

## First Time Setup



Once you have received the install of Jabber you will find a desktop shortcut

Please make sure your headset is plugged into your computer.

1. Double click the Jabber icon to open jabber
2. Login with your domain ID (3&3) and domain password
3. Accept any certificates if prompted



4. Select the settings icon
5. Select **Options**
6. Under **General**, select “**Start Cisco Jabber when my computer starts**”
7. Select **Audio**

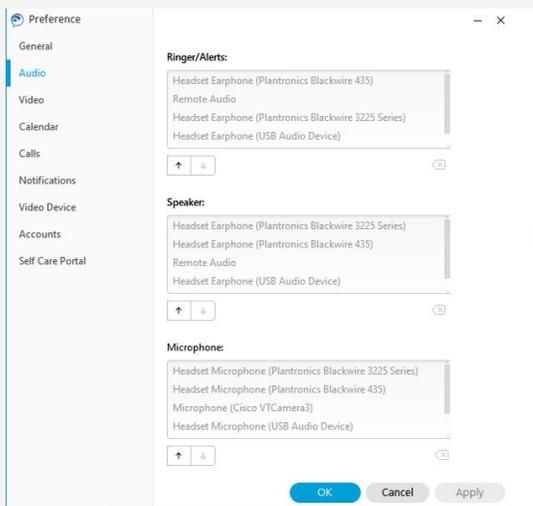
8. Here are the settings you need to set for your Audio:

- a. **Ringer/Alerts:** Select **All Devices**
- b. **Speaker:** Select **Headset Earphone** (Plantronics Blackwire ....)
- c. **Microphone:** Select **Headset Microphone** (Plantronics Blackwire ....)

9. Select **Advanced**

10. Set the settings for each as follows:

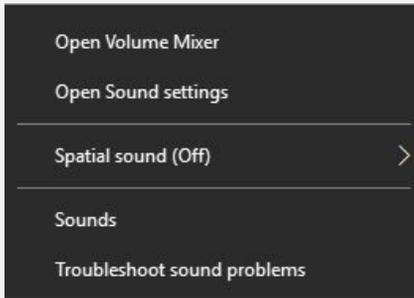
- a. **Speaker:** Select **Headset Earphone** (Plantronics Blackwire ....), using the up arrow move it to the top of the list
- b. **Microphone:** Select **Headset Microphone** (Plantronics Blackwire ....), using the up arrow move it to the top of the list
- c. Select **Apply**, select **OK**



11. Verify your PC Sound Setting as follows:



- a. Right click  icon, select **Open Sound Settings**



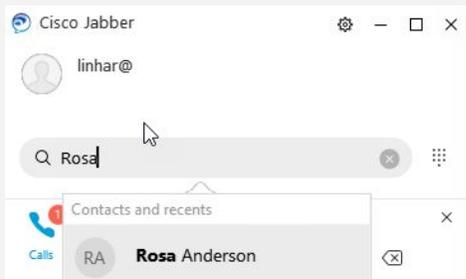
- b. Select **Headset Earphone** (Plantronics Blackwire ...) from the dropdown if it is not already selected.
- c. Set the volume to at least  $\frac{3}{4}$  full

## Make a Call

1. To make a call with Cisco Jabber Click on  to open the dial pad. You can use your keypad on your computer to type in the number or use the Cisco Jabber keypad.

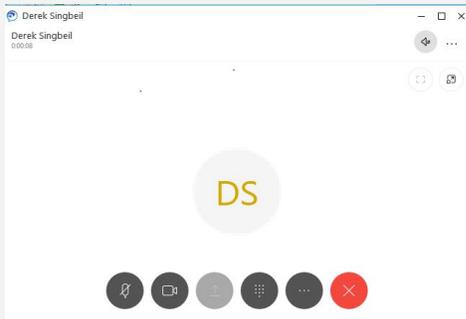
2. Once you have put in the number click on the phone icon 

You can also search for any internal staff member by typing their name in the search field and it will bring up the contacts in the COE.



3. When you select the person it will display the phone icon  for you to click to call.

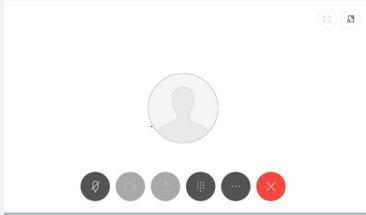
When you are making or receiving a call the control window will appear.



4. From here if you need to transfer or put the user on hold click on the more button  to present you with call options of Hold, Transfer or Conference.

## Transfer a Call

1. During a call the call control window will open.



2. Click on the  more button to display the following options Hold, Transfer and Conference

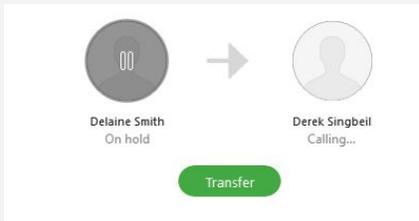
3. Click on **Transfer**, and enter the number you want to transfer the call to.



4. Click on the  to place the call. The other person will be placed on hold when you place the call.

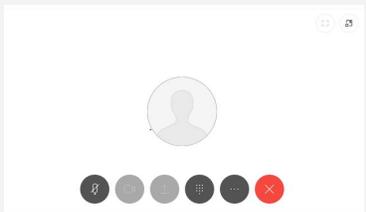


5. Once the person you called answers the call click on the  **Transfer** button to complete the transfer.



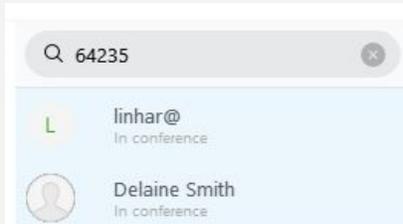
## Conference Call

1. During a call the call control window will open.

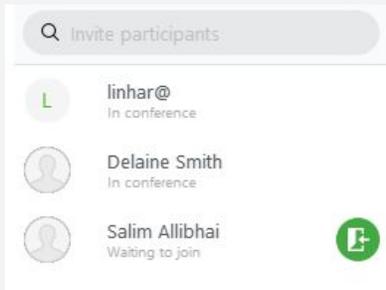


2. Click on the  more button to display the following options Hold, Transfer and Conference

3. Click on **Conference**, and enter the number you want to transfer the call to.



4. Press enter on your keyboard. It will dial the number and the following screen will appear.

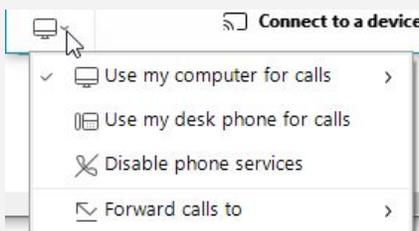


5. Click on the  icon to join the user to the conference call.

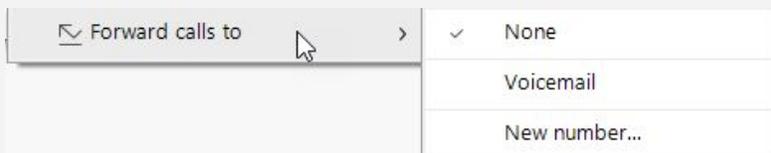
## How to call forward your line in Jabber

To call forward you phone in Jabber do the following:

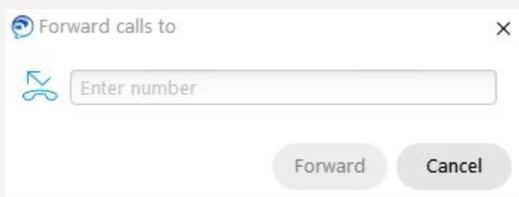
1. Click on the computer  icon dropdown arrow to expand to view the options



2. Select **Forward calls to**



3. Select **Voicemail** if that is where you want your calls to go to.
4. Select **New Number** if you want to forward your phone to another number like a cell number.
5. Enter the number you wish to forward your phone to

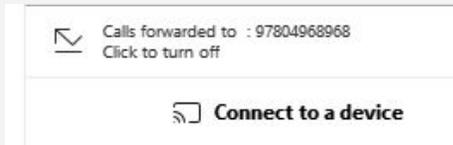


6. Make sure if you are forwarding to an outside line you must put 9 in front of the number.

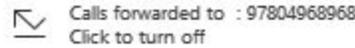
7. Click on 

## Jabber Quick Reference Guide

- It will show at the bottom of Jabber it will display that your phone has been forwarded to and the number it has been forwarded to.



- To remove the forward click on forwarding.



and it will turn off call

## Change voicemail setup options (greeting, recorded name)

To access your voicemail to change setup option (greeting, recorded name)



- Select the voicemail icon



- Select the Call Voicemail icon to login to your voicemail.
- Follow the prompts for what setup option you wish to update.

## Jabber Not Working - Troubleshooting

### Invalid Credentials for phone service, contact your administrator

- If you recently changed your domain password and you will receive this message:

- Click on the **Settings** icon.
- Select **Options**
- Select **Accounts**, enter your new domain password in the **Password** field.
- Click **Apply**, click **Ok**

### Jabber not working - cannot make or receive calls

- If you are login to Jabber and you cannot make or receive calls, log out and log back in.
- Make sure you **ACCEPT** any Certificate messages that pop up.
- If you logged into Jabber and did not accept the certificates Jabber will not work.

