Cisco Jabber
User Training

Cisco Jabber Training

By the end of this session you will be able to:

❑ Use Cisco Jabber Effectively

❑ Manage your Contacts and Groups

❑ Understand Presence and Change Your Status

❑ Place and Receive Calls from Jabber

❑ Conference and Transfer Calls

❑ Using the Dock

❑ Know Where to go for Help

Opening and Logging In

1. Launch the shortcut on your desktop.

2. Use UPN format of your username in this form: username@domain.state.mo.us (domain will change to the current domain you are such as ads, bds, and cds) ex. craiga@bds.state.mo.us

3. Enter the password for logging into your computer. Check the box that says "Login Automatically"

4. Click Log In

5. Once logged in, select File, Options, and check the box to Automatically start Cisco Jabber when my computer starts.

6. When you next start your computer Cisco Jabber should start automatically.

General Functions
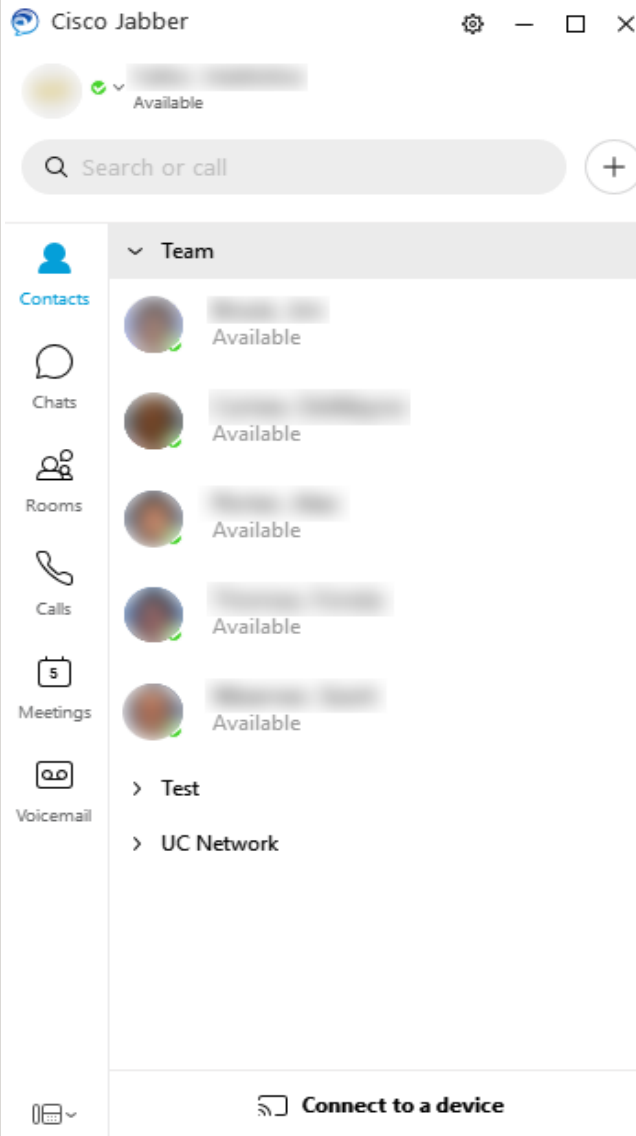
- The main feature is that of <u>Presence</u>. It allows users to add contacts and see when a person is available, in a meeting, away, on a call, or has set a custom status such as out to lunch.

- You can <u>search the state phone directory</u> maintained in Outlook.

- Hovering over a user's name makes a phone appear and gives the user the ability to "<u>click to call</u>". When the phone is clicked the target user's phone rings and your phone is placed on speaker phone. When call forwarding is active this feature should not be used.

- Double clicking a users name opens up a <u>chat window</u>. The chat feature allows users to quickly communicate similar with instant messages. Chat messages are considered public record the same as email.

- Right clicking on a contact and clicking send email allows you to email directly from a contact to the email address stored in their profile.

- In addition you can <u>see call history</u> both incoming and outgoing. Missed calls are highlighted in red. All can be directly dialed from the list.

- <u>Voicemails are listed out</u> under another icon with caller name, number, duration, date, and time.

- <u>Upcoming meeting</u> details are also pulled from Outlook.

- Jabber also integrates with <u>Outlook</u> to allow for presence and click to call.

- <u>Chat Room</u> is used to join or read discussions on the theme of the room with other chat room members.

Appearance
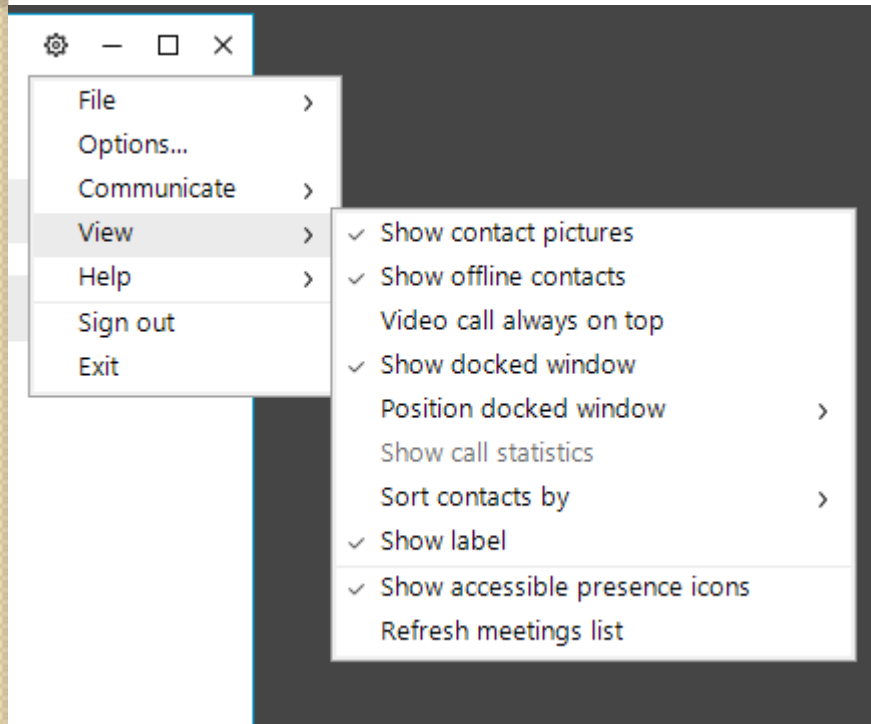
- Want your Jabber to look like mine in the last slide?
- Go to the gear wheel, then hover over "View"
- Select "Show Label" to see the names of the categories on the left side.
- Select "Show Accessible Presence Icons" to see presence icons with small checks or dashes in them.
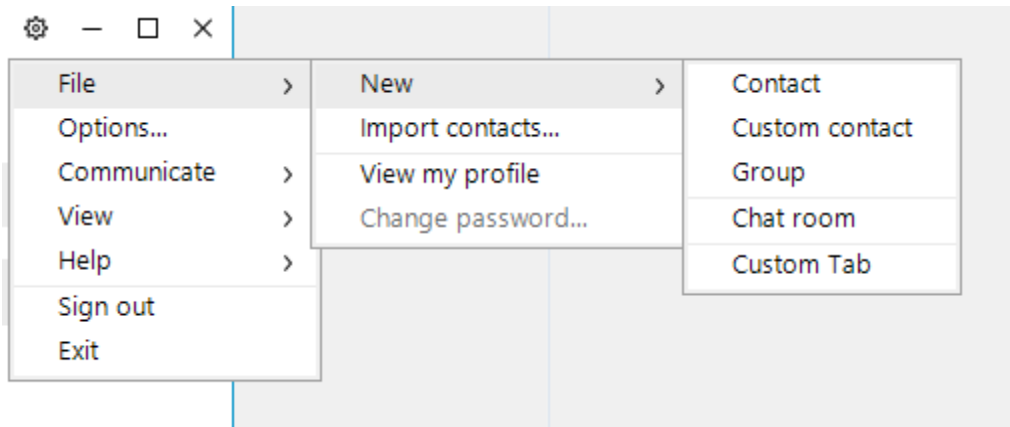
Adding Contacts

You can search for people and add them to your contact list so that you can easily call or instantly message them.

- In the **Search** box, enter the name of the person you wish to add and press Enter.
- Matching names and numbers are listed as search results.
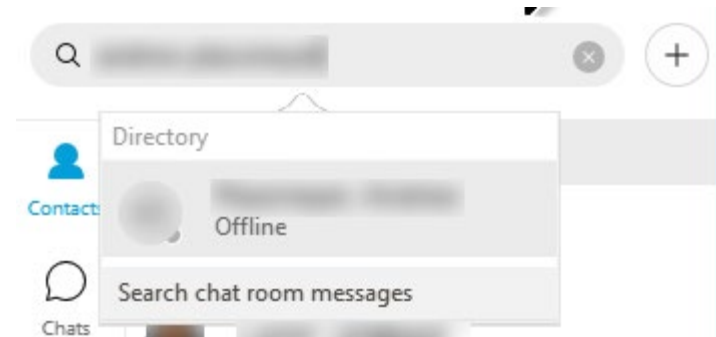
OR

Add the contact(s) you want by selecting the cog icon ⚙ then File, New, and contact or custom contact and enter the information for the contact.

Adding Custom Contacts

You can now add personal contacts that are not searchable in Jabber.

- To add a custom contact, go to the cog icon, choose File, New, and then Custom contact.

File	New	Contact
Options...	Import contacts...	Custom contact
Communicate	View my profile	Group
View	Change password...	Chat room
Help		Custom Tab
Sign out		
Exit		
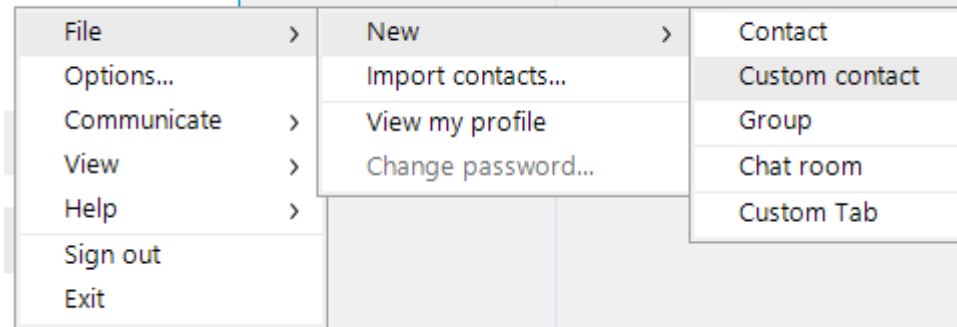
- Fill out the necessary information to create the contact. Name and telephone number is required. Add as much information as you would like. Include the users email if you would like to use right clicking the contact for initiating an email from jabber.

Create Custom Contact

Display name:

First name:

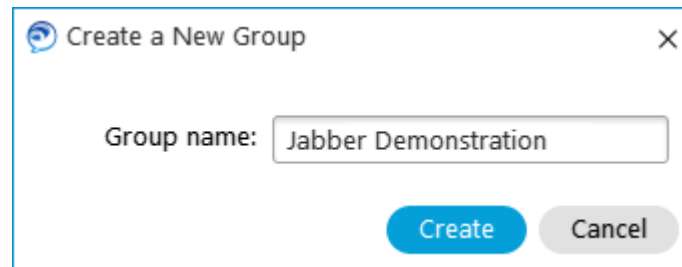Last name:

Chat (IM address):

Email:

Work phone

Creating a Group

To create a group in Jabber:

Step 1. From the menu cog select **File**, then **New**, then select **Group**
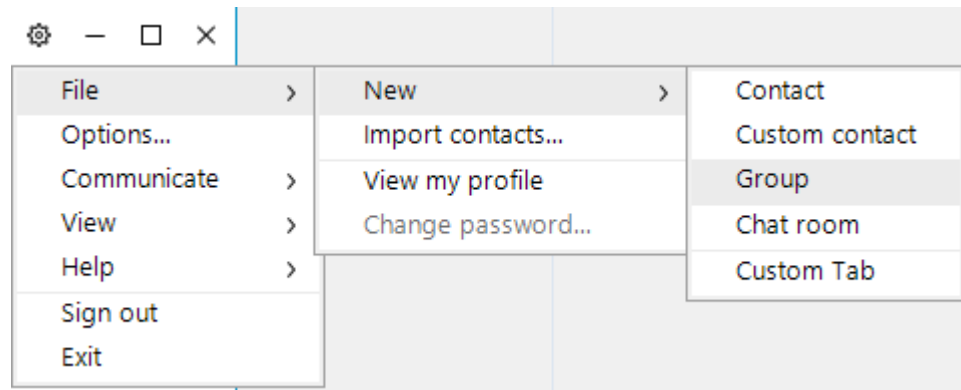
Step 2. Enter a name in the **Group name** text box and select **Create**
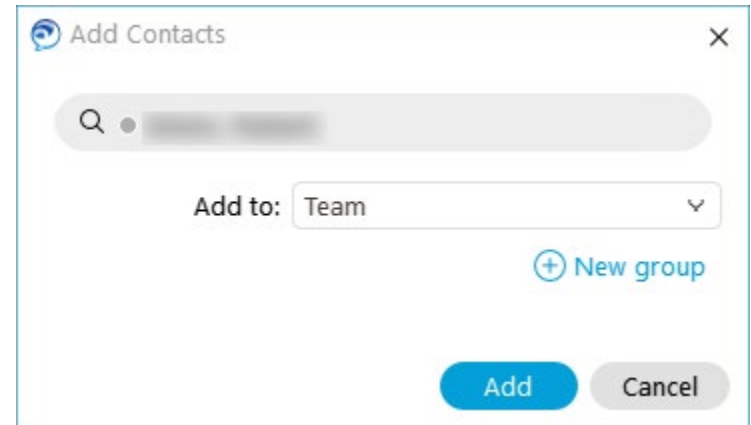
Add a Contact to a Group

You can add anyone listed in the State of Missouri Directory to a Jabber group.

Step 1. Create your group.

Step 2. Add your contact in one of the two ways previously mentioned.

Step 3. Change the group to the desired group you wish to use <u>or</u> select **New Group** and enter the name of your new group.

Step 4. Click **Add**.

Alternatively, you can right click on an already added contact and select **Move to group** and select the desired group.
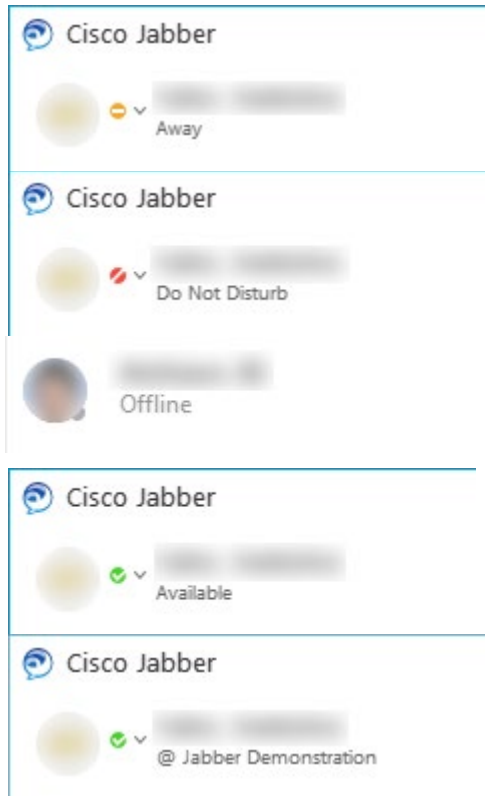
Emailing from Jabber

You now have the ability to email directly from a contact listed in jabber to the email stored in their profile.

- Right click on a contact and click on send email to initiate an email through Outlook.
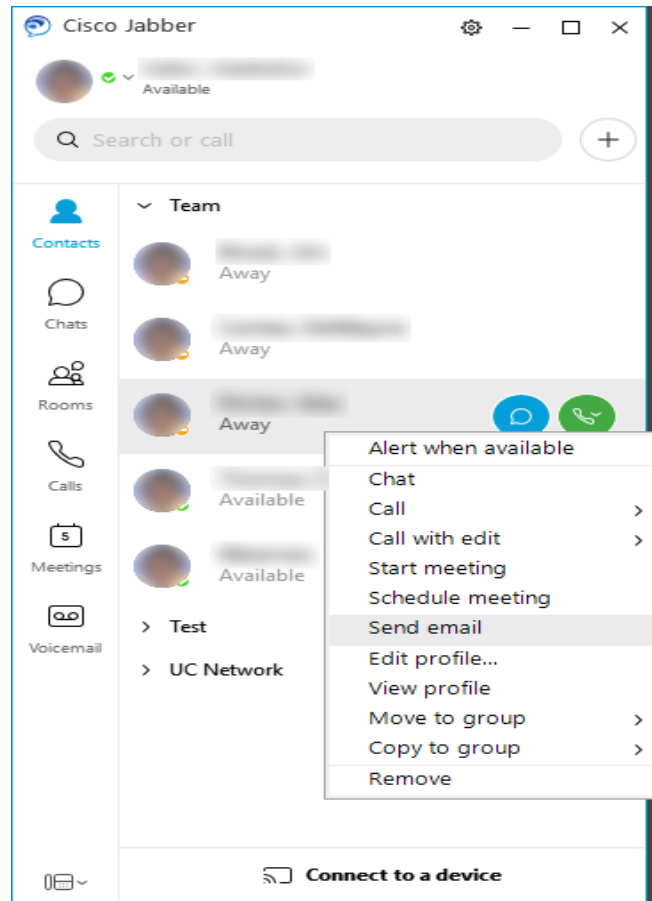
Presence

- A user can set their presence by selecting the arrow next to their name, or it can be automatically set by their PC.
- Color coding allows users to know availability at a glace.
- A user who does not show a colored status is not currently signed into Cisco Jabber
- Presence messages can be customized by selecting the text below the name and typing the customized presence notification. The customized notification is viewable by all who can see the users presence.

Availability

Availability status is the key to being productive. By knowing the real-time status of other state employees, you can decide the best method of contact or response, and reduce communication delays. Jabber can determine availability automatically, or people can specify their availability status manually. You can always try to contact people regardless of their status.

Scan the contact list to see if a contact is away from their desk, on the phone, or in a meeting.

Availability Status is displayed in more than the contact list. It appears in the missed calls, visual voicemails and IM chats.

Icon	Availability Status	Description	Your Jabber Communication Choices
	Available	The person: • Is logged in to Jabber • Has set their status to Available • Has recently been using their computer or phone	You can: • Call • Instant Message • Email
	On the Phone Idle In a Meeting	• The phone is off the hook • The PC has been idle for more than 10 minutes • The person is in a meeting according to Outlook calendar.	You can: • Call • Instant Message • Email
	Do Not Disturb (DND)	• The person has set the status in • Jabber to Do Not Disturb	You can: • Call • Email • IM notification and voicemail will be saved in the conversation window. You are NOT notified of calls or messages. The phone will still ring.
	Offline Out of the Office	The person: • Is not logged in to Jabber • Has set their status to Out of the Office from Jabber status preferences • Has blocked you from seeing their availability status.	You can: • Call • Email • Send IM (messages sent while offline will appear in the missed event counter and will appear in their conversation history)

Start a person to person Chat

You can start a chat with anyone using Jabber by double-clicking their name.

If a contact is showing as offline you can still send a chat. It will be included in their missed event counter along with the missed calls and voice messages.

Step 1. Double-click the name in your contact list.

Step 2. Type the message.

Step 3 (Optional) Edit the font, add participants, add an emoticon, send a file, send a screen capture, or add mention.

Step 4. Press **Enter**.
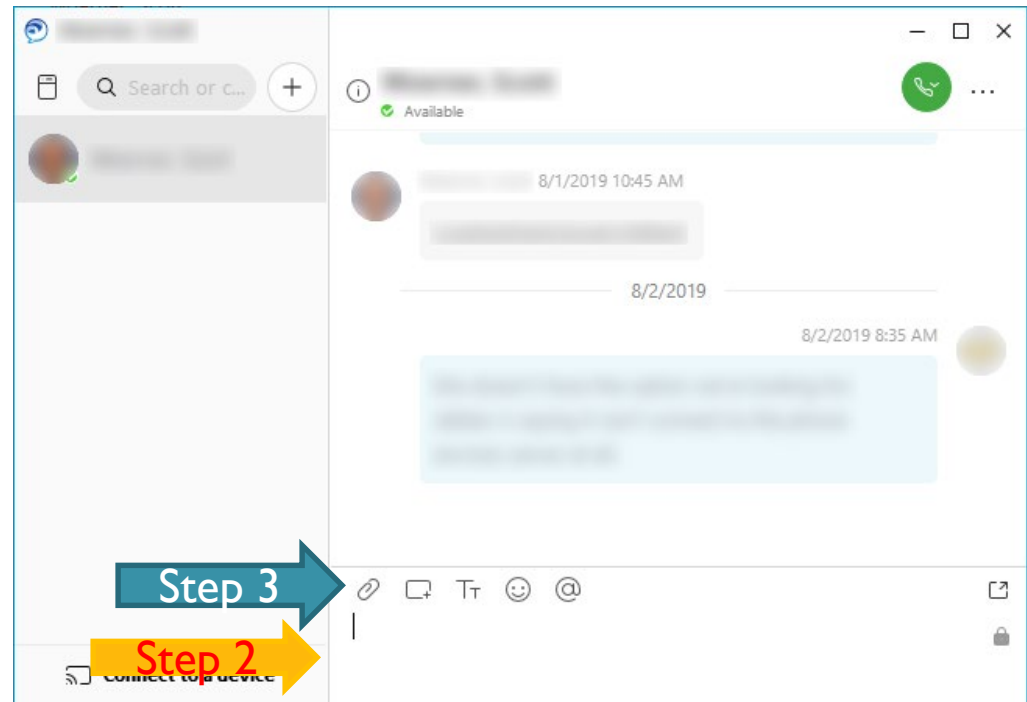
Chat Rooms

- Use Chat Rooms to join or read discussions on the theme of the room with other chat members. For example, you can create a themed chat room for foreign exchange rates, where others can join the room to discuss foreign currency exchange rates.
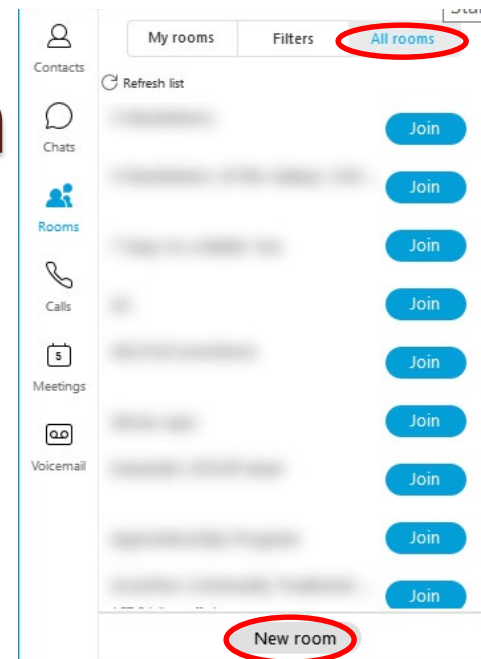
**** Chat rooms are available for Sunshine requests and should be business oriented only.

- You can browse all rooms by viewing a list of room names, join open rooms, or be added to a room by another person who created a chat room of their own.

- You can be a member of multiple chat rooms

- You can filter room content by keywords or senders

- Rooms will be deleted after 7 days of inactivity.
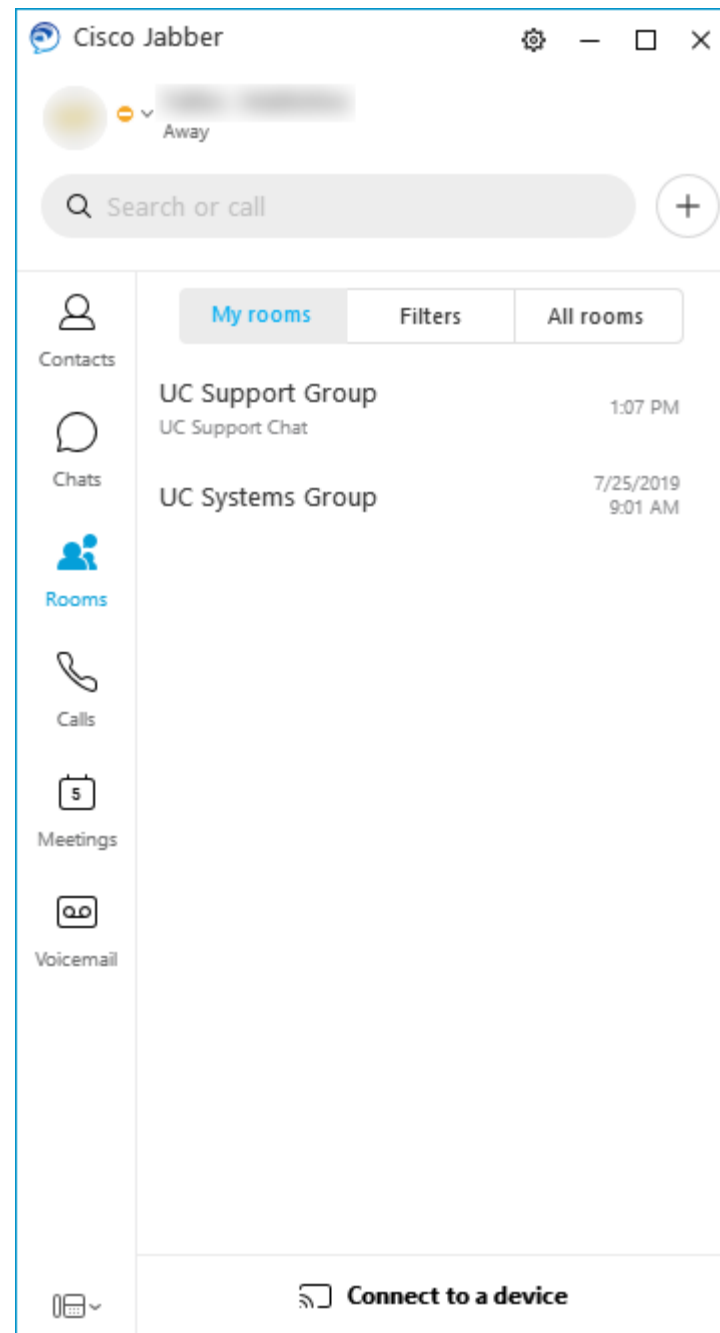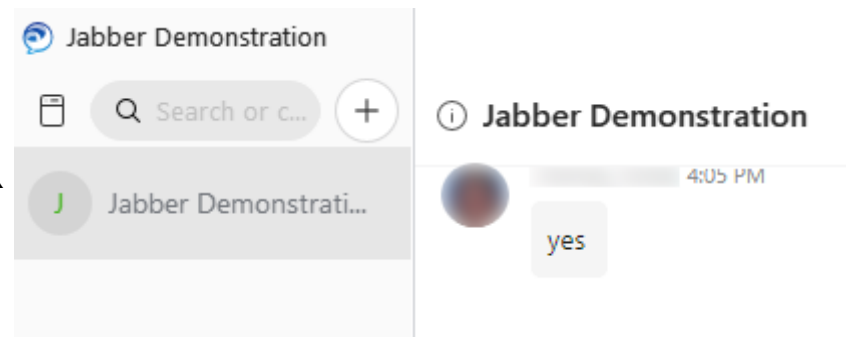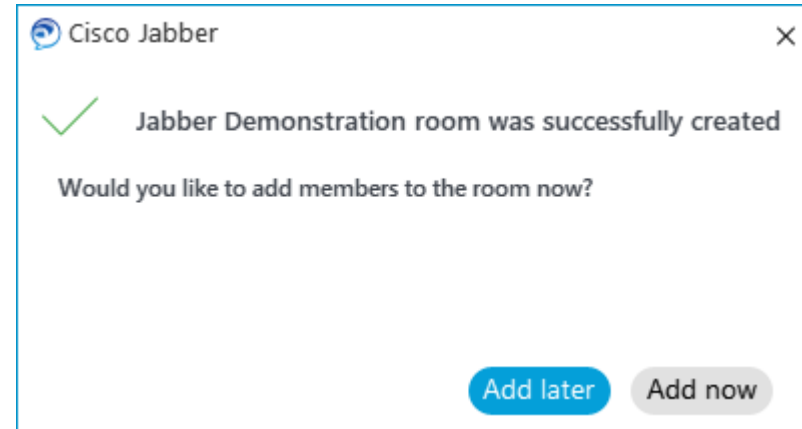
Setting up a chat room

- Click the Chat Room icon in the main Jabber window, and select the 'All rooms' tab

- At the bottom of the page, select 'New room'

- **Name:** Choose a name for your room that will make people want to join.

- **Description**: Describe what the room is to be used for.

- **Type**: If you want this Chat Room to be private, select 'Restricted'. This will require the creator of the chat room to give permission before a person can join the chat room.

- **Location**: Leave as 'Automatically Select'. Put a check mark next to 'Add to My rooms'.

- **Moderators**: If you want another person or persons to be able to manage the room for you, enter their names in the moderator's box. You can enter up to 30 people as moderators.

- **Password**: Clicking on the Password button will take you to another screen where you can enter a password. If you select this option, members will have to enter the password every time they enter the room. Enter the password information, then click 'Save'.

Setting up a chat room

- If you chose to add your members now, just type the name in the Search bar and click on their name when it appears. Once all the members have been added, click 'Save'.

- If you chose to add your members later, you will be brought back to the Chat Room main screen. You will notice that the room you created is not listed. Click on the 'Refresh list'

- To add members later, click on Chat Rooms > My Rooms, then double-click on the name of the room you want to add members to.

- Click on the Room Information icon to enter the names of the individuals you want to be part of your Chat Room.

- Chat rooms have more possibilities and further information is available on the PR intranet site or by following this link

- Chat Room Features

Chat Room Settings

These are the various settings you can adjust when clicking the Room Information icon from the last slide.

Sharing your screen

- Select the three dots in the upper-right corner of chat screen, then share screen to share your screen with your chat partner.

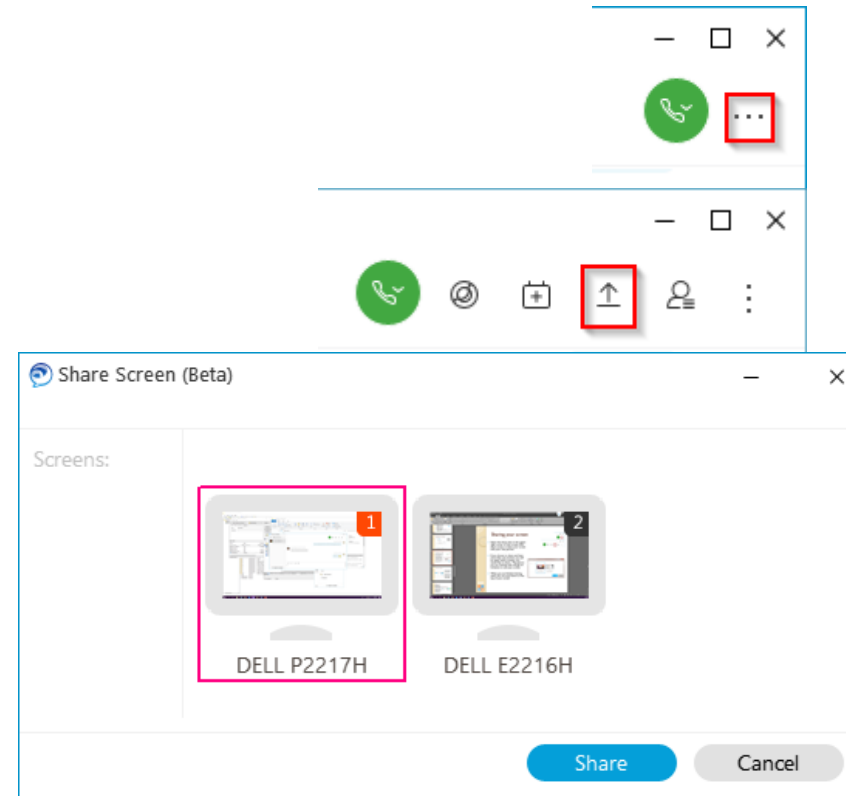- If you choose to share and have more than one monitor you will be asked which monitor you would like to share. The person you are chatting with will get an invitation to see your screen.

- When you are finished sharing select the red stop button at the top of your screen

Quick meeting
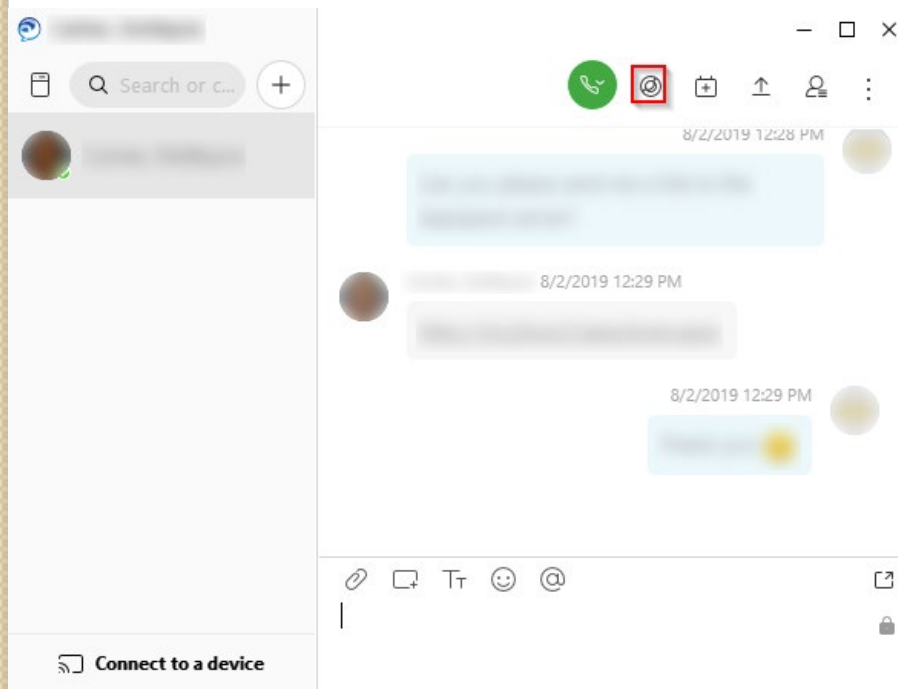
- In the chat window, select the three dots, then **Meet Now**.

- The person you are chatting with will be asked to accept your meeting invitation and you will begin a WebEx meeting.

Making a Call

Call a Contact in Your List
- Hover over the contact, the phone appears, simply click the phone
- Right-click the contact and select **Call**
- If the contact has more than one number listed in the corporate directory, a drop down box will appear by the phone to select work, mobile, etc.

Call a Contact from State Directory
- Enter the last name, first name in the search field
- A list of names appears matching your full or partial entries
- Hover over the contact, the phone appears, simply click the phone
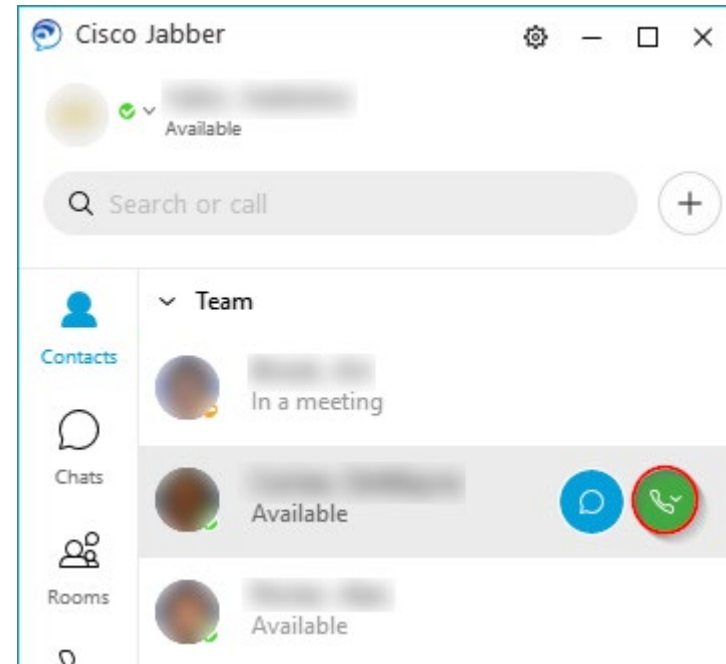
Jabber also integrates with Outlook and gives you the ability to IM and Call from an email.

Receiving Calls

If Cisco Jabber is running when someone calls you, a notification window displays on your computer screen.
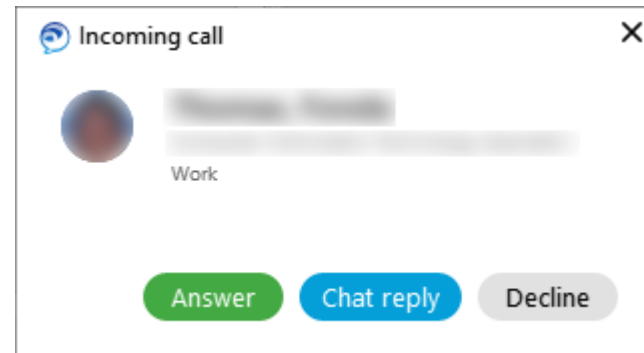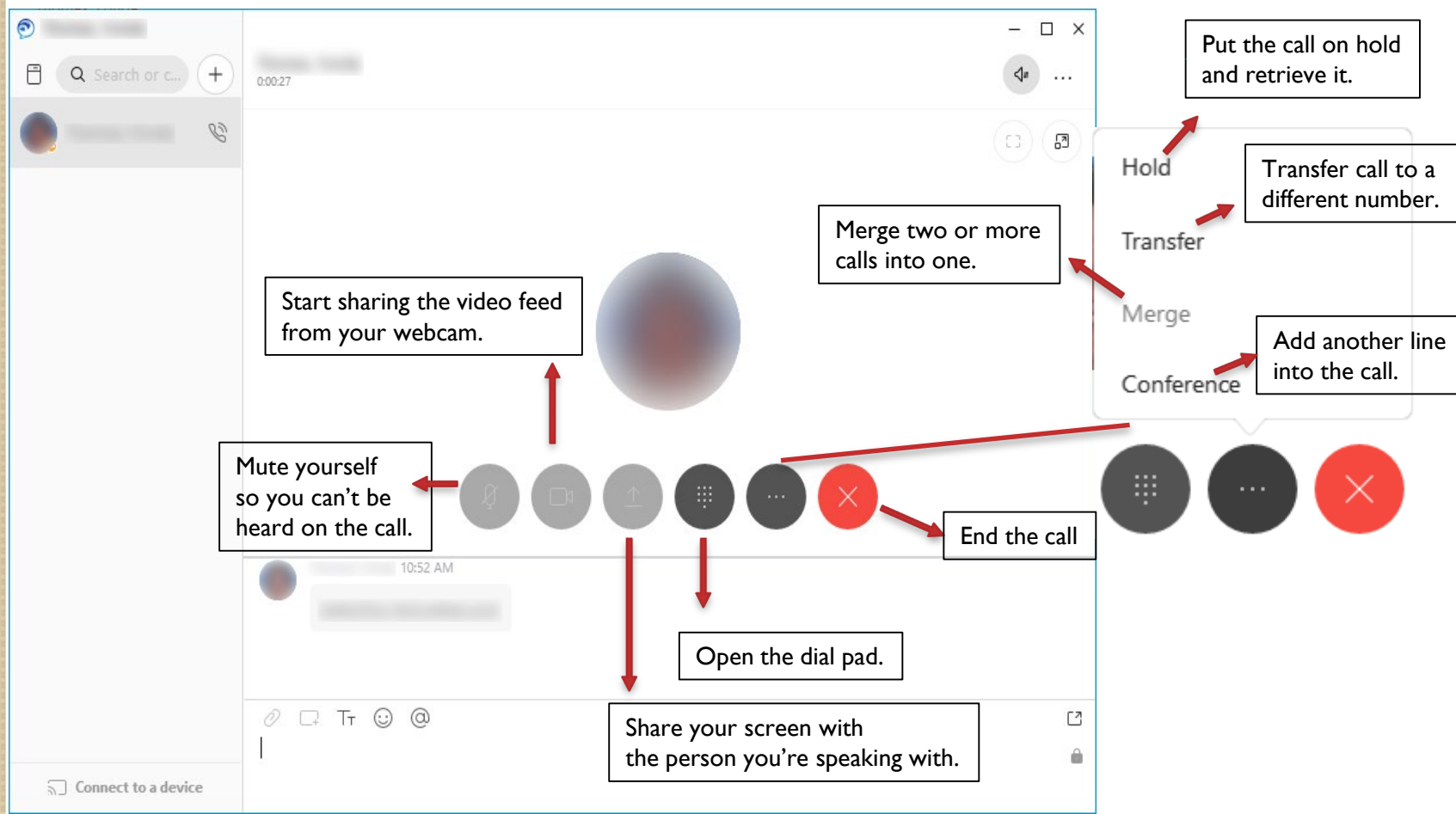

Click one of the following options:
- Answer – Selecting answer automatically connects the call and activates speaker phone.
- Decline – Selecting decline stops the phone from ringing and the call eventually goes to voicemail.
- Chat reply-stops the phone from ringing and the call goes to VM but open the IM feature to allow you to send the caller a chat message.

Any call that you do not answer will go to voicemail.
If you are already on a call when you answer a new call, the existing call will automatically be put on hold.
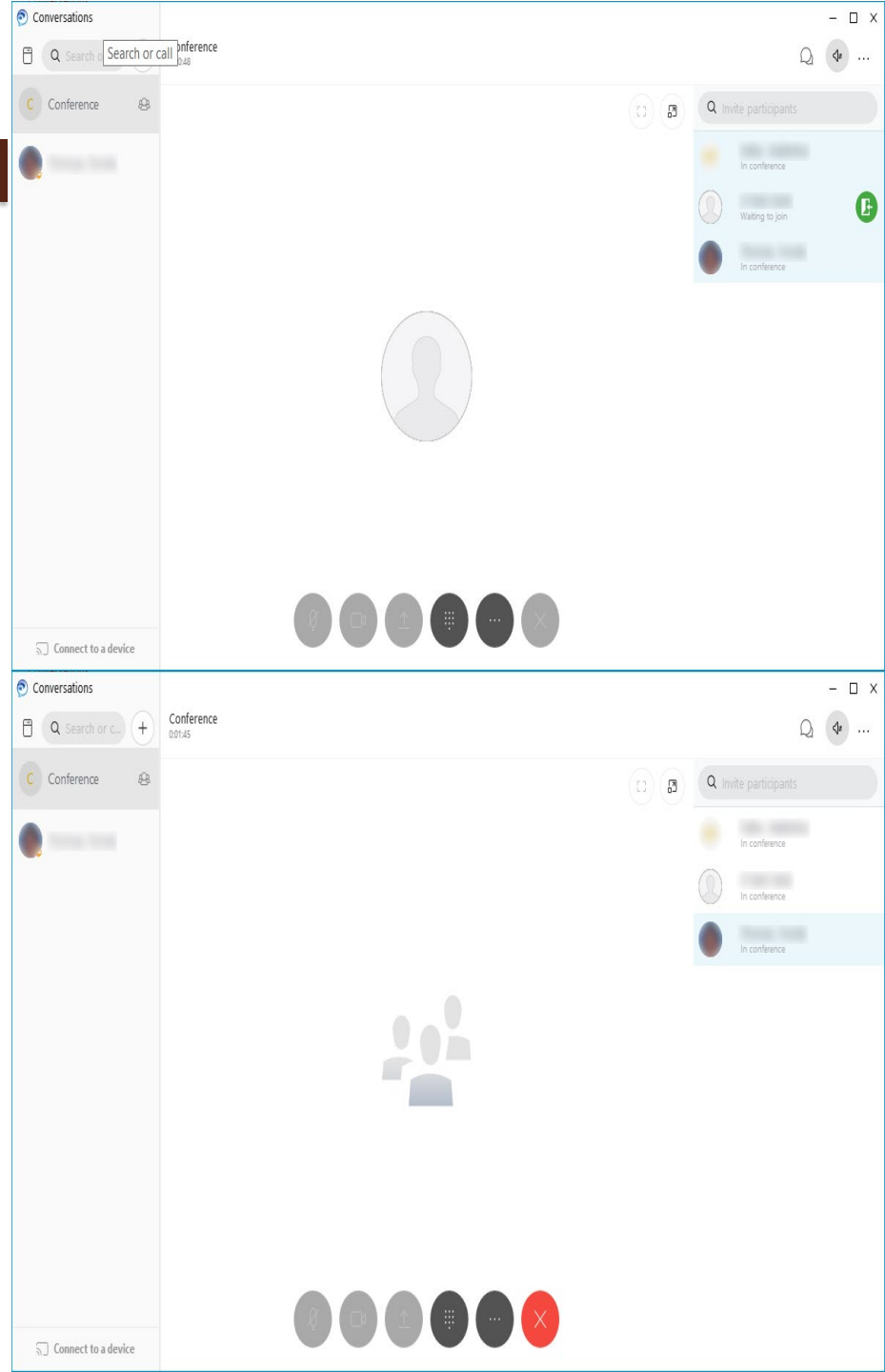
The Active Conversation Window

An active conversation window displays on your PC which shows the caller's name, number, the time connected; and offers you control buttons to manage your call.

Put the call on hold and retrieve it.

Hold

Transfer call to a different number.

Transfer

Merge two or more calls into one.

Merge

Add another line into the call.

Conference

Start sharing the video feed from your webcam.

Mute yourself so you can't be heard on the call.

End the call

Open the dial pad.

Share your screen with the person you're speaking with.

Connect to a device

Conferencing a Call

1. Select the "Conference" option shown in the last slide under the three dots.
2. If the person you're wanting to add to the call is a state employee, simply search for them in the "Invite Participants" box. If they are not a state employee, type in the person's full number in the box.
3. Then click the **green connected button** to merge the calls together. After all parties are on the conference they will show "In conference".

Note: Up to 8 callers can be in conference.

Transferring a Call

Step 1. Select the three dots in the Active Conversation window.

Step 2. Select "Transfer"

Step 3. Type the name of the contact in the state directory. If the person you want to transfer to is not a state employee, simply enter in a phone number.

Step 4. Click the phone button next to the name of the user with whom you want to transfer to.

Step 5. After you speak to the caller you are transferring to, click the "Transfer" button. You will be immediately disconnected from the call. Alternatively, you can click the green "Transfer" button right away to transfer them immediately without speaking to the destination first.

Note: If you cannot reach the transfer recipient you can hang up the call to them and click the pause button to resume talking to the original caller.
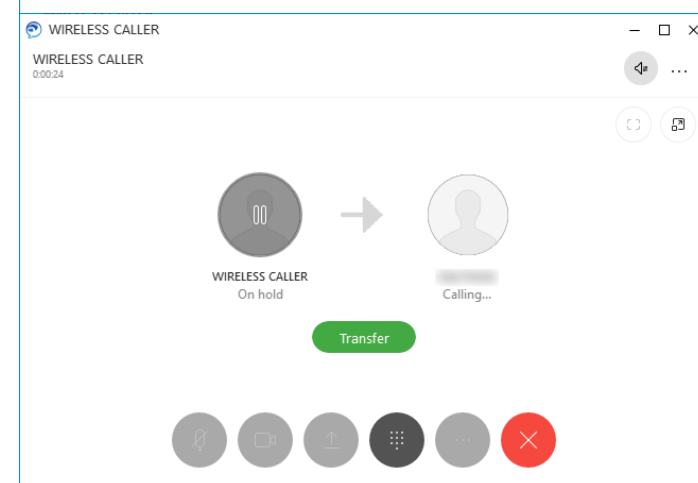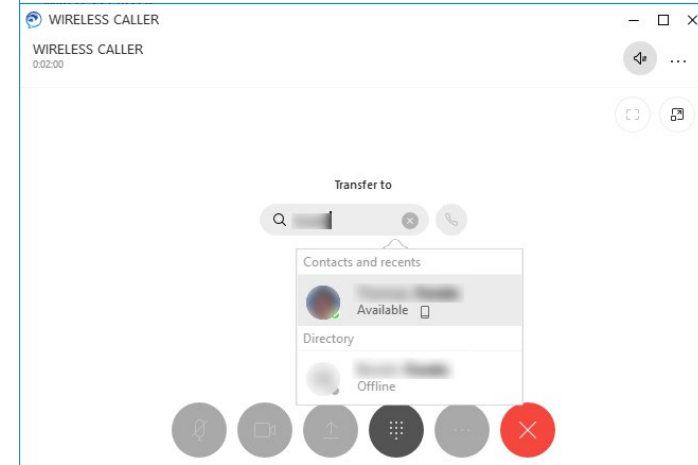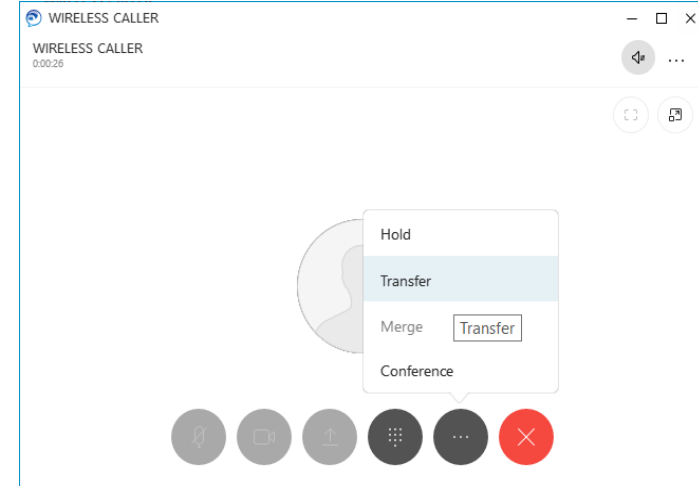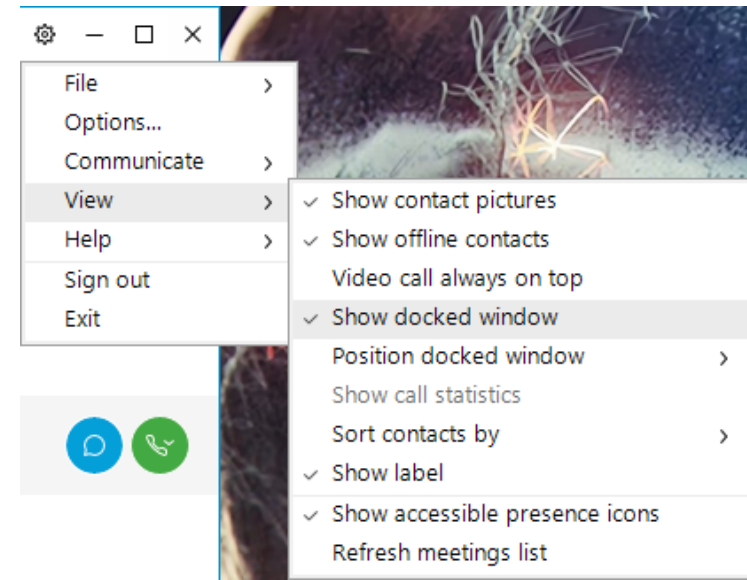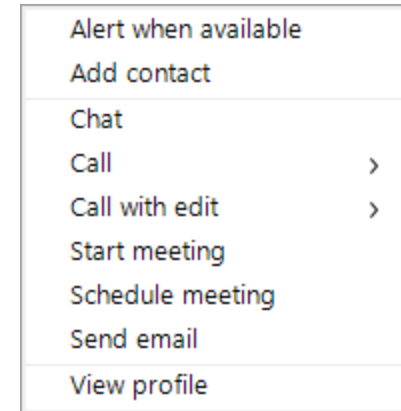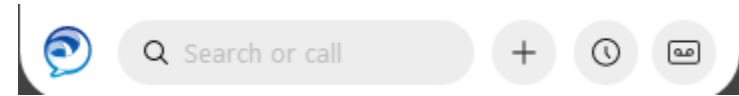
Using the Dock

Click or hover over this to show the dock.

- The dock allows the search box, missed calls, voicemail, and Jabber application to be quickly accessed.

- You can search and right click a contact to chat, call, or start an instant meeting. You can also simply click the phone by the user's name.

- The dock can be turned on and off by selecting View, Show docked window.

Where to Get Support

Three Main Resources:

- For immediate assistance, call 573-522-0082

- For changes & trouble tickets, use the Help Desk https://itsdserviceportal.state.mo.us/CherwellPortal/IT?_=20791cb0 (select Enterprise UC)

- For tutorials & more information use the Web Portal http://uc.mo.gov