PHONE CONTROLS

To select your audio connection device:
- Click the **Phone Controls** drop-down menu
- Select **Use my computer for calls** *or* **Use my phone for calls**

MENU

To configure Jabber's settings and personalize how Jabber will work for you:
- Click the **Menu** drop-down
- Select **File > Options** *or* **View**

PRESENCE STATUS

Real time presence status allows you to display your current status as well as view the availability of your contacts.

Default availability states:
- Available
- Away
- Do Not Disturb (DND)
- Offline

To manually change your state:
- Click the drop-down list under your name on the hub window
- Select a state

Note: IM notifications and call alerts may be suppressed when in a DND state.

To create a personal status message:
- Select a presence state
- Type a custom status message

To hide/share your location:
- Click the location status icon
- Select Shared, Hidden, Unassign this location

To change your location:
- Click in the location box
- Select from an existing location *or* Click **Create new location name**

CONTACTS

Contacts are a list of people that you frequently communicate with. The contact list displays the contacts name, picture, presence status and location.

To add a contact from the Corporate Directory or your personal address book to your contacts list:
- Enter the contacts name in the search field
- Click the **Add** button
- Select a Contact Group *or* Click **New group**, enter a Group name and click **Create**
- Click **Add**

To add an external contact to your contacts list:
- Select **File** > **New** and select **Custom contact**
- Enter a name, chat and/or email address and select a contact group
- Click **Create**

To manage contacts in your contact window:
- Right click on the contact in the contact list, and select:

Alert when available – Notification of when the contact becomes available.

Call – Places a call to the contact.

Call with edit – Edits the contacts phone number before calling.

Chat – Sends an IM to the contact.

Meet now* – Starts an instant WebEx session if you have a WebEx account.

Edit Profile – Edits the contacts display name or phone number.

View Profile – Displays the contacts contact information.

Move to Group – Moves the contact to a different group.

Copy to Group – Adds the contact to another group.

Remove – Deletes the contact from this group.

CHAT AND GROUP CHAT

Chat is instant messaging (IM) to one contact and group chat is IM to multiple contacts simultaneously.

To initiate a chat with a contact in your contact list, Corporate Directory or your personal address book:
- Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
- Click on the chat button *or* Double click on the contact *or* Right click on the contact and select **Chat**

To create a group chat with contacts from your contacts list:
- Press and hold down the **Ctrl** key and click on the contacts to add
- Right click and select **Start a group chat**

Chat session features:

- Send a screen capture.
- Send a file.
- Create a mention*.
- Insert an emoticon.
- Edit the font size and color.
- Add participants.
- Show chat in a new window.
- Share your screen*.
- Open audio options.
- Escalate to a phone call.

Notes:
- **To print the chat session:** Right click and select **Print**
- **To save the chat session**: Right click and select **Save chat**
- **To remove a participant from a group chat:** Right click on the participant and select **Remove**

VOICE AND VIDEO CALLS

To initiate a voice/video call with a contact in your contact list, Corporate Directory or your personal address book:
- Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
- Click on the call button *or* Right click on the contact and select **Call**

To call an extension or telephone number:
- Enter the number in the **Search or Call** bar
- Click the call button

To answer an incoming call:
- Click Answer

To divert an incoming call to voicemail:
- Click Decline

Audio/Video Session Features:

- Enter/close full screen mode.
- Show/close self-view PIP.
- Show keypad.
- Mute/unmute audio.
- Adjust speaker volume.
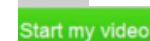- More call controls: **Hold**, **Transfer**, **Merge**, **Conference.**
- End call.
- Share screen.
- Open audio options.
- Start my video.
- Stop my video.
- Show call in a new window/ Return call.

Cisco Jabber for Windows Quick Reference Card

RECENTS

To display your call history:
- Click the **Recents** tab

CALL FORWARDING

To forward all your incoming calls to another number:
- Click the **Phone Controls** drop-down menu
- Select **Forward calls to**
- Choose **Voicemail**, a previously forwarded to number *or* **New number** and enter the number

VOICE MESSAGES

To retrieve your voicemail messages:
- Click the **Voice Messages** tab

To play a message:
- Click the play ⬤ button

To stop message playback:
- Click the stop ⬤ button

To rewind or fast forward:
- Click on the desired part of the message adjusting the progress bar

To delete a message:
- Right click on the message and select **Delete**

CALL AND VOICE MAIL LOGS

To filter your call/message history by date range:
- Click **View** ▼
- Select a date range

To filter your call/message history by type of call:
- Click **Type** ▼
- Select a type of call/message

For other features to manage the call/message, right click and select:
- Call back
- Call with edit
- Chat *or* Email
- Meet Now*
- Edit, Add *or* Create custom contact*
- View Profile

HUNT GROUPS*

To log in/out of your hunt group:
- Click **Hunt Group and Pickup** tab
- Tic/un-tic **Log into Hunt Groups**

CALL PICKUP GROUPS*

To answer an incoming call on a call pickup group members phone:
- Click **Hunt Group and Pickup** tab
- Click the **Pickup** *or* **Other Pickup** button
- Click **Answer**

MEETINGS

To view your scheduled meetings:
- Click the **Meetings** tab
- Navigate to the desired date
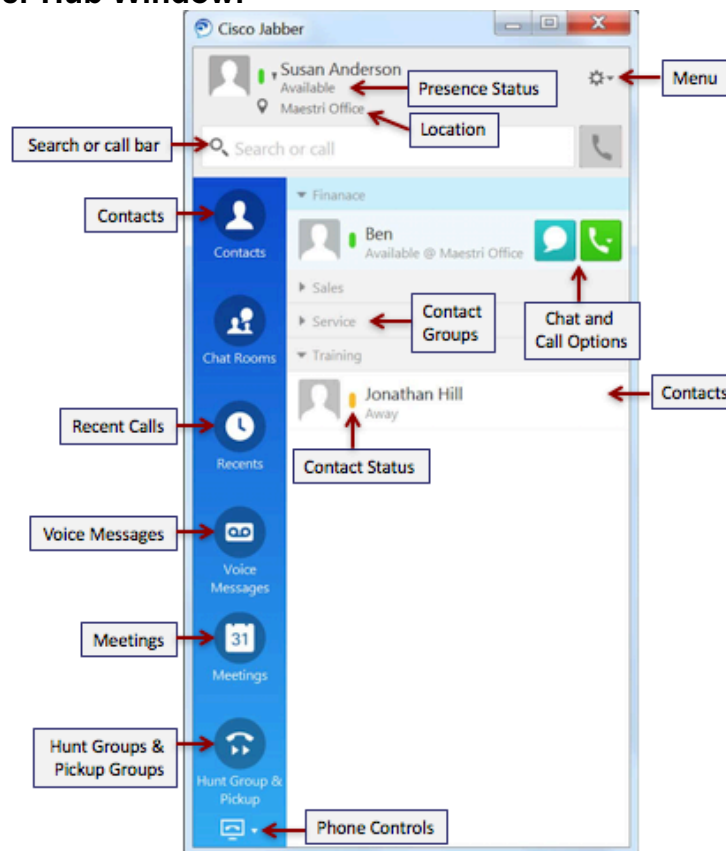- Click **More Details** to view the meeting in your calendar

* Optional features assigned to users requiring this functionality.

NOTES

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Jabber Hub Window:

Jabber Docked Window: