

Ball State University

Cisco Jabber for Windows Getting Started Guide



Table of Contents

About Cisco Jabber for Windows	2
Downloading and Installing Jabber	2
Configuring Cisco Jabber	4
Jabber Quick Tour	11
Contacts	11
Calls	12
Chats	13
Voicemail	13

About Cisco Jabber for Windows

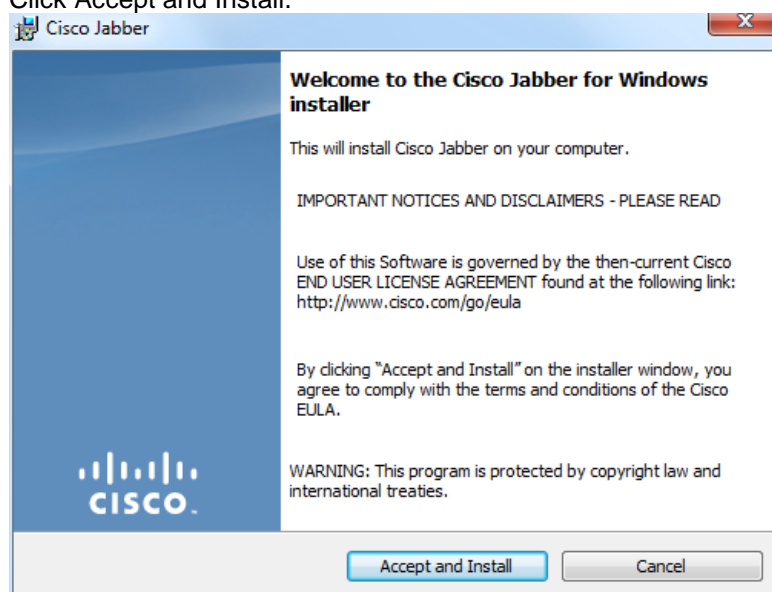
Collaborate more securely and effectively from anywhere with colleagues, business partners, and customers using Cisco Jabber. Empower employees to work together efficiently from anywhere by bringing together presence, instant messaging (IM), audio and web conferencing, enterprise voice, and visual voicemail into one client on your desktop.

Cisco Jabber offers best-in-class unified communications and is built on open standards. With an intuitive interface, you can:

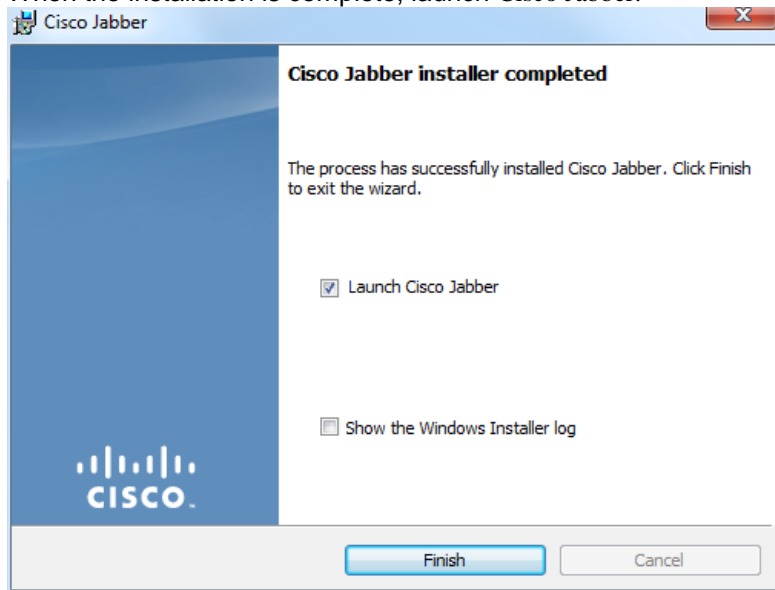
- Make faster, more informed decisions by using presence information to access experts as soon as they are available
- Accelerate team performance by sharing documents and collaborating with audio and web conferencing
- Maximize your reach by communicating with business contacts faster, more often, and with greater impact
- Limit the costs of business travel and phone charges by using a single tool for all modes of electronic communications
- Choose the best provisioning model for your business by deploying Cisco Jabber either on-premises or on demand as a cloud-based service

Downloading and Installing Jabber

- Step 1. Download the Cisco Jabber for Windows client from here: [Jabber for Windows](#)
- Step 2. Double-click the installation file to begin setup.
- Step 3. Click Accept and Install.

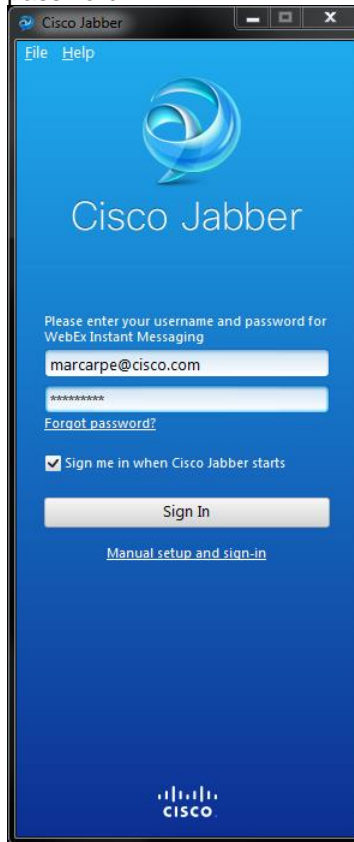


Step 4. When the installation is complete, launch Cisco Jabber.



Configuring Cisco Jabber

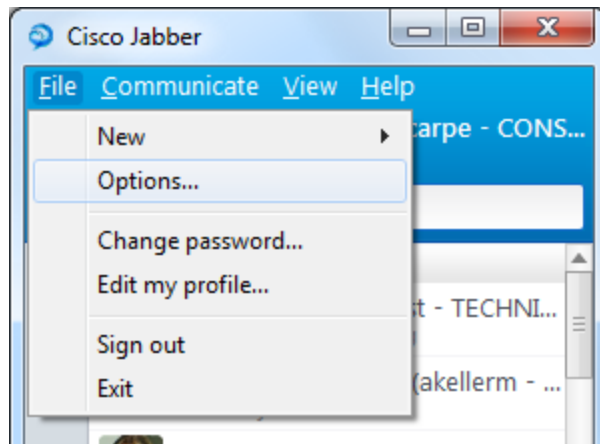
- Step 1. Log into Cisco Jabber using your Ball State University email address and password.



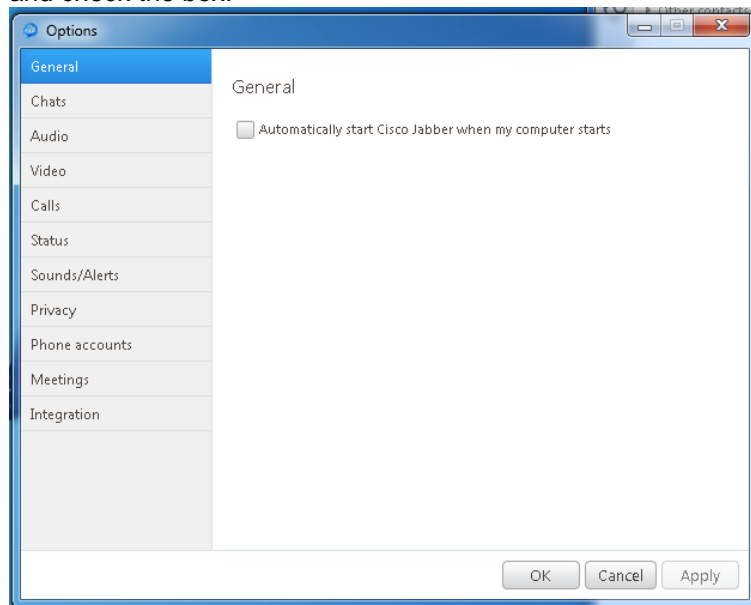
If a window pops up informing you of a newer version, you can click **Install Update** to install it.

Your client will now open.

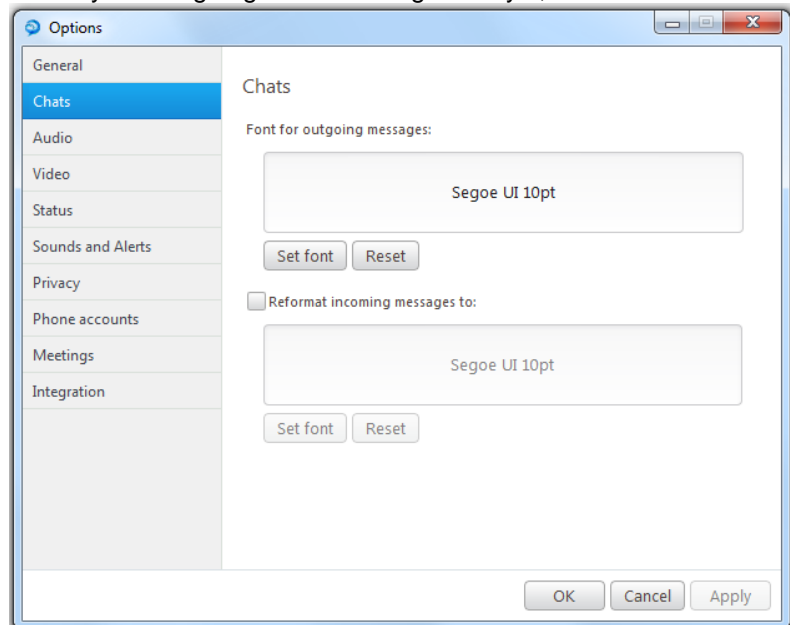
- Step 2. If you receive a connection error, you may need to change the connection settings for your first login. To do this, select **Manual setup and sign-in** directly under the **Sign In** button. This will pop up a window where you will enter the following information:
- Select the radial button next to **Cisco IM & Presence**
 - Select **Use the following server**.
 - Enter **cup-pub-1.net.bsu.edu**
 - Click save, then sign in again with your email address and password.
- Step 3. You will now be logged into your Jabber client. To set up your account, highlight **File** then select **Options**



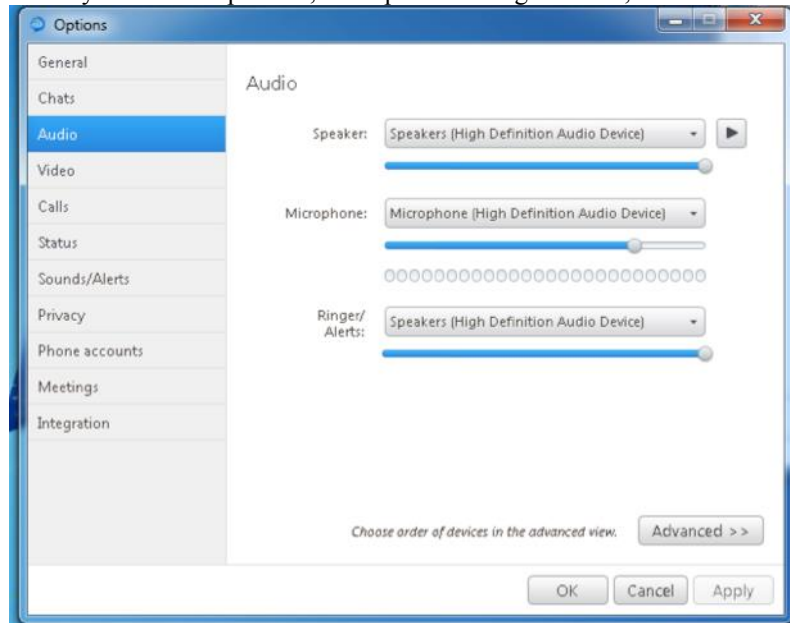
- Step 4. To automatically start Jabber when your computer starts, select **General** and check the box.



- Step 5. To set your Outgoing and Incoming font style, select the **Chat** tab.

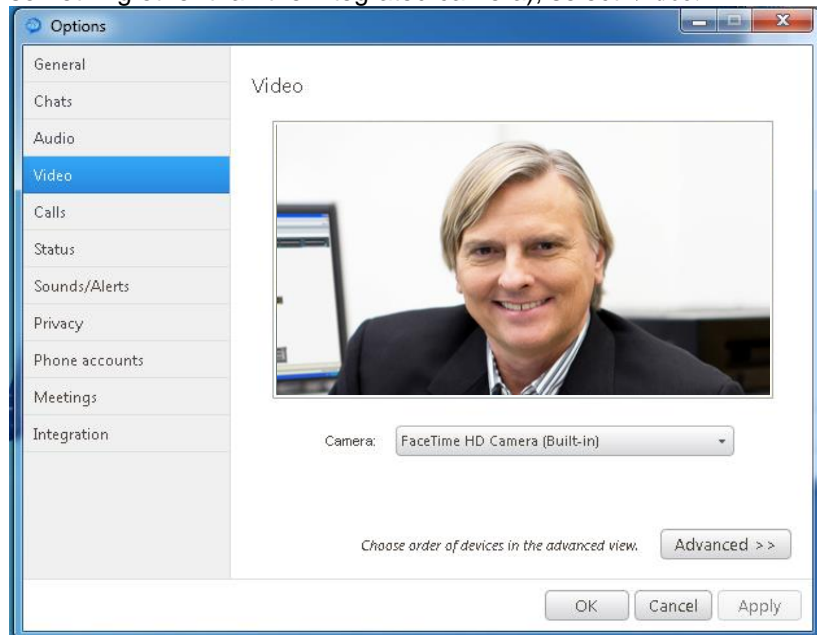


Step 6. To set your default speakers, microphone or ringers/alerts, select the **Audio** tab.



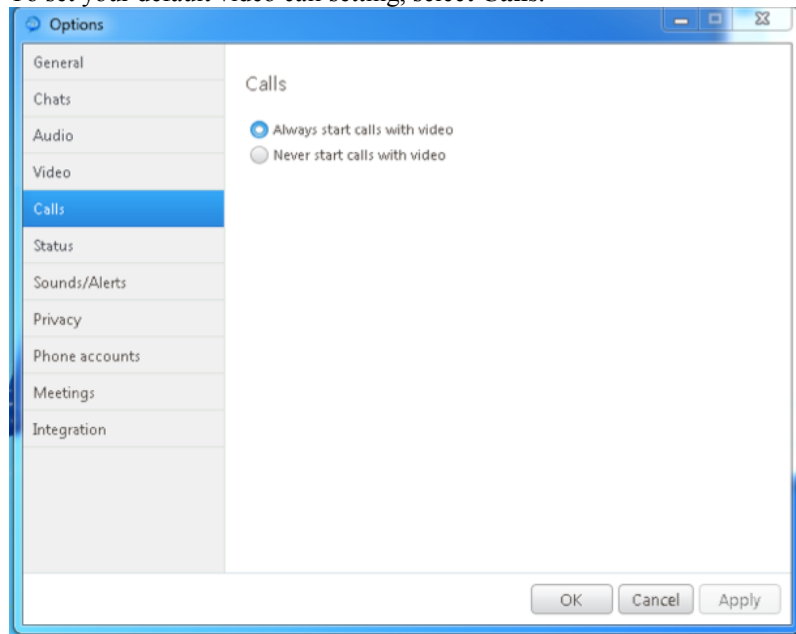
Click **Advanced** to determine the preference order of your audio devices (if you plan on using something other than the integrated audio devices)

Step 7. To set which camera Jabber should use when making video calls (if using something other than the integrated camera), select **Video**.

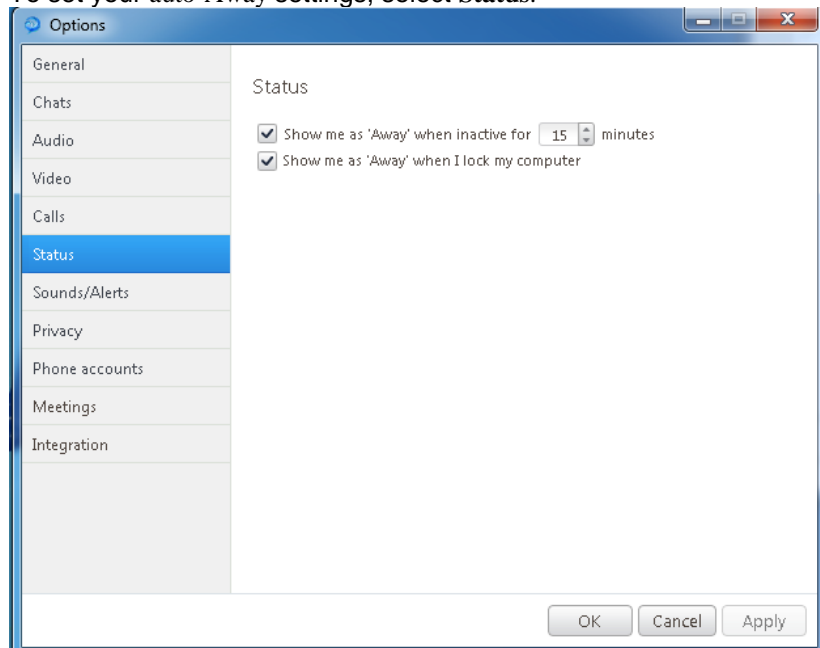


Note: Click **Advanced** to determine the preference order of your video devices (if you plan on using something other than the integrated camera).

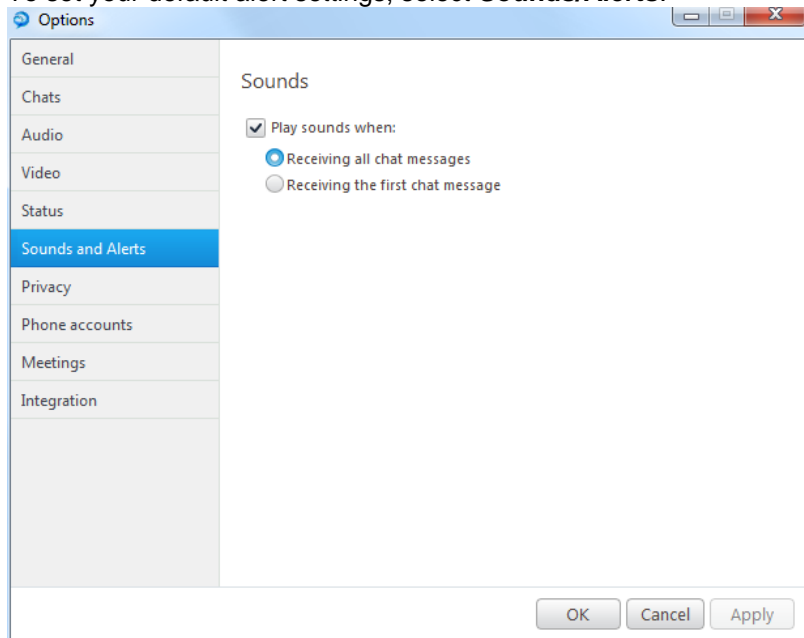
Step 8. To set your default video call setting, select **Calls**.



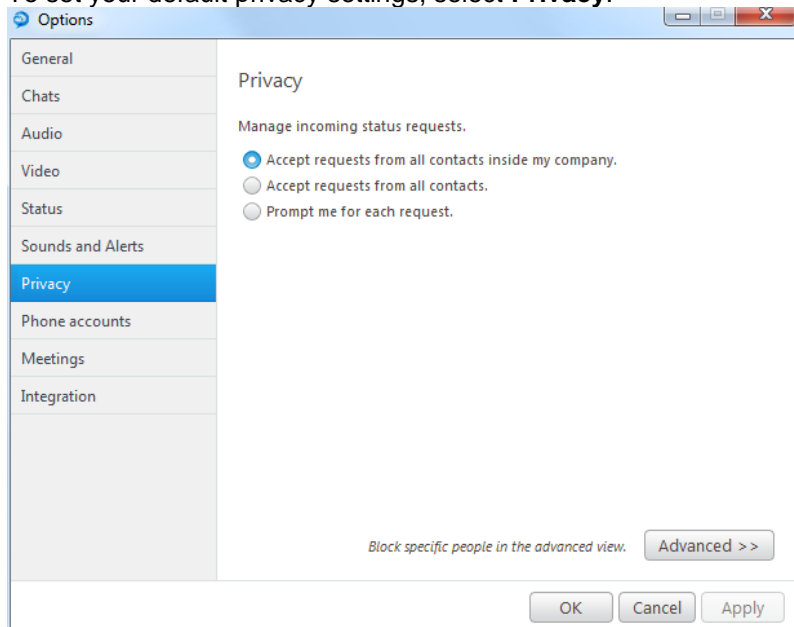
Step 9. To set your auto-Away settings, select **Status**.



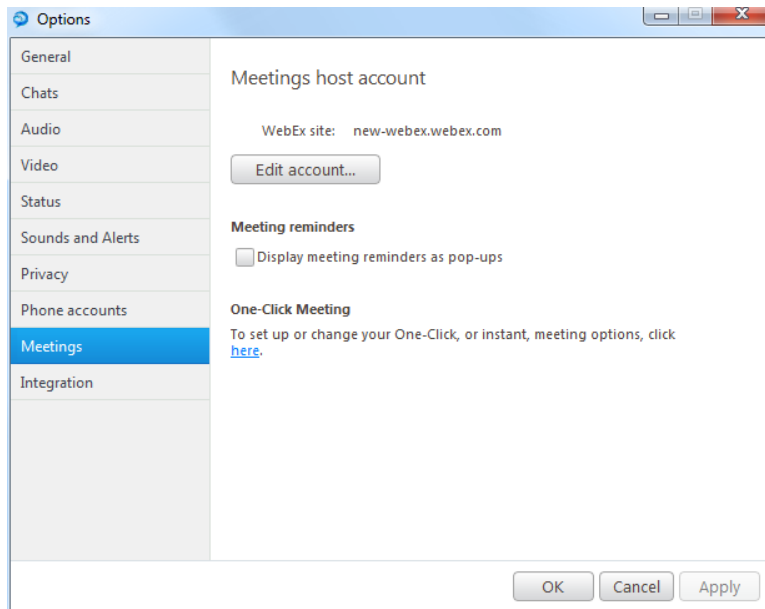
Step 10. To set your default alert settings, select **Sounds/Alerts**.



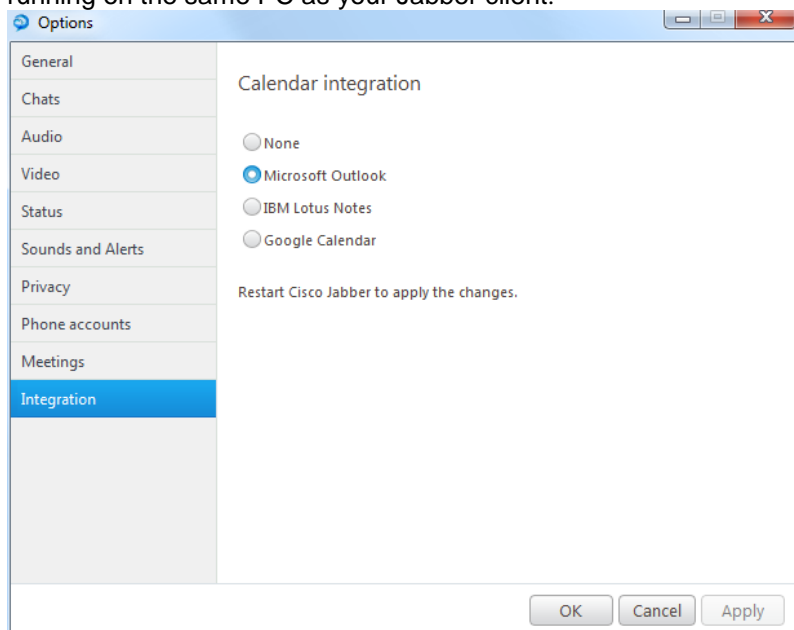
Step 11. To set your default privacy settings, select **Privacy**.



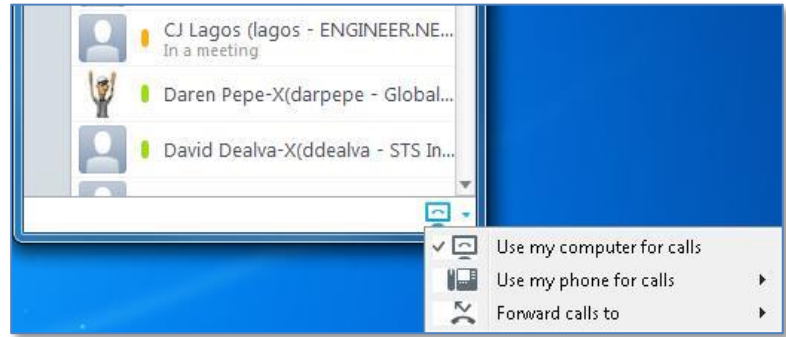
Click **Advanced** to block specific people.



- Step 12. To integrate your Calendar with Jabber, select **Integration**, then choose your email calendar platform. Please note that the calendar must be running on the same PC as your Jabber client.



- Step 13. Click **Apply**, then click **Save**.
- Step 14. After closing the Options window, Click the icon in the lower right hand corner of the Cisco Jabber client to:
- Use your computer for incoming calls
 - Associate a device for incoming calls
 - Forward calls to one of your devices



Note: Make sure you have entered your <<CustomerName>> user name and password (as shown in Step 11) before trying to associate devices.

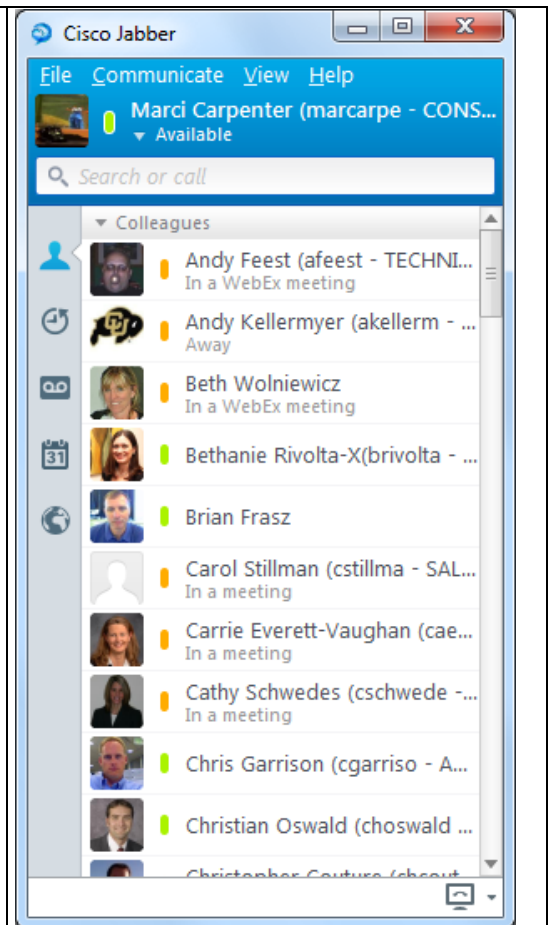
Jabber Quick Tour

Contacts

In the Contacts tab you can:

- Change your presence status
- See your Contacts' presence status
- Add contacts
- Use your computer as a Soft Phone or control your Desk phone from Jabber
- Start a call or IM.

Note: With Microsoft Outlook integration, you can also search for your Outlook contacts from within Jabber.



Calls

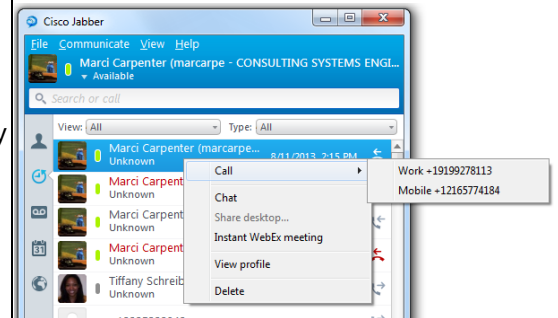
In the Calls tab you can:

- See who has called you sorted by timeframe or by placed, received, and missed.
- Return calls.

During a call you can:

- Mute/Un-mute the call.
- Control call volume.
- Place call on hold, display a keypad, start a video call, merge or transfer calls

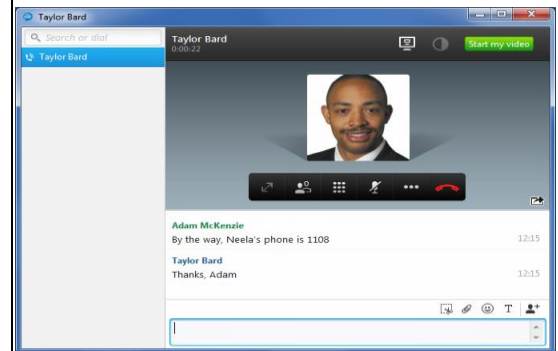
Calls Tab:



Incoming Call



Active Call

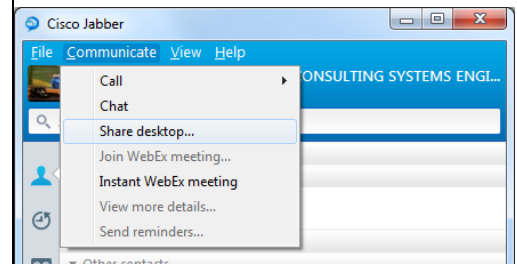
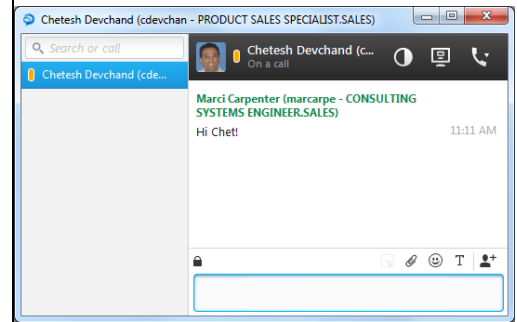


Chats

In the Chats tab you can:

- See a list of people you have chatted with you recently.
- Start an IM
- Escalate a person to person IM chat to a call.
- Send a screen capture.
- Send files.
- Add emoticons.
- Change font.
- Start a group chat

To share your desktop, Click **Communicate>Share Desktop...**



Voicemail

From the Voicemail tab you can:

- Manage your voicemail messages
- Play, pause, or restart a message.
- Right click and select Delete to remove a voicemail message.
- Reply to both internal and external callers.
- See presence information for internal callers.

