How-To "Jabber"

Efficiency & Ease…why Jabber will be your new go-to communication tool!

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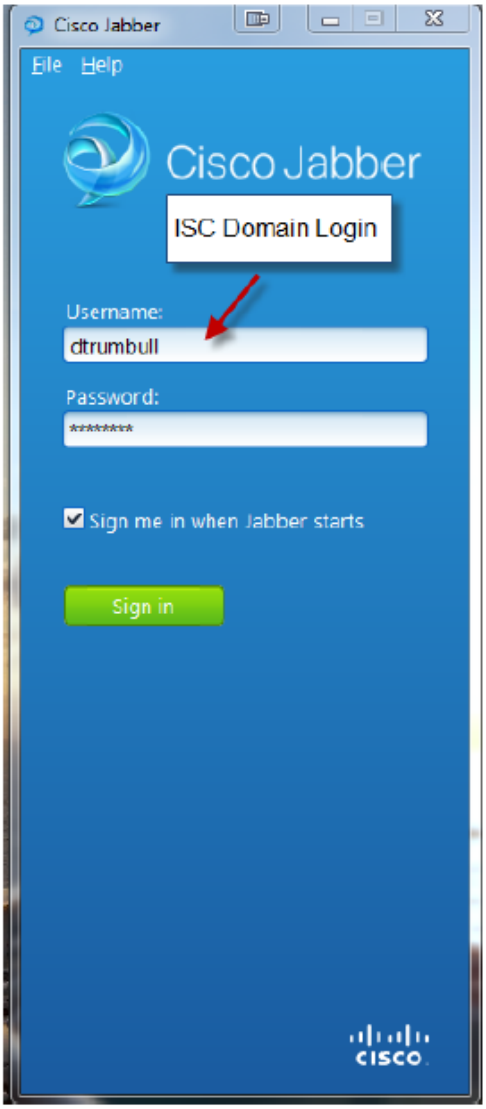
How do I sign-in?

Options are available to automatically be signed into Jabber when you log into your computer or you can sign-in manually using the instructions below:

1. Double-click the Jabber icon on your desktop.

2. Enter your username & password.



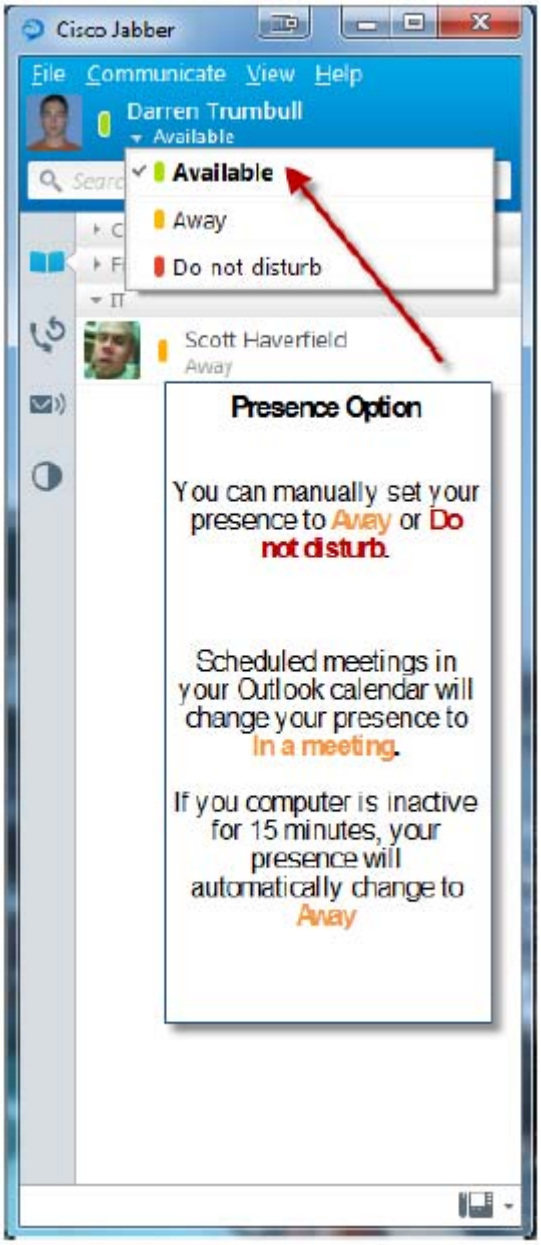
Options for setting your availability

You can manually set your availability to "Available", "Away", or "Do Not Disturb", see screenshot below for instructions.

<u>OR</u>

You can allow Jabber and Outlook to manage your availability automatically based on appointments set in your Outlook calendar.

Note: Jabber has an auto-setting that when your computer is inactive for 15+ minutes your status is set to "Away".

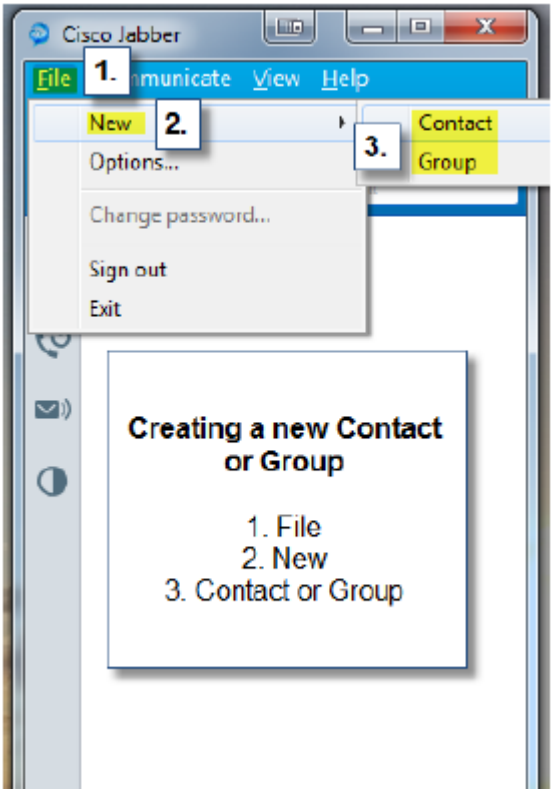


Create a new individual Contact or Group

Step 1

From the top menu, select:

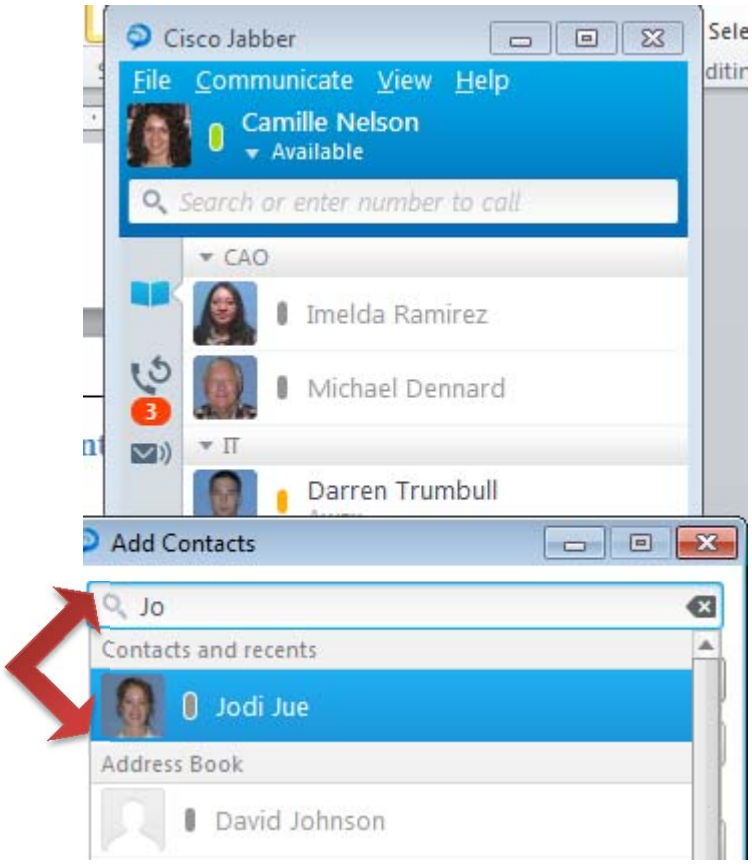
1. File
2. New
3. Choose “Contact” (**step 2**) or “Group” (**step 3**)



Add a new individual Contact

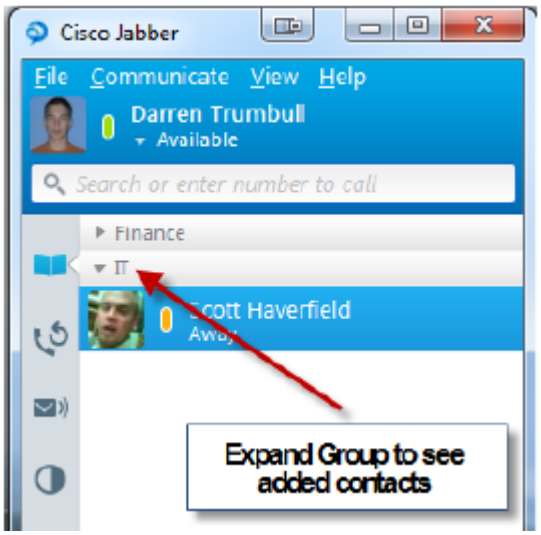
Step 2

1. In the search bar, simply begin typing the name of the individual you want to add.
2. Select their name as it appears.



How to expand a Group and see all the contacts within the Group

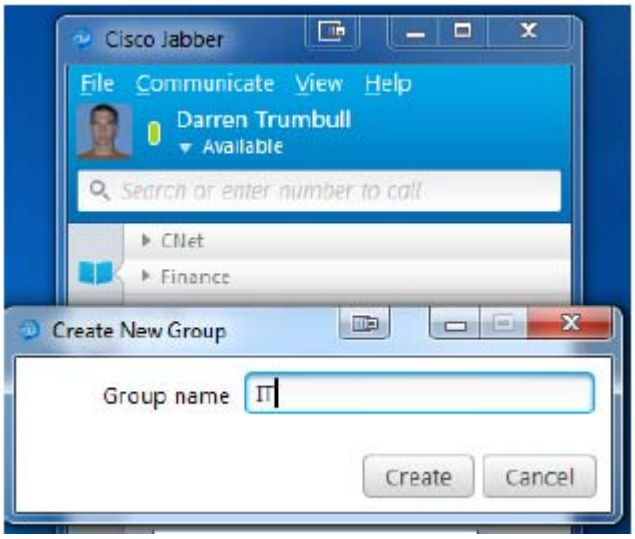
1. Click the right triangle arrow next to the group name to expand the group and see all the contacts within the Group.



Create a new Group

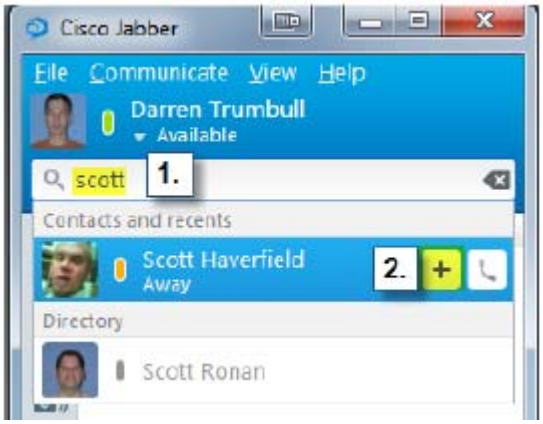
Step 3

1. Type a name for your new Group

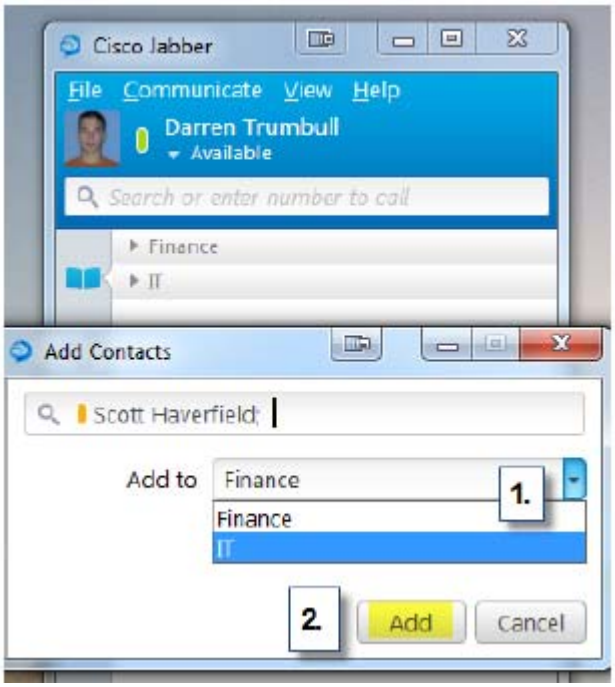


Add a contact to a Group

1. Begin typing the name of the contact you want to add, select the person and click the plus (+) button next to their name.

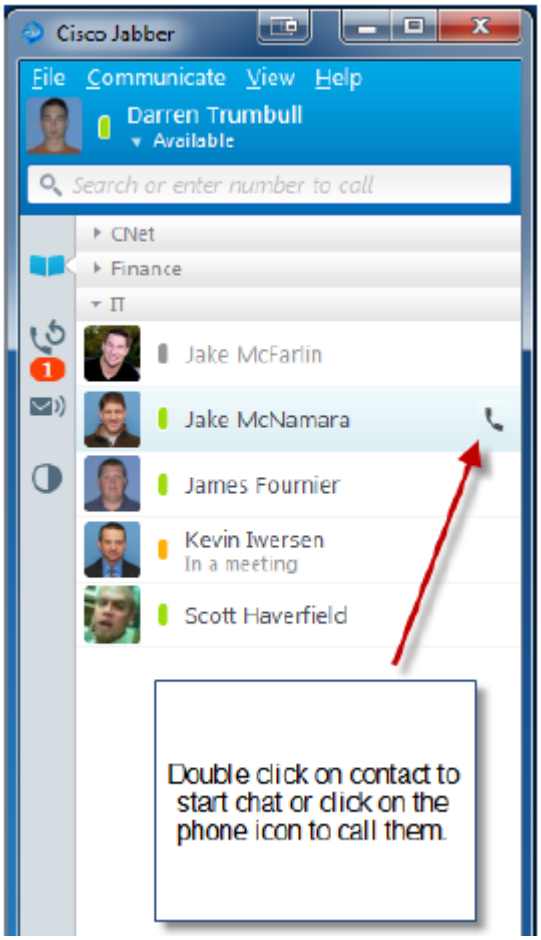


2. Next, select the Group you want to add your contact to and click the "Add" button.



How do I either start to chat or call one of my individual contacts?

1. First, find the contact you want to communicate with in your address book.
2. **To chat-**
   Double-click the contact you want to chat with and your chat box will appear.
3. **To call-**
   Click on the phone icon next to the contact's name.



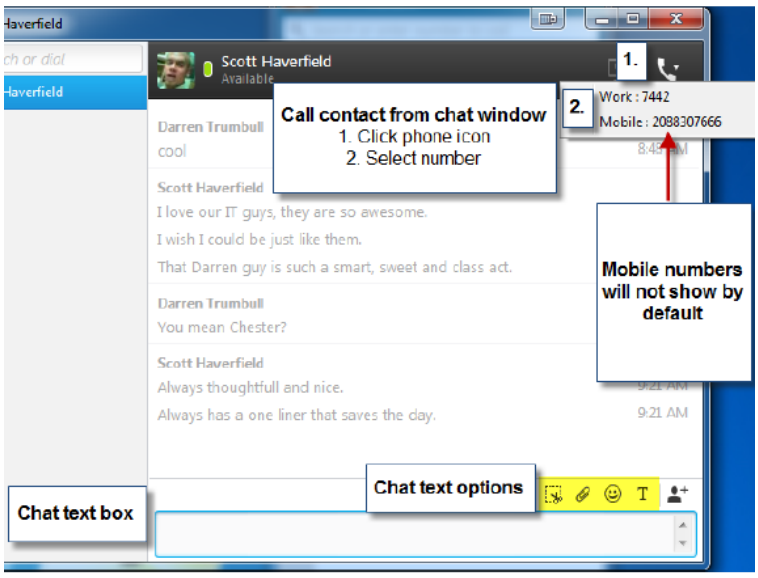
From Jabber's chat box, what options do I have?

You can chat, including send that person a screen shot, attachment, use emoticons ☺, format text, and add another person to the call mid-call.

<u>OR</u>

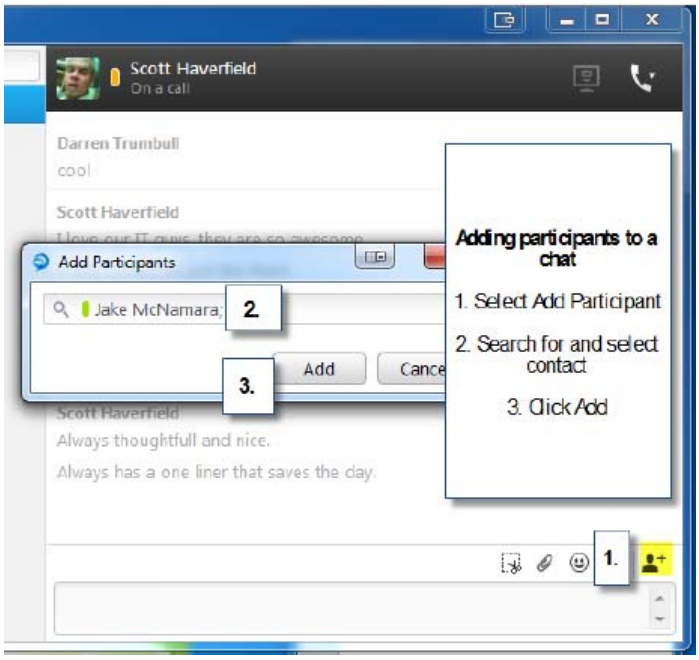
You can call your contact if you establish you need to have a more in-depth conversation.

Note: Jabber automatically adds phone numbers from the Internal Global Contacts list and from your personal Contacts list. If you want a mobile number to show up for one of your contacts, you need to manually create a personal Contact with the mobile number and Jabber will merge the Global and personal Contacts so both numbers show up.



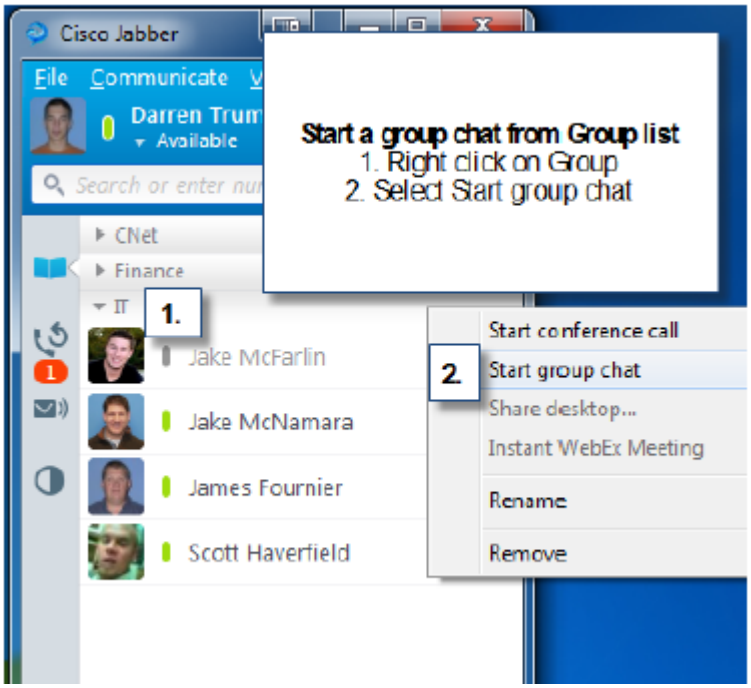
How do I add additional contact(s) to an in-progress individual chat?

1. Select the Add Participants icon in the lower right corner of your chat box.
2. Search for the contact you want to add.
3. Click Add.
4. Repeat to add more than one contact.



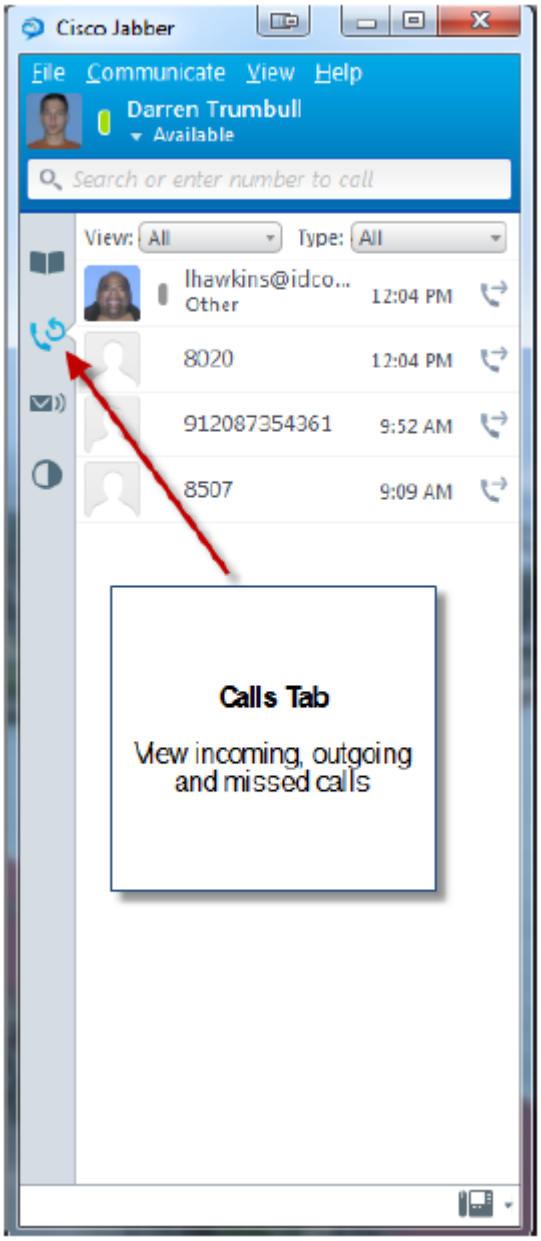
How do I start a Group chat?

1. Open Jabber and click your Contacts icon on the left menu.
2. Right-click on the Group you want to start a Group chat with.
3. Select "Start Group Chat".



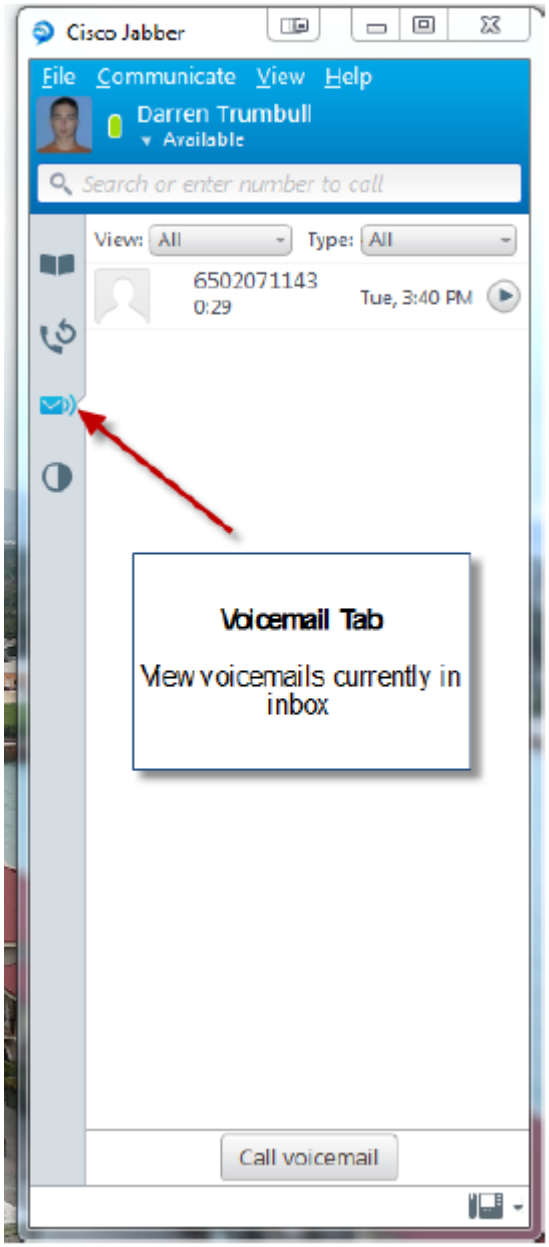
How do I view my incoming, outgoing, and missed calls?

1. Open Jabber and click your Calls icon on the left menu.
   Note: Missed calls will show a red indicator.



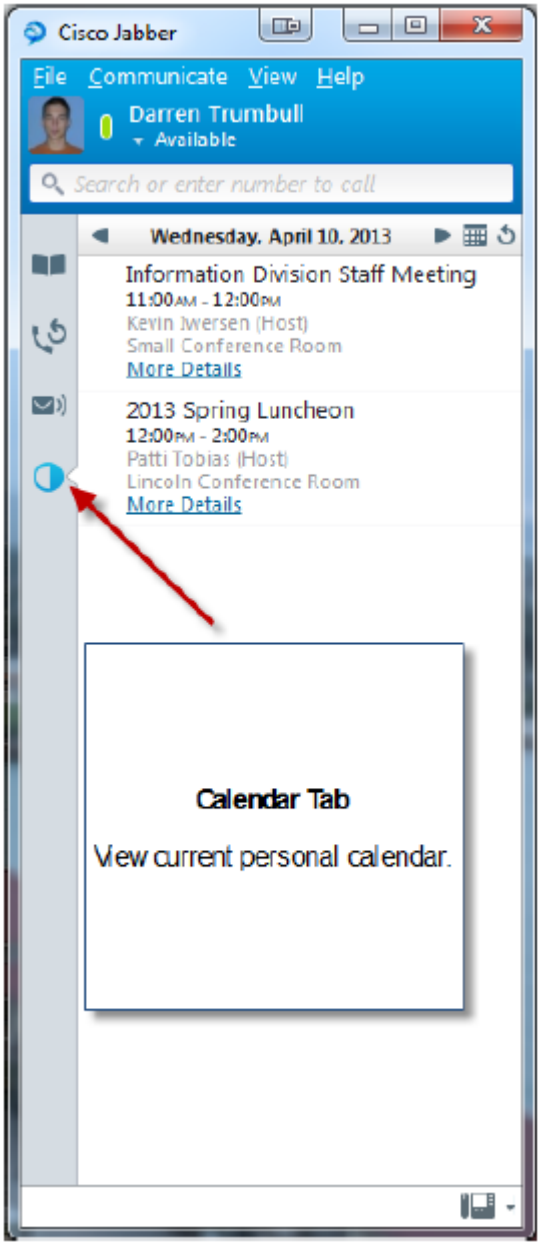
How do I view current voicemails?

1. Open Jabber and click your Voicemail icon on the left menu.
   Note: New voicemail will show a red indicator.



How do I view my daily Outlook calendar?

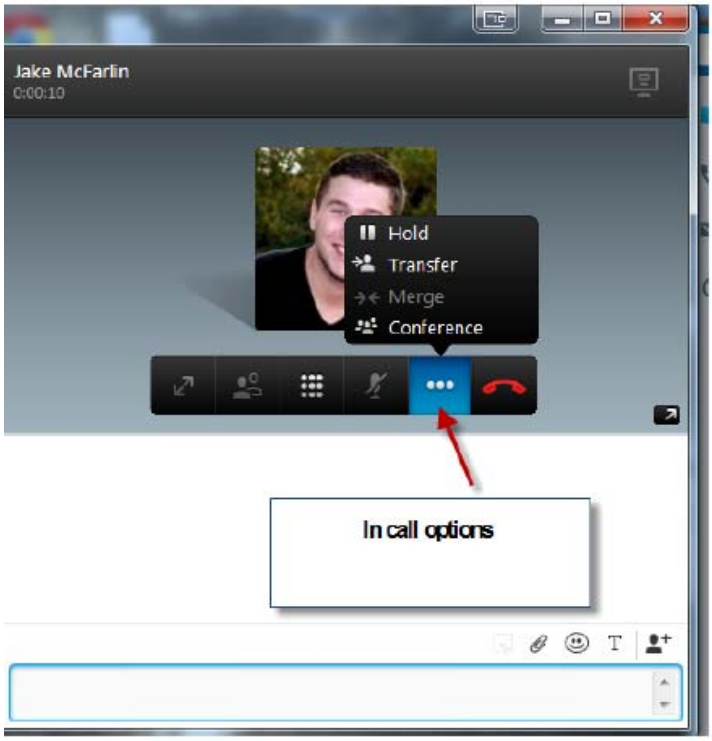
2. Open Jabber and click your Calendar icon on the left menu.



What phone options do I have when I'm on a call?

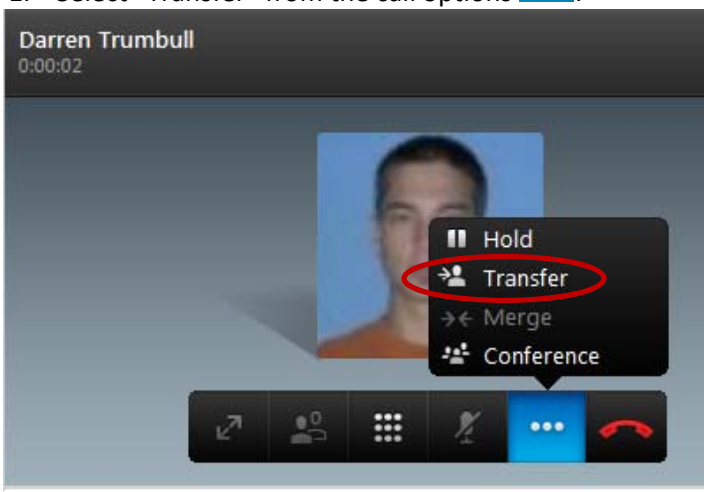
You can-

- Place a call on **Hold**
- **Transfer** a call to another person (see instructions)
- Start a **Conference Call** with others (see instructions)

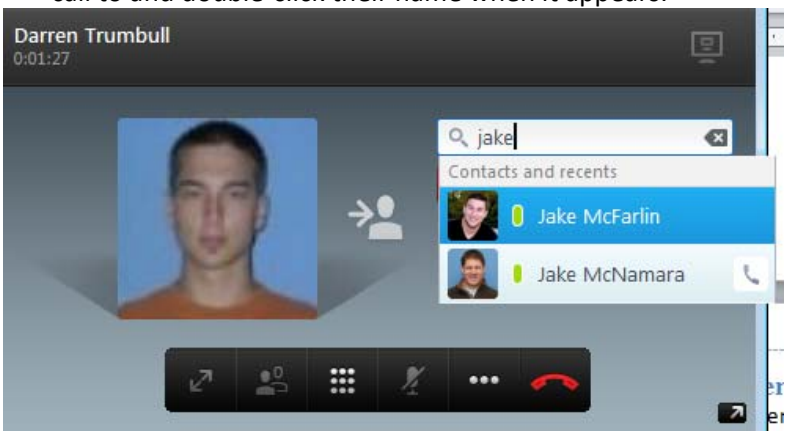


How do I Transfer a call?

1. Select "Transfer" from the call options ••• .



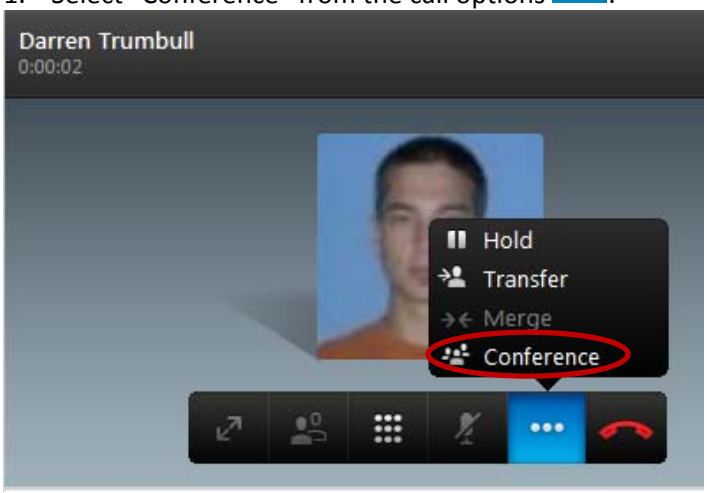
2. Start typing the name of the person you want to transfer a call to and double-click their name when it appears.



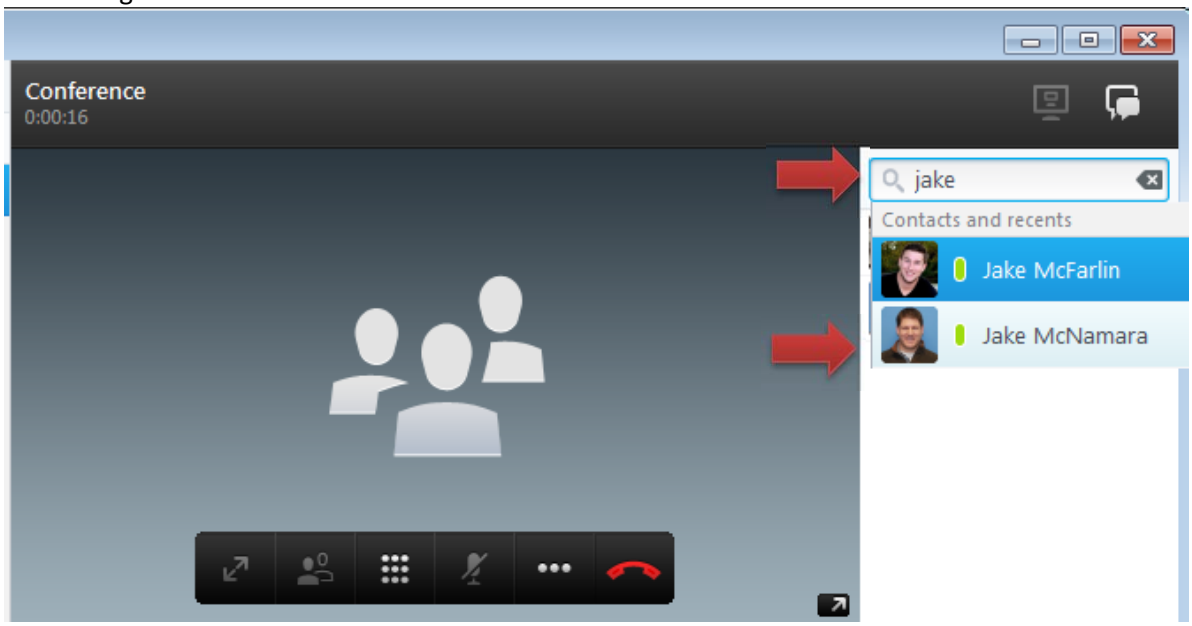
3. The person you are transferring will be placed on hold.
   > You can either stay on the line and talk to the person you are transferring the call to, then click Transfer.
   <u>OR</u>
   > You can immediately click Transfer and the call will be transferred.

How do I start a Conference Call when I'm already on the phone with a single contact?

1. Select "Conference" from the call options ••• .



2. Search for the contact you want to add and double-click on their name.
   Note: The original person you were on the call with will automatically be placed on hold when the person you are adding to the call answers.



3. When the person you want to add to the call answers, a green icon will appear by their name, click that icon to un-hold your original contact and place everyone in conference.