



Quick Reference Guide Jabber for Macintosh OS X

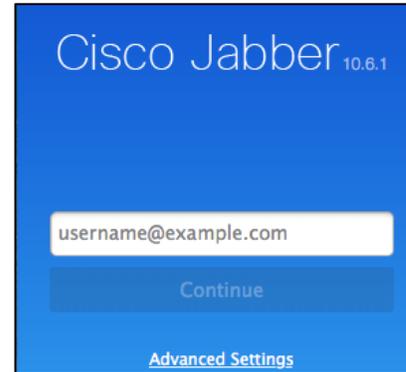


Introducing Jabber

Cisco Jabber is software that allows you to use your NASA phone number to place and receive calls, access voicemail, instant message other users, conduct video calls, and share content, using your NASA-issued computer. Jabber will work from anywhere as long as you have a stable internet connection, have your NASA-issued Macintosh laptop and are connected to the NASA network via Virtual Private Network (VPN).

First Time log-in to Jabber

For first-time log in to Jabber, you will use your **Agency User ID followed by@hq.nasa.gov**. After your first login, you will only need to enter your **AUID**.



Logging in to Jabber

1. On the **Finder** menu, click **Go | Applications**. Find and double-click **Jabber**.
2. Type your **Agency UserID (AUID)** in the **User ID** field.
3. Type your **Call Manager Password** in the **Password** field.

Do not enable "Sign me in when Cisco Jabber starts". If you enable this feature, you will be automatically signed in when the software opens without entering a password. This could put private voicemails at risk if another user is accessing your computer.

4. Click **Sign in**. The application opens.



For software training, contact the Computer Training Center (CTC) at 358-1111 or visit the CTC Web site at <http://itcd.hq.nasa.gov/ctc>.

This document is posted on the ITCD Web site <http://itcd.hq.nasa.gov/ctc>.

Changing your Call Manager Password and Synchronizing Voicemail Password

Call manager is a Cisco service, provided to allow users to forward their HQ extensions to other phone numbers, view and change phone settings and use Cisco Jabber. You will use the Call Manager website to change your call manager password.

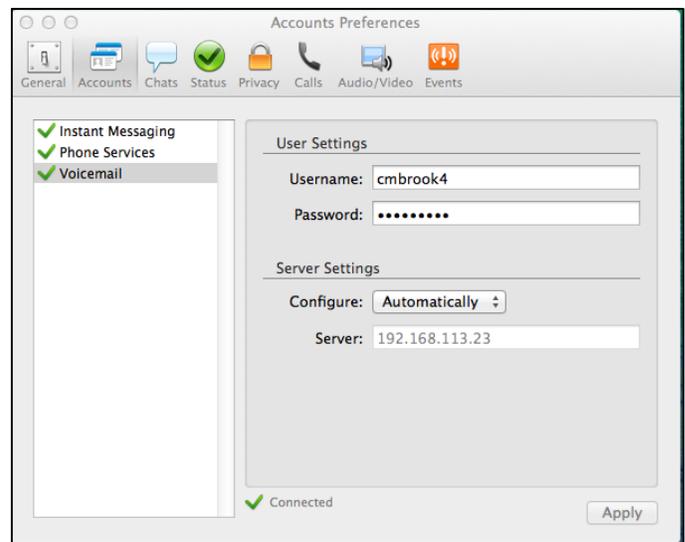
Passwords need to be at least eight (8) characters, are case-sensitive and must contain an uppercase letter, a lowercase letter and a number or special character. The passwords expire every 180 days and must be changed manually.

1. Navigate to the CallManager Web site: <https://nhqvpub01/ccmuser> (shown right).
2. Enter your AUID login ID and your CallManager password.
3. Click **Login**.
4. Hover your mouse over **[Your AUID]** in the upper right-hand corner. Click **Change Password**. The *Change Password* dialogue box displays.
5. In the **New Password** field, enter a new password that complies with the requirements mentioned above. In the **Confirm Password** field, re-enter your new password.

Click **Logout** when done.

Synchronize your voicemail password

1. With the Jabber application open, click **Jabber | Preferences | Accounts**.
2. Click **Voicemail**. Under **User Settings**, enter your **AUID** in the username field.
3. Enter your **Call Manager password** in the **Password** field.
4. Click **Apply**.



Understanding the Jabber Application Window and Views

Status and Status Icon

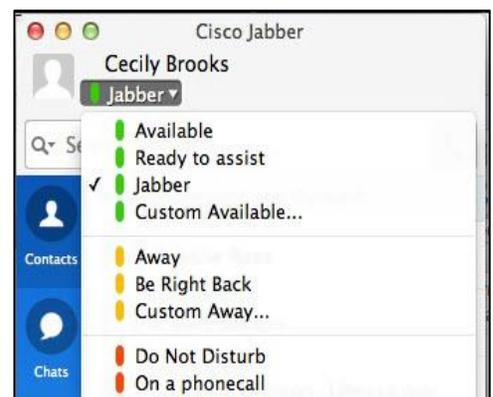
The small oval to the left of your name is your status icon, which indicates your availability. To change your status, click the drop-down arrow to the left of your name and select the appropriate icon: **Available** (green), **Away** (yellow), or **Do Not Disturb** (red).

Custom Status Messages

You can customize your status with personal information.

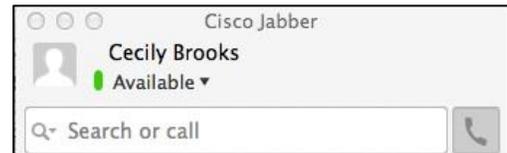
1. Click the drop-down arrow next to your status indicator.
2. Select **Custom Available**, **Custom Away** or **Custom Do Not Disturb**.
3. Enter desired text into the **status message** bar.
4. Press Return.

Click **Edit Status Menu** to add or remove custom status messages.



Search or Call Bar

The **Search or Call Bar** (shown right) is used to search for or call contacts. To search for a contact in the directory or your contact list, click into the **Search or Call Bar** and type a contact's first name, last name, or both. Jabber will display the search results under the bar.



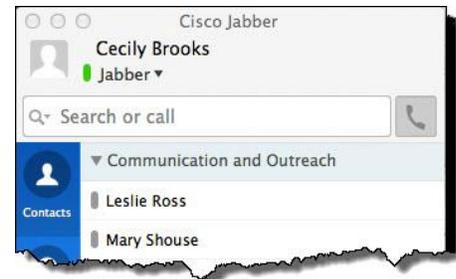
Click the drop-down arrow to the left of **Search or Call** to view recent calls, or redial the last phone number that you called.

Working with Jabber Views

Change the view by selecting a view from the left side of the Jabber window. There are four views to choose from – **Contacts, Chats, Recents** and **Voice Messages**.

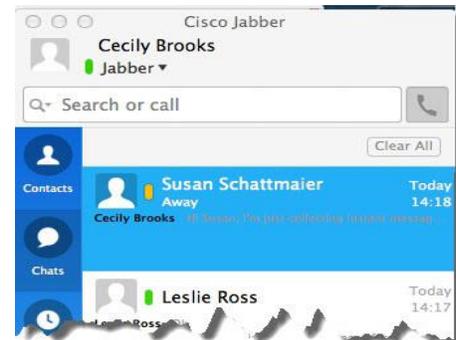
Contacts View

The **Contacts** view (shown right) displays groups of contacts that have been added by the user or that have been imported from the user's contact lists in Outlook and SoftPhone. By default, your offline contacts will not be displayed while using the software. To display offline contacts, click **View | Show Offline Contacts**.



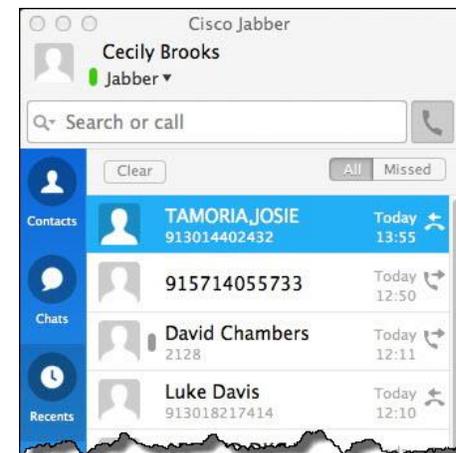
Chats View

The **Chats** view (shown right) displays recent instant message conversations that you have had with contacts.



Recents View

The **Recents** view (shown right) displays all recent calls (incoming, outgoing and missed). Click **All** to see all recent calls. Click **Missed** to see only missed calls.



Voice Messages View

The voice messages view (shown right) displays voice messages that are currently stored in your voicemail box on your phone. In this view, you can listen to and manage voicemail messages.

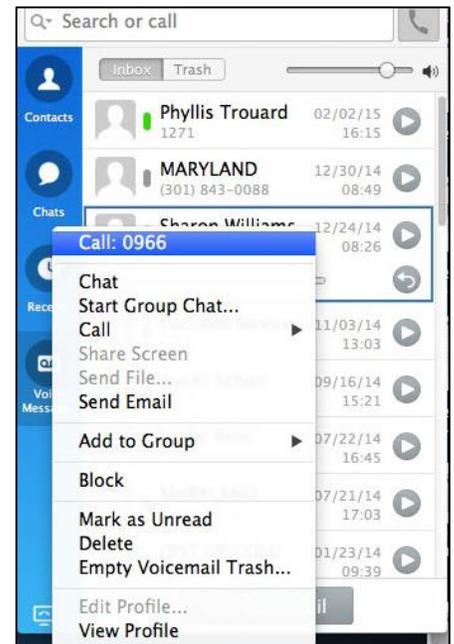
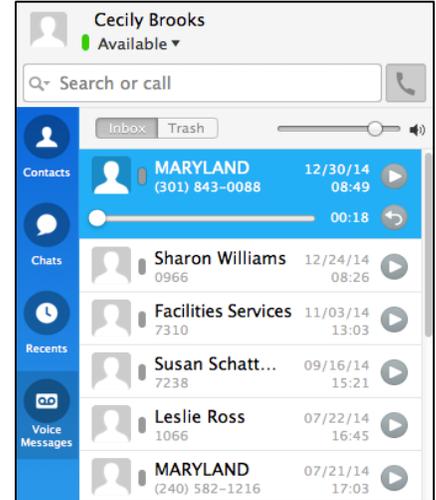
- Click the **Play** button to the right of the message description to listen to a voice message.
- Right-click a message from an internal user to access the following options:

Call	Place a call to the contact who left the message
Chat	Open an instant messaging window with the contact
Start Group Chat	Open a group instant messaging window with the contact
Send File	Open an instant messaging window and <i>File Transfer</i> dialogue box
Send E-mail	Send an e-mail to the contact using Outlook
Add to Group	Add the contact to a personal group
Block	Block a contact to prevent further calls or instant messages from that contact
Mark as Unread	Mark the voice message as unread
Delete	Delete the voice message
Empty Voicemail Trash	Delete all voice messages that are in the Trash folder
Edit Profile	View and edit the contact's profile, including name and extension
View Profile	View the contact's profile, including name and extension

- If the message is from an external number, you will have access to the following options:

Call	Place a call to the person who left the voicemail
Block	Block the phone number to prevent any further calls from that number
Mark as Unread	Mark the voice message as unread
Delete	Delete the voice message
Empty Voicemail Trash	Delete all voice messages that are in the Trash folder
View Profile	View the caller's profile, including phone number

- Click **Call Voicemail** to call your voicemail as you would from your desk phone. You will need to enter your voicemail password.

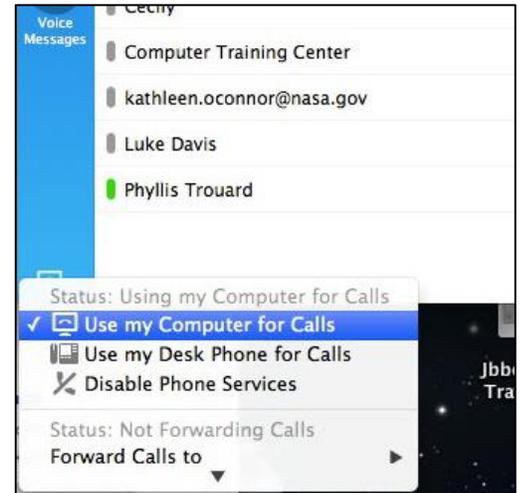


Phone Control Menu

The small icon in the lower left corner of the Jabber window is the **Phone Control Icon** (shown right). Click the icon to access options for phone use.



- Select **Use my Computer for calls** to place calls from your extension through your Macintosh and the Jabber application. This option is selected by default.
- Select **Use my Desk Phone for calls** to receive phone calls only on your desk phone. If you select this option, phone calls that are placed or received through Jabber on your Macintosh will be placed or received from your desk phone instead.
- Select **Disable Phone Services** to disable use of Jabber for placing and receiving calls. Though the software will remain open, you will not be able to use it for phone services.
- Select **Forward Calls To** to access the following options:
 - **Do Not Forward Calls:** do not forward calls to your extension.
 - **Voicemail:** all calls received will be forwarded directly to your voicemail.
 - **New Number:** calls will be forwarded to a phone number that you enter in the *Call Preferences* dialogue box.
 - **Open Call Preferences:** open the *Call Preferences* dialogue box, where you can view information about your software phone and desk phone, **Call Forwarding** and **Advanced Options**.



Creating Groups and Adding Contacts

Creating groups for colleagues and personal contacts makes calling and finding a person's information easy and fast.

Creating Personal Groups

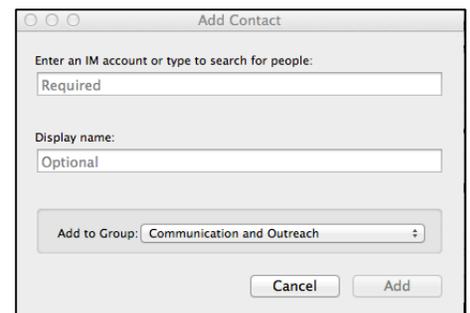
1. Click the **Contacts Menu | Add Group** OR right-click an existing group and select **Add New Group**. The *Add new contact list group* dialogue box appears (shown right).
2. Enter a name for the new group. Click **OK**. You will now see the new group when you are in the **Contacts** view of the *Jabber* window.



Adding Internal Contacts to Personal Groups

The Jabber directory contains NASA HQ personnel. You may search for and interact with NASA HQ users.

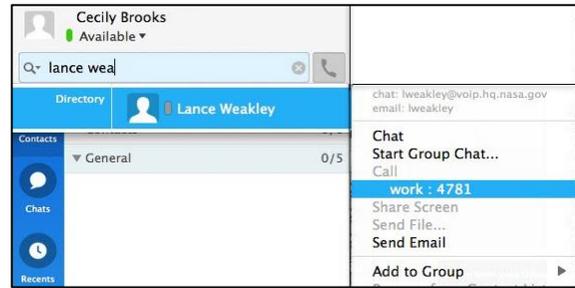
1. Click the **Contacts Menu | Add Contact**. The *Add Contact* dialogue box appears (shown right).
2. Enter the first name, last name, or both of a contact to search for in the **Enter an IM account or type to search for people** field. Search results will display directly under the search bar.
3. Once the desired contact is found, click to select the contact's name
4. If desired, enter a display name for the contact. The contact will appear under the display name in the **Contacts** view.
5. Choose a group from the **Add to Group** drop-down list to add the new contact to.
6. Click **Add**.



Placing Calls Using Jabber

Calling a Contact by Searching in the Jabber Directory

1. Click into the **Search or Call Bar** at the top of the *Jabber* window. Enter a contact's first name, last name or both. Search results will display directly below the search bar.
2. Once the contact is found, hover the mouse over the contact's name. A new menu will appear with contact information and options.
3. Click the contact's **Work number** (which will display as their NASA extension) to place a call.

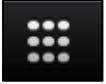
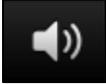


Calling a Contact from a Group List

1. Hover your mouse over a contact's name.
2. Click the **Call** icon.



The Active Conversation Dialogue Box Icons

	Mutes your microphone so that parties on the call cannot hear you.
	Add video to the call.
	Opens a keypad to dial inside the call.
	Adjusts the volume of the call.
	<p>More Options:</p> <p>Hold: Places the called party on hold. Click Resume to resume the call.</p> <p>Transfer: Click to transfer a call to another phone number. Click Transfer, then, in the Search or Call field, enter the phone number or NASA extension to the number to which the call is being transferred. Click Call to complete the transfer.</p>

Merging Calls

1. Place the first call.
2. Click **Hold** to place the call on hold.
3. Place the second call.
4. Once you are connected to the second call, click **Merge**. Click to select the call to be merged. The two calls will now be merged into one conversation and you will see all parties on the call.
5. Click the **Red telephone** to disconnect the call.

When you disconnect from a merged/conference call, other parties will still be connected until they also disconnect.



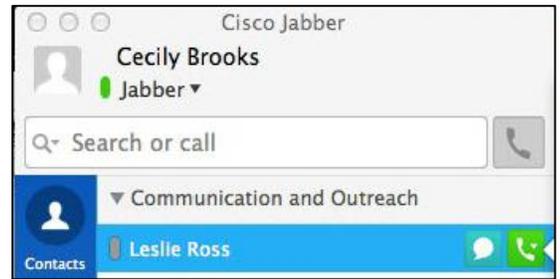
Working with Instant Messaging

You can use Jabber to send instant messages to other NASA HQ users when you are logged in. You can send a message to one person or to a group of people.

Sending an Instant Message

To send an instant message to a single contact from your contact list:

1. Double-click the contact on your contact list, or hover your mouse over a contact and click the **instant message** icon. The *Instant Message* window opens (shown lower right).
2. Type the text message in the field at the bottom of the window. Use the icons to the right of the field to enter emoticons, change text font or add more participants to the chat.

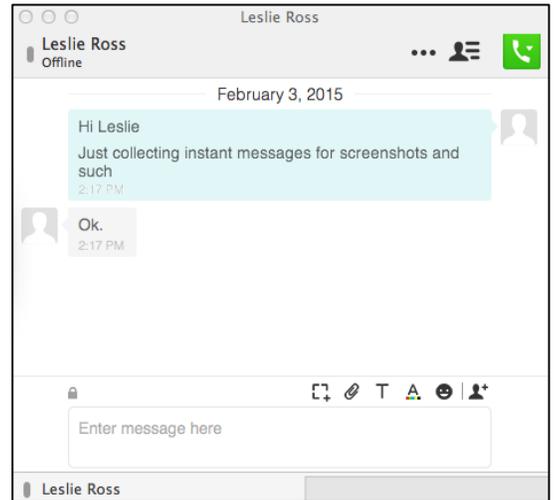


To send an instant message to a group:

1. Right-click the group that you wish to instant message.
2. Click **Start a group chat**. The *Invite to Chat* dialogue box opens.

You can also add more participants by typing a contact's first name, last name or both into the search bar, then clicking the contact's name from the search results.

3. Click **Invite**. You will begin a group chat with the contacts in that group, along with any additional participants you have added. If any contacts in the group are offline, they will not be added to the chat.



Making Video Calls

Video may be added to a call between yourself and one other internal user. You cannot add contacts to a video call once it begins.

1. Call a contact using Jabber.
2. Click the **Start my Video** button in the upper right corner.
3. Click the **Self View** icon to see the image from your camera.



Signing Out and Exiting

1. Click **Jabber | Sign Out** or **Quit** to close the application.