CISCO JABBER USER INSTRUCTIONS
For State of Illinois

Version 3.2
9/22/2015
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

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

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

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

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

Ducked 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

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 active 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
<table>
<thead>
<tr>
<th>Other Options</th>
<th><strong>Toggle Auto Start on Windows Login</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Toggle whether you would like Cisco Jabber to start automatically when windows starts</td>
</tr>
<tr>
<td></td>
<td>(1) Within the main Jabber window, at the top right, select the ![icon] icon</td>
</tr>
<tr>
<td></td>
<td>(2) Go to File → Options → General and check or uncheck <strong>Start Cisco Jabber when my computer starts</strong></td>
</tr>
</tbody>
</table>