UNIVERSITY OF CAMBRIDGE
Information Services

Cisco Jabber

User Documentation

Contents

Section 1 – Getting Set Up

Before using Jabber for the first time you need to ensure that you have had a Jabber profile created for you. Without this you will not be able to log in.

Contact your local Telephone Liaison Officer (TLO) to request that Jabber is enabled on your CRSid.

If you do not know who your TLO is you can find out at
https://www.phone.cam.ac.uk/support/contacts/tlos/tlos

Once you have received confirmation that your Jabber profile has been created, visit
https://my.phone.cam.ac.uk/myphone/phoneoptions and ensure that you can see a section titled "Cisco Jabber Password."

You will need to set yourself a password here before you are able to log in as the system does not generate a default password.

Section 2 - Signing In

Once your Jabber profile has been created and you have set yourself a password, open the Jabber client and you will be presented with the following log-in screen:
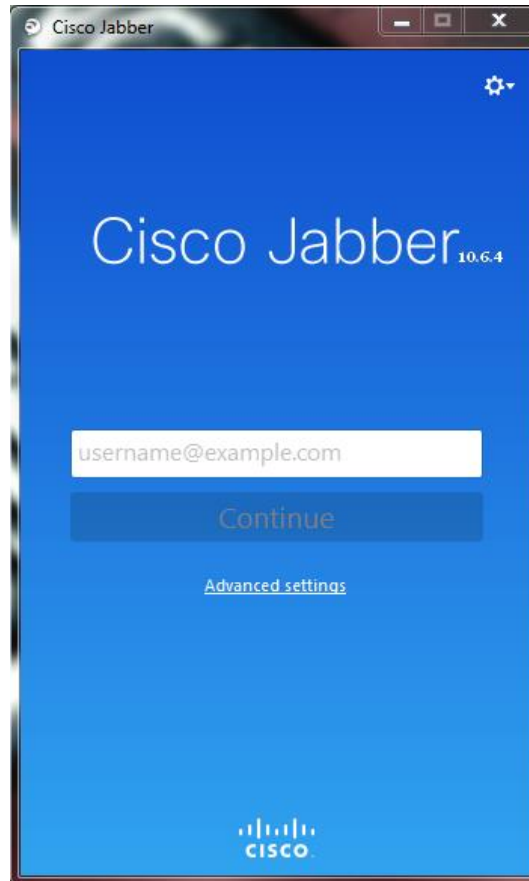
On this screen you need to enter your username in the following format:

- *"YourCRSid"*@cam.ac.uk

This will then present you with a second box asking for your password. Enter the password that you have previously set for yourself.

Each subsequent time you open the Jabber client it will remember your CRSid (as per the screenshot above), you will not need to add the *@cam.ac.uk* suffix any more unless you have reset the Jabber client (see section 10 – Resetting Jabber).

Section 3 – Contacts

3a – Creating Contact Groups

To create a contact group navigate to **Settings (⚙▾) > File > New > Group**. You will then be presented with the following screen:
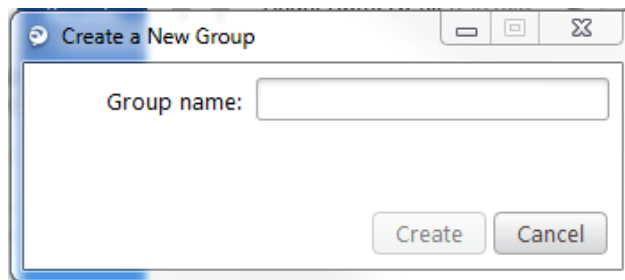
Enter the required group name, such as your Department's name or "Personal" and click "Create." This group will then appear in your main contacts view, but will have no contacts within it.

To remove a group right-click the group name in your contacts list and select "Remove."
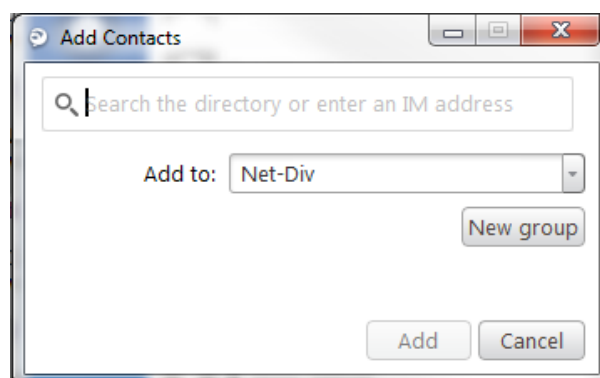
3b – Adding New Contacts

To add a new contact navigate to **Settings (⚙▾) > File > New**

You will be presented with 4 options:
- o Company Contact
- o Custom Contact
- o Group (Covered in section 3a)
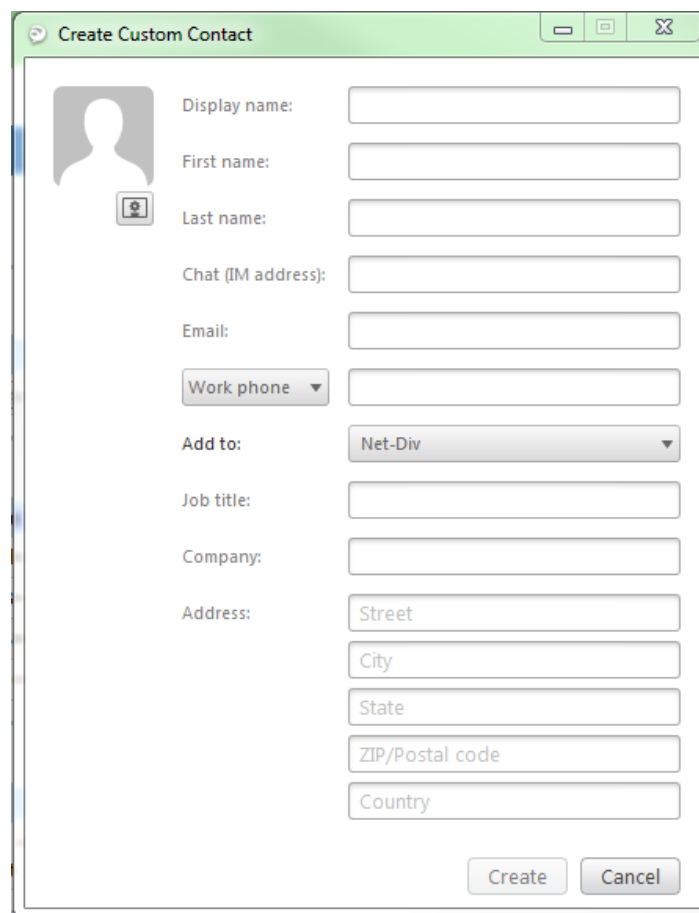- o Custom Tab (Covered in section 8)

To add a contact who works within the University, select "Company Contact" and you will be presented with the following screen:

Type the name of the colleague you wish to find into the search box and you will be presented with a list of matching names.

Double click the name of the person you wish to add to your contacts, select a Group from the drop-down box (if you have any groups set up) and then click "Add." You will then see this user appear in your contacts list.

To add a contact who is not a member of the University, such as an external contractor or a personal contact, select "Custom Contact." You will then be presented with the following screen:

Complete the name and telephone number fields, along with any others you wish to fill and select a contacts group from the drop-down box labelled "Add to:", then click "Create."

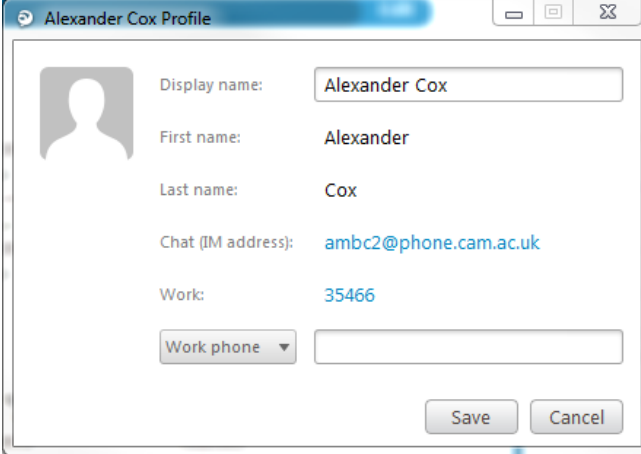This contact will then be added to your list of contacts.

3c – Deleting Contacts

To delete a contact, right-click their name in your contacts list and select "Remove."

3d – Editing Contact Profiles

To edit a profile, right click the contact's name in your contacts list and select "Edit Profile."

You will then see the following:

You are able to edit how their name appears in your contacts list, and you can also add additional numbers to the one their Jabber profile is linked to.

Once you are finished editing the profile, click "Save."

Section 4 – Making Calls

4a – Voice Calls

To call one of your contacts, hover your cursor over the contact's name in your contacts list and you will see the screen shown below, click the green "phone" icon to call that contact.
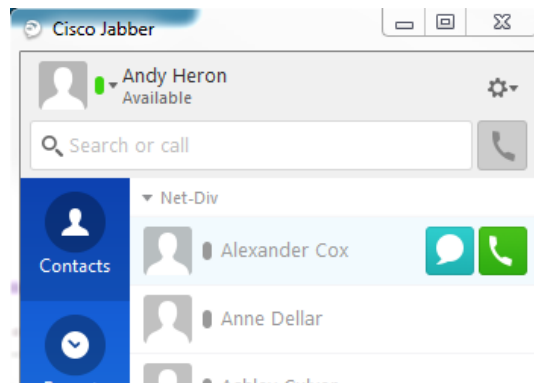
To call a number that is not in your contacts, simply type the telephone number into the "Search or call" box and then click the green "phone" icon as below:
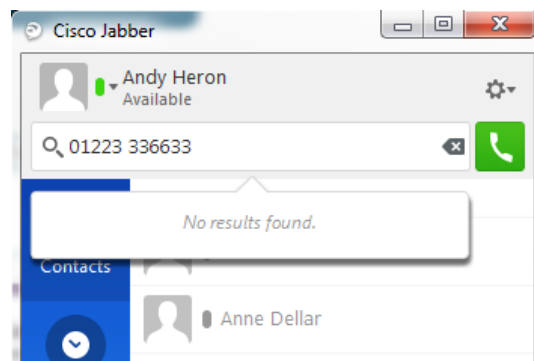
To return a call to someone who has previously called you, whether you answered the call or missed it, simply hover your cursor over their name or number in your "Recents" tab and click the green "phone" icon as below:
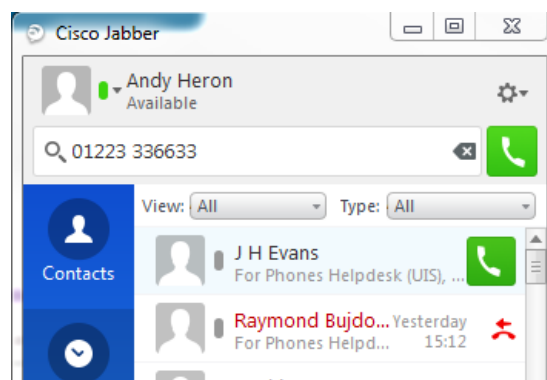
4b – Video Calls

You have the option of setting video as the default method of calling, so that everytime you either make or answer a call your outgoing video feed will start instantly. This can be set in your Calls Settings section under **Settings (⚙▾) > File > Options > Calls.**

You will then see the following options:

If you choose "Never start calls with video" you will still have the option of starting your outgoing video feed on any call by clicking the green "Start My Video" button in the top right hand corner of the call window (as below)
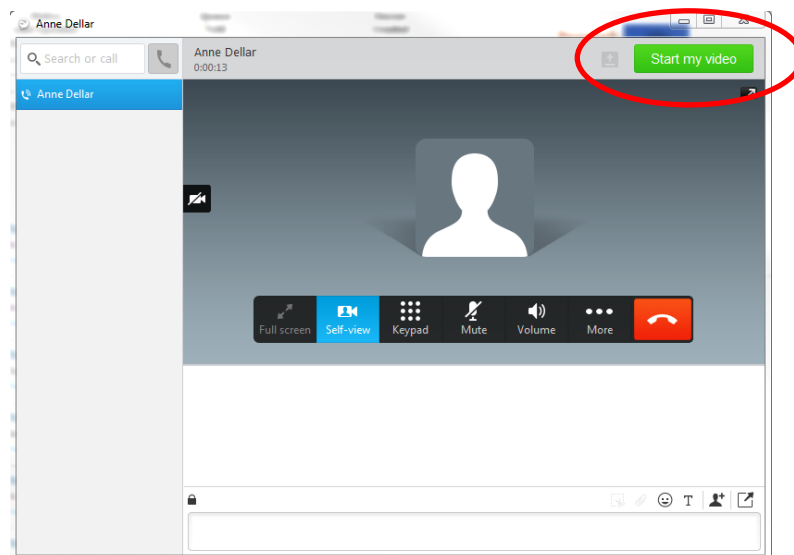
4c – In-Call Controls

When on a call using Jabber you will be presented with the Call Window, this gives you a range of controls that you can use to manage the call you are on.
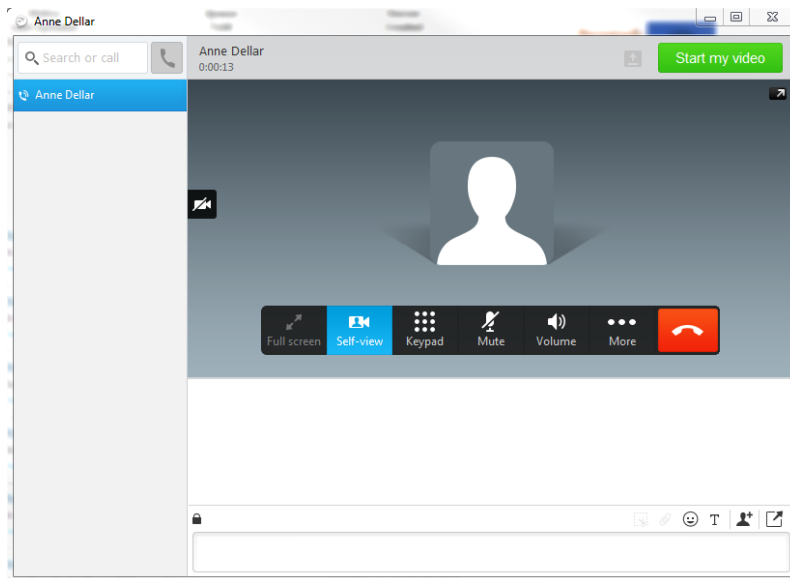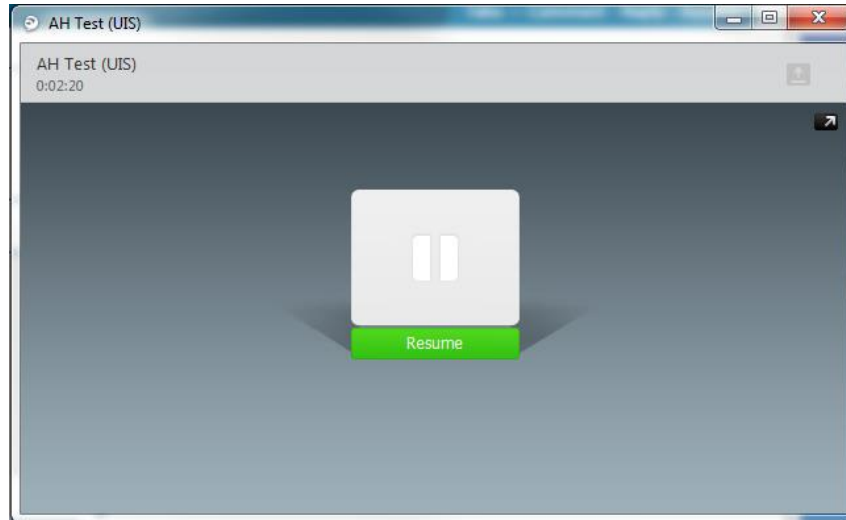

i – Basic Controls

The main options are Full Screen, Self-View, Keypad, Mute, Volume, More and End Call.

Clicking on "More" gives you the following options: Hold, Transfer, Merge and Conference. These controls work in exactly the same way as your desk phone.
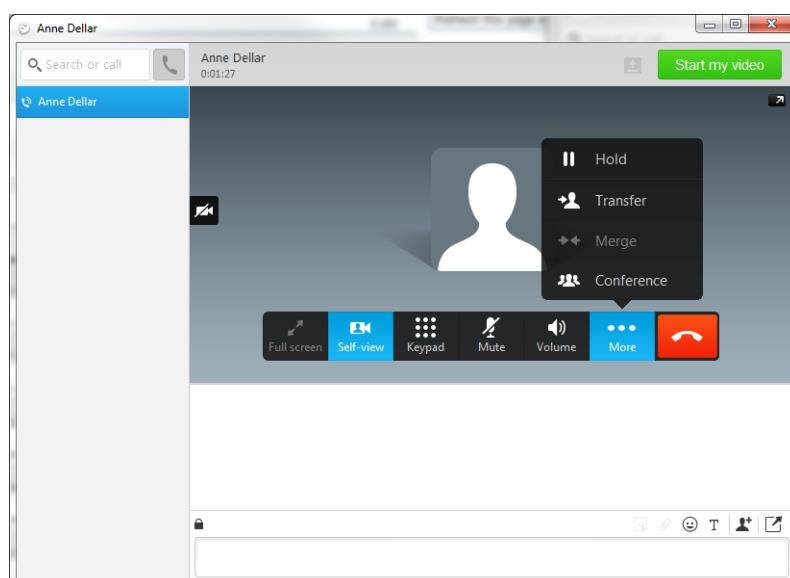
ii – Transferring Between Jabber and Your Desk Phone

When a call is placed on hold you will see the following screen.

Should you wish to transfer your current call from your Jabber client to your desk phone, simply place the call on hold and you can then pick up the call on your desk phone.

This also works in reverse; a call placed on hold on your desk phone can be picked up on your Jabber client.
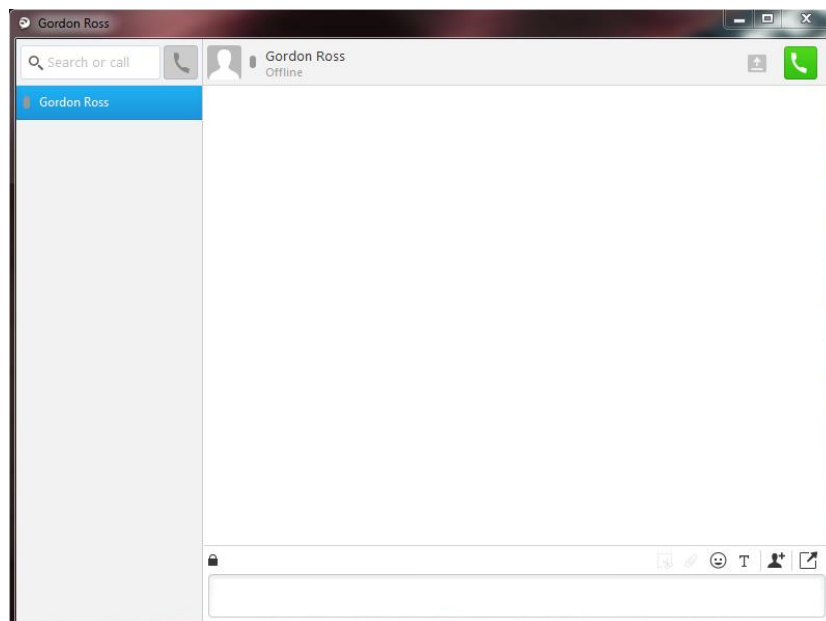
Section 5 – Messages

5a – Individual Messages

To send an instant message to one of your contacts, hover your mouse over their name in your contacts list and click the blue speech bubble button.
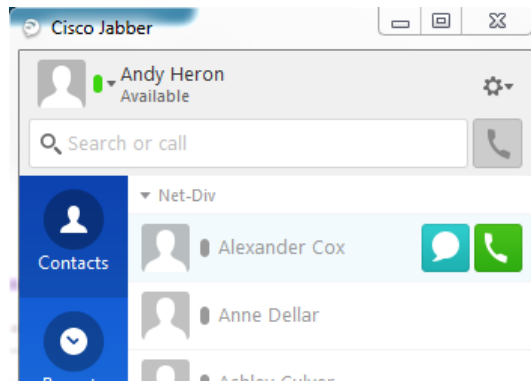
This will open a chat window.

At the bottom of the screen, between the chat history and the type box you will find a row of options. This is the Message Options bar.

Send a Screen Capture	T Edit the Font
Send a File	Add Participant(s)
Send an Emoticon	Show this chat in a new window

NOTE: The "Send a Screen Capture" and "Send a File" options will not work if your institution has an active firewall or you are outside the CUDN.

5b – Group Messages

To create a group chat you first need to open a chat window with one of the participants of the group chat.

Next, click the "Add Participants" button in the Message Options bar. This will open the "Start Group Chat" window as below.
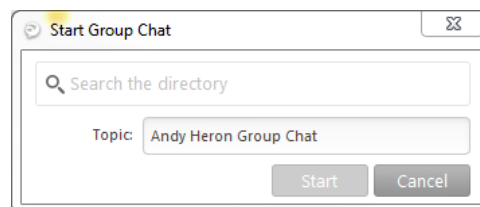
Type the name of the person you wish to add to the group chat and give the group a Topic name.

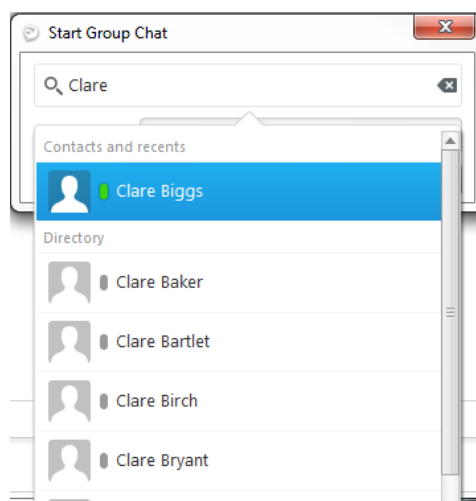Double click the name of the user you wish to add to the chat. Their name will appear in the search box followed by a semi-colon and you can then add any additional names as required. You cannot add users who are offline.

Once you have selected all the required participants click the "Start" button and this will create the group chat. It will appear in your messages list (to the left of the chat window) below the individual conversation you had previously started. Each time a user accepts the invitation to join the group chat you will see a notification within the chat window stating that the user has joined (as below).

| Gordon Ross joined | 13:37 |

The list of current participants will appear on the right side of the chat window
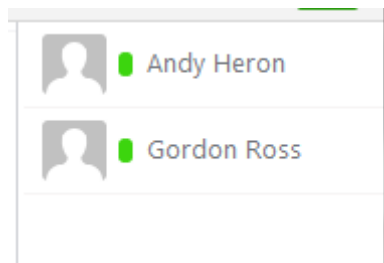
You are not able to send screen grabs or files to group chats.

5c – Sending Files

Provided you are in an individual chat and neither you nor the other user are in an institution that uses a firewall, you can send files through the Jabber chat interface.

Click the "Send File" button in the Message Options bar and a file picker window will open.
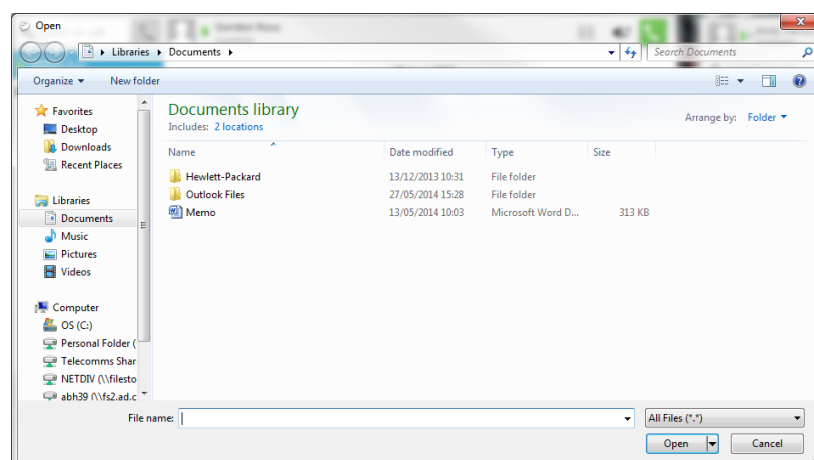
Choose the file you wish to send and click "Open", this will then notify the other user that you are attempting to send them a file and will give them the option of either accepting or rejecting the file.

Andy Heron

> *Waiting for Gordon Ross to accept...*
> This is empty.txt (26 B)   ✕
>
> 13:46

The other user will see the following:

> Do you want to accept this file?   ⬇ ✕
> This is empty.txt (26 B)
>
> 13:50

Once the file has been accepted and transferred you will see the following:

> ✓   File transfer complete:
>   This is empty.txt (26 B)
>
>   13:49

And the receiver will see this:

> ✓   File transfer complete:
>   This is empty.txt (26 B)
>   File saved to: C:\Users\abh39\Documents\MyJabberFiles
>
>   13:50

The file is then available for them to open either by clicking the link shown or by navigating through their folder system to find it in the location specified.

NOTE: There are no restrictions on file type or file size for Jabber file transfers. Files are transferred directly from one Jabber client to the other via a peer-to-peer service and are not stored on any University servers.

5d – Changing Font Style

To change the font style in a chat, click the "Edit the Font" button in the Message Options bar to display the font options box
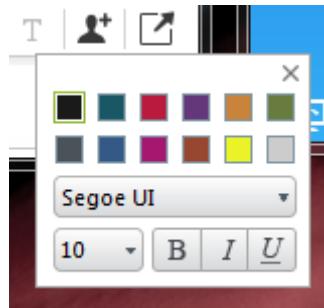
Here you can edit the font type, colour and size as well as adding effects such as bold, italic and underlining.

5e – Sending Emoticons

To send an emoticon in a message, simply click the "Send an Emoticon" button in the Message Options bar to open the emoticons box.
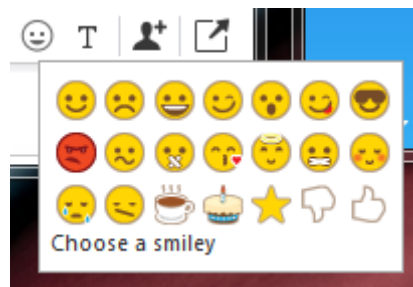
If you hover your mouse pointer over an emoticon a description of the emoticon (Smile, Angry, Wink, etc) will display at the bottom of the emoticons box. Select the emoticon you wish to send by clicking on it and it will be inserted into your current message wherever your cursor is located.
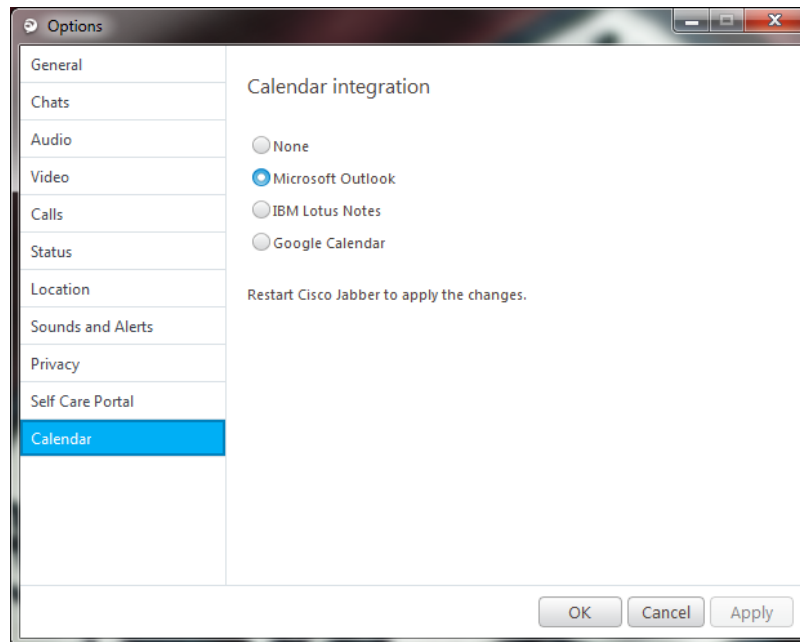
Section 6 – Calendar Integration

Jabber can be integrated with your calendar to automatically update your status when you are in meetings, as well as show you appointments in the "Meetings" tab.
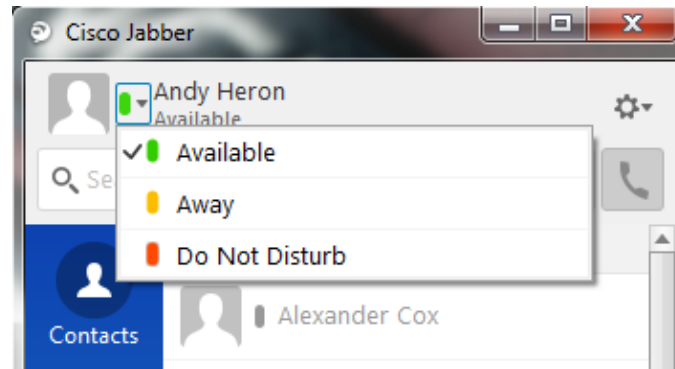
To enable calendar integration navigate to **Settings (⚙▾) > File > Options > Calendar** and you will see the following options:

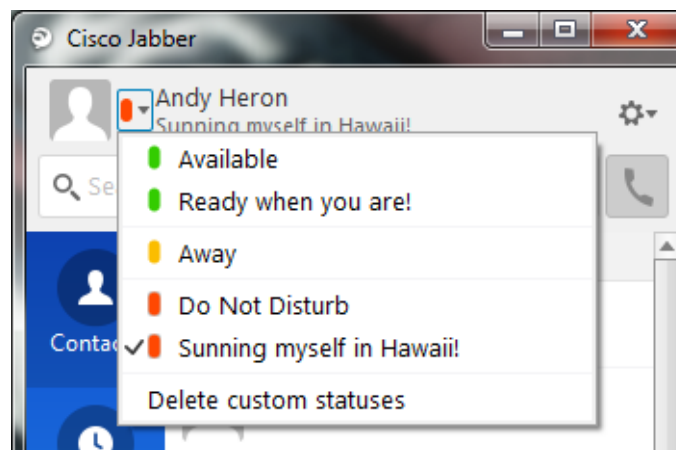Jabber can integrated with either Microsoft Outlook, IBM Lotus Notes or a Google Calendar.

Section 7 – Availability Status

Jabber has 3 default availability statuses; Available, Away and Do Not Disturb

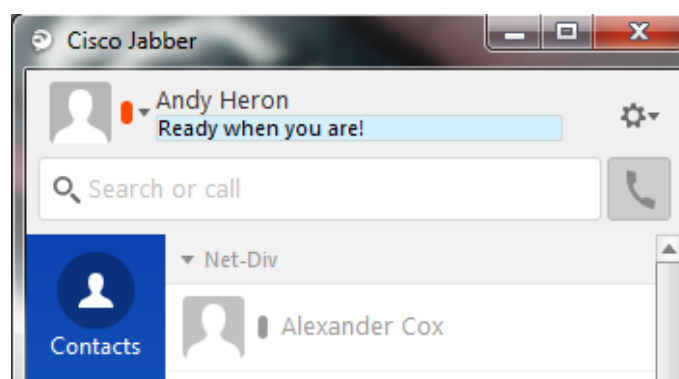**7a – Custom Statuses**

In addition to the three default statuses, you can also set your own custom statuses.

To set a custom status simply select one of the default statuses to get the desired colour icon (green, yellow or red) then click on the status text below your display name to edit.


To delete your custom statuses, select "Delete customer statuses" from the status menu.

## Section 8 – Quick Access Bar (Docked Window)

Whilst you are logged into Jabber you will see a docked window at the top of your screen:

This provides you with quick access to a search box to find contacts or dial a number. Hover your mouse over the bar and you will see the following box appear:
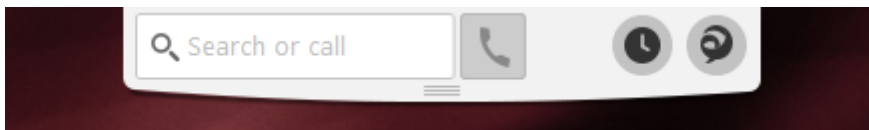
You can type a number to dial or a name into the search box to find a contact or a user from the directory.
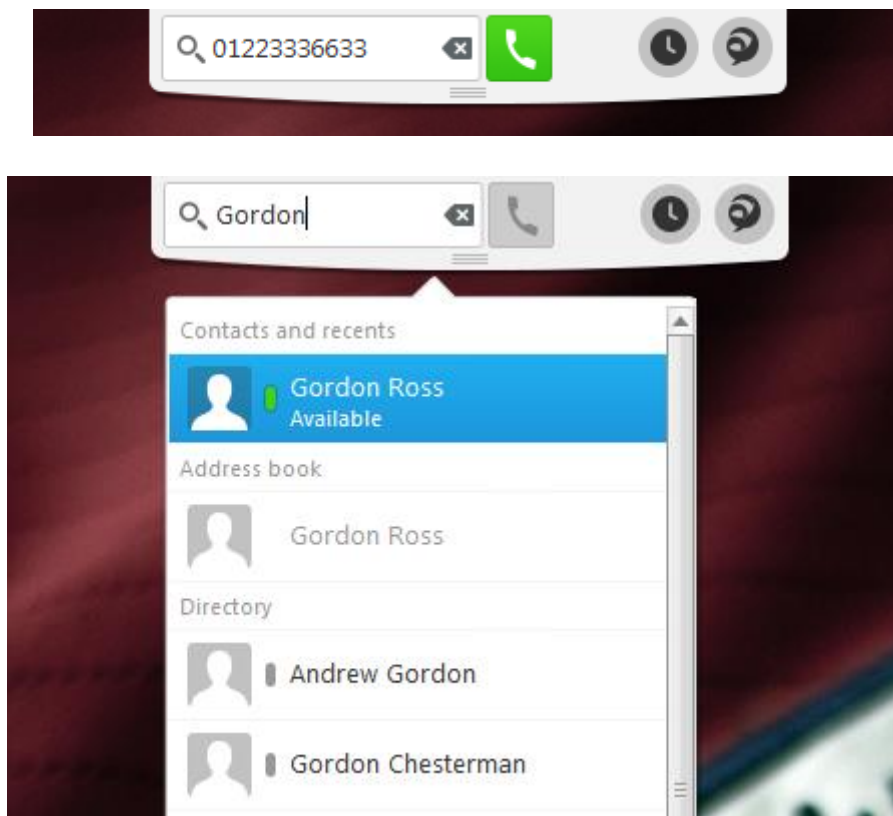
If you enter a number simply click the green phone icon to dial, or if you enter a name and wish to dial one of the search results then hover your mouse over their name and you will see the options to either message or call that user.
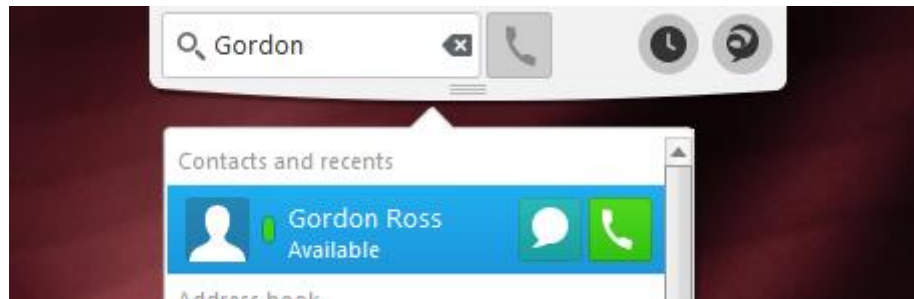
Click the blue speech bubble button to start a chat with that user or click the green phone icon to call them.

You can also add a user from these search results to your contact if they are not already a contact. In the "Directory" section of the search results, hover your mouse pointer over a user's name and you will see a grey "Add" icon in addition to the Message and Call icons. Clicking this icon will open the "Add Contact" box.

Section 9 – Custom Tabs

In addition to the three default tabs on the Jabber home screen (Contacts, Recents and Meetings) you can also add your own custom tabs which can each point to a webpage.

To add a custom tab navigate to **Settings (⚙▾) > File > New > Custom Tab**

This will open the "Create New Custom Tab" window. Enter a name for the tab and the URL that you would like the tab to display, then click "Create"
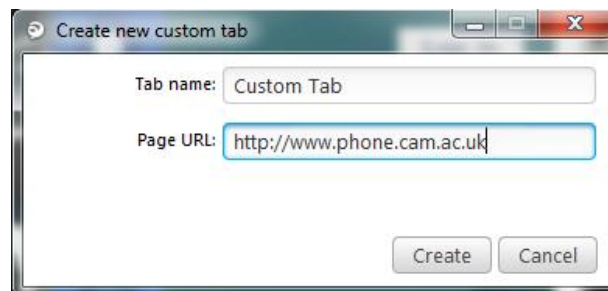
The tab will then show below the default tabs on your Jabber home screen and clicking on it will display the set webpage in the right hand frame:

To remove a custom tab you must first open the tab then navigate to:
Settings (⚙▾) > File > Remove Custom Tab

Section 10 – Exiting Jabber

Please be aware that clicking the red close icon in the top right of the window will only close down the main Jabber window, it will not actually exit the Jabber client and you will notice that the Quick Access bar is still placed at the top of your screen.

If you wish to completely exit the Jabber client you must navigate to **Settings (⚙) > Exit**

This will ensure that the Jabber client is completely closed, and to use it again you will need to reopen it from your Start menu.

Section 11 – Resetting Jabber

The Jabber client will automatically store your CRSid and server settings so that you only have to enter your password each time you wish to login.

Should you wish someone else to login to the Jabber client on your PC you will need to reset the Jabber client to allow them to enter their own CRSid and, subsequently, their password.

To begin with you must sign out by navigating to **Settings (⚙) > Sign Out**

Once you are signed out navigate to **Settings (⚙) > File > Reset Cisco Jabber**

This will return you to the initial login screen with no preserved login details.

> **NOTE: At this point whoever logs in will again need to add the *@cam.ac.uk* suffix to their CRSid**