Jabber Basics: Windows

Familiarizing yourself with some of the Jabber basics will help you better understand some of the terminology in the feature instructions and get the most out of the tool.

Navigating the Jabber Hub



- 1. Status message
- 2. Search bar
- 3. Contacts
- 4. Chats
- 5. Chat rooms
- 6. Recent calls
- 7. Meetings
- 8. Voicemail

- 9. Settings menu
- 10. Custom groups
- 11. Call settings

Managing Contacts

Contacts and contact lists let you easily organize and access contact information in your Jabber hub for those colleagues you communicate with often.

ADDING A NEW CONTACT

To add a new contact to your Jabber hub:

In the Jabber hub, select the Menu (gear) icon and choose File > New > Contact.



2. The Add Contacts box appears. Start typing a person's name to search the directory, then double-click to select it. Search results will appear. (It is best to type the name as completely as possible since Jabber will only display the first 15 matches.)

🔊 Add Co	ntacts			×
Q				
	Add to:	IT Staff		~
			() ()	lew group
			Add	Cancel

3. In the **Add to:** drop down menu, select the personal group to which you'd like to add the contact.

See **Creating a New Contact Group** (below) for information on creating personal contact groups.

4. Click Add.

The new contact appears in your Jabber hub under the appropriate contact group.

🔊 Add Contacts		×
Q John Doe		8
Add to:	IT Staff	~
		(+) New group
		Add Cancel

CREATING A NEW CONTACT GROUP

You can create customized contact list groups (e.g., My team, Project A team) under which you can organize your contacts. Contacts can appear in multiple contact list groups.

To create a new contact list group:

1. Click the **Menu** (gear) icon and select **File > New > Group**.



- 2. Type the name of the contact list group name you'd like in the **Group name:** field.
- 3. Click Create.

The new contact list group appears in your Jabber hub under Contacts. You can move a contact into contact list groups by:

- 1. Right click the contact name in your Jabber hub and select:
 - **Copy to group** and select the group from the drop down menu to copy the contact into the new group and keep it in its existing group(s).
 - Move to group and select the group from the drop down menu to move the contact into the new group and remove it from its existing group.

VIEW A CONTACT'S PROFILE

1. Click in the Jabber hub.



2. Using your mouse, hover over the name of the person for whom you want to display a profile. The profile shows the contact's email address, phone number, and availability status. Click the buttons to call or chat with the contact.



ADDING A CUSTOM STATUS MESSAGE

You can add other status messages to the default list. To add a custom status message:

- In the Jabber hub, click your initials in the top left to see your status. Click the > next to your status message.
- 2. Select Add Custom Status.
- 3. Type the custom status you'd like and select which of the default color status setting you'd like to associate with it.



4. Click Add.

The new custom status becomes your current status and is available in the future as a default option in the status drop down menu.

Using Jabber Softphone with Windows

Placing a call in Jabber

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST

- 1. Click in the Jabber hub.
- 2. Hover over the appropriate contact's name and click *The call is placed to the person's district telephone number.*

SEARCHING THE DISTRICT JABBER DIRECTORY

- Type the person's name in the Jabber hub Search or call field. It is best to type the name as completely as possible since Jabber will only display the first 15 matches.
- 2. Hover over the appropriate contact's name in the search results and click *The call is placed to the person's district telephone number.*

TYPING THE TELEPHONE NUMBER

1. Type the person's extension or full phone number in the Jabber hub **Search or call** field.



Receive a call

You must be logged in to the Jabber application to receive a call using your softphone. Settings affect a telephone number regardless if they are set on your desk phone or your softphone. So, for example, if your forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls. Changing the setting on one also changes the setting on the other.

When you receive an incoming call, you'll see a call window open on your computer screen.

- Click **Answer** to accept the call.
- Click **Decline** to forward the call to voicemail.
- Click **Chat reply** to start a chat with the caller.

Forwarding Calls

Forwarding sends calls coming to your district phone number to your district voicemail or any other phone number you choose.

FORWARDING YOUR CALLS

- 1. Click the Call Settings icon in the Jabber hub (bottom left).
- 2. Scroll to Forward Calls and either:
 - Select **Voicemail** to forward your calls to voicemail.
 - Select among the listed numbers (numbers to which you've recently forwarded your calls).
 - Select **New Number** to enter another phone number.

Place a call on hold

- 1. Click More in the active call window.
- 2. Select Hold.

The call is placed on hold. Click **Resume** to resume the call.

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

Transferring allows you to transfer a call from your softphone to any other phone on the district system.

- 1. Click More in the active call window.
- 2. Select Transfer.

This places the active call on hold.

- 3. Type the name of the person or the phone number to which you want to transfer the call in the search box.
- 4. Select the person or number when it appears in the search list. *You are connected to that number.*
- 5. Press **Transfer** to complete the transfer.



Jabber for Windows Softphone Preferences

Set your speaker and microphone preferences

Jabber doesn't always remember your headphone device so you may have to check your audio settings periodically.

1. In the Jabber hub, click the gear icon in the upper-right side and then click **Settings**.



2. Click Audio to display the ringer, speaker and microphone options.

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Meetings		
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Video Device	Microphone	
Privacy	Microphone Array (Realtek High Definiti 🗸	
Accounts	√ ∎91	
Self Care Portal	Q	
Appearance	When you connect a new microphone or speaker to your computer, Jabber will	
	 Switch to the new microphone or speaker 	
	Keep using the current microphone or speaker	
	OK Cancel Apply)

3. Select your preferences and then click **OK**.

Set your video preference for calls

The default setting is to always start calls with video but you can turn this off.

 In the Jabber hub, click the gear icon in the upper-right side and then click Settings > Calls. 2. Select **Never start calls with video** and then click **OK**.

🔊 Settings				-	×
General	Calls				
Chats	Always start ca	lls with video.			
Audio	Never start call	s with video.			
Video	Mute audio by	default for Jabber calls.			
Meetings	Bring call window	to the front:			
Calendar	Computer:	On video calls only	~		
Calls	Phone:	On all calls	¥		
Status					
Notifications					
Video Device					
Privacy					
Accounts					
Self Care Portal					
Appearance					
		ОК	Cancel A	pply	

Jabber Basics: Mac

Familiarizing yourself with some of the Jabber basics will help you better understand some of the terminology in the feature instructions and get the most out of the tool.

Navigating the Jabber Hub



- 1. User profile and status indicator
- 2. Contacts
- 3. Chats
- 4. Chat rooms
- 5. Recent calls
- 6. Meetings
- 7. Voicemail
- 8. Connect to a device
- 9. Search bar
- 10. Add a new contact or group, or start a conversation

Managing Contacts

Contacts and contact lists let you easily organize and access contact information in your Jabber hub for those colleagues you communicate with often.

ADDING A NEW CONTACT

To add a new contact to your Jabber hub:

1. From the **Contacts** menu, select **New Contact** or use the shortcut of **command D**.



2. In the **New Contacts** window, type the name of the District person you want to add as a contact. Search results will appear. (It is best to type the name as completely as possible since Jabber will only display the first 15 matches.)

3. Select the name of the person you want to add as a contact.

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	✓ Contacts
) df	A amkakar@stanford.edu
ß	Brian Young Away
2	Enter an IM account or type to search for people:
[11]	BC Contacts and recents GQ Grace Quadro
<u>م</u>	JK Directory EQ Elizabeth Ann Quadros
	JM VJ Victoria Jalowitzki De Quadros
	JC Jo-Ann Cueve A Buddies 0/2
	LB Lauren Bistod
	LB Laurie Becker Image: Brian Young Away Brian Young Away BC Brittany Cripe BC Brittany Cripe
	LW Linnea Willian JK James G Knox Add to Group: Contacts
٣	

5. In the **Add to Group** drop down menu, select the personal group to which you'd like to add the contact. See **Creating a New Contact Group** (below) for information on creating personal contact groups.

6. Click **Add**. The new contact appears in your Jabber hub under the appropriate contact group.



CREATING A NEW CONTACT GROUP

You can create customized contact list groups (e.g., My team, Project A team) under which you can organize your contacts. Contacts can appear in multiple contact list groups.

To create a new contact list group:

1. From the **Contacts** menu, select **New Group**.

	Add Group
	Add new contact list group
	Please specify the name you would like to use for this new contact list group.
	Enter a group name:
	Required
	Cancel OK

- 2. Type the name contact list group name you'd like in the **Enter a group name:** field.
- 3. Click **OK**. The new contact list group appears in your Jabber hub under Contacts.

You can move a contact into contact list groups by:

- 1. Select the contact in your Jabber hub.
- 2. Under the **Contact**s menu, select:

• Add to group and select the group from the drop down menu to copy the contact into the new group and keep it in its existing group(s).

• **Move to group** and select the group from the drop down menu to move the contact into the new group and remove it from its existing group.

VIEW A CONTACT'S PROFILE



1. Click Contacts

in the Jabber hub, and expand

your **Contacts** using the arrow >

symbol		
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2	> Buddies	1/2
\square	~ Contacts	
රු	amkakar@stanford.edu	
S	BY Brian Young Away	
[11]	BC Brittany Cripe	
00	GQ Grace Quadro Available	
	JK James G Knox	
	JM Jan Morrill	
	JC Jo-Ann Cuevas	
	LB Lauren Bistodeau	
	LB Laurie Becker	
	LW Linnea Williams	
	MW Marco Wise	
2		Ţ



2. Click the name of the person for whom you want to display a profile. The profile shows the contact's email address, phone number, and availability status. Click the buttons to call or chat with the



Managing presence

Presence lets your colleagues know when your are, and are not, available. Your colleagues can see your status through your status message in their Jabber hub.

MANUALLY CHANGING YOUR STATUS MESSAGE

By default, your status message is set to Available. To change your status message:

- 1. In the Jabber hub, click on your profile initials on the top of your left hand menu.
- 2. In the Status row, select the arrow to view available status options. The default options are Available, Away, In a Meeting, and Do Not Disturb. Once you make a selection, your status is instantly changed to that



ADDING A CUSTOM STATUS MESSAGE

You can add other status messages to the default list. To add a custom status message:

- 1. In the Jabber hub, click on your profile initials on the top of your left hand menu.
- 2. In the **Status** field, select the arrow > to view available status options.
- 3. Scroll past the default options, and select Add Custom Status.
- 4. Type the custom status you'd like and select which of the default color status settings you'd like to associate with it.
- 5. Click **Add**. The new custom status becomes your current status and is available in the future as a default option in the status drop down menu.

	Add Custom Status
On Va	cation
•	Available
•	Away
•	Do Not Disturb
	Cancel Add

Using Jabber Softphone on a Mac

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

The Jabber softphone feature is also available for Windows computers, and iOS and Android mobile devices.

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST



Hover over the appropriate contact's name and click
 The call is placed to the person's District telephone number.
 For details on adding contacts to your Contacts list, see Managing Contacts.

SEARCHING THE DISTRICT JABBER DIRECTORY

- 1. Type the person's name in the Jabber hub **Search or call** field. It is best to type the name as completely as possible since Jabber will only display the first 15 matches.
- 2. Hover over the appropriate contact's name in the search results and



The call is placed to the person's District telephone number.

TYPING THE TELEPHONE NUMBER

1. Type the person's phone number in the Jabber hub **Search or call** field.



Receive a call

You must be logged in to the Jabber application to receive a call using your softphone. Settings affect a telephone number regardless if they are set on your desk phone or your softphone. So, for example, if your forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls. Changing the setting on one also changes the setting on the other.

When you receive an incoming call, you'll see a call window open on your computer screen.

- Click Accept to accept the call.
- Click **Decline** to forward the call to voicemail.

Forward and unforward calls

Forwarding sends calls coming to your District phone number to your District voicemail or any other phone number you choose. Unforwarding your calls make them ring on both your desk phone and softphone (when active). Forwarding or unforwarding your calls on your desk phone or softphone affects both phones.

FORWARDING YOUR CALLS



1. Click in the Jabber hub (bottom right).

- 2. In the Forward Call to dropdown menu, either:
 - Select among the listed numbers (numbers to which you've recently forwarded your calls) or
 - Select New Number to enter another phone number.
 - 1. Enter a phone number.
 - 2. Select the new number in the **Forward Calls to:** drop down menu.

UNFORWARDING YOUR CALLS

- 1. Click in the Jabber hub (bottom right).
- 2. In the **Forward Call to** dropdown menu, select **Off** to top forwarding your calls.

Place a call on hold

- 1. Click in the active call window.
- 2. Select Hold.

The call is placed on hold. Click **Resume** to resume the call.

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

Transferring allows you to transfer a call from your softphone to any other phone on the District system.

- 1. Click in the active call window.
- 2. Select **Transfer**.

This places the active call on hold.

- 3. Type the name of the person or the phone number to which you want to transfer the call in the search box.
- 4. Select the person or number when it appears in the search list. *You are connected to that number.*
- 5. Press **Transfer** to complete the transfer.



Jabber for Mac Softphone Preferences

Set your audio preferences

Jabber doesn't always remember your headphone device so you may have to check your audio settings periodically.

1. On the Jabber menu, click **Preferences**.

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2. In the toolbar, click **Audio/Video**. Select your ringer, audio call output, and microphone preferences.

	Audio/Video Preferences
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General Accounts Chats Status Privacy Notif	fications Calls Audio/Video Meetings Self Care Video Device Appearance
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	External Headphones
Device Volume:	ZoomAudioDevice
Ringer & Alerts Volume:	4)
Audio Call Output:	MacBook Pro Speakers
Addio oun output.	
Device Volume:	41
Default Call Volume:	<1s
Managhana	
Microphone:	MacBook Pro Microphone
	(1)87
	Q
When you connect	a new microphone or speaker to your computer, Jabber will:
	Switch to the new microphone or speaker
	keep using the current microphone or speaker

Set your video preference for calls

The default setting is to always start calls with video but you can turn this off.

- 1. On the Jabber menu, click **Preferences**.
- 2. In the toolbar, click **Calls**. Under the **General** tab, uncheck the box for **Always start my calls with video**.

	Calls Preferences	
General Accounts Cha	Status Privacy Notifications Calls Audio/Video Meetings Self Care Video Device Appearance	
	General Call Forward Advanced	
Always star Mute audio Keep phone When using my On all cal Never	ny calls with video r default for Jabber calls rindow on top of all other windows lesk phone for calls, bring the call window to the front:	

Jabber Basics: iOS

Familiarizing yourself with some of the Jabber basics will help you better understand some of the terminology in the feature instructions and get the most out of the tool.

Navigating the Jabber Hub



- 1. Status message
- 2. Search bar
- 3. Contacts
- 4. Chats
- 5. Chat rooms
- 6. Recent calls
- 7. Phone controls
- 8. Custom groups

Managing contacts

Contacts and contact lists let you easily organize and access contact information in your Jabber hub for those colleagues you communicate with often.

ADDING A NEW CONTACT

To add a new contact to your Jabber hub:

- 3. Tap Add Contacts.
- In the search field of the Add Contacts window, type the name of the Stanford person you want to add as a contact. Search results will appear. (It is best to type the name as completely as possible.)

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- 5. Tap the name of the person you want to add as a contact.
- 6. Tap the **Assign to Group** menu, select the personal group to which you'd like to add the contact. When done, tap < **Add Contact** to return to the **Add**

Contacts window.

See **Creating a New Contact Group** (below) for information on creating personal contact groups.

7. Tap **Done**.

The new contact appears in your Jabber hub (if they are currently logged in) under the appropriate contact group.

CREATING A NEW CONTACT GROUP

You can create customized contact list groups (e.g., My team, Project A team) under which you can organize your contacts. Contacts can appear in multiple contact list groups.

To create a new contact list group:



- 3. Tap Create Group.
- 4. Type the name contact list group name you'd like in the **Create a new group** window.
- 5. Tap **Create**.

The new contact list group appears in your Jabber hub under Contacts.

VIEW A CONTACT'S PROFILE



- 1. Tap contacts in the Jabber hub.
- 2. Tap (i) next to the name of the person for whom you want to display a profile.

The contact's status window opens. The profile shows the contact's email address, phone number, and availability status. Tap the buttons to call or chat with the contact.

Managing presence

Presence lets your colleagues know when your are, and are not, available. Your colleagues can see your status through your status message in their Jabber hub.

MANUALLY CHANGING YOUR STATUS MESSAGE

By default, your status message is set to Available. To change your status message:

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Settings		0
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Sign Out		
		0

The Jabber settings navigation drawer appears.

- 2. Tap again on the navigation drawer.
- 3. Tap to select among the available options. *Your status is changed to that option.*

ADDING A CUSTOM STATUS MESSAGE

You can add other status messages to the default list. To add a custom status message:

1. Tap 🥄.

The Jabber settings navigation drawer appears.

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Meetings		
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✓ Instant M jknox	essaging	0
 Phone Se 65072369 	ervices 930	
Sign Out		
		0

- 2. Tap again on the navigation drawer.
- 3. Tap Add Custom Status.
- 4. Type the custom status you'd like and tap the default color status setting you'd like to associate with it.



5. Tap **Save**.

The new custom status becomes your current status and is available in the future as a default option in the **My Status** options.

Using Jabber Softphone on an iOS Device

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

The Jabber softphone feature is also available for Windows and Mac computers and Android mobile devices.

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST



The call is placed to the person's district telephone number. For details on adding contacts to your Contacts list, see Managing Contacts.

SEARCHING THE DISTRICT JABBER DIRECTORY



- 2. Type the person's name in the Jabber hub **Search or call** field.
- 3. Tap the (i) next to the appropriate contact's name in the search results.

4. Tap the **Call** button.

The call is placed to the person's Stanford telephone number.

TYPING THE TELEPHONE NUMBER

- 1. Tap contacts in the Jabber hub.
- 2. Tap in the **Search or call** field.
- 3. Tap .
- 4. Type the person's phone number in the Jabber hub **Search or call** field.
- 5. Tap below the **Search or call** field.

The call is placed to the entered telephone number.

Receive a call

You must be logged in to the Jabber application to receive a call using your softphone. Settings affect a telephone number regardless if they are set on your desk phone or your softphone. So, for example, if your forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls. Changing the setting on one also changes the setting on the other.

When you receive an incoming call, you'll see a call window open on your device screen.

- Tap **Accept** to accept the call.
- Tap **Decline** to forward the call to voicemail.

Forward and unforward calls

Forwarding sends calls coming to your district phone number to your district voicemail or any other phone number you choose. Unforwarding your calls make them ring on both your desk phone and softphone (when active). Forwarding or unforwarding your calls on your desk phone or softphone affects both phones.

FORWARDING YOUR CALLS

- 1. Tap sin the Jabber hub (top left).
- 2. Tap Settings.
- 3. Tap Call Forwarding.

- 4. Tap New Number.
- 5. Tap **Forward To**.
- 6. Enter a phone number.

UNFORWARDING YOUR CALLS

- 1. Tap 💶 in the Jabber hub (top left).
- 2. Tap Settings.
- 3. Tap Call Forwarding.
- 4. Tap **Do Not Forward Calls**.

Place a call on hold

- 1. Tap in the active call window.
- 2. Tap **Hold**.

The call is placed on hold. Click **Resume** to resume the call.

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

Transferring allows you to transfer a call from your softphone to any other phone on the district system.

- 1. Tap in the active call window.
- 2. Tap Transfer.
- 3. Type the name of the person or the phone number to which you want to transfer the call in the **Search or call** field.
- 4. Tap the person or number when it appears in the search list. *This places the active call on hold. You are connected to that number.*
- 5. Tap **Transfer** to complete the transfer.
- 6. Tap \bigcirc to end your participation in the call.

Jabber Basics: Android

Familiarizing yourself with some of the Jabber basics will help you better understand some of the terminology in the feature instructions and get the most out of the tool.

Navigating the Jabber home page



- 1. View and edit your availability status
- 2. Access your features
- 3. Edit your settings
- 4. View account information or sign out of Jabber
- 5. Search for contacts

Managing contacts

Contacts and contact lists let you easily organize and access contact information in Jabber for those colleagues you communicate with often.

ADDING A NEW CONTACT

- 1. On the Jabber home screen, tap Contacts.
- 2. On the Contacts page, tap the + (plus sign) in the upper-right corner.
- 3. Tap Add contacts.
- 4. Enter the name of the Stanford person you want to add as a contact.
- 5. Tap the name of the person when it displays.
- 6. Tap the **Assign to Group** menu, select the personal group that you'd like to add the contact to.

See **Creating a New Contact Group** (below) for information on creating personal contact groups.

7. Tap **Done**.

The new contact appears in your list of contacts under the appropriate contact group if they are currently logged in .

CREATING A NEW CONTACT GROUP

You can create customized contact list groups (e.g., My team, Project A team) under which you can organize your contacts. Contacts can appear in multiple contact list groups.

- 1. On the Jabber home screen, tap Contacts.
- 2. On the Contacts page, tap the + (plus sign) in the upper-right corner.
- 3. Tap **Add group**.
- 4. Enter the name for the group you would like to create and tap **Save**. *The new contact group appears on the Contacts page.*

VIEW A CONTACT'S PROFILE

- 1. On the Jabber home page, tap **Contacts**.
- 2. Tap the profile picture to the left of the contact's name to display the profile information.

The profile shows the contact's email address, phone number, and availability status. Tap the buttons to call or chat with the contact.

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A	dam Iame	Henry	

Managing presence

Presence lets your colleagues know when your are, and are not, available. Your colleagues can see your status through your status message in their Jabber app.

MANUALLY CHANGING YOUR STATUS MESSAGE

By default, your status message is set to Available but you can change your status message.

- 1. On the Jabber home page, tap your availability status.
- 2. Tap to select a status from the available options. *Your status is changed to that option.*

ADDING A CUSTOM STATUS MESSAGE

You can add other status messages to the default list.

- 1. On the Jabber home page, tap your availability status.
- 2. Tap the + (plus sign) in the upper-right corner.
- 3. Enter a custom status and tap the default color status setting you'd like to associate with it.



4. Tap **Save**.

The new custom status becomes your current status and is available in the future as a default status option.

Using Jabber Softphone on an Android Device

Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

The Jabber softphone feature is also available for Windows and Mac computers and iOS mobile devices.

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST

- 1. On the Jabber home page, tap **Contacts**.
- 2. On the Contacts page, tap the name of the person you want to call.
- 3. Tap the **Phone** icon to the right of the contact name.
- 4. The persons's contact information displays. Tap the phone number to place the call.

The call is placed to the person's District telephone number.

SEARCHING THE DISTRICT JABBER DIRECTORY

- 1. On the Jabber home page, tap **Contacts**.
- 2. On the Contacts page, tap the **Search** icon in the upper-right corner.
- 3. Enter the person's name in the **Search or call** field.
- 4. Tap the call icon to the right of the name.
- 5. The persons's contact information displays. Tap the phone number to place the call.

The call is placed to the person's District telephone number.

TYPING THE TELEPHONE NUMBER

- 1. On the Jabber home page, tap **Call**.
- 2. Tap the **Keypad** icon in the lower-right corner.

3. Enter the phone number you want to call and then tap the **Phone** icon.

Receive a call

You must be logged in to Jabber to receive a call using your softphone. Settings affect a telephone number regardless whether they are set on your desk phone or your softphone. For example, if your forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls. Changing the setting on one also changes the setting on the other.

When you receive an call, an incoming call window opens on your mobile device.

- Tap **Answer** to accept the call.
- Tap **Decline** to forward the call to voicemail.

Forward and unforward calls

Forwarding sends incoming calls to your District phone number to your District voicemail or any other phone number you choose. Unforwarding your calls make them ring on both your desk phone and softphone (when active). Forwarding or unforwarding calls on your desk phone or softphone affects both phones.

FORWARDING YOUR CALLS

- 1. On the Jabber home page, tap **Settings**.
- 2. On the Settings page, tap **Call Forwarding**.
- 3. Tap New number.
- 4. Enter a phone number.

UNFORWARDING YOUR CALLS

- 1. On the Jabber home page, tap **Settings**.
- 2. On the Settings page, tap **Call forwarding**.
- 3. Tap **Do not forward calls**.

Place a call on hold

- 1. Answer the incoming call.
- 2. Tap the **More** icon **w** to access additional softphone features.

3. Tap **Hold**.

The call is placed on hold. Tap **Resume** to resume the call.

Note: When you place someone on hold, they will hear music. If you are on a conference call and answer a second line, the conference call is placed on hold and the conference attendees hear the hold music.

Transfer a call

- 1. Answer the incoming call.
- 2. Tap the **More** icon **w** to access additional softphone features.
- 3. Tap Transfer.
- 4. Type the name of the person or the phone number that you want to transfer the call to in the **Search or call** field.
- 5. Select the person or number when it appears in the search list. This places the active call on hold and you are connected to that number.
- 6. Tap **Resume** to resume the active call.
- 7. Tap the **Call Transfer** icon
- 8. Tap the **End Call** icon to end your participation in the call.