

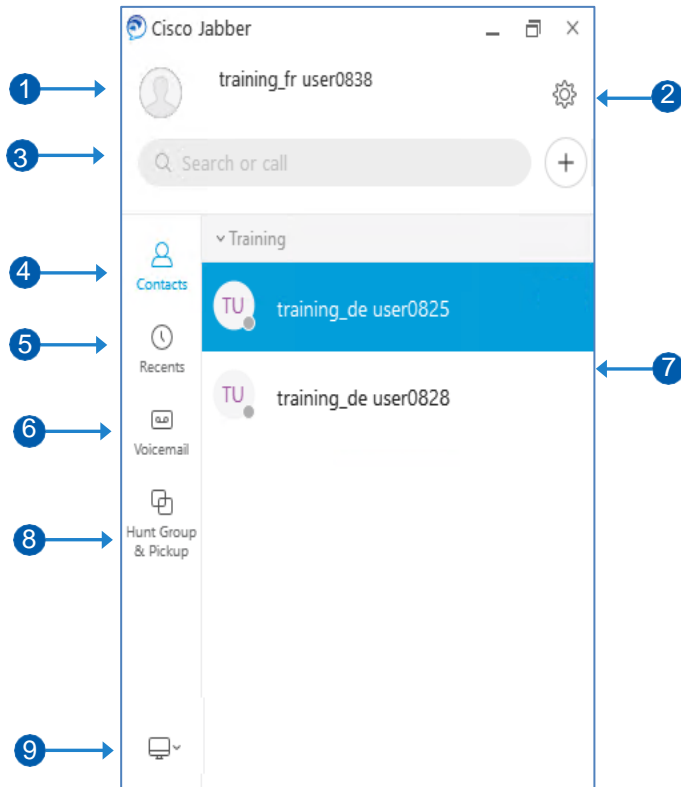
Getting started with Cisco Jabber Soft Phone



This is the Jabber Hub Window

To login, simply:

1. Enter your username (firstname.lastname)
2. Enter your Windows password




1. Status message
2. Menu
3. Search or call bar
4. Contacts
5. Recent calls
6. Voice messages
7. Contacts & Groups
8. HuntGroup&Pickup
9. Phone controls

Setting up the Audio for my USB headset

You can change which microphone and speakers are used by Jabber when you receive a call or video call. It allows you to choose the audio and microphone to come direct from your Laptop or your USB headset.

Procedure

From Cisco Jabber, click the gear icon , choose **Options**, and choose **Audio**. Then, choose the devices to use for the ringer, speaker, and microphone.

Emergency calling for US users

Set-up your personal locations in the [My E911](#) application.

Add New Contacts

Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can easily double-click on their names to start a phone call.

Procedure

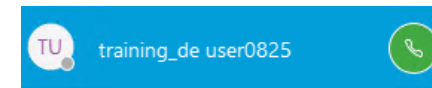
1. In the hub window, select the Menu icon.
2. Select **File > New > Contact**.
3. Start typing the person's name to search the directory, or enter the username directly if you know it.
4. Select which group to add the new contact to and select **OK**.

Making Calls

You can call people internally and externally with Jabber.

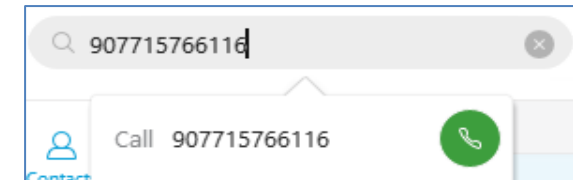
Procedure - Calling Internally

1. Search for colleague and add them to your contacts.
2. Hover mouse over name.
3. Click the **green call icon**.



Procedure - Calling Externally

1. Click on the Search or call bar.
2. Type the number "0" or a "9" depending on your BU, followed by the number.
3. Click the **green call icon**.



To End the Call



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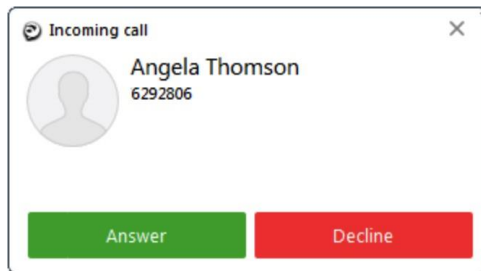
Answering Calls

When someone calls you, a pop-up will appear on your screen.

Clicking:

Answer: to answer the call.

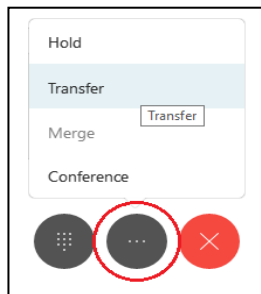
Decline: will send the call to voicemail.



Transfer a Call

To transfer a call:

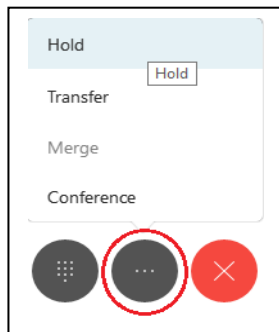
1. During a call, click the **More** button.
2. Click **Transfer**.
3. Enter a name or number.
4. Click to call or press Enter.
5. Click the **Transfer** button.



Placing a call on hold

To place a call on hold:

1. During a call, click the **More** button.
2. Click **Hold**.
3. Select **Resume** when you want to return to the call.



Adding Someone To a Call

To add another person to a call:

1. Select the **More** button.
2. Click **Conference**.
3. Enter the **name** or **number**.
4. Select the name or number to dial.
5. When the person answers, select **Join**.



6. Click the **End Call** button, to close the call.

Forward Calls

To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

Procedure

1. From your hub window, open the Phone Controls drop-down menu (Bottom Left).
2. Select **Forward Calls To – 'New Number'** and enter the phone number.
3. Or select a previously stored number

Forward Calls to Voicemail

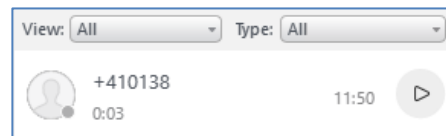
To avoid missing calls when you are not at your desk, you can forward calls to Voicemail.

Procedure

1. From your hub window, open the Phone Controls drop-down menu (Bottom Left).
2. Select **Forward Calls To**.
3. Click **Voicemail**.

Access Voicemail

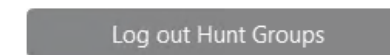
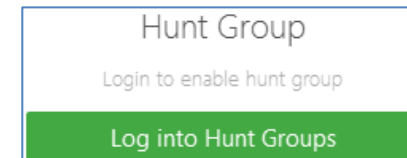
Click on the **Voice Messages** icon then double click on the message you want to listen to, or press 'Play'



Hunt Group & Pickup

You can be a member of a Hunt Group and/or a Pickup Group.

Hunt Group - Log in or out of the Hunt Group



Pickup tab – Answer another colleague's ringing extension, when you hear a colleague's phone ringing:

1. Click the **Hunt Group & Pickup** icon.

Or: Click **Pickup**, on the Pickup notification.



To Pick-up the first incoming call from your group



Or Pick up from an associated group

