Cisco Jabber 11.6.3 for Windows

UC DAVIS
Launch client

After installation and configuration, launch Jabber. After locating services, you will be prompted for login credentials. Login using the following credential parameters: KerbID@ucdavis.edu / KerbPW. Checking Automatic sign-in is recommended.
If you’re using Windows and have MS Outlook installed, you’ll get a password prompt for MAPI integration. This will allow Jabber to search against your Outlook contacts, contact photos and calendar.
Below is the Jabber client

1. User information and presence status - Change your presence status and create custom presence settings here.
2. Settings - Change Jabber client settings
3. Search bar - Search the campus directory or type numbers to make voice call
4. Jabber feature pane – Select between Contacts, Chat Rooms, Recents, Voice Messages, and Meetings
5. Feature view pane – Contextual GUI pane for different Jabber features
6. Telephone options - Enable the soft phone, change forwarding destinations for calls
The search bar

You can use the search bar to search the user directory. When searching with text, the search bar will begin to show results after entering the 3rd letter. Alternatively, you and type numbers to a phone number. When typing numbers, the green phone icon next to the search bar will light up to indicate the ability to make a call.

When looking up contacts, you can hover over an entry in the directory to bring up additional information. If the user has a telephone number populated in uConnect, you can dial their number by clicking the phone/call icon.
Settings

The **settings wheel** allows you to configure Jabber client settings.
Select the **options** to reach client settings
1. General - Startup, conversation and spell check options
2. Chats - Chat window and font formatting, group chat options
3. Audio - Volume sliders for ringers, speakers and microphone. Also audio device selection
4. Video - Select which camera to use if you have multiple video devices
5. Calls - Call options - When to use video capabilities, input conference bridge information
6. Status - Presence options
7. Location - Create, define, and display your location in your client for your contacts to see
8. Notifications - Notification parameters for when you receive an IM. Ringtone / IM sound options are here.
9. Privacy - Settings for permitting and denying IMs from other users
10. Self-Care Portal – Launch the self-care portal
11. Calendar - Select which calendar integration to use
The contacts pane shows your contacts and any configured groups. Presence status is displayed to the left (color) and right (text) of the contact. Hovering over a contact shows additional contact info. Right click on contacts for further contextual options.
Set alert mode for notifications when the contact is available. With multiple contacts selected (Ctrl or Shift + Click), the right click menu shows additional options. Group chat launches a chat session with the selected users, broadcast message will send the same message to each recipient individually.

Conversations Window

1. Search bar – search the directory to start new conversations or calls
2. Active conversations pane
3. IM pane
4. Session options
   a. Share screen (P2P video call only)
   b. Show / hide participants
   c. Audio options
   d. Escalate to call (need conference bridge info configured in settings, all participants will need a contact number)
5. Participants pane – For group / persistent chat sessions, this can displayed or hidden
6. IM options
   a. Snip tool – a quick tool for sending screen captures
   b. File transfer – attach a file for other participants to download
   c. Emoticons
   d. Text formatting options
   e. Add participant
7. Text pane – Type your message here. ‘Enter’ sends the message, ‘Shift+Enter’ returns a line.

Calls

If someone’s profile has a telephone number configured, a green telephone icon will display and offer the click-to-dial feature.

Alternatively, if a contact does not have sufficient contact info to place a call, you can edit their profile to populate a number. **Note:** this information does not replicate to other users, it is specific to your account.
In an active chat session, click the green telephone icon to escalate to a voice / video call. If you are calling another Jabber user, a video session may start based on calling preferences.
1. Text pane – Type here to send an IM. Includes all the typical attachment and file sharing options.
2. IM pane
3. Call options
   a. Maximize to full screen (if video is active)
   b. Enable / disable self-view
   c. Bring up the keypad for menu entries
   d. Mute
   e. Volume slider
   f. Hold / transfer / merge / Conference
4. Video will display in the background
5. Start video
6. Screen share (if video session active)
Chat Rooms

Any persistent chat rooms that you are a member of are listed under 'My rooms'. If anyone has mentioned you in a chat room, these instances will be listed under 'Filters'. The 'All Rooms' tab lists all available chat rooms.

To create a new persistent chat room, select the 'New Room' option at the bottom of the 'All rooms' tab. Alternatively, you can click Settings > File > New > Chat room.
Give your room a name and any additional moderators. Restricted and password-protected rooms are recommended. You'll be prompted to invite members. You can add members later from the persistent chat window.
Recents

The Recents pane displays previous history for placed / received calls.
Voicemail

Select the voicemail tab to view your inbox if you have an associated account. Right click on a message for further contextual options. You can playback the message from your PC by clicking the play icon. Alternatively, you can dial voicemail to use the traditional DTMF interface by clicking the button at the bottom of the pane.

Meetings
The meetings pane provides a quick look at your daily schedule.

In the top area of the pane, click the arrows beside the date to scroll through days individually. Click the calendar icon to precisely select a day. If you’d like to view a meeting, click ‘More Details’ to launch an Outlook window of the meeting instance.