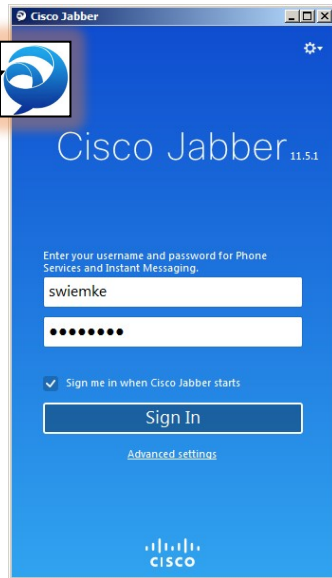


# Secant Cisco<sup>®</sup> Jabber Helper!

**LOGGING IN:** If Jabber doesn't start automatically, click on the Jabber icon on your desktop or in your **All Programs** folder.

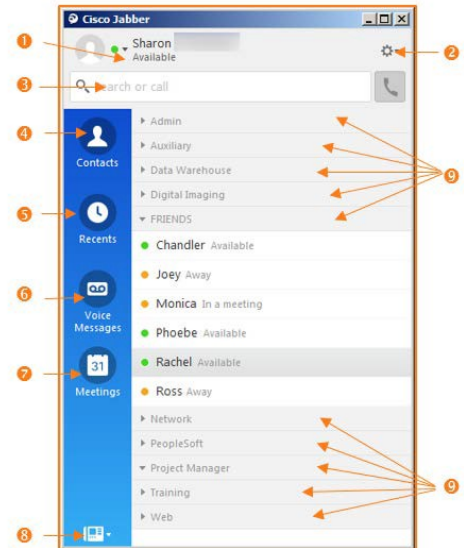
Enter the same user name and password you use to log into your computer.

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.



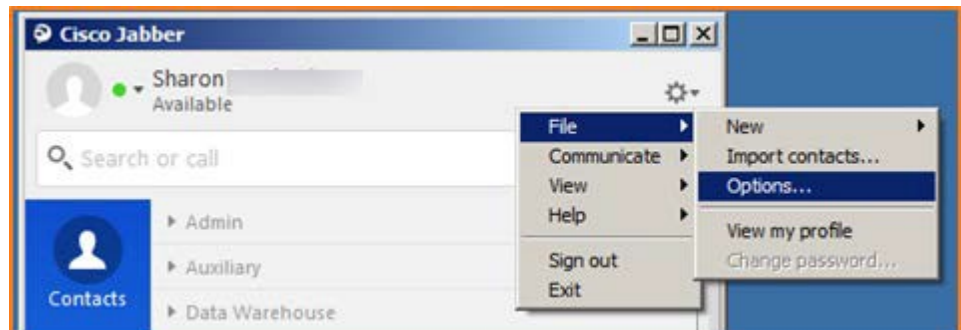
## OVERVIEW:

1. Status Message
2. Settings Menu
3. Search Bar
4. Contacts
5. Recent Calls
6. Voice Messages
7. Meetings
8. Phone Controls
9. Custom Groups



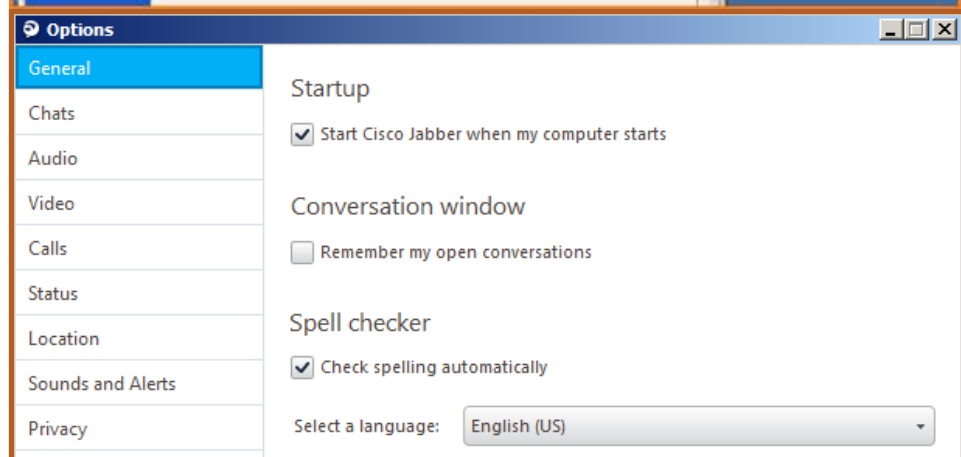
## CUSTOM SETTINGS:

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



## UNDER 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 options
- Location—Office Location
- Sounds and Alerts
- Privacy—Blocking people
- Calendar—Outlook sync.

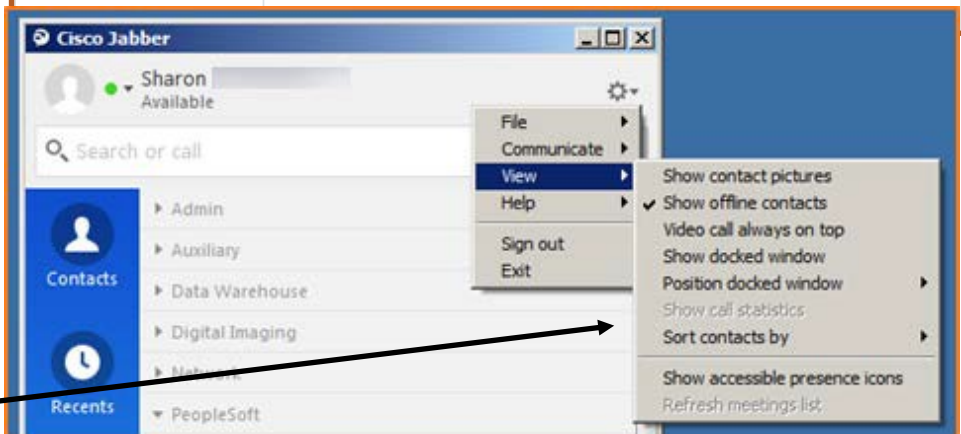


## VIEW OPTIONS

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.

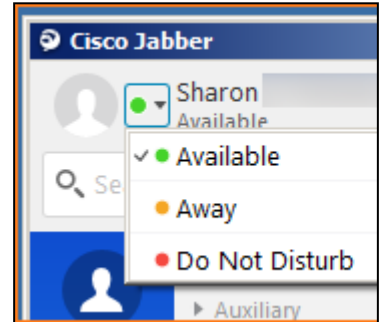


# Secant Cisco<sup>®</sup> Jabber Helper!

## DEFAULT / AUTOMATIC STATUSES

When you log into Jabber it has some intuitive settings it handles for you by default:

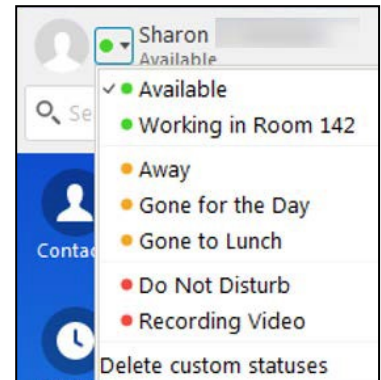
- “Available”: this is your default setting at log in.
- “On Call”: this status is toggled on when you pick up your phone.
- “Away”: is triggered when you haven’t touched your keyboard for 15 minutes or lock your PC.
- “In a Meeting” this status is triggered by a meeting scheduled in your Outlook Calendar
- “In a WebEx Meeting”: if you log into a WebEx meeting this status is toggled on.
- “Do Not Disturb”: this status is triggered upon your setting yourself as a “Presenter” in a Web Ex Meeting.



## 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.
- 4) To reset your custom status options, click on Delete custom statuses.



## THE CONTACTS TAB:

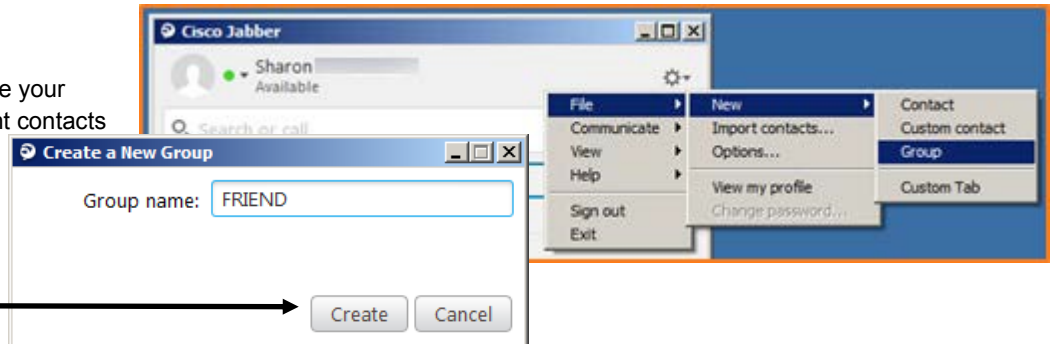
Jabber gives you the option to save people you interact with frequently so you can easily see if they are available and can double-click their names to chat. In order to begin building your contact list, you will need to first create a Group.

## ADD A GROUP

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

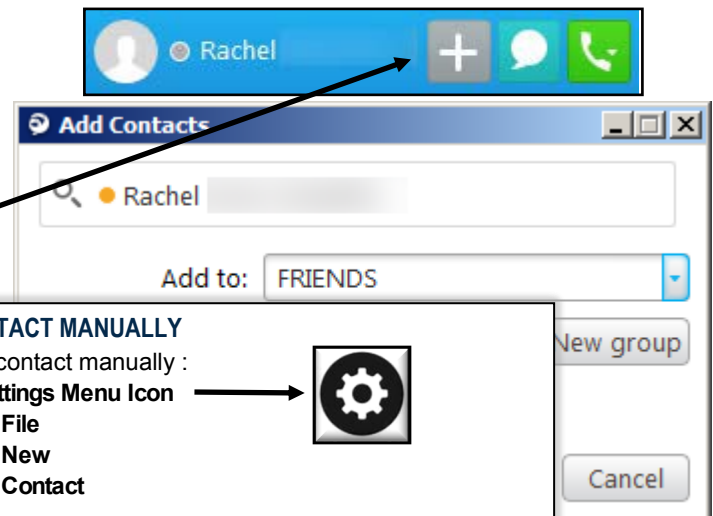
To create a Group:

- Click **Settings Menu**
- Click on **File**
- Click on **New**
- Click on **Group**, Name it then



## 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 Icon**
- Click on **File**
- Click on **New**
- Click on **Contact**



- Type the **name** of the person you want to add > “enter”
- Select group to add them to or new Group > “add”

# Secant Cisco<sup>®</sup> Jabber Helper!

	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

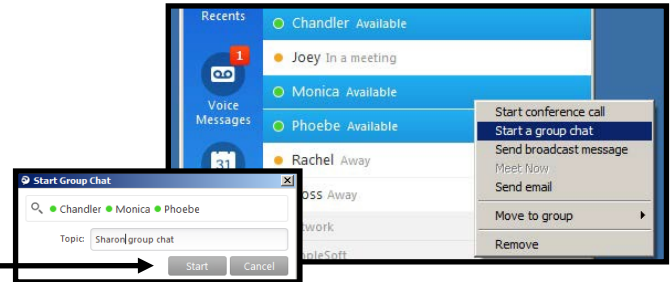
## USING CHAT

- 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.
- Click on to share your screen with the contact and reveal an option to call them.

## START A GROUP CHAT

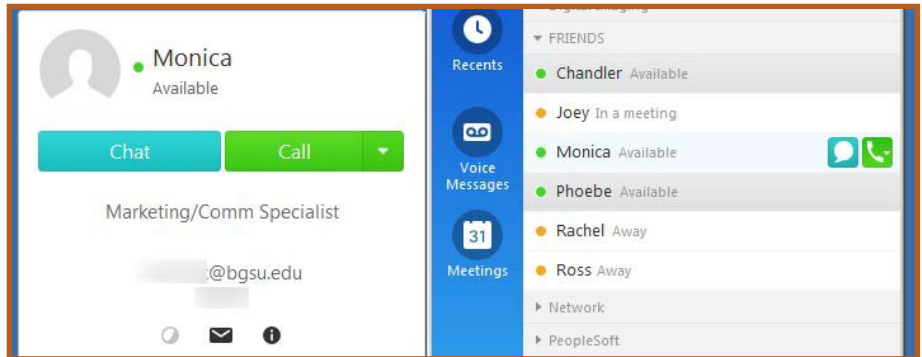
Easily start a group chat with two or more of your contacts:

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**.



## MAKING A CALL

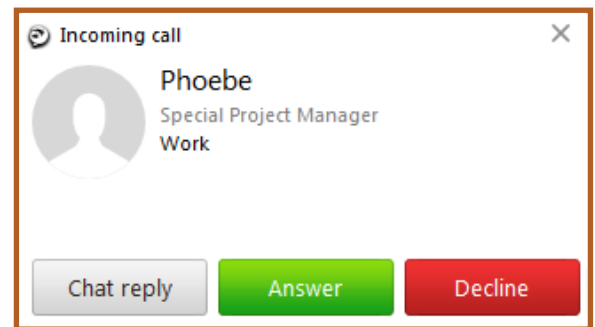
1. Type the **Name** of the person you wish to call in the Search or Call bar.
2. Jabber will search to find the person you wish to call. The more of the name you type the more refined the search results will be.
3. When you find the contact you are looking for, select from the submenu if more than one 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.

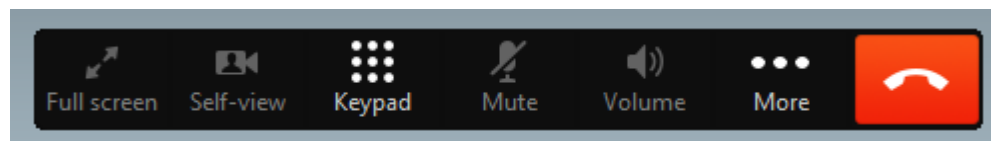
When you receive calls from an outside caller, you will only have the option to **Answer** or **Decline** the call.



## CALL CONTROL OPTIONS

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

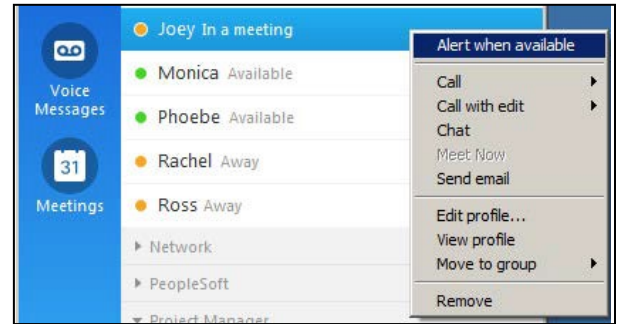
- **Full Screen:** will make the call take up your entire screen
- **Self View:** will turn on the "picture-in-picture" function allowing you to see your own video transmission in the lower corner.
- **Keypad:** opens a keypad to enter additional touch tones/numbers, such as when navigating an auto attendant.
- **Audio Mute:** will toggle your microphone on and off to shield caller from unnecessary conversation.
- **Volume:** controls the volume coming through your speakers
- **More:** opens a menu to allow: placing call on hold, transfer a call, merge two or more calls together into conference call.
- **Hang Up**—ends the current call.



# Secant Cisco<sup>®</sup> Jabber Helper!

## OTHER CONTACT OPTIONS

- For additional interaction options, **right-click** on the contact and select from the resulting shortcut list.
- If a contact is currently unavailable, you can click **“Alert When available”** and Jabber will notify you when their status changes
- You can change the name displayed for a contact by clicking on the **Edit Profile** option.
- You can delete, move or copy contact to another group.

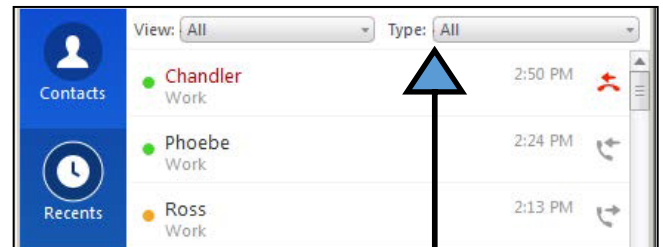


*Note: Options that are not currently available to both you and the contact will appear greyed out.*

## RECENTS TAB

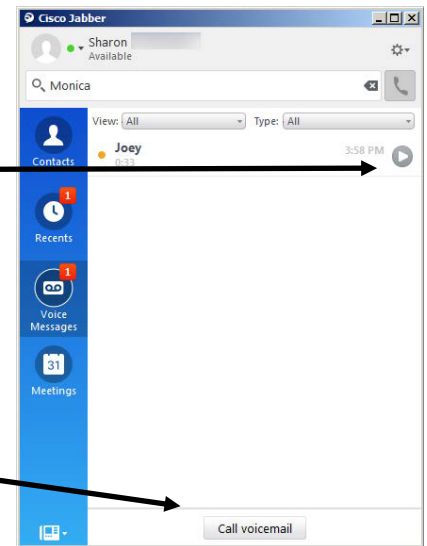
- Calls Made
- Calls Received
- Calls Missed (show in red)

- 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 green and provide an option to call the person.
- Select the filters at the top of the tab to view a specific time span, or calls: placed, received or missed.



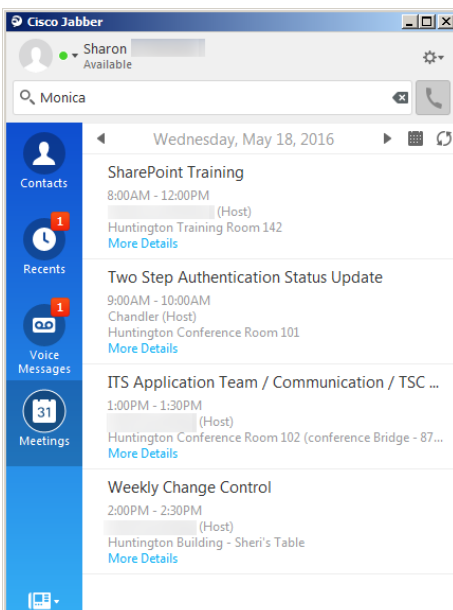
## VOICE MESSAGES

- 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

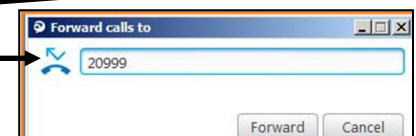
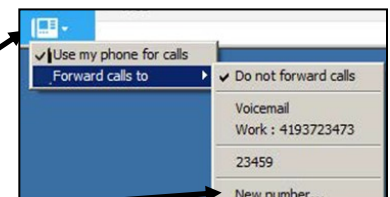
- The meetings tab will reflect all your scheduled or accepted meetings as logged into your Outlook calendar.
- In the time frame of a scheduled event, Jabber will show your status to the public as “in a meeting”



## MISCELLANEOUS

To avoid missing calls, you can forward your calls to another number. (Same as “forward all”)

1. Click on the phone control icon
2. Select **Forward Calls to**
3. Select **New Number**
4. **Enter Number to forward to**
5. Click on **Forward**



*Don't forget to turn off when you return!*