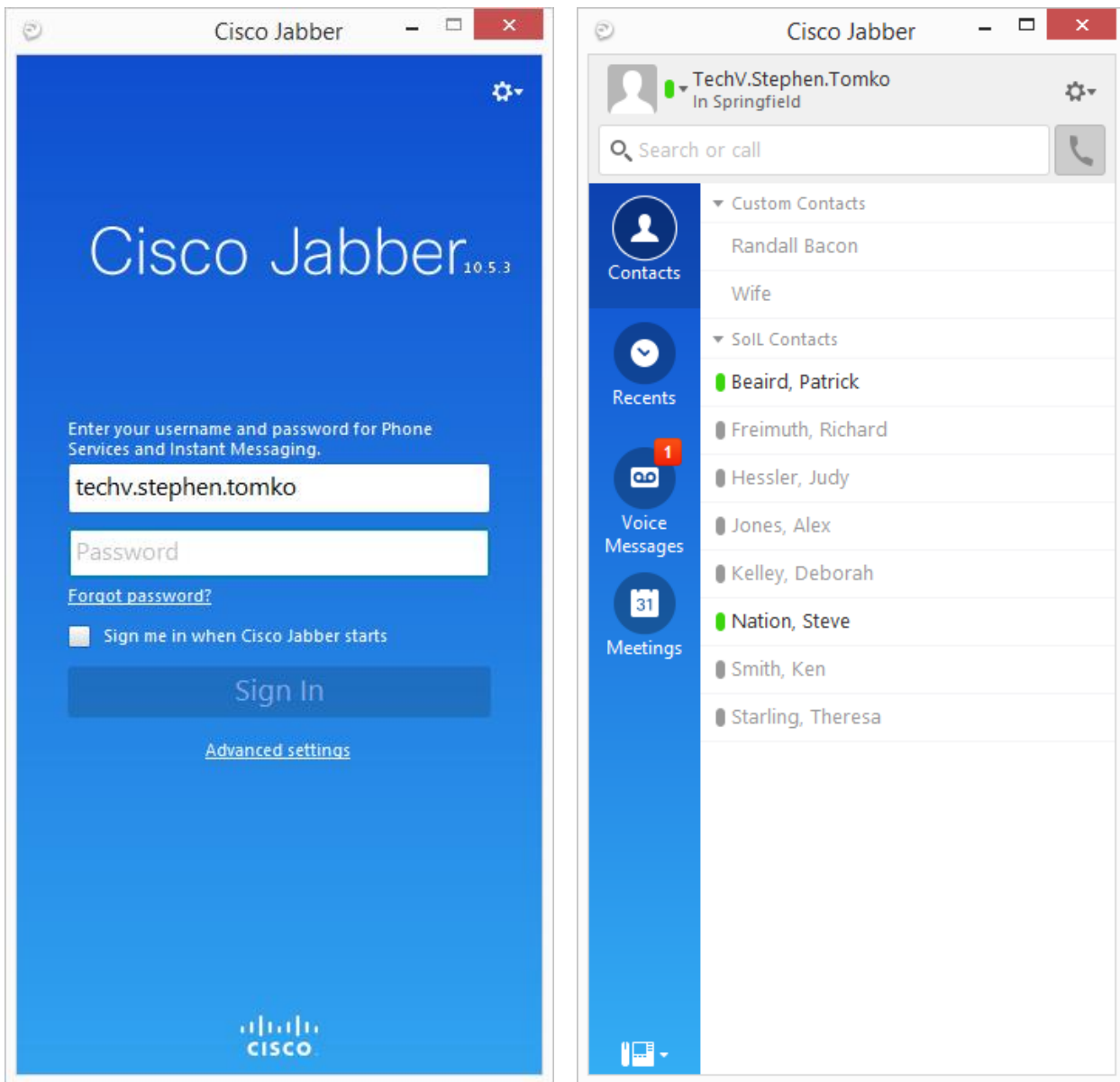


CISCO JABBER USER INSTRUCTIONS

For State of Illinois



The instant-messaging function of Jabber is restricted for work use only. It is designed for use in situations in which communication via email or telephone is not effective or practical. Users should be aware that these communications will be monitored and retained. Communications through Jabber are subject to the same rules and regulations as communications via email or telephone. Furthermore, instant-messaging, through Jabber or any other means, must not be used for the creation or transmission of official State documents or records.

Contents

Jabber Features.....	4
Login to Jabber.....	4
Client Description.....	5
Type of Presence.....	6
Change Presence.....	6
Search/Add Contacts.....	7
Searching	7
Adding (Personal Outlook or Directory) Contacts.....	7
Create Custom Contacts	7
Docked Window.....	7
Operating the Docked Window	7
Turn off the docked window.....	7
IM Window	8
Instant Message.....	8
One-on-One IM Conversation.....	8
Group Chat.....	8
Call Window.....	9
Desktop Phone Calling.....	10
Place a Call	10
Place a Call on Hold	10
Conference Call	10
Transfer	10
Other Options	11
Toggle Auto Start on Windows Login.....	11

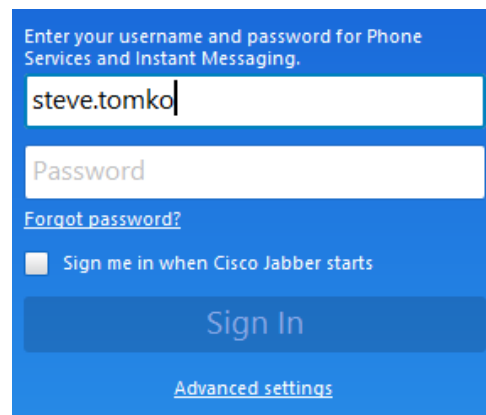
Jabber Features

Below are the features available:

- (1) Presence Status
- (2) Contact searching
- (3) Phone control
 - a. Place calls from contacts list
 - b. Receive incoming calls
 - c. Transfer
 - d. Conference
- (4) Visual Voicemail
- (5) Call Pickup (for Call Pickup groups)
- (6) Meeting outlook integration

Login to Jabber

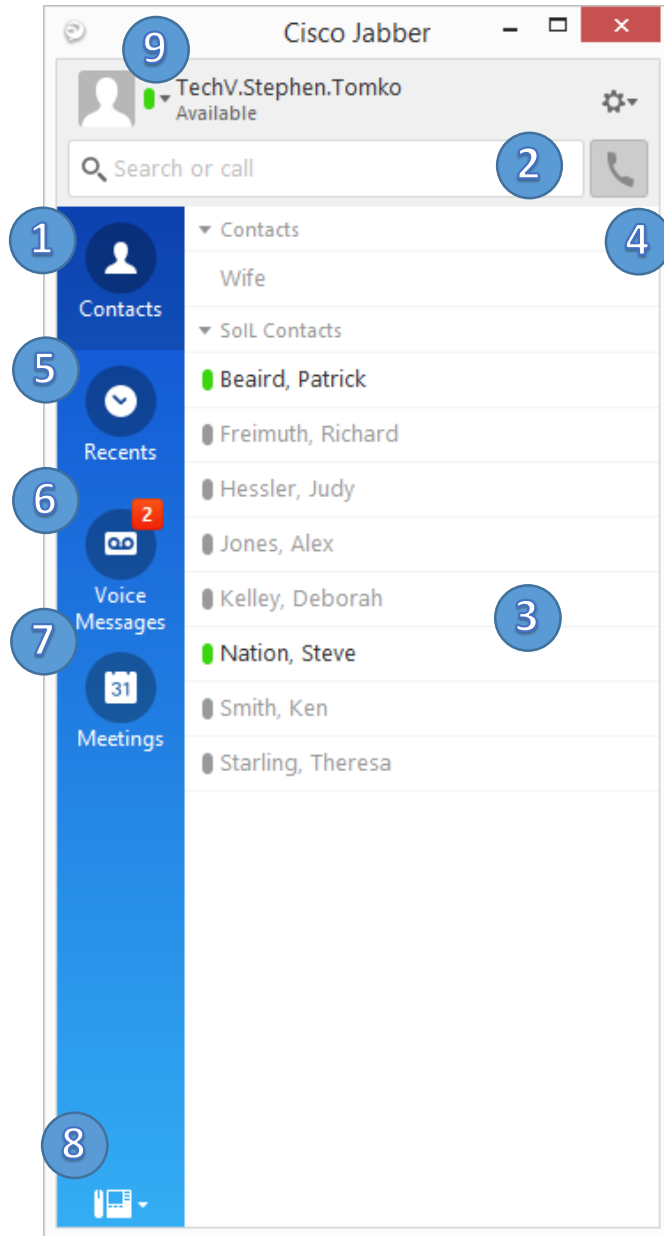
- (1) Start Cisco Jabber
- (2) Enter in your **Illinois.gov** username and password
- (3) If you would like to have Cisco Jabber save your credentials, select the box **Sign me in when Cisco Jabber starts**



The screenshot shows a login form with a blue background. At the top, it says "Enter your username and password for Phone Services and Instant Messaging." Below this are two input fields: the first contains "steve.tomko" and the second is labeled "Password". There is a link for "Forgot password?". Below the password field is a checkbox labeled "Sign me in when Cisco Jabber starts". At the bottom, there is a "Sign In" button and a link for "Advanced settings".

Client Description

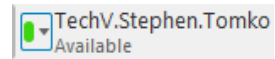
Each component of the Cisco Jabber interface has been numbered with an explanation below:



- (1) Contacts tab
- (2) Contacts search
- (3) Contacts list with presence
- (4) Custom contacts (personal contacts)
- (5) Recent calls made, received, or missed
- (6) Voicemail messages tab
- (7) Meetings tab
- (8) Desk phone control
- (9) Your name and presence status

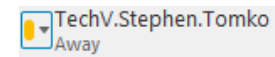
Type of Presence

AVAILABLE



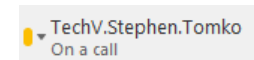
- Contact is available
- Contact is not on the phone

AWAY



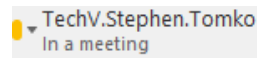
- Contact has locked his/her machine
- Contact has set his/her status to away manually

ON A CALL



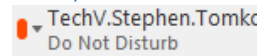
- Contact is currently on a phone call

IN A MEETING



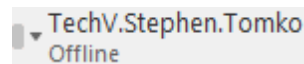
- Contact is currently in a meeting based on outlook calendar

BUSY/DO NOT DISTURB



- Contact has set his/her availability to Do Not Disturb manually
- Contact is not available

OFFLINE



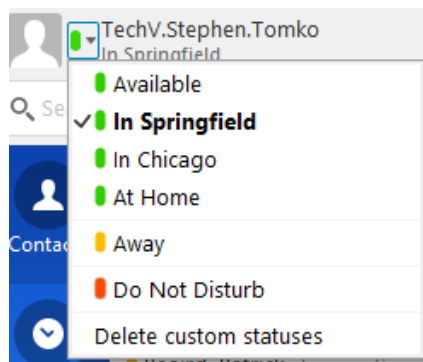
- Contact is offline
- Contact cannot be contacted

Change Presence

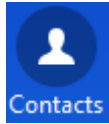
NOTE: YOUR PRESENCE CHANGES AUTOMATICALLY UNDER THE FOLLOWING CIRCUMSTANCES:

- If you're on a call
- If you have not moved your mouse or pressed a key within 15 minutes
- If you lock your computer

- (1) At the top of the Cisco Jabber client, click on your presence icon and select the appropriate status
- (2) You can also type a custom status corresponding to the presence type



Search/Add Contacts



CONTACT SEARCHING SOURCES

When you search for contacts, Cisco Jabber will search the following locations:

- (1) **Illinois.gov Directory**
- (2) **Personal outlook contacts**
- (3) **Jabber personal contacts**


Searching

To search for a contact, type in any of the following criteria:


- (1) First name
- (2) Last name
- (3) Phone number
- (4) Combination of first/last
- (5) Combination of last/first
- (6) Email address

NOTE: YOU MUST TYPE ATLEAST 3 CHARACTERS IN THE SEARCH BOX BEFORE SEARCHING BEGINS. CISCO JABBER WILL SHOW UP TO 50 CONTACTS, ADD ADDITIONAL CHARACTERS TO REDUCE THE SEARCH SCOPE

Adding (Personal Outlook or Directory) Contacts

- (1) Search for a contact
- (2) click on the  icon and assign to a group
- (3) If no group exists, select **Add Group** to create a new one

Create Custom Contacts

- (1) At the top right on the Jabber client, select the  icon
- (2) Go to **File → New → Custom Contact**
- (3) Provide any desirable information
- (4) Click **Create** at the bottom

*NOTE: YOU CAN ALSO ADD DIRECTORY CONTACTS OR GROUPS UNDER **FILE → NEW***

Docked Window


Operating the Docked Window

The docked window allows easy accessibility to Cisco Jabber functions

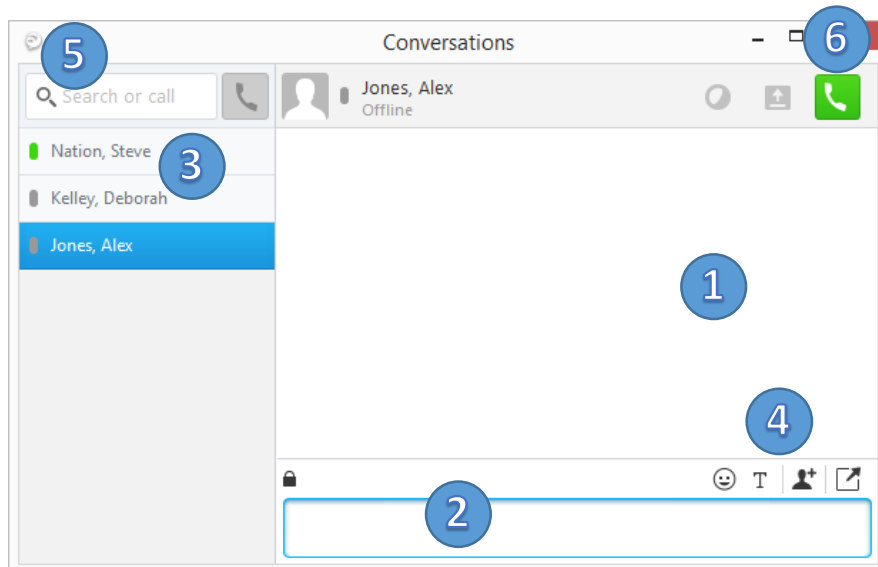


- (1) Search directory or contacts list or dial a number
- (2) Recent call history
- (3) Voicemail
- (4) Contacts list

Turn off the docked window

To turn off the docked window, at the top right on the Jabber client, select the  icon then **File → View → Show docked window**

IM Window




- (1) Chat window
- (2) Chat box
- (3) Individual Conversations
- (4) Contains the following (from Left to Right)
 - a. Emoticons
 - b. Text sizing
 - c. Adding contact
 - d. Create separate window for contact
- (5) Search box
- (6) Call contact

Instant Message

You can chat with any contact that is available and is deployed for Cisco Jabber


One-on-One IM Conversation

To perform a one-on-one conversation, go to the Contacts tab

- (1) Select a contact in your contacts list, or search for a contact
- (2) Select the  icon

Group Chat

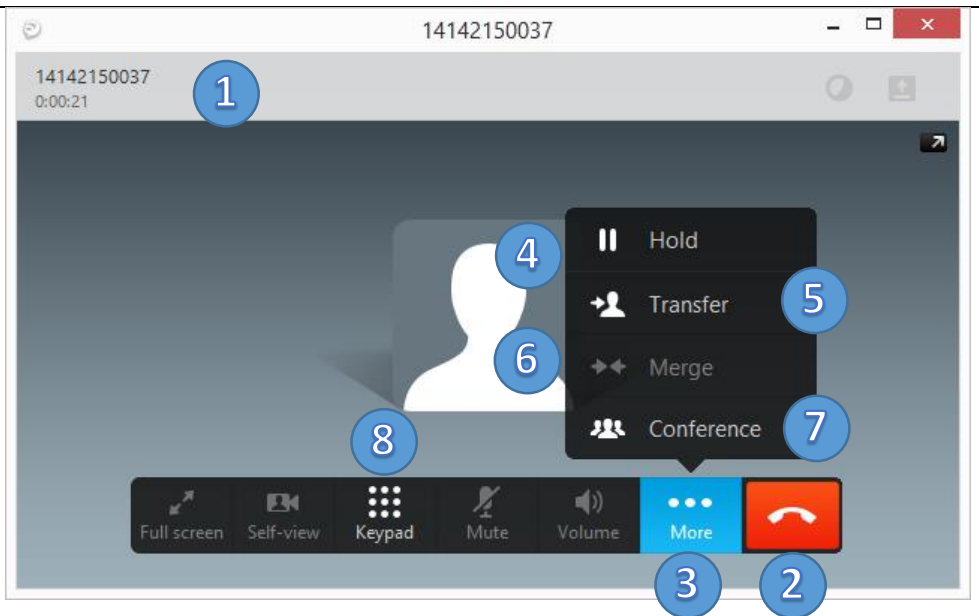
Group chat allows 3+ individuals, Perform one of the following to start a group chat:

- (1) Select multiple contacts in your contacts list by holding down the **Ctrl key** and **Selecting contacts**, then **Right click** and select **Start a group chat**
- (2) Perform a one-to-one IM conversation (noted above) and select the  icon in the IM window and search for another user
- (3) **Right click** on a group and select **Start a group chat**

Call Window


The call window pops up automatically when you activate your desk phone.

You can answer and perform various functions through Cisco Jabber



- (1) Calling number
- (2) End Call
- (3) More Button
- (4) Hold call
- (5) Transfer call
- (6) Merge two calls (one on hold, one talking) into a conference
- (7) Enable conference and call second number
- (8) Dial pad



Desktop Phone Calling

NOTE: THIS APPLIES TO INDIVIDUALS WHO OWN A SINGLE PHONE. FOR THOSE THAT OWN MULTIPLE PHONES, SELECT THE  ICON AND CHOOSE THE APPROPRIATE PHONE

OPERATIONS PERFORMED ON YOUR PHONE SYNCHRONIZE WITH CISCO JABBER

Place a Call

You can place a call in a variety of ways:



- (1) Select or search a contact, select the  next to a contact
- (2) **Right-click** on a contact and select **Call**
- (3) Type in a number in the search box and select  to right of the box

NOTE: YOU DIAL JUST LIKE YOU WOULD ON YOUR PHONE. YOU CAN ALSO 5-DIGIT DIAL IF IT IS SUPPORTED IN YOUR AREA


Place a Call on Hold

- (1) Perform a single call (see above)
- (2) Within the call window select **More** and then **Hold**
- (3) Press **Resume** to resume a call

Conference Call


- (4) Perform a single call (see above)
- (5) Within the call window select **More** and then **Conference**
- (6) Within the search box **dial a number** or **search for a contact** and select the  icon right of the box to **make the call**
 - a. This will search contacts both in your list and in the directory
- (7) After completing the call select the  icon to **conference**

Transfer

- (1) Perform a single call (see above)
- (2) Within the call window select **More** and then **Transfer**
- (3) Within the search box **dial a number** or **search for a contact** and select the  icon right of the box to **make the call**
- (4) The initial call will be placed on hold, and a second call will be made
 - a. You can press the **Transfer** button again to perform a blind transfer or wait for the caller to answer to perform a warm transfer

Toggle Auto Start on Windows Login

Toggle whether you would like Cisco Jabber to start automatically when windows starts

- (1) Within the main Jabber window, at the top right, select the  icon
- (2) Go to **File → Options → General** and check or uncheck **Start Cisco Jabber when my computer starts**