

PHONE CONTROLS

To select your audio connection device:

- Click the **Phone Controls** drop-down menu
- Select **Use my computer for calls** *or* **Use my phone for calls**

MENU

To configure Jabber's settings and personalize how Jabber will work for you:

- Click the **Menu** drop-down
- Select **File > Options** *or* **View**

PRESENCE STATUS

Real time presence status allows you to display your current status as well as view the availability of your contacts.

Default availability states:

-  Available
-  Away
-  Do Not Disturb (DND)
-  Offline

To manually change your state:

- Click the drop-down list under your name on the hub window
- Select a state

Note: IM notifications and call alerts may be suppressed when in a DND state.

To create a personal status message:

- Select a presence state
- Type a custom status message

To hide/share your location:

- Click the location status icon
- Select Shared, Hidden, Unassign this location

To change your location:

- Click in the location box
- Select from an existing location *or* Click **Create new location name**

CONTACTS

Contacts are a list of people that you frequently communicate with. The contact list displays the contacts name, picture, presence status and location.

To add a contact from the Corporate Directory or your personal address book to your contacts list:

- Enter the contacts name in the search field
- Click the **Add** button 
- Select a Contact Group *or* Click **New group**, enter a Group name and click **Create**
- Click **Add**

To add an external contact to your contacts list:

- Select **File > New** and select **Custom contact**
- Enter a name, chat and/or email address and select a contact group
- Click **Create**

To manage contacts in your contact window:

- Right click on the contact in the contact list, and select:

Alert when available – Notification of when the contact becomes available.

Call – Places a call to the contact.

Call with edit – Edits the contacts phone number before calling.

Chat – Sends an IM to the contact.

Meet now* – Starts an instant WebEx session if you have a WebEx account.

Edit Profile – Edits the contacts display name or phone number.

View Profile – Displays the contacts contact information.

Move to Group – Moves the contact to a different group.

Copy to Group – Adds the contact to another group.

Remove – Deletes the contact from this group.

CHAT AND GROUP CHAT

Chat is instant messaging (IM) to one contact and group chat is IM to multiple contacts simultaneously.

To initiate a chat with a contact in your contact list, Corporate Directory or your personal address book:

- Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
- Click on the chat button  *or* Double click on the contact *or* Right click on the contact and select **Chat**

To create a group chat with contacts from your contacts list:

- Press and hold down the **Ctrl** key and click on the contacts to add
- Right click and select **Start a group chat**

Chat session features:

-  Send a screen capture.
-  Send a file.
-  Create a mention*.
-  Insert an emoticon.
-  Edit the font size and color.
-  Add participants.
-  Show chat in a new window.
-  Share your screen*.
-  Open audio options.
-  Escalate to a phone call.

Notes:

- **To print the chat session:** Right click and select **Print**
- **To save the chat session:** Right click and select **Save chat**
- **To remove a participant from a group chat:** Right click on the participant and select **Remove**

VOICE AND VIDEO CALLS

To initiate a voice/video call with a contact in your contact list, Corporate Directory or your personal address book:

- Find the contact in the contact list *or* enter the contacts name in the **Search or Call** bar
- Click on the call button  *or* Right click on the contact and select **Call**

To call an extension or telephone number:

- Enter the number in the **Search or Call** bar
- Click the call  button

To answer an incoming call:

- Click 

To divert an incoming call to voicemail:

- Click 

Audio/Video Session Features:

-  Enter/close full screen mode.
-  Show/close self-view PIP.
-  Show keypad.
-  Mute/unmute audio.
-  Adjust speaker volume.
-  More call controls: **Hold, Transfer, Merge, Conference.**
-  End call.
-  Share screen.
-  Open audio options.
-  Start my video.
-  Stop my video.
-  Show call in a new window/ Return call.

