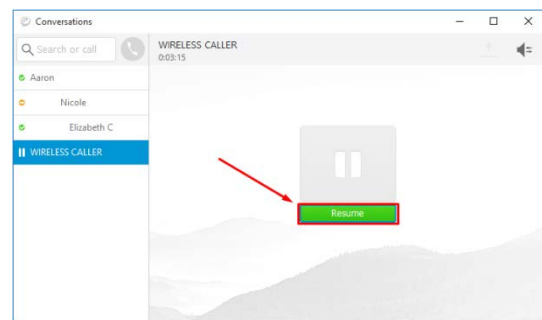


12.4 PLACE A CALL ON HOLD

Step 1.) From an active call window, click the  button, then select **Hold**.



Step 2.) To resume the call, click the **Resume** button.

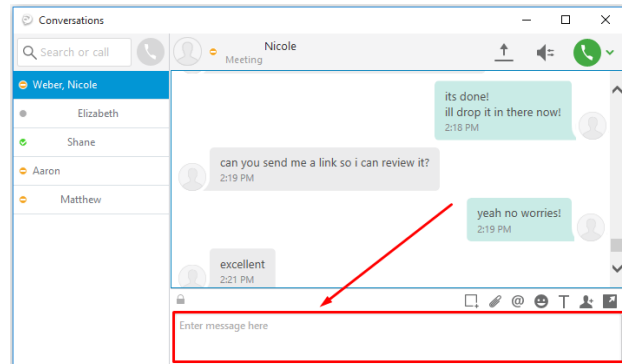


13 CHAT (INSTANT MESSAGE)

Step 1.) Double-click on a contact to open a chat window box.

Step 2.) Enter the chat message you wish to send in the text box at the bottom of the window.

Step 3.) Hit **Enter** to send your message.






The chat preferences toolbar at the bottom of the screen allows you to do the following:

1. Send a desktop screenshot
2. Send an attachment
3. Add mentions
4. Add emoticons
5. Change chat font
6. Add additional participants to chat.
7. Show chat in a new window.



The menu at the top of the chat window allows you to:


	Share your desktop with another UWO employee
	Open the audio options menu.
	Place a phone call to that user.

14 SHARE SCREEN

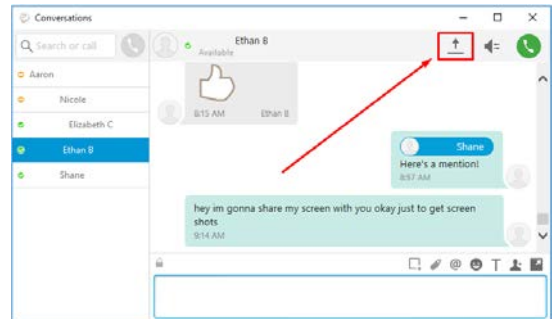
Jabber v11 allows users with the same Jabber version to share their live computer screen. This can be helpful when trying to walk another UWO employee through troubleshooting steps.

14.1 START SCREEN SHARE

Step 1.) Start a chat message with another UWO employee using Jabber v11.8.

Step 2.) Click the  (Screen share) button at the top of your screen to start the sharing session.

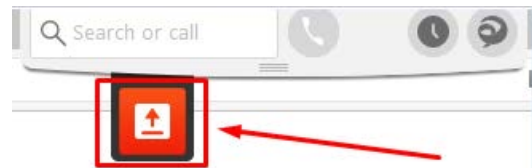
NOTE: If you have 2 screens it will ask you to choose which you would like to use. Once you chose the end user will now be able to see your screen. Your visible screen will be outlined in red.



14.2 STOP SCREEN SHARE

Step 1.) Click the red "Stop Sharing" button located on the docked window at the top of your screen.

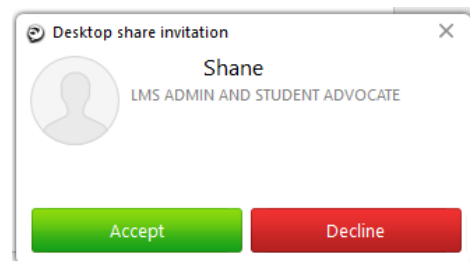
NOTE: Screen will flash and red outline will disappear. The end user will no longer be able to see your screen.



14.3 ACCEPTING A SCREEN SHARE


Step 1.) If you would like to accept another person's screen share request, click the "Accept" button.

NOTE: Screen will flash and a window will open and show you the other user's screen. You can end the screen share by closing out of the window



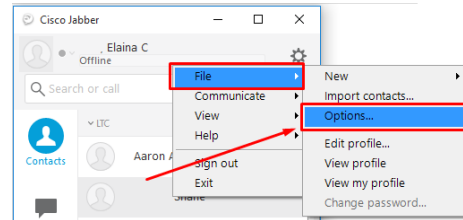
15 CONFIGURING JABBER PREFERENCES

To access and configure your Jabber settings, please do the following:

Step 1.) Configure Jabber preferences by clicking the  button in the top right corner of the application window.

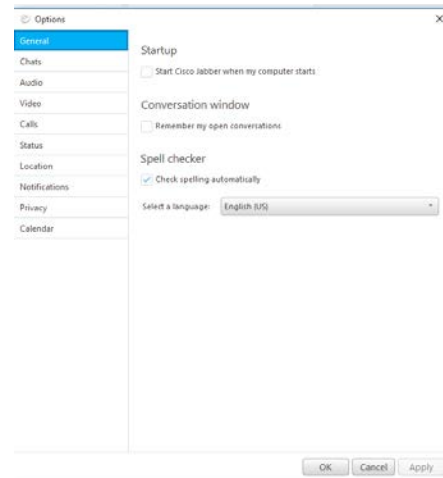
Step 2.) Select **File | Options**.

NOTE: After changing your preferences, click the **Apply** and **OK** button to save your settings.

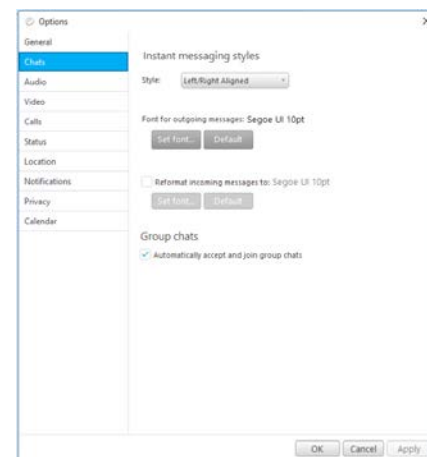


15.1 PREFERENCE OPTIONS

General: Option to start Jabber automatically when you start your computer and enable spell check.

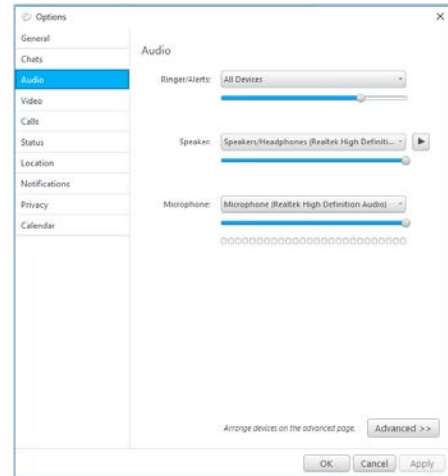


Chats: Allows you to set your default chat font and auto save chat conversations.



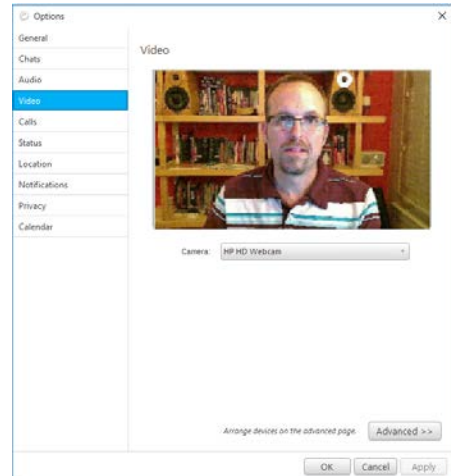
Audio: Configure your default audio device, set your default volume, and your ringer alerts.

NOTE: Click the **Advanced** button to arrange your audio device order preferences.

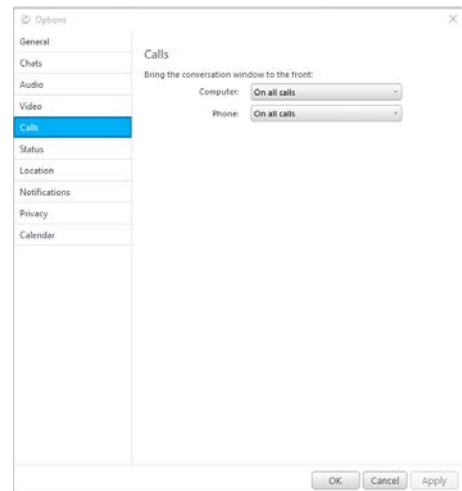


Video: Configure your video camera settings.

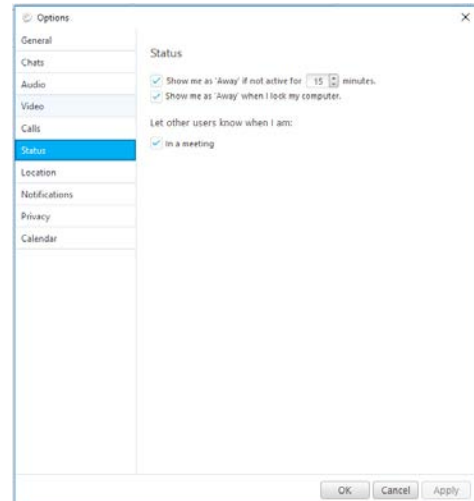
NOTE: Click the **Advanced** tab to set your video device order preferences.



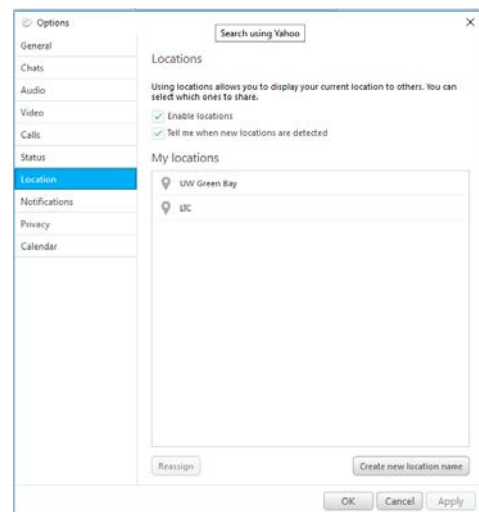
Calls: Configure default video with call preferences.



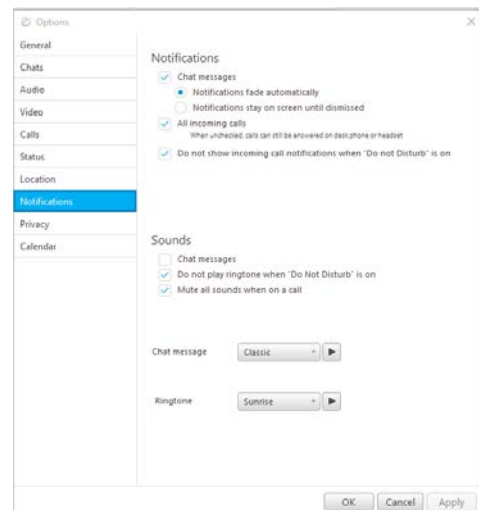
Status: Set status preferences and change status based on your Outlook calendar.



Locations: Set your default Jabber location. When in the office you can set your location to UW-Whitewater. You may also create other locations, such as home, if you want to alert users that you are not in the office but still available to chat.

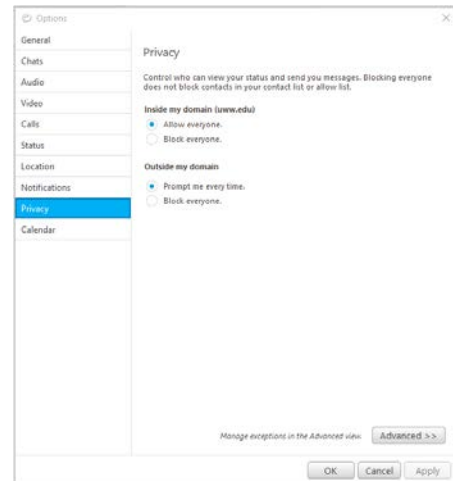


Notifications: Configure chat related sound alerts.

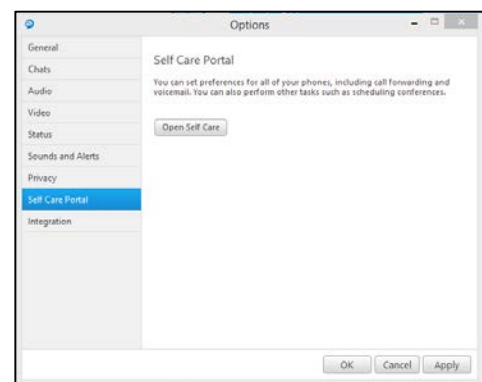


Privacy: Configure your chat privacy settings.

NOTE: The **Advanced** button allows you to create allow and block lists by domain.

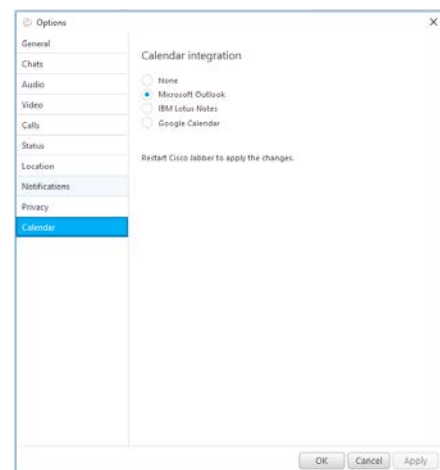


Self Care Portal: Access your phone's Self Care Portal page to configure more advanced phone preferences.



Calendar: Calendar integration preferences.

NOTE: UWO only supports Microsoft Outlook integration.



16 TROUBLESHOOTING

For help using Jabber, please contact the UWO-IT Help Desk.

- **Email:**
helpdesk@uwosh.edu
- Phone: x4357