Cisco Jabber Install/User Guide

Installing

- In order to install Jabber go to the K: Drive (Collaboration)
  - IT → Cisco → Jabber → Install_Jabber

- Double Clicking the Install_Jabber file will open up the install wizard
- You want to hit “Accept and Install”

- Click through the wizard until the install is finished. This may take some time.
- Once it is installed you will be prompted to accept a certificate from jabber with this screen
- You may need to accept the Certificate more than once
• Once you are past the certificate page you will be able to open the login screen and you should see the below icon on your desktop – You will use the same login you use to get into your computer to login to Jabber

• Once you are done the initial setup you can change your settings to automatically open Jabber and sign you in when you turn your computer on

User Guide

• Availability
  o You can show your availability in Jabber so that other employees can see if you are in a meeting or on a phone call without physically calling you or walking to your office
  o Under your name at the top of the Jabber window you should see the word “Available”
    ▪ Click in that space and type your personal availability status
  
  o You can also click the Green oval next to your name to set your Availability
    ▪ Green – Available
    ▪ Yellow – Away
    ▪ Red – Do Not Disturb
- **Contacts**
  - You can add contacts and group them together as you see fit
  - In the top search bar type the name of who you would like to add
    - This search pulls from Active Directory so everyone in the company with a phone number will show up
  - Hover over their name and you will see 3 options
    - A Plus – add to contacts
    - A blue chat bubble – this will open a chat window
    - A green phone icon – this will start a call
  - Some people have both a cellphone and office extension you can choose between the 2 using the drop down arrow on the phone icon

- After clicking the gray plus sign you will see an add contact screen
  - You can add multiple people at once on this screen by typing in more names.
  - You have the option to create contact groups on this screen and add contacts to existing groups

- You can also add contacts for people outside the company
  - You will need to manually create this contact
  - Go to Settings Gear Wheel in the top right of the window
    - File → New → Custom Contact
    - This is where you will enter all the info you have for the contact
There is a screen sharing feature within the Chat screen of Jabber
  - Once you open a chat there will be an icon at the top of the screen like the one below

  - Once you hit that button and the other person accepts you will see another window pop up that will allow you to see the other person's screen

If you would like to do more reading on the Cisco Jabber program you can find the complete user guide below on the Collaboration Drive (K:)

K:\IT\Cisco\Jabber