Preparing for 10-Digit Dial Mandate

How To: Manage Cisco Jabber Custom Contacts

As part of the 10-Digit Dial Mandate, you may need to verify phone numbers are set to ten digits.
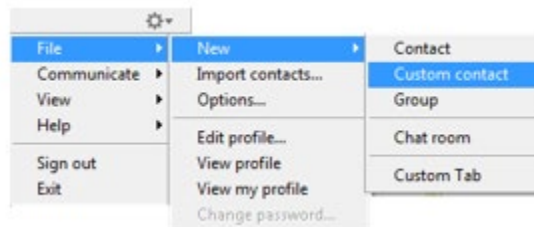
NOTE: Cisco Jabber State of Missouri contacts are set for 10 digits by default. Any custom/personal contacts that are entered manually would need to be verified for 10 digits. Example: I set a custom contact for an outside vendor I call frequently. The directions below should be followed to ensure it is set for 10 digits.

Cisco Jabber Custom Contacts

Jabber allows you to add *personal* contacts for easy click to call and or email. *Personal* is defined here as manually added contacts such as those outside of the State.

To Add a Custom Contact

1. Click the cog icon, choose File → New → Custom contact

2. Fill out the necessary information to create the contact. Name and telephone number is required.

3. Ensure the full 10 digit telephone number for the contact. (Area code, prefix, and 4 digits) Add as much information as you would like. Include the user's email if you would like to use right clicking the contact for initiating an email from jabber.
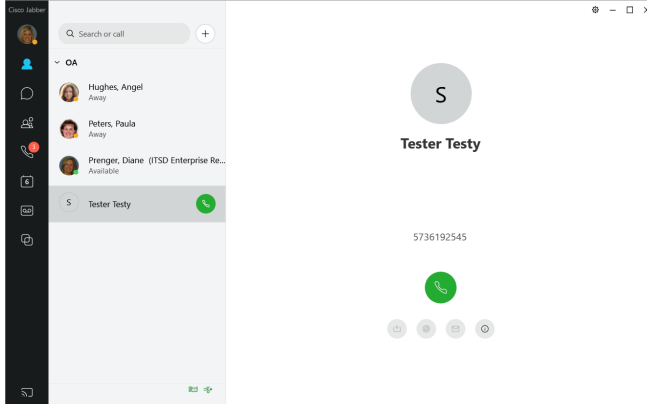
To Edit a Custom Contact

1. Open Jabber

2. In the profile area, right click on the custom contact → Click Edit Profile
3. Ensure the phone number is 10 digits.