Jabber User Guide

Login

Double click on the Jabber icon on your desktop
or go to the start menu and type "jabber"

Cisco Jabber

Use your ACCOUNTS username and password to login

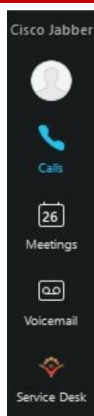Enter your username and password for Phone Services.

accountsusername

|

Forgot password?

Sign In

Read the FTI agreement and click **OK**

Jabber Menu

Cisco Jabber

Calls

26
Meetings

Voicemail

Service Desk

Profile Options: Provides your phone number and Jabber Settings

Calls: You can either directly dial the phone number you want to call or search for a DCF contact in the search bar. This provides you with the option to hold, transfer, merge or setup a conference call.

Meetings: Displays meetings from your Outlook Calendar

Voicemail: Listen to voicemails sent to your phone

Quick Dial Service Desk
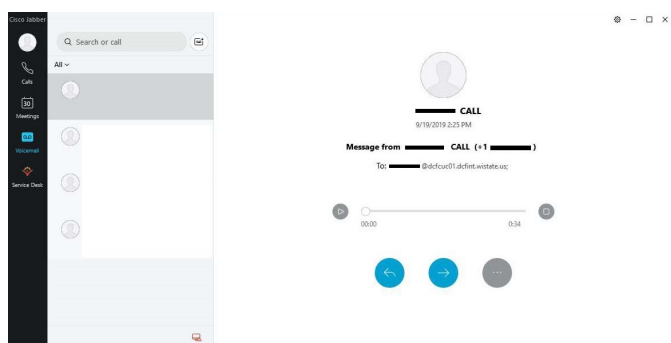
Making Phone Calls

| 1 | 2 | 3 | 4 | 5 | 6 |

1. Mute Call

2. Video Call - Unavailable, use Skype for Business for video calls

3. Share Screen - Unavailable, use Skype for Business to share your screen

4. Dial Pad

5. Additional Options - See chart to the right

6. **End Call**

Hold	Hold/Mute current call
Transfer	Type the name or number of who you want to transfer the call to
Merge	Merge two or more calls together
Conference	Select to create a conference, and invite other attendants through the search bar in the upper right

Voicemail

Select the message you want to listen to on the left side of the voicemail window

Cisco Jabber

Search or call

All

Calls

30
Meetings

Voicemail

Service Desk

CALL
9/19/2019 2:25 PM

Message from _____ CALL (+1 _____)

To: _____ @dcfcuc01.dcfint.wistate.us;

00:00   0:34

Play	Play
Reply	Reply
Forward	Forward to another contact
...	Call → Call user back
	Mark as read — Mark as read
	Delete — Delete Voicemail

Jabber User Guide

Configuration/Troubleshooting

Physical Laptop Audio
When using Jabber through your physical laptop/PC you will need to make sure the default audio device is set to your headset device.

To find the default audio settings on your machine, click on the speaker icon in the lower right of the physical machine and select your headset device

VDI Audio
To find the default audio settings right click on the speaker icon in the lower right of the VDI and select
Open Sound Settings. Verify that they match the settings in the screenshot to the right.

In the VDI, you will need to make sure the input and output audio is set to **Teradici Virtual Audio Driver.**

Note that you may have to exit and reopen Jabber after changing these settings.
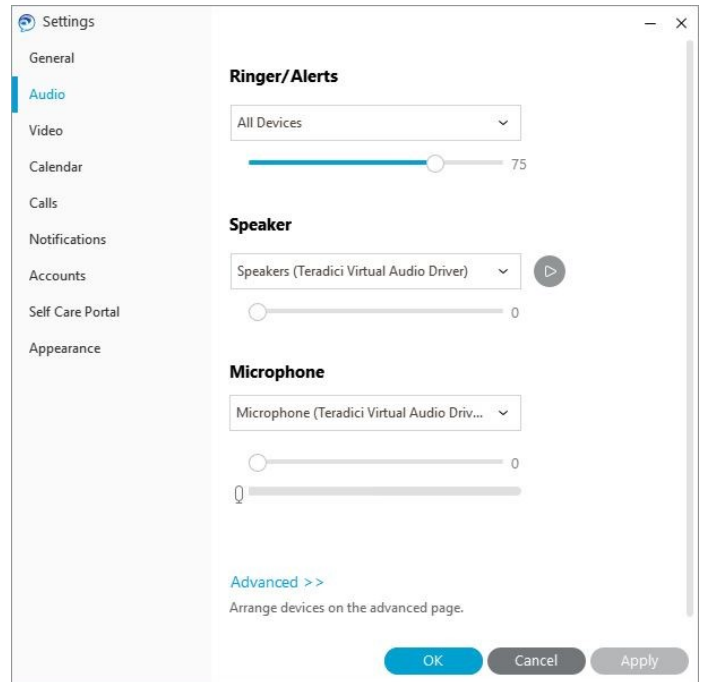
Forward Phone Number

To forward your calls to a different phone number or your voicemail:

1. Click on the green monitor icon in the lower left of the Jabber window

2. Select the drop-down under **Forward Calls**

3. Select Voicemail or New Number to manually type in phone number to be forwarded to