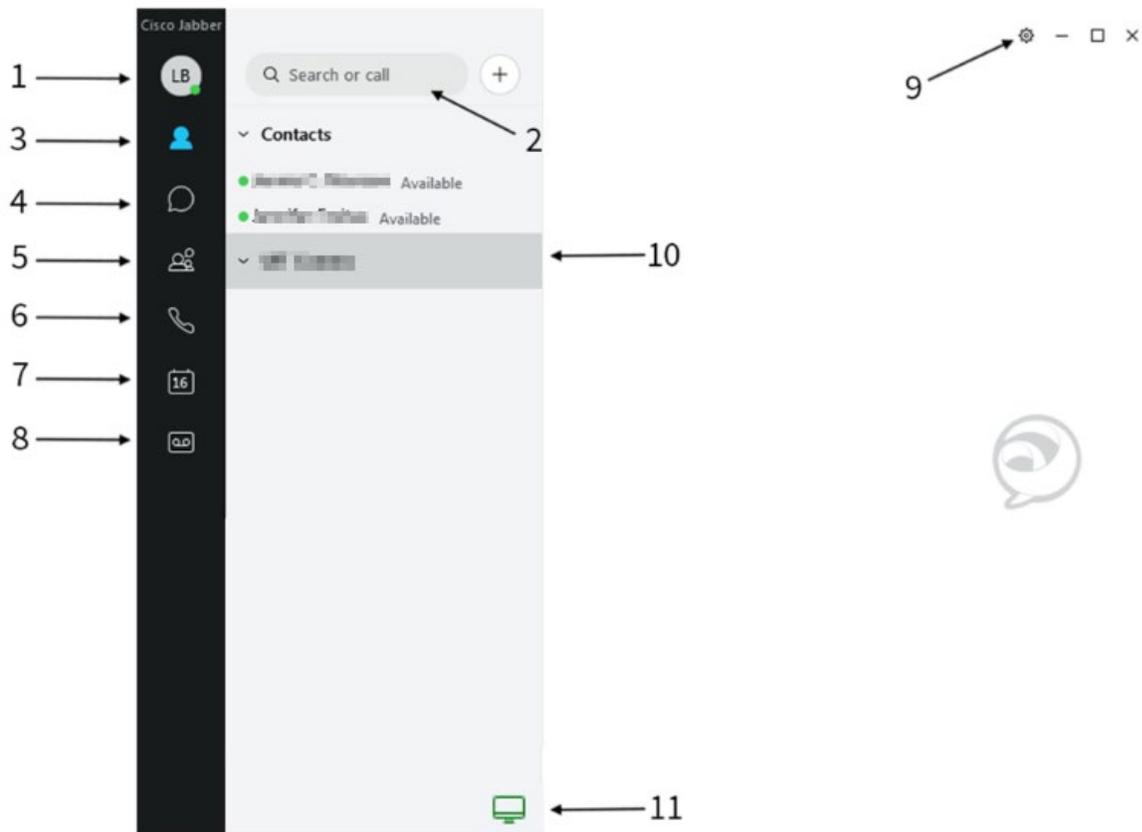


Jabber Basics: Windows

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

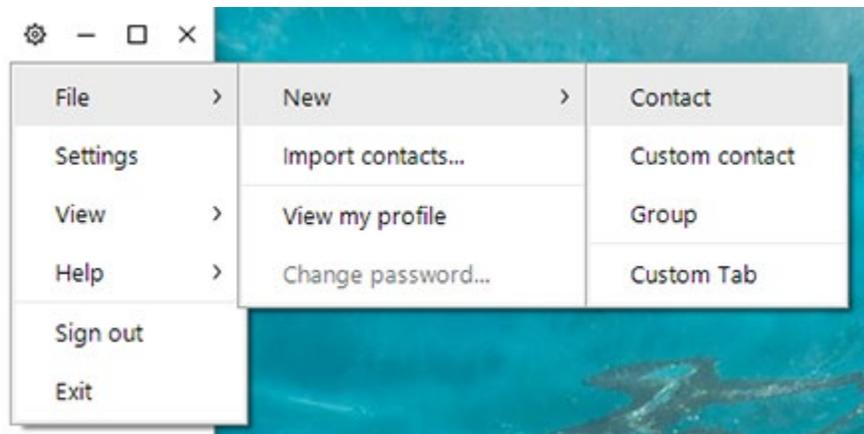
Managing Contacts

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:

1. 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 Contacts ×

Q |

Add to: IT Staff ▼

[+ New 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 ×

Add to: IT Staff ▼

[+ New group](#)

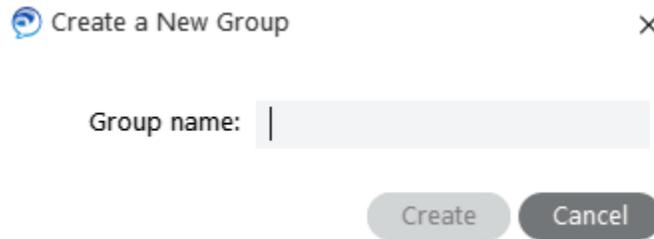
Add Cancel

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**.

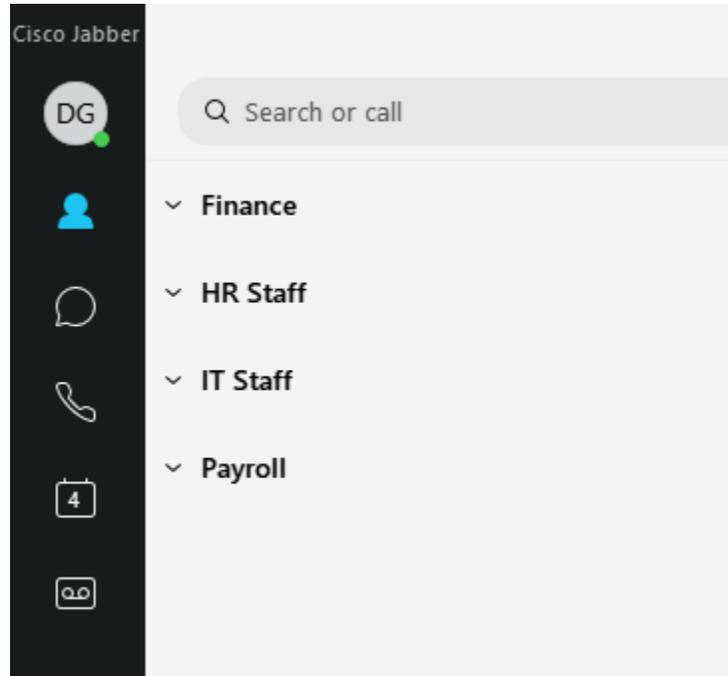
The new contact list group appears in your Jabber hub under Contacts.

You can move a contact into contact list groups by:

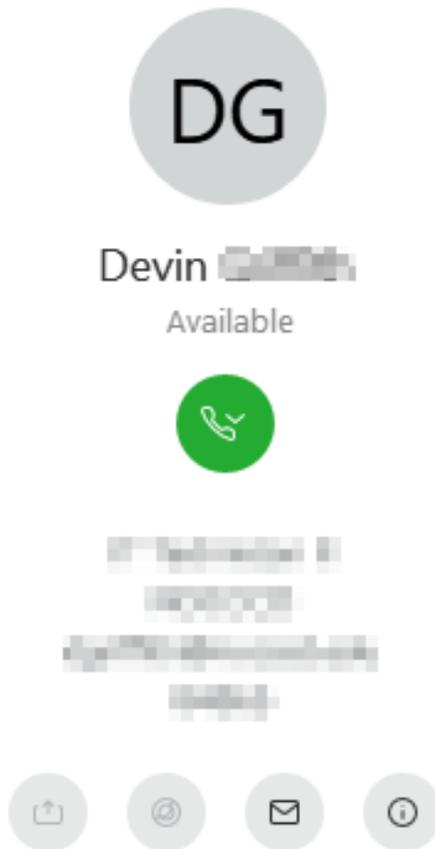
1. Right click the contact name in your Jabber hub and select:
 - **Copy to group** and select the group from the drop down menu to copy the contact into the new group and keep it in its existing group(s).
 - **Move to group** and select the group from the drop down menu to move the contact into the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

VIEW A CONTACT'S PROFILE

1. Click  in the Jabber hub.



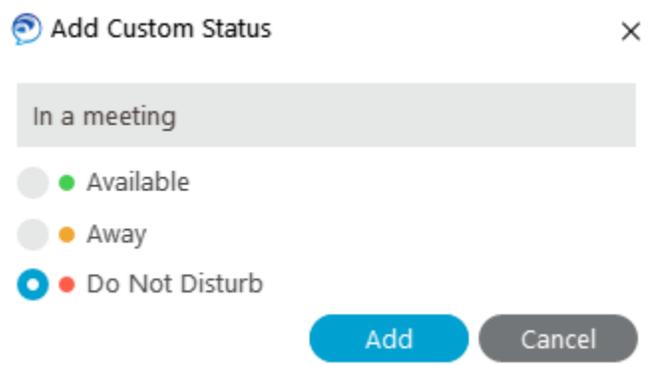
- Using your mouse, hover over the name of the person for whom you want to display a profile. The profile shows the contact's email address, phone number, and availability status. Click the buttons to call or chat with the contact.



ADDING A CUSTOM STATUS MESSAGE

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

1. 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

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 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.
2. Click  next to 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 you 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  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.

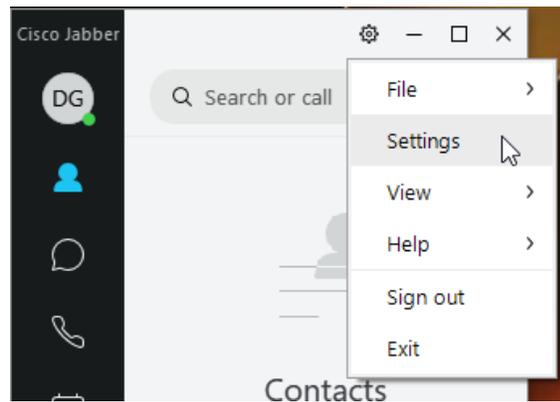
1. Click  in the active call window.
2. Select **Transfer**.
This places the active call on hold.
3. Type the name of the person or the phone number to which you want to transfer the call in the search box.
4. Select the person or number when it appears in the search list.
You are connected to that number.
5. Press **Transfer** to complete the transfer.
6. Click .

Jabber for Windows Softphone Preferences

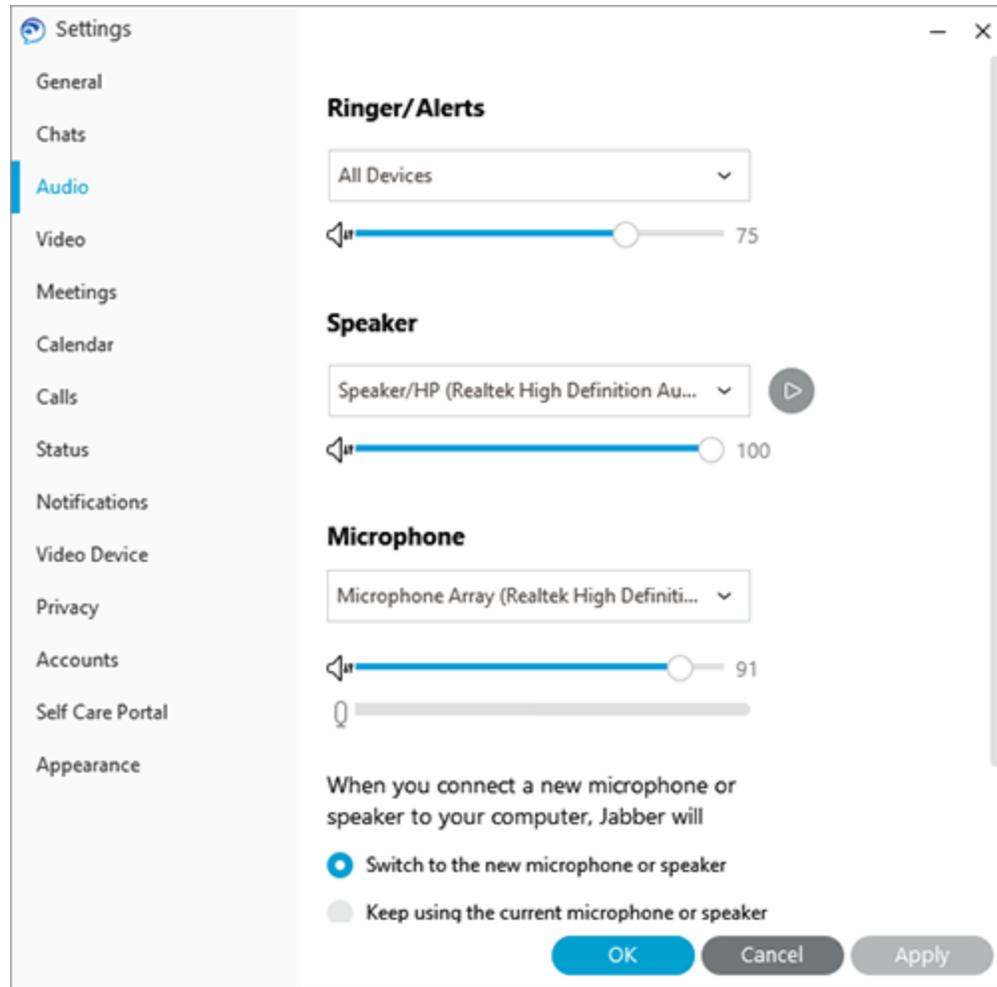
Set your speaker and microphone preferences

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.



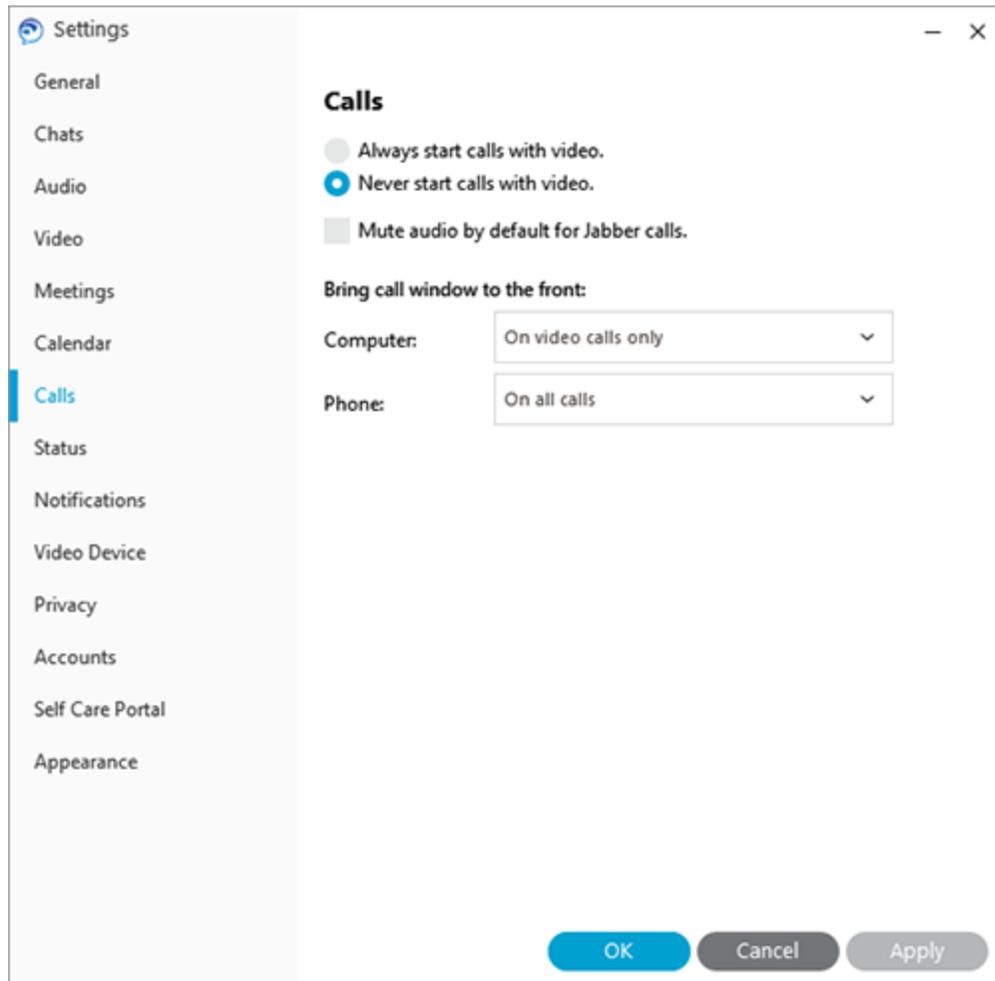
3. Select your preferences and then click **OK**.

Set your video preference for calls

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

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

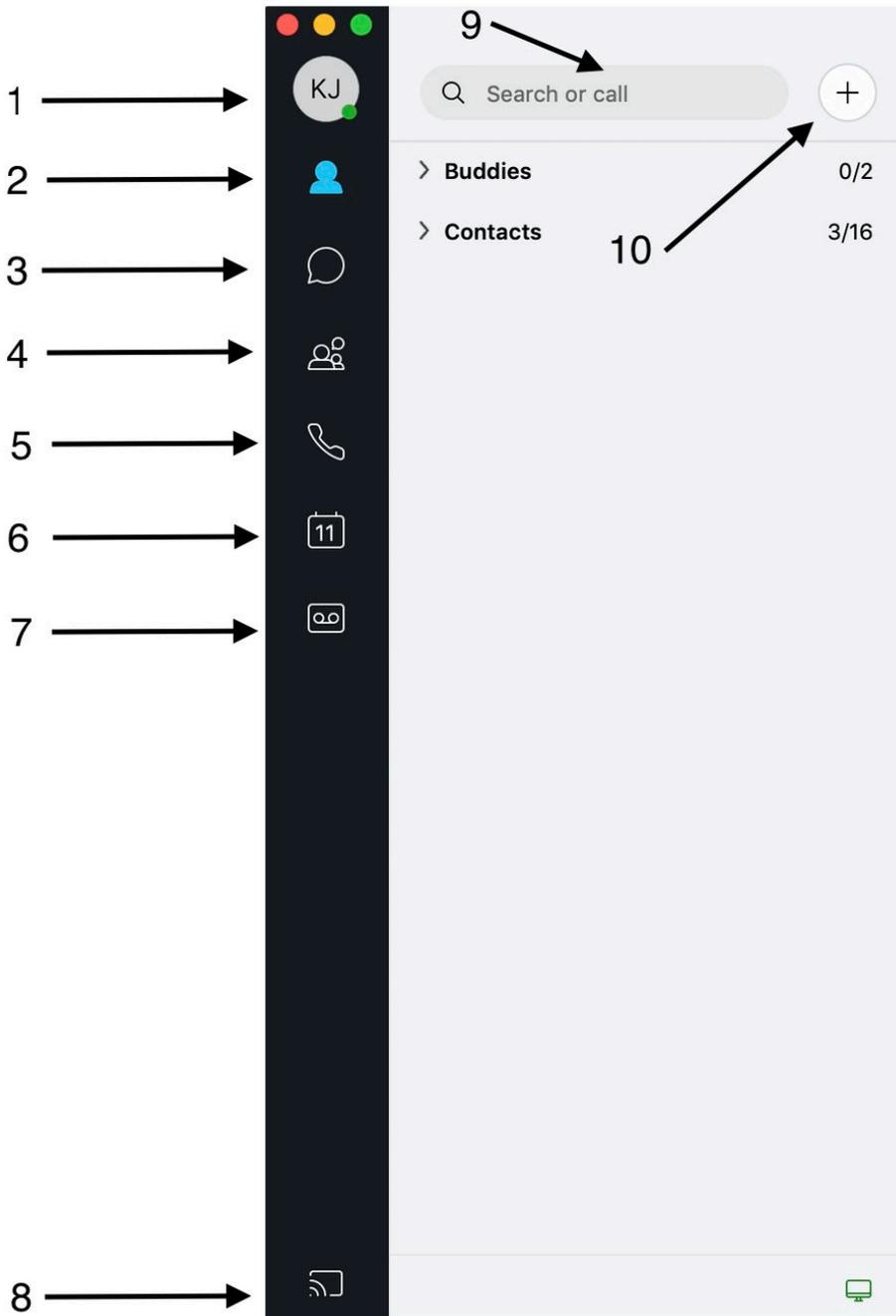
2. Select **Never start calls with video** and then click **OK**.



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

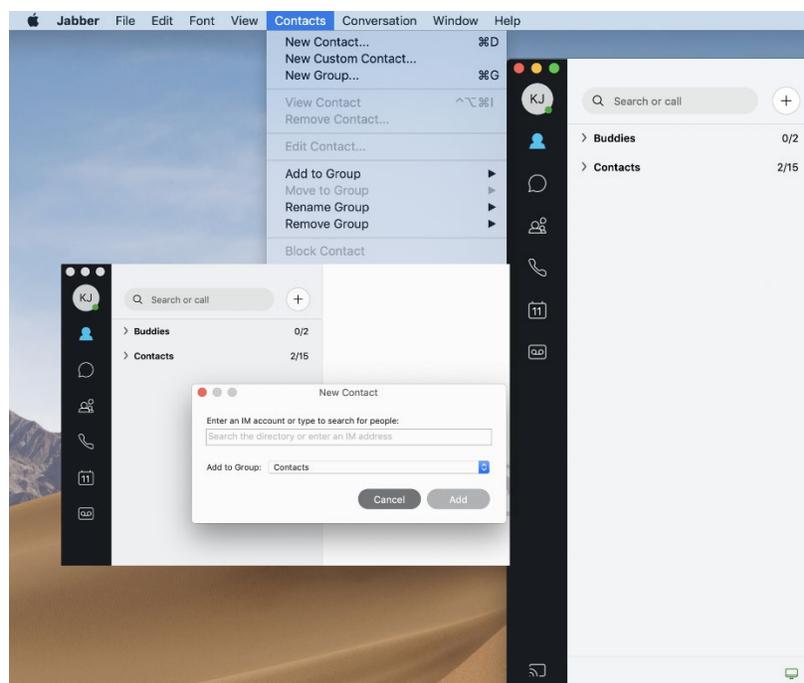
Managing Contacts

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

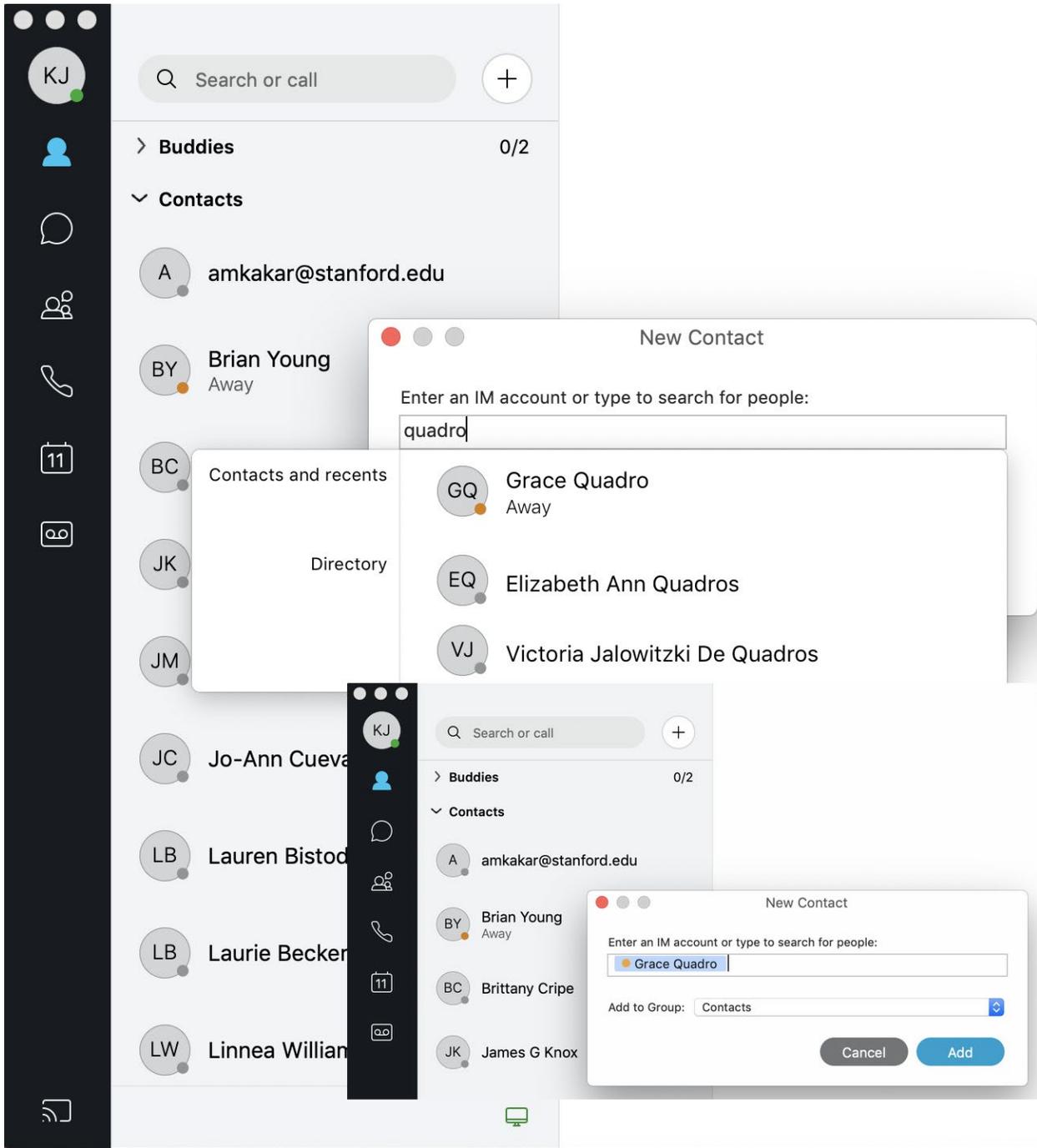
To add a new contact to your Jabber hub:

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



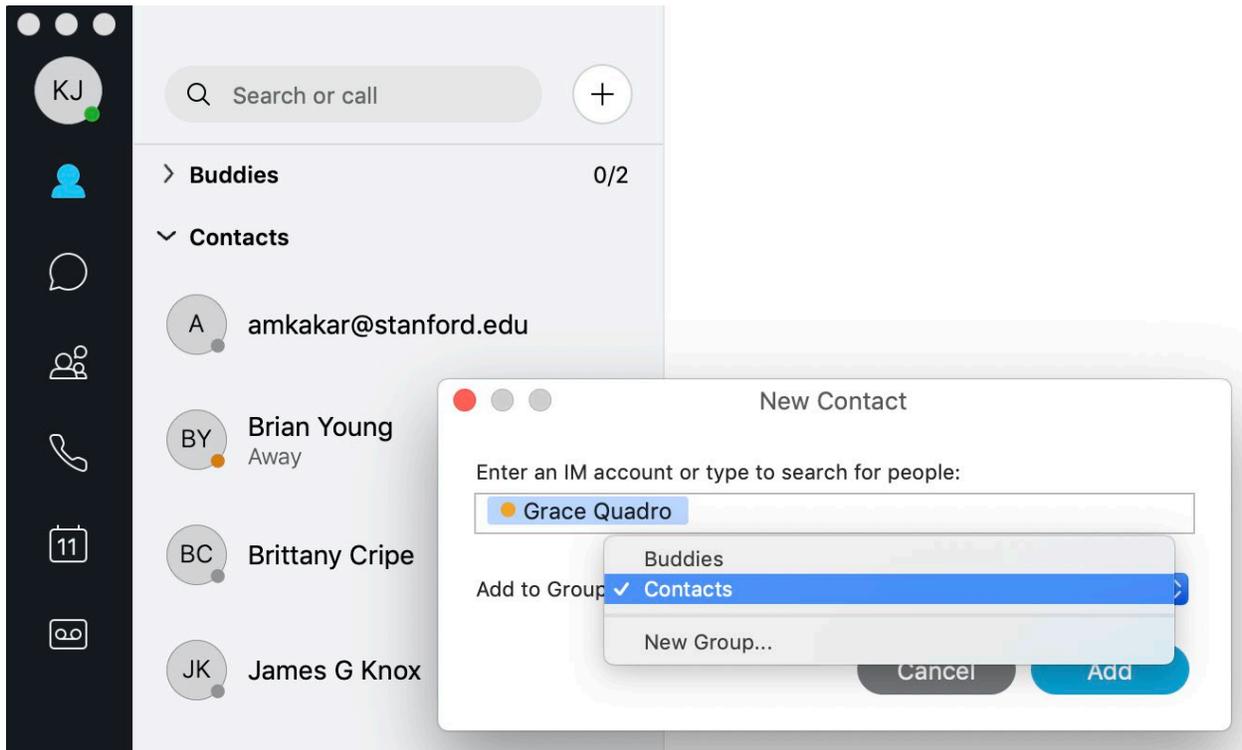
2. In the **New Contacts** window, type the name of the District person you want to add as a contact. *Search results will appear. (It is best to type the name as completely as possible since Jabber will only display the first 15 matches.)*

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



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:

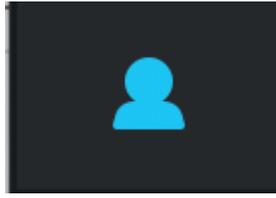
Cancel **OK**

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**.*

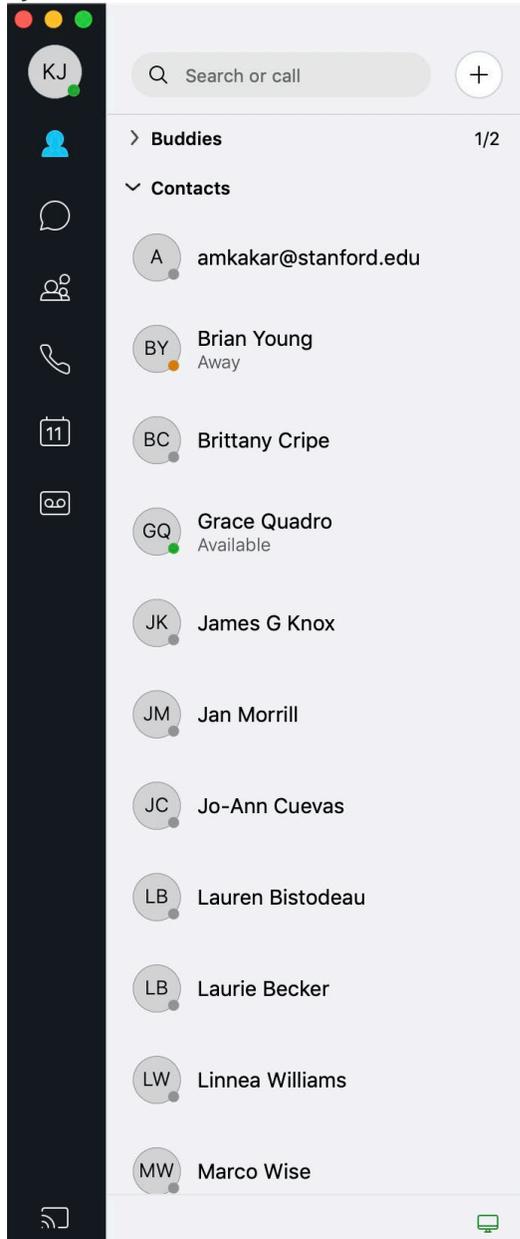
You can move a contact into contact list groups by:

1. Select the contact in your Jabber hub.
2. Under the **Contacts** 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.

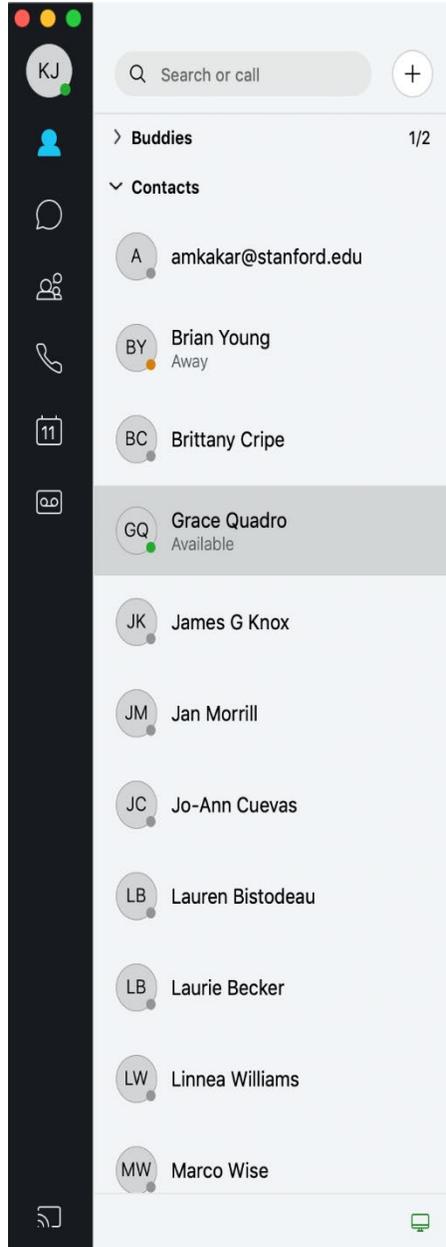
VIEW A CONTACT'S PROFILE



1. Click **Contacts** in the Jabber hub, and expand your **Contacts** using the arrow > symbol.



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 contact.



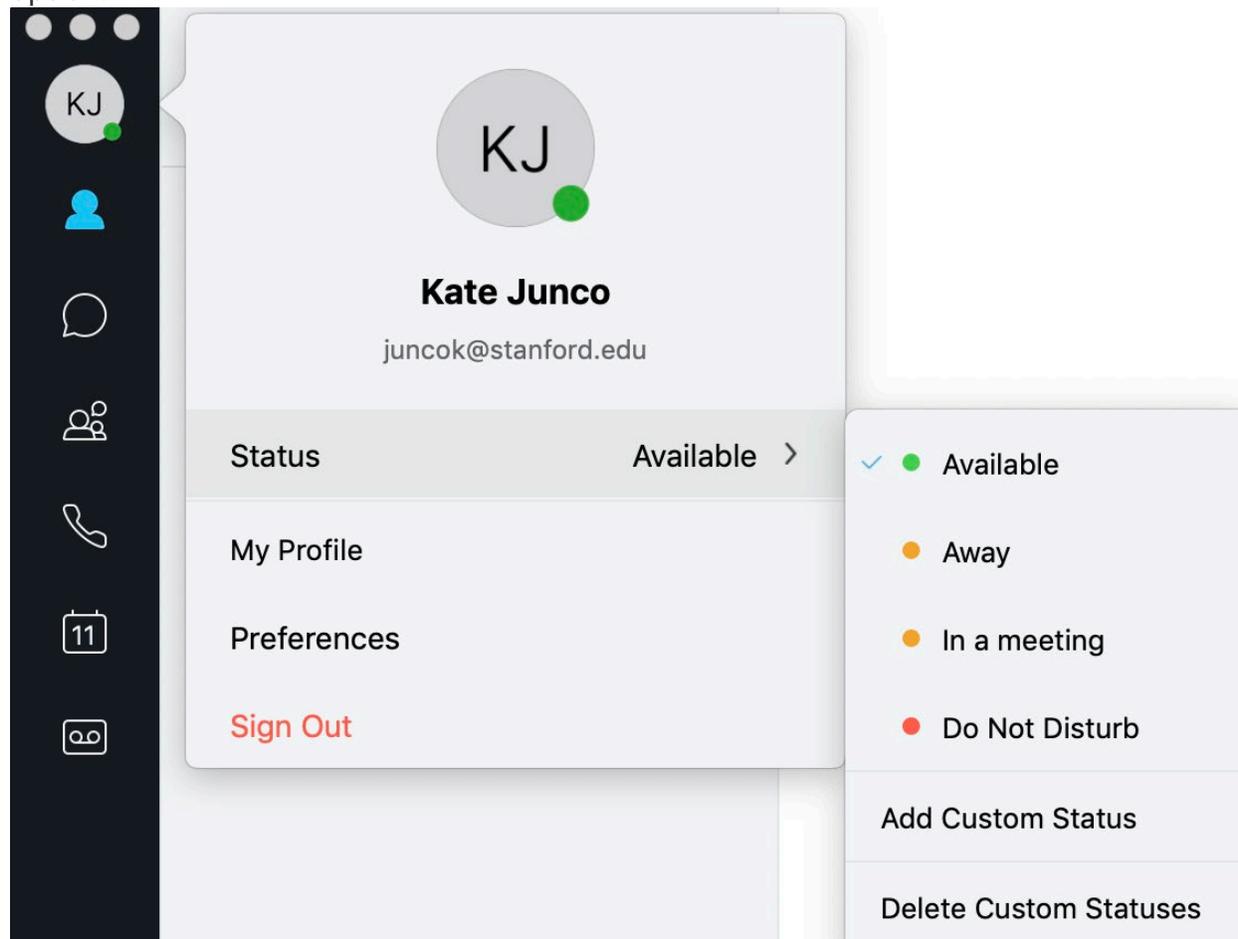
Managing presence

Presence lets your colleagues know when you 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:

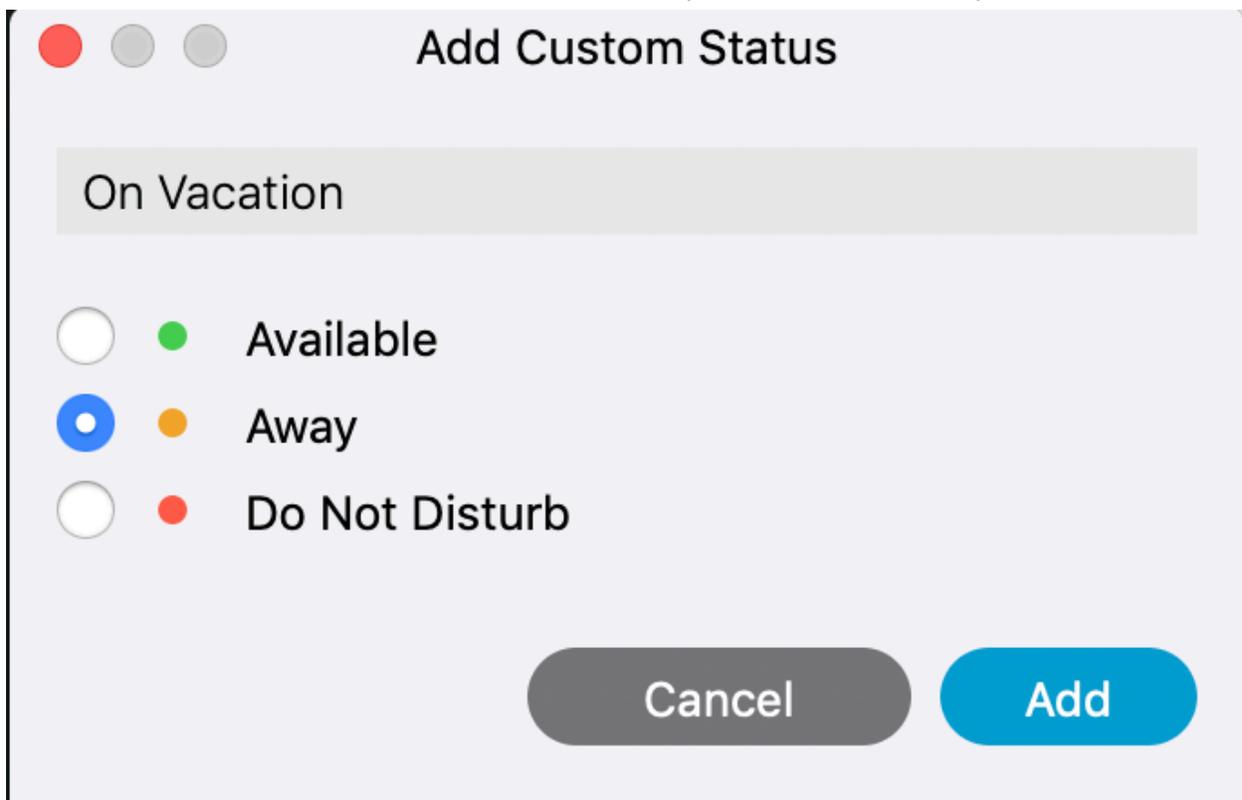
1. In the Jabber hub, click on your profile initials on the top of your left hand menu.
2. In the Status row, select the arrow to view available status options. The default options are Available, Away, In a Meeting, and Do Not Disturb. Once you make a selection, your status is instantly changed to that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



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.*



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

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.
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  click  .
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.



2. Click next to 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 you 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 stop 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.



6. Click  .

Jabber for Mac Softphone Preferences

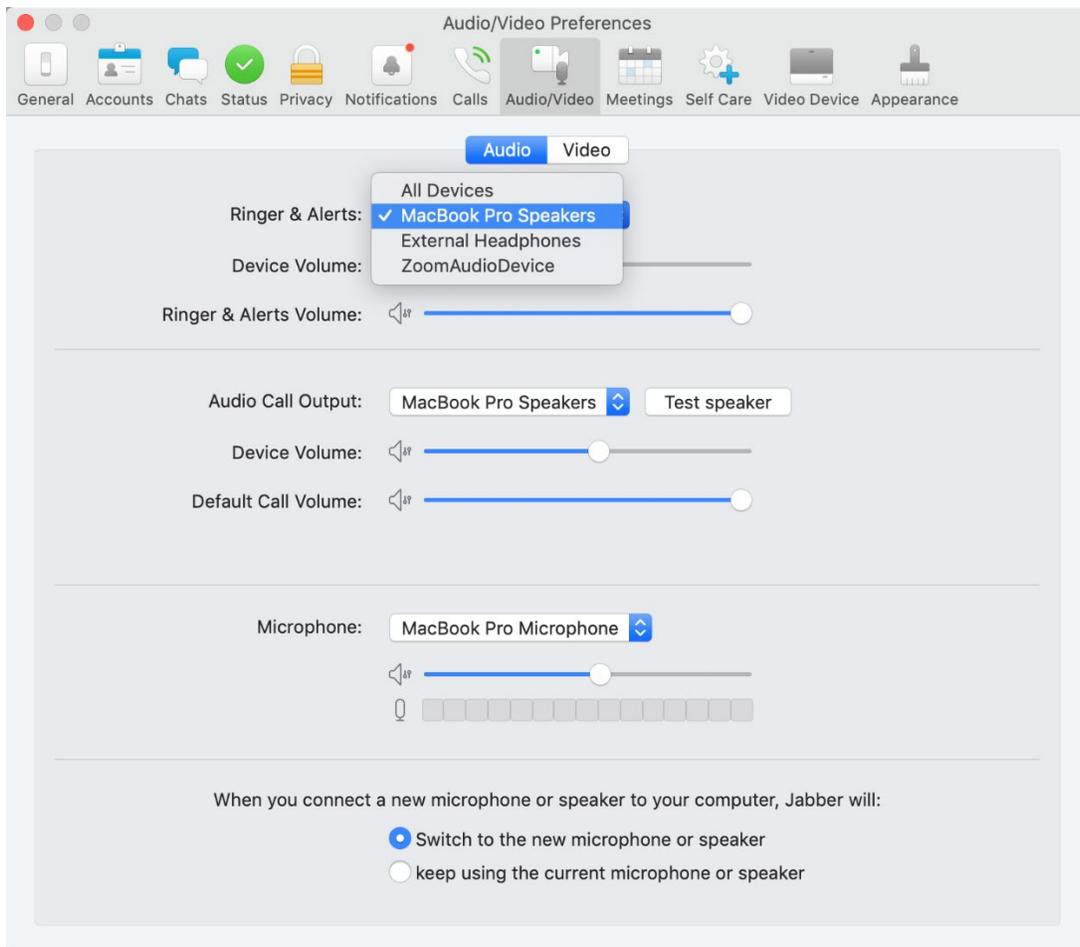
Set your audio preferences

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**.



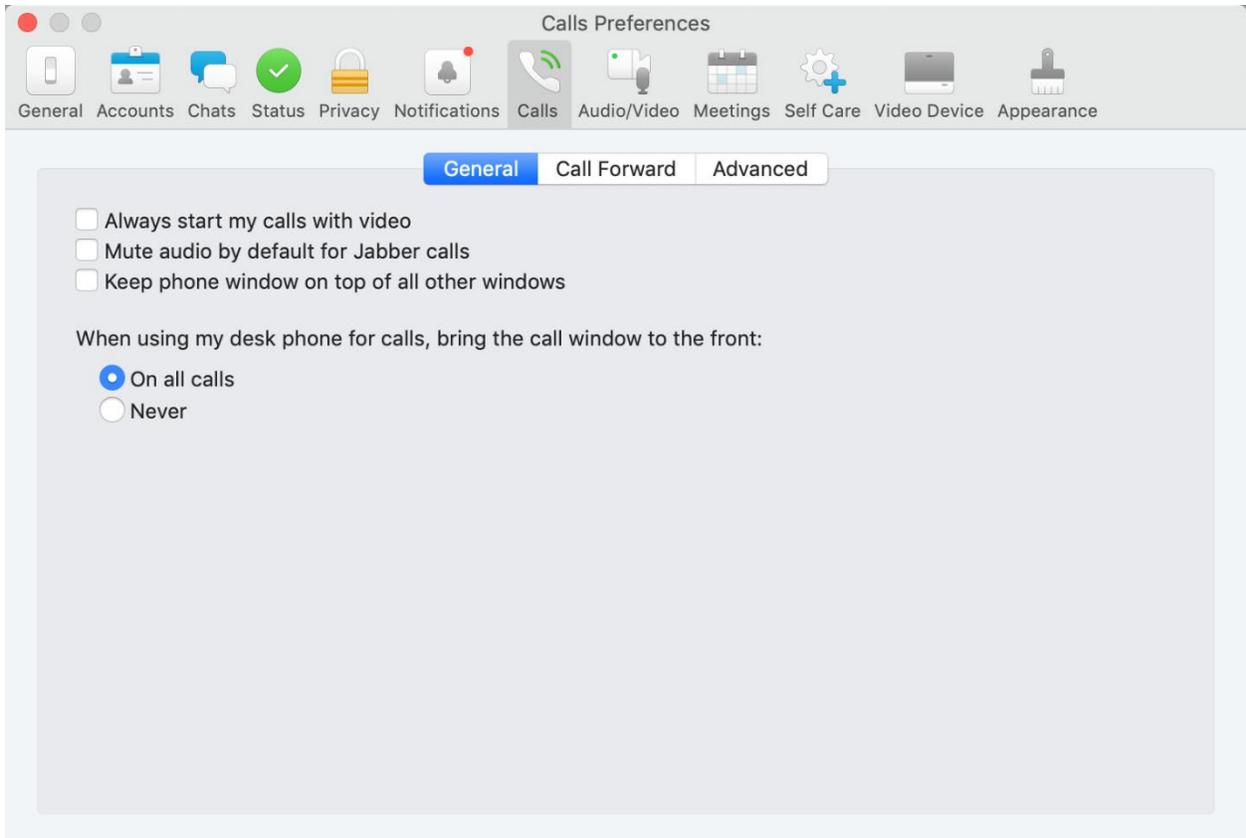
2. In the toolbar, click **Audio/Video**. Select your ringer, audio call output, and microphone preferences.



Set your video preference for calls

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

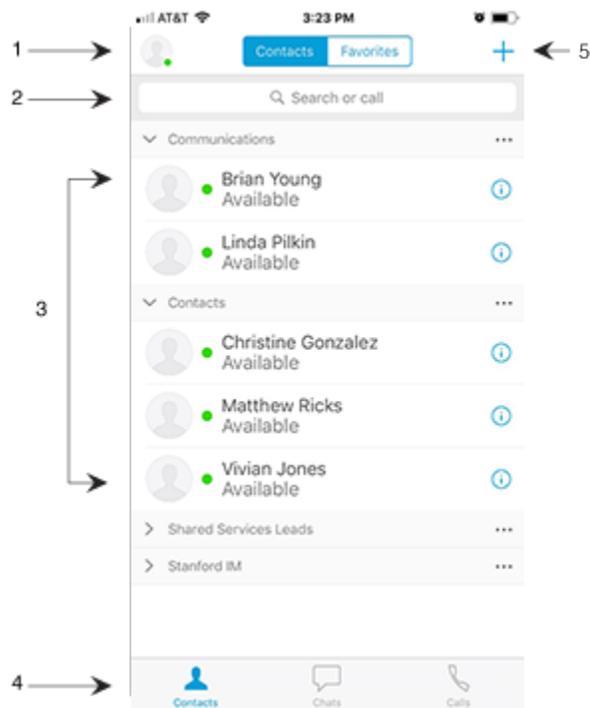
1. On the Jabber menu, click **Preferences**.
2. In the toolbar, click **Calls**. Under the **General** tab, uncheck the box for **Always start my calls with video**.



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

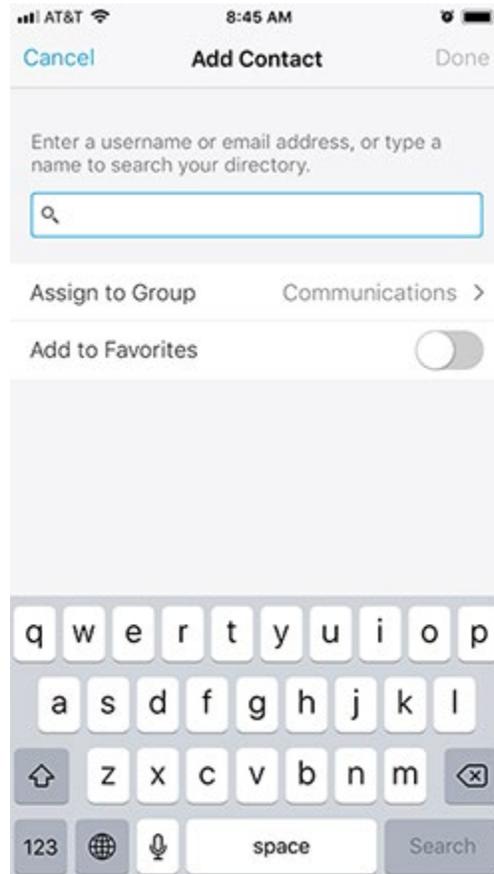
Managing contacts

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:

1. Tap  **Contacts**.
2. Tap .
3. Tap **Add Contacts**.
4. 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.)



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:

1. Tap  **Contacts**.
2. Tap .
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  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.

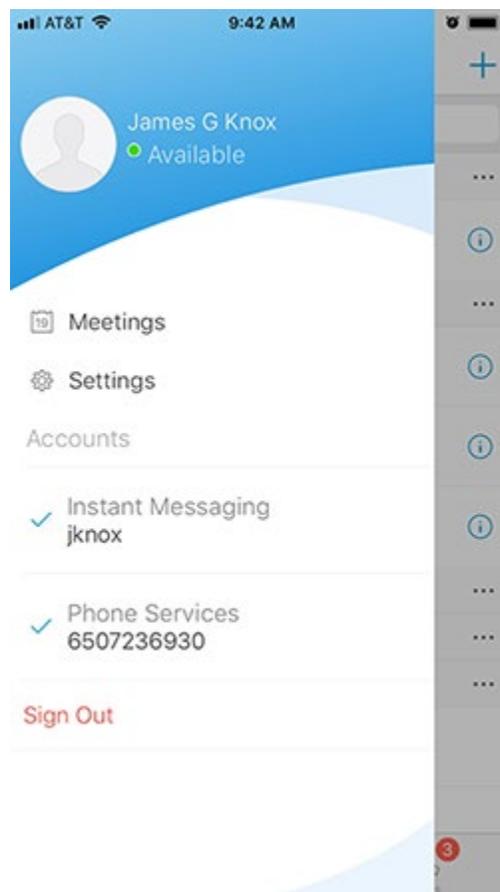
Managing presence

Presence lets your colleagues know when you 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. Tap .
The Jabber settings navigation drawer appears.

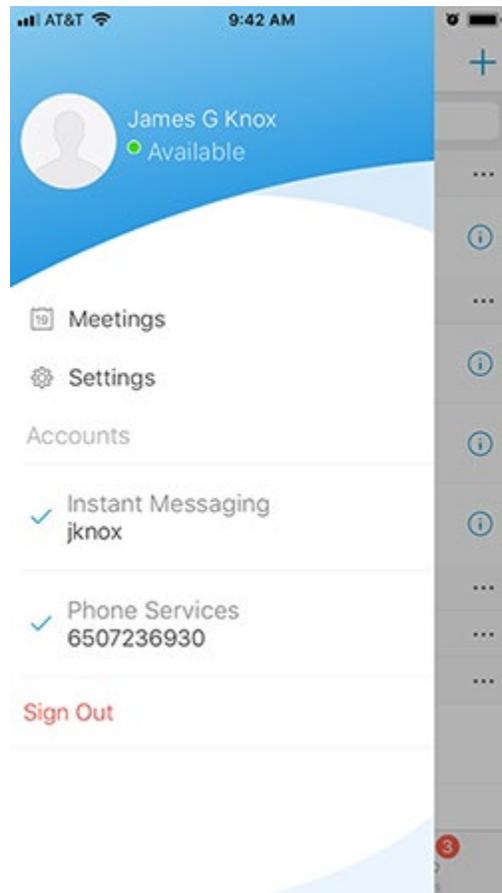


2. Tap  again on the navigation drawer.
3. Tap to select among the available options.
Your status is changed to that option.

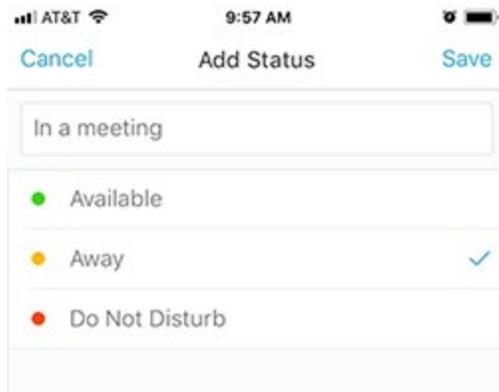
ADDING A CUSTOM STATUS MESSAGE

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

1. Tap .
The Jabber settings navigation drawer appears.



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

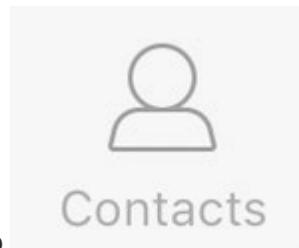
Using the softphone feature, you can easily place, receive, and manage telephone calls using your computer or mobile device and an internet connection.

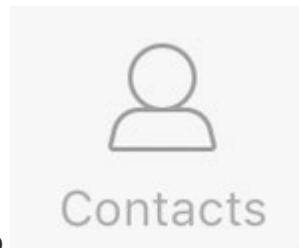
The Jabber softphone feature is also available for Windows and Mac computers and Android mobile devices.

Place a call

You can place a softphone call in three ways:

USING YOUR CONTACTS LIST

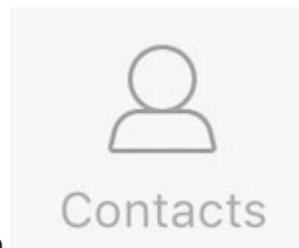


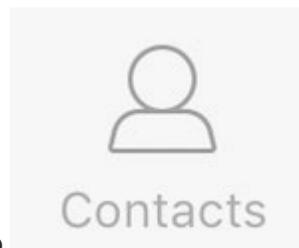
1. Tap  in the Jabber hub.
2. Tap the  next to the appropriate contact's name.
3. Tap the **Call** button .

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. Tap  in the Jabber hub.
2. Type the person's name in the Jabber hub **Search or call** field.
3. Tap the  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 you 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  in 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

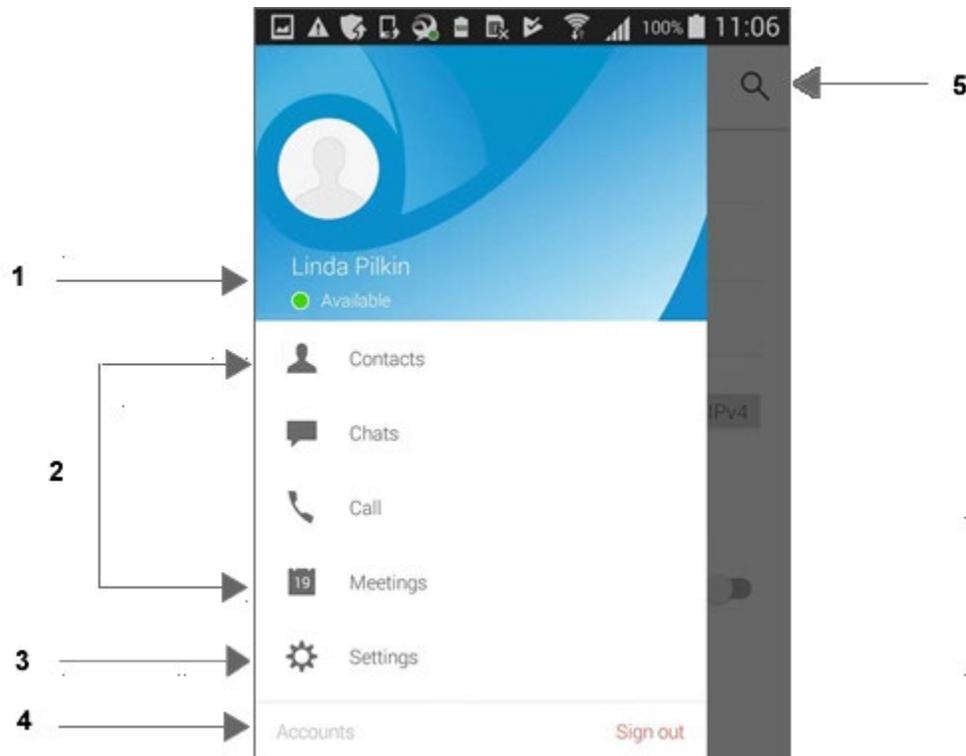
Transferring allows you to transfer a call from your softphone to any other phone on the district system.

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  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.

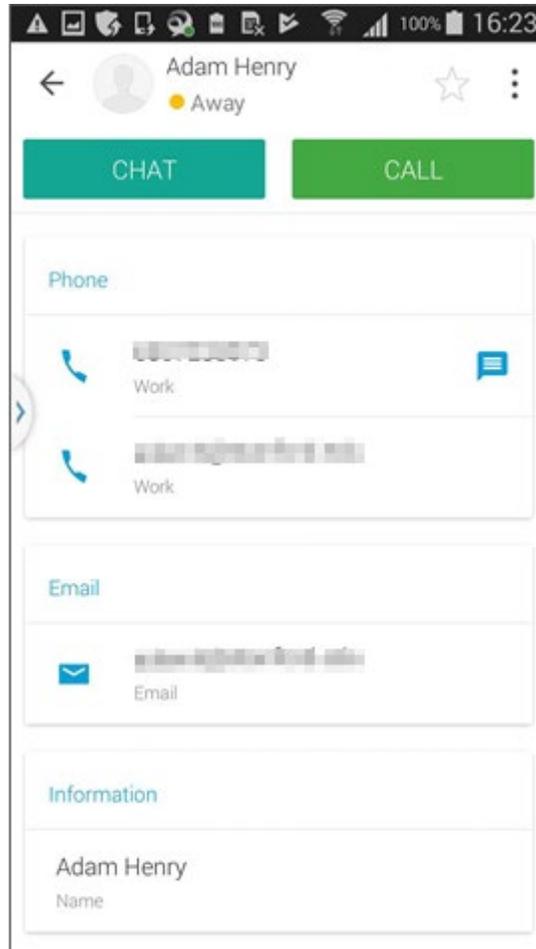
1. On the Jabber home screen, tap **Contacts**.
2. On the Contacts page, tap the **+** (plus sign) in the upper-right corner.
3. Tap **Add group**.
4. Enter the name for the group you would like to create and tap **Save**.

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.



Managing presence

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

MANUALLY CHANGING YOUR STATUS MESSAGE

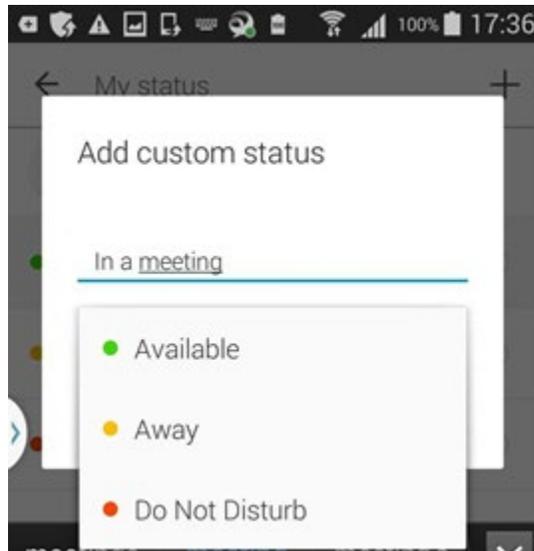
By default, your status message is set to Available but you can change your status message.

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 person'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 person'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 you 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  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  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.