

Cisco Jabber for PC - Quick Reference Guide

Install Jabber


1. Download Jabber for PC from:
<https://ucla.box.com/v/JabberDownloads>

Sign In


1. Launch the **Jabber** application
2. Logon with your **UCLA Logon ID**:
e.g. **jbruin@ucla.edu**
3. Enter your **password**

The password is the Cisco Jabber password you initially received from IT Services.

Start a Chat

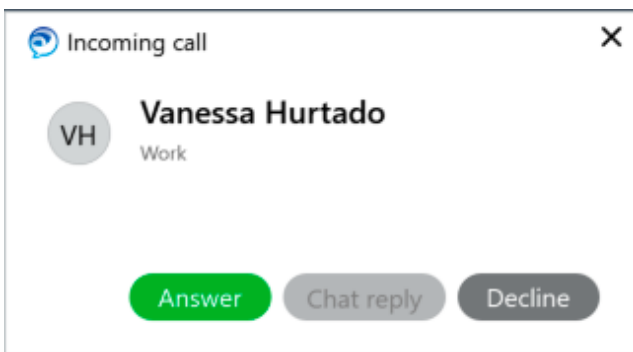
1. Begin typing a **Name** or **Phone Number** in the **Search bar**
2. Click the **Chat Bubble** button 

Make a Call


1. Begin typing a **Name** or **Phone Number** in the **Search bar**
2. Hover over the search result or an existing contact and click the **Handset** button 
3. Select the **Phone Number**

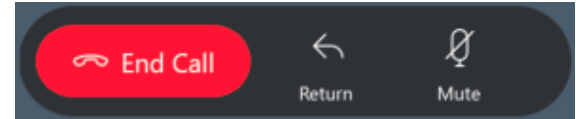
Receive a Call

1. Click the **Answer** button in the notification window



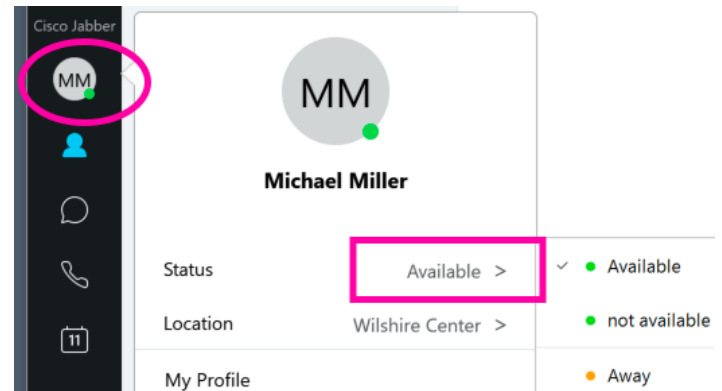
End a Call

1. Click the **Red X** button in the active call window 
or click the **End Call** button at the top of the screen




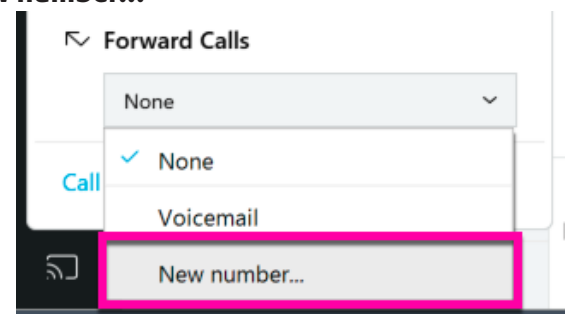
Set Status

1. Click the **My Profile and Settings** icon
2. Click **Available** to set your status



Forward Calls

1. Click the **Call Settings** icon located on the lower left of the screen 
2. Click the dropdown under **Forward calls** and select **New number...**




3. Type in a **Phone Number** and click the **Forward** button





Cisco Jabber for PC - Quick Reference Guide


Transfer a Call

1. From the active call window, click the **More...** button 
2. From the menu, select **Transfer...**
3. Type in the **Name** or **Phone Number** of the person you would like to transfer the call to
4. Click the **Call** button to the right of the number - The caller is put on hold
5. Click **Transfer** - Wait for the person to pick up the call and introduce the caller while they are on hold
6. Click **Transfer** again to complete the call transfer


Make a Conference Call

1. Type the **Name** or **Phone Number** into the search box at the top of the screen
2. Click the **Call** button to the right of the search box
3. After the the recipient answers the call click the **More...** button 
4. From the menu, select **Conference**
5. On the upper right in the **Invite Participants** field, type in another **Phone Number** and click the **Call** button to the right of the number
6. The first person is put on hold
7. Inform the next person that you are going to enter them into the conference call
8. Click the **Green Door button** next to their ID/phone number 
9. The person will join the conference
10. Repeat **steps 5-8** to add another person to the call

Add an incoming call to an already active conference call



1. In the notification pop-up, click **Answer**
2. In the active call window, click the **More...** button 
3. From the menu, select **Merge**
4. Click **Conference**
5. The person will join the conference

Create a Custom Group

1. At the top right of the main Jabber window click the **Gear** icon 
2. Select **File > New > Group**
3. Type in a **Name** for the group
4. Click the **Create** button

Set Up Phone Accessories

You can change which **speaker** or **microphone** are used by the client when you have at least one phone accessory for call control.

1. At the top right of the main Jabber window click the **Gear** icon 
2. Click **Settings**
3. Click **Audio**
4. Select a different accessory to use by clicking on the **dropdown menu** under **Speaker** or **Microphone**
5. If you are in a call, you can change your phone accessories by clicking the **Audio Options...** icon  located at the top right of the Jabber window

This section allows you to test the sound on your devices and change options for your soft phone.

Jabber Mobile Clients

iPhone:

Download the **Cisco Jabber iPhone client** from the **App Store**.

Android:

Download the **Cisco Jabber Android client** from the **Google Play Store**.

1. Logon with your **UCLA Logon ID**:
e.g. **jbruin@ucla.edu**

2. Enter your **password**

The password is the Cisco Jabber password you initially received from IT Services.

Get Help/Reset Password

To **get help** or **reset your password** contact:

UCLA IT Services

Call 310-267-HELP (4357) | Email help@it.ucla.edu