



# Quick Reference Guide Using Cisco Jabber for Windows 7



## Introducing Jabber

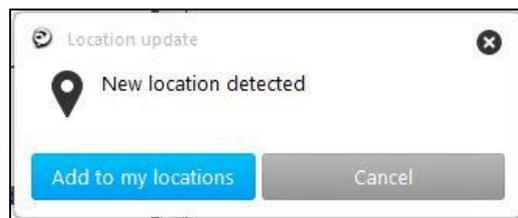
Jabber is a software application that allows you to use your NASA phone number to place and receive calls, access voicemail, instant message other users, conduct video calls, and share content, using your NASA-issued computer. Jabber will work from anywhere as long as you have a stable internet connection,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

### First time log-in to Jabber

When opening Jabber on your computer for the first time, you will be prompted to enter a username in the format [username@example.gov](#). Enter your e-mail address, with hq.nasa.gov as the domain.

### Locations

On your first time Jabber log-in, and any time after that when you log in from a remote location, you will be prompted by Jabber to add your location. Click **Cancel**, and do not add a location.



### Logging in to Jabber

To log in to Jabber, you will use your Agency User ID (AUID) and your NDC password.

1. Double click the **Jabber** icon on your desktop. The *Jabber* window displays (shown below right).

*If the icon is not on your desktop, open the **Start Menu**, then enter "Jabber" into the **Search Programs and Files** field. From the search results, click to select and open **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>.

## Changing the Call Manager Password and Synchronizing Voicemail Password

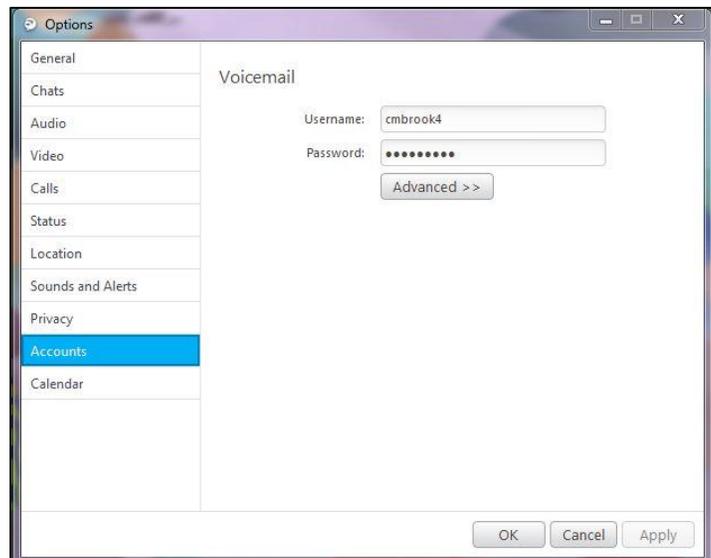
Call manager is a Cisco service, provided to allow users to forward their HQ extensions to other phone numbers, view and change phone settings and use Cisco Jabber. You will use the Call Manager website to change your call manager password.

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.
6. Click **Logout** when done.

### Synchronize your voicemail password

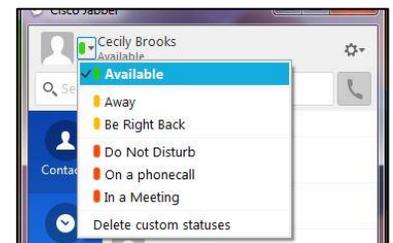
1. In the Jabber Window, click the **Menu** icon.
2. Click **File | Options | Accounts**. The *Account Options* dialog box opens.
3. Enter your **AUID** in the username field.
4. Enter your **Voicemail pin** in the password field. Your voicemail pin is your **AUID + your HQ extension**.
5. Click **Apply**.



## Understanding the Jabber Application Window and Views

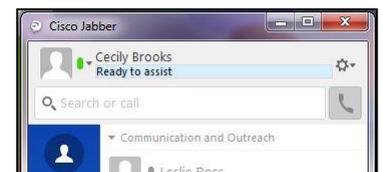
### Status and Status Icon

The small oval to the left of your name is the 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).



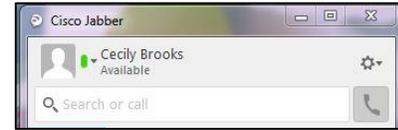
### Custom Status Messages

You can customize your status with personal information by clicking into the **personal message** field under your name and entering a custom message for that status icon. Jabber will store your custom statuses until you delete them. To delete custom statuses, click the drop-down arrow next to the status icon and select Delete custom statuses.



## Search or Call Bar

The **Search or call bar** (shown below) 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.



## 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**, **Recents**, **Voice Messages** and **Meetings**.

### 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 Softphone.

### Recents View

The **Recents** view (shown right) shows all recent calls (incoming, outgoing and missed). Click the **View** drop-down arrow to choose which calls you want to see. The options include: **All**, **Today**, **Yesterday**, **Last 7 Days** and **Last 30 Days**.

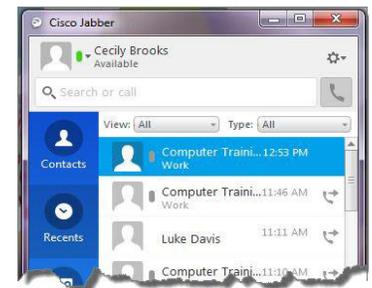
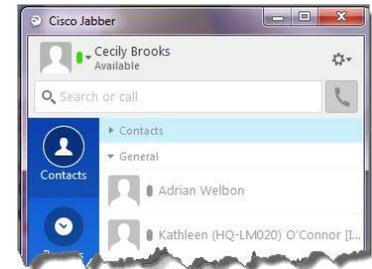
Click the **Type** drop-down arrow and select which calls you would like to see in this view. The options include **All**, **Placed**, **Received**, **Missed**.

### Voice Messages View

The voice messages view (shown lower 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:

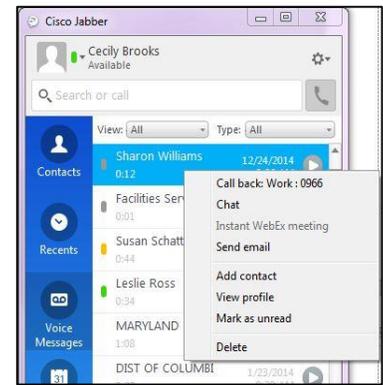
<b>Call back</b>	Place a call to the contact who left the message
<b>Chat</b>	Open an instant messaging window with the contact
<b>Send E-mail</b>	Send an e-mail to the contact using Outlook (this function is not recommended for use as it does not produce a valid e-mail address)
<b>Add Contact</b>	Add the contact to a personal group
<b>View Profile</b>	View the contact's profile, including name and extension
<b>Mark as Unread</b>	Mark the voice message as unread



<b>Delete</b>	Delete the voice message
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- If the message is from an external number, you will have access to the following options:

<b>Call Back</b>	Place a call to the contact who left the message
<b>Create Custom Contact</b>	Create a custom contact and add the contact to a personal list
<b>View Profile</b>	View the caller's profile (name and phone number only)
<b>Mark as Unread</b>	Mark the voice message as unread
<b>Delete</b>	Delete the voice message



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

*When you delete your voicemail messages or mark them as Read/Unread in Jabber, those changes will also be reflected on your desk phone.*



### Meetings View

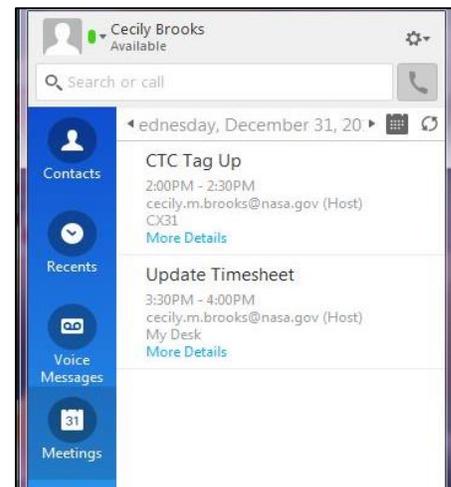
The **Meetings** view (shown right) displays the day's meetings and appointments on your Outlook calendar. Click **More details** to open the event from your Outlook calendar.

### Phone Control Menu

The small icon in the lower left corner of the Jabber window is the **Phone control menu**. Click the icon to access options for phone use.



- Select **Use my computer for calls** to place calls from your extension through your computer and the Jabber application. This option is selected by default.
- Select **Use my 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 the Jabber application will be placed or received from your desk phone instead.
- Select **Forward calls to** to forward calls from your extension to a different phone number, or directly to your voicemail. If your phone is already forwarded to a different number or voicemail, you can select **Forward calls to**, then select **None** to remove call forwarding.



### 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

- In the *Jabber* window, click the **Options icon** in the upper right corner.
- Click **File | New | Group**. The *Create new group* dialogue box opens.
- Enter a name for the group. Click **Create**. 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 into the **Search or call bar** at the top of the *Jabber* window.
2. Enter a user's first name, last name or both into the **Search** field. Search results will display below the bar.
3. Once the desired contact is found, click the **+** button to the right of the contact's name. The *Add Contacts* dialogue box displays.
4. Click the drop-down arrow to select to which group you wish to add the contact.
5. Click **Add**. This contact will be added to the group you chose.

### ***Adding External Contacts***

External contacts are contacts outside of NASA HQ.

1. Click the **Jabber** options icon. Click **File | New | Custom Contact**. The *Create Custom Contact* dialogue box displays (shown right).
2. Enter the desired information for the contact.

*When entering an external contact's phone number, you must enter it exactly as you would dial it from your desk phone (dial 9 first to get an outside line, then dial 1 if calling outside of Washington, D.C., then dial the area code and phone number).*

3. Click the drop-down arrow for the **Add to:** field and select the group to which you wish to add the contact.
4. Click **Create**.

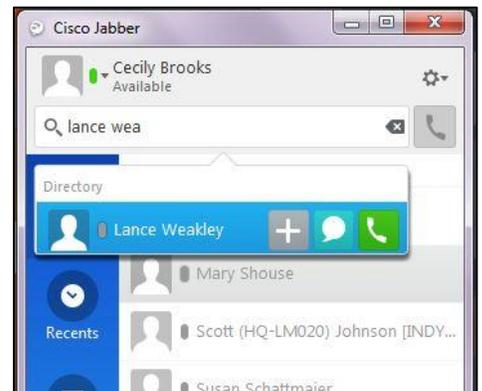
## **Placing Calls using Jabber**

### ***Calling a Contact by Searching in the Jabber Directory***

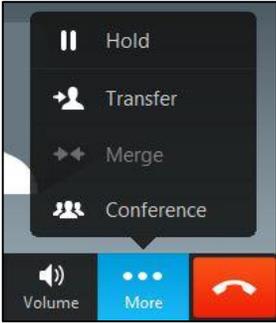
1. Click into the **Search or call bar** at the top of the *Jabber* window. Enter a contact's first name, last name, or both. Search results will display directly below the search bar.
2. Once the contact is found, click the **small green phone** icon to the right of the displayed name.
  1. You may also enter a NASA HQ extension or external contact's phone number into the search bar. Press **Enter** or the **Phone icon** to the right of the search bar.

*When dialing an external phone number, you must dial it exactly as you would from your desk phone by dialing 9 to get an outside line, then 1 for calls outside of Washington, DC, then the area code and phone number.*

*Do not call 911 from Jabber. Calling 911 from Jabber will dispatch emergency responders to the NASA HQ location instead of your actual location.*



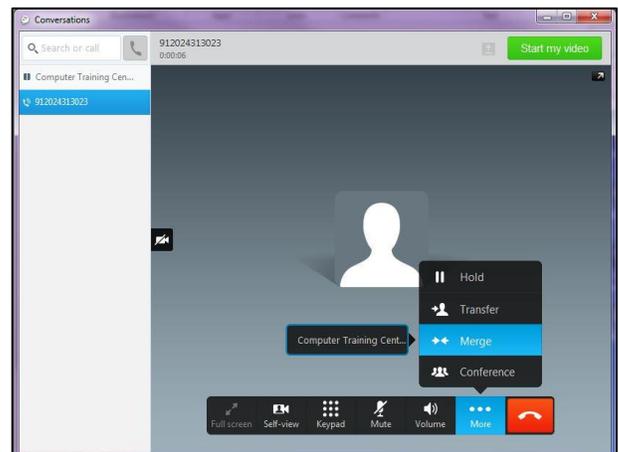
### The Active Conversation Dialogue Box Icons

	Displays the image from your camera.
	Opens a keypad to dial inside the call.
	Mutes your microphone so that parties on the call cannot hear you.
	Adjusts the volume of the call.
	<p><b>More ... Options:</b></p> <p><b>Hold:</b> Places the called party on hold. Click the icon again to resume the call.</p> <p><b>Transfer:</b> Click to transfer the call to another phone number. Click <b>Transfer</b>, then, in the <b>Search or call</b> field, enter the phone number or NASA extension for the call to be transferred to. Click <b>Call</b> to transfer.</p> <p><b>Merge:</b> Merges two calls together into a conference call.</p> <p><b>Conference:</b> Changes the call to a conference call, with the option to add participants.</p>
	Disconnects the call.

### Merging Calls

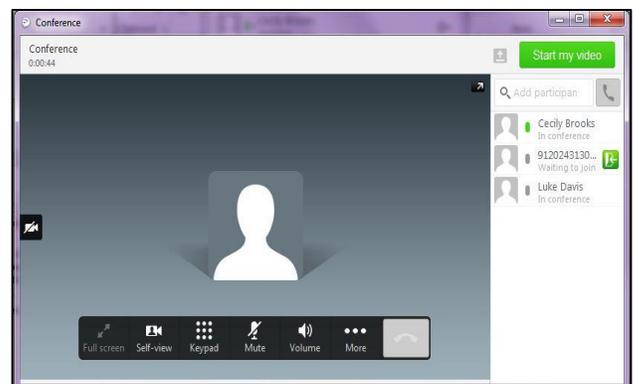
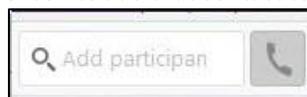
1. Place the first call.
2. Click into the **Search or call bar**, then enter the name or phone number of the second contact.
3. Place the second call.
4. Once you are connected to the second call, click **More | Merge**, then click to select the call to be merged. The two calls will now be merged into one conversation and you will see all parties on the call.
5. Click the **Red telephone** icon to disconnect the call.

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



### Creating a Conference Call

1. Call the first participant.
2. Click **More | Conference**.
3. Click into the **Add Participant** search bar on the right side of the active *conversation* window. Enter the first or last name of the contact you wish to add, or enter the NASA HQ extension or phone number of the person you wish to add.
4. Click the **Green Phone** icon to add that contact to the participant list.



5. Click **Call**. Once the call is connected, click the **Join** icon.  All three parties are now in a single active conversation.
6. Click the **Red phone** icon to disconnect the call.

## Working with Instant Messaging

You can use Jabber to send instant messages to other NASA HQ users who 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 mouse over a contact and click the **instant message** icon. The *Instant Message* window opens.
2. Type your text 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 a chat.

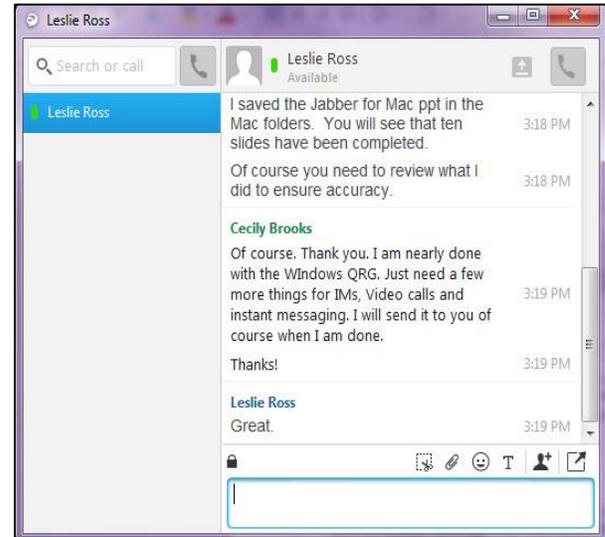
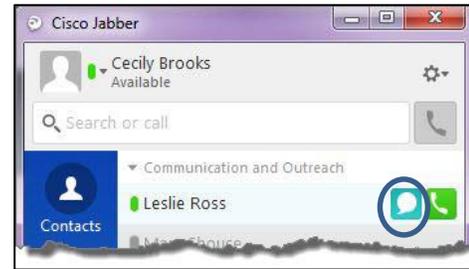
To send an instant message to a group:

1. Right-click the group that you wish to instant message.
2. Click **Start a group chat**. Click **Continue**.
3. Enter the topic of the group chat in the **Topic** field.

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

4. Click **Start**. You will begin a group chat with the contacts in that group, along with any additional participants you have added.

*You cannot send an instant message to a group if there are any external contacts in that group.*



## Making Video Calls

Video may be added to a call with 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** button to see the image from your camera.



## Signing Out and Exiting

1. Click the **Options icon**.
2. Click **File | Sign out** or **Exit** to close the application.