



Jabber – Windows 7 User Guide May 2016

Important Note: Do NOT Call 911 Using Jabber!

It is extremely important that you do **NOT** call 911 using Jabber. Because Jabber uses the NASA Headquarters (HQ) telephone infrastructure to identify the caller's location to emergency dispatchers (police, fire, etc.), your location appears to be inside the HQ building—not wherever you are physically (at home, in a hotel, or at some other location). You should always use a land line or a cell phone to dial 911 in the event of an emergency.

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Introduction

 This Cisco Jabber User Guide is for version 10.7 using Windows 7 and Cisco Unified Personal Communicator devices. Jabber is a unified communications tool, providing presence, instant messaging, voice and video, voice messaging, and conferencing capabilities. Jabber allows you to make and receive “phone” calls or listen to your voice mail messages from your NASA-issued computer. Because this service is integrated into the Headquarters (HQ) telephone system, the phone number associated with your software phone is the same as your office phone (202-358-xxxx).

Using Jabber in combination with HQ’s [Virtual Private Network](#) (VPN), you can place and receive calls from your HQ extension (202-358-xxxx) whether you are in Alexandria, Virginia or Alexandria, Egypt. The presence of voice mail messages and missed calls is displayed on your computer window, and you can listen to your messages with a simple double-click of the mouse.

Important Note: Do NOT Call 911 Using Jabber!

It is extremely important that you do NOT call 911 using Jabber. Because Jabber uses the NASA Headquarters (HQ) telephone infrastructure to identify the caller’s location to emergency dispatchers (police, fire, etc.), your location will appear to be inside the HQ building—not wherever you are physically (at home, in a hotel, or at some other location). You should always use a land line or a cell phone to dial 911 in the event of an emergency.

Requirements

A headset is not required, but is recommended. You will need the following items to successfully use Jabber:

- NASA-issued laptop with [VPN](#) and [Jabber](#) software installed
- [Smartcard](#) for accessing VPN
- Your [Agency User ID \(AUID\)](#)

Connecting Your Headset

You can respond to voice messages verbally from within Jabber using a headset or your computer microphone. You also have the option to respond to your voice messages using your desktop phone. If you don't already have a headset, you can request one through your resource approver or IT POC. Connecting your headset is similar to connecting a flash drive or thumb drive to your computer. Device drivers will be installed when you connect your headset.

Before you begin, make sure your computer has booted up completely.

1. Insert the USB cable of your headset into any available USB port on your computer. Alternatively, your headset may make use of stereo jacks. Insert the jack into an available space.
2. Wait for all device notifications to appear. The final message indicates the new hardware has been installed and is ready for use.

If you have questions about this process, refer to the manufacturer's instructions that accompanied your headset.

3. If the headset is still not working, click **Start | Control Panel | Sound**.
4. On the **Playback** tab, select the name of your headset (e.g., 2 – Logitech G330 Headset) | Click **Set Default**.
5. Do the same thing on the **Recording** tab | Click **OK**.

Logging in to Jabber

New users, or users who had to reset Jabber for trouble shooting purposes, must follow a different one-time [Initial Login](#) process. After your initial login, you will follow a different process as described in [Regular Logins](#).

Initial Login – For New Users or Resets

This is a one-time login process for new users, or for users who have reset Jabber in order to address a problem. The first time you log in, follow the steps below. If you are not a new user, follow the login steps for [Regular Logins](#).

1. After the software is loaded, in the text box, enter the following address, replacing “jdoe” with your user name | Click **Continue**.
jdoe@hq.nasa.gov



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2. The Jabber application will load.

After you follow the steps above, all subsequent logins will follow the steps for [Regular Logins](#). The only reason you would ever need to follow the steps above again is if you reset Jabber in order to address a problem.

Regular Logins

To begin using Jabber from your NASA-issued laptop, you must launch the Jabber application and log in. Follow the steps below to get started.

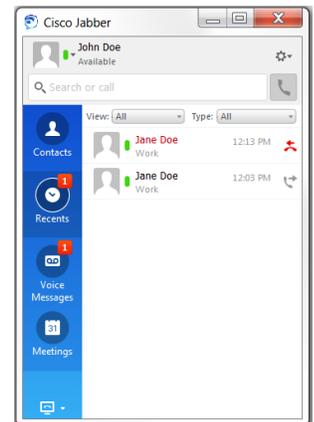
1. Log in to the HQ [Virtual Private Network](#) (VPN) if necessary.
2. To launch the application, click **Start**  | **All Programs** | Cisco Jabber folder |  Cisco Jabber.
3. The bottom of the Jabber console appears at the top of your computer screen, as shown below:



4. Hover your cursor over the bottom of the Jabber console to expose the search text box with four icons, as shown below.



5. If you wish to launch the larger Cisco Jabber window as shown at right, click the Jabber icon .



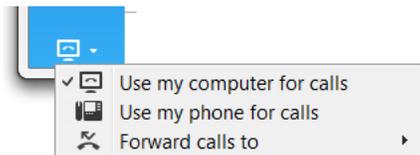
Placing a Call

There are many methods for placing a call with Jabber, either from your computer or from your phone.

Use Computer for Calls

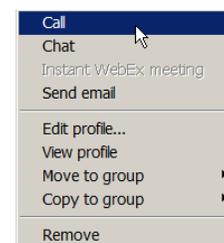
To place a call from your computer, put on your head set and follow these steps:

1. In the lower-left corner, click the Preferences menu , and select **Use my computer for calls**.
2. Use the table below to identify the type of call you would like to make and then follow the corresponding steps.



Person you are calling	Go to step
Contact	3
NASA employee, non-contact	4
Non-NASA number	6

3. If the person you wish to call is one of your contacts, click **Contacts** on the left | Hover your cursor over the person you wish to call, and then use one of these methods:
 - Click the phone icon .
 - Right-click and select **Call**.
4. If the person you wish to call is a NASA employee, but is not listed among your contacts, at the top of the Jabber console, type the first few characters or all of a full name, first name, last name, or phone number.



NASA HQ Phone System Directory searches are not case-sensitive. The alphanumeric characters you enter are shown in the leading position of the search results. Example: If you search for “den,” the search results could include “Denise” and “Denzel,” but not “Arden” or “Hayden.”



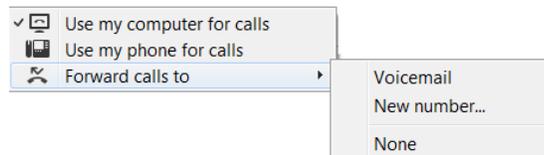
5. From the list that appears, hover your cursor over the person you wish to call, and then use one of these methods:
 - Click the phone icon .
 - Right-click and select **Call**.
6. To call a non-NASA number, at the top of the Jabber console, in the text box, enter the number and click the phone icon .

Be sure to enter the number exactly as you would dial it from your desk phone. For example, you may need to dial a “9” before the number to call someone outside of NASA HQ.

Use Phone for Calls

To place a call from your phone, put on your desktop phone head set and follow these steps:

1. In the bottom-left corner, click the Preferences menu , and select **Use my phone for calls**.
2. Make a call from Jabber using any of the methods described in the [Use Computer for Calls](#) section.

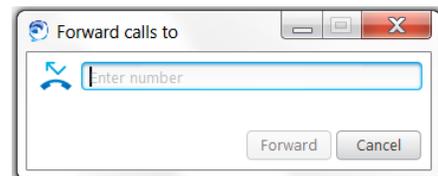


The call initiates from your desktop phone. You can manage the call using either the Jabber [call options](#), or those on your desktop phone.

Forward Calls to Different Number

Jabber gives you the option to forward calls from your desk phone to another number. For example, if you are teleworking, you may want to have calls that go to your desk phone routed to your home or cell phone.

1. In the bottom-left corner, click the Preferences menu , and select **Forward calls to | Select New number**.
2. Enter the number where calls will be forwarded (if you are dialing an outside number, include 9 + 1 + area code + phone number) | Click **Forward**.

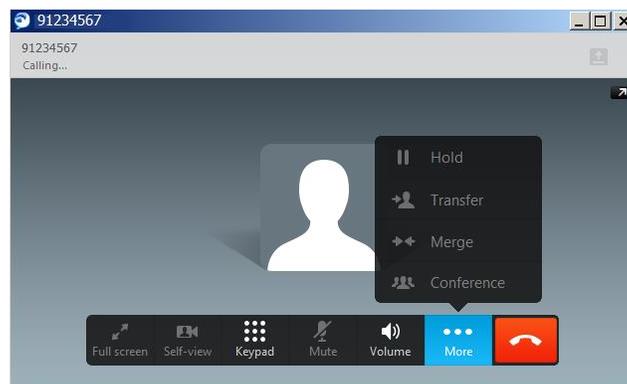


When someone calls your desktop phone, the call will be routed to the number you indicated.

Call Options

Whether you are using your computer or your desktop phone for your Jabber calls, the following options are available to help you manage your call.

- Full screen
- Self-view
- Keypad
- Mute
- Volume
- Hold
- Transfer
- Merge
- Conference
- Disconnect Call



Participate in Teleconference

To participate in a teleconference, follow these steps:

1. On the left side of the Jabber window, click the **Meetings** icon  and, if necessary, the **Calendar** icon  to retrieve your meeting information.
2. In the text box at the top, enter the phone number and click the phone icon .

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Be sure to enter the number exactly as you would dial it from your desk phone. For example, you may need to dial a “9” before the number to call someone outside of NASA HQ.

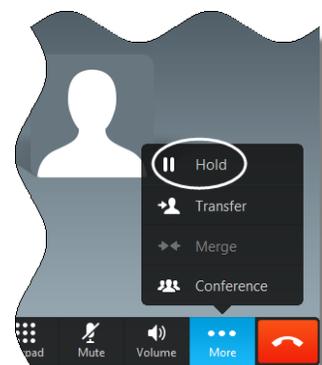
3. When you are connected to the teleconference and prompted for the passcode, click the **Keypad** icon  within the call window and enter the passcode.

4. Once connected, click the **Mute** icon  on the call window.

In most cases, you can also mute a call directly from the headset. However, the method varies by headset. Refer to your headset’s user manual for the exact location of the mute feature.

Putting a Call on Hold

1. To put an active call on hold, click the **More** icon  and then select **Hold** icon .
2. To resume a call that has been put on hold, simply click **Resume** .

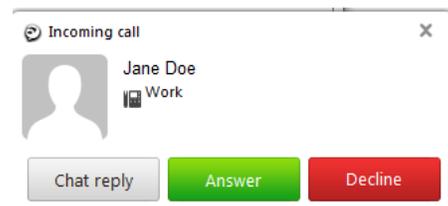


Conference Calls

The following sections describe how to merge incoming calls, and create a conference call.

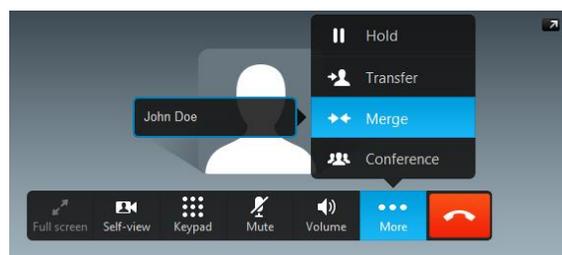
Merging Incoming Calls into a Conference Call

If you are on a call with someone and you receive a call from someone whom you would like to add to the current conversation, you can conference that person in to the call.



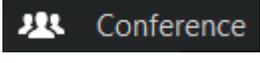
1. Place your active call on hold by clicking the **More** icon  and then select **Hold** icon .
2. Answer the incoming call and obtain that person’s permission to join the conference.
3. To merge all parties into a single conversation, click the **More** icon  | Select **Merge** and the person or number to be merged.

The three parties are now in a single conversation.



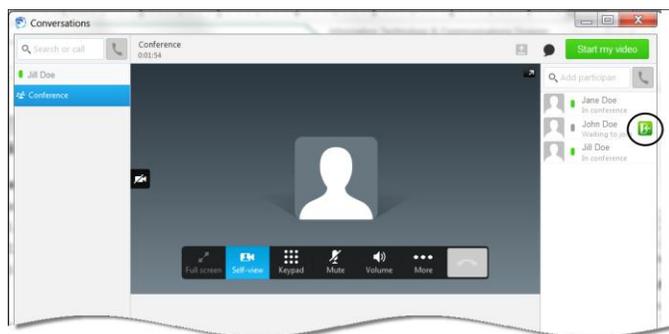
Creating a Conference Call

To initiate a conference call with several participants, follow these steps

1. Call the first participant using any method described in this guide.
2. From the active call, click the **More**  icon and then select **Conference**  **Conference** .
3. Enter the name or number of the second participant in the **Add participant** text box on the right side of the **Conversations** window, and call them.

The first person is automatically put on hold when you contact the next participant.

4. Repeat these steps until all participants have been contacted.
5. To merge all participants into a conference call, click the **Merge** icon, as circled at right.



Adding Contacts

Jabber allows you to add NASA contacts from the NASA HQ Phone System Directory, add a contact that is external to NASA, and to add groups of contacts.

The contacts in Jabber are not the same as the contacts in Outlook. These two services are unrelated.

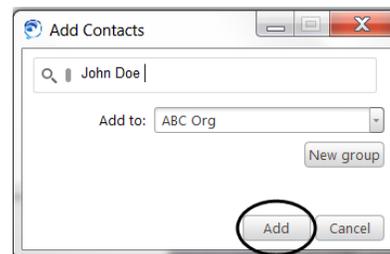
Adding a Contact from the NASA HQ Phone System Directory

1. Along the left of the **Cisco Jabber** window, click **Contacts** .
2. Search for the person you would like to have as a contact by entering their name or number in the search text box.

NASA HQ Phone System Directory searches are not case-sensitive. The alphanumeric characters you enter are shown in the leading position of the search results.

Example: If you search for “den”, the search results could include “Denise” and “Denzel”, but not “Arden” or “Hayden”.

3. From the search results, locate the person, hover the cursor over the name and click the plus icon .
4. To add the contact to an existing group, in the **Add Contacts** window, from the **Add to:** menu, select which group you want the contact to belong | Click **Add**.

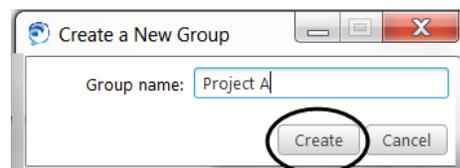


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5. To create a new group for the contact to reside, in the **Add Contacts** window, below the **Add to:** menu, click **New Group**.

6. From the **Create a New Group** window, enter a name for the new group | Click **Create**.

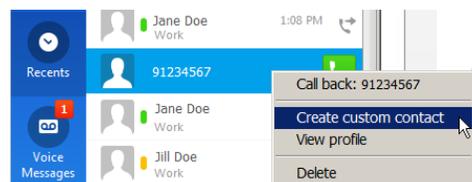
You can now add the new contact to the newly created group.



Adding an External Contact

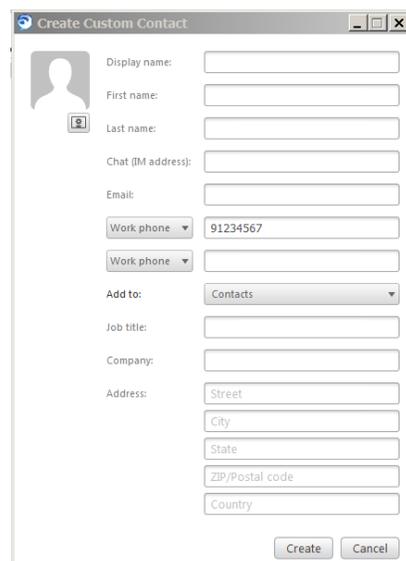
If you have an external contact you call often, you may want to create a custom contact for that person.

1. Along the left, click **Recents** | Locate the contact | Right-click and select **Create custom contact**.
2. In the **Create Custom Contact** window, type the external contact's Display Name, First Name, Last Name, and Phone Numbers (along with Job Title and Company if you choose) in the corresponding fields.



3. From the **Add to:** group, indicate the group where the contact will reside.

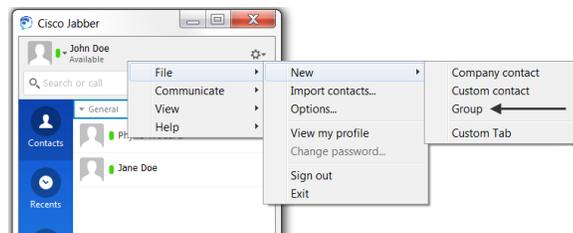
- To move from one field to the next, press the Tab key or use the mouse to click.
- You may also add an e-mail address and a Web site URL for an external contact.



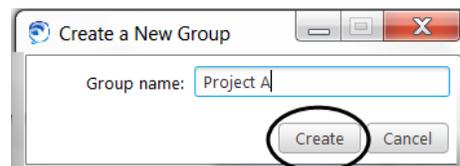
4. Click **Create**.

Creating Groups of Contacts

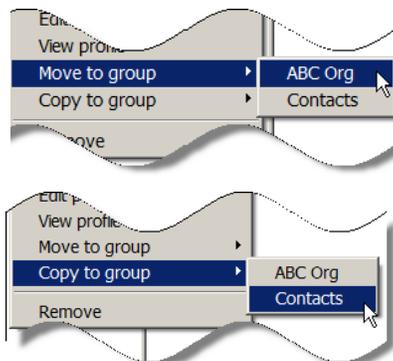
1. From the **Options** menu  at the top-right, click **File** | **New** | **Group**.



2. In the **Create a New Group** window, type the name of the group | Click **Create**.



3. You can add new contacts directly to this group, or, for existing contacts, right-click and select **Move to group** | select the new group for the contact.
4. If you would like for a contact to reside in more than one group, right-click and select **Copy to group** | Select the other group name.



Voice Messages

[Logging into Jabber](#) automatically gives you access to a list of all your voice messages, with the most recent on top. To listen to messages, follow these steps.

1. Windows Media Player and Quicktime Player are the recommended media players. See [Changing the Default Media Player](#) to ensure you are using one of these.



2. Along the left of the Cisco Jabber Console, click **Voice Messages**.
3. To listen to a message, either double-click it, or click the play button .
4. Right-click on a message to display the following menu items:

Message from internal number		Message from external number	
• Call back	• View Profile	• Call back	• Mark as (un)read
• Chat	• Mark as (un)read	• Create custom contact	• Delete
• Send e-mail	• Delete	• View Profile	
• Add or Edit Profile			

Instant Messages

There are a few different methods for accessing the chat window in order to send someone an instant message. Once the chat window is open, a variety of options are available.

Sending Instant Messages

1. Access the chat window using one of these methods:
 - On the left of the Cisco Jabber window, click **Contacts** | Hover your mouse over a contact name and click the chat icon. 
 - On the left of the Cisco Jabber window, click **Contacts** | Hover your mouse over a contact name | Right-click and select **Chat**.
 - At the top of the Cisco Jabber window, in the search text box, enter the name of the person you want to message | From the search results, use either of the methods described above.

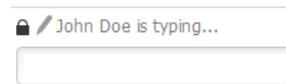


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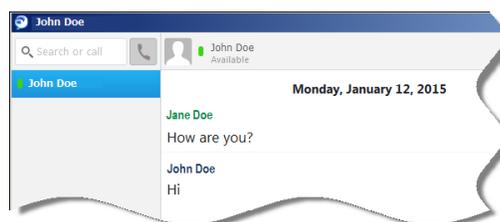
- From a contact’s profile window (right-click and select **View profile**), next to **Chat (IM address)**:, click the link.

2. When the chat window displays, at     the text box at the bottom where the cursor is blinking, type your message | Press **Enter** on your computer’s keyboard to send the IM to your selected recipient.

You will see a message letting you know the other person is typing.



The entire chat is captured in the white space above.



Instant Messaging Options

During your chat session, you have several options available to you, including:

- Insert an emoticon
- Edit the font
- Add participants
- Show this chat in a new window

The desktop sharing feature is not available. If you attempt to access it, you will receive an error message.

Insert an Emoticon

While messaging with one of your contacts, you have the option to insert an emoticon.

1. At the bottom of the chat window, above the text box, click the emoticon icon .
2. When the emoticons appear, choose one by clicking it.
3. When the emoticon appears in your message, press **enter** to send.



Edit the Font

While messaging with one of your contacts, you have the option to edit text color, size, and font. You can also bold, italicize, and underline.

1. Highlight the text you would like to edit.
2. At the bottom of the chat window, above the text box, click the font icon .
3. As you make your edits, they appear in the text box.



Add Participants by Searching

While messaging with one of your contacts, you have the option to add participants.

1. At the bottom of the chat window, above the text box, click the **Add participants** icon .

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2. When the **Start Group Chat** window appears, enter a name in the search text box, and choose from the search results.
3. In the topic text box, enter a meaningful topic name | Click **Start**.



Add Participants from Contact List

Use one of these methods to add your contacts to the chat:



Method One	Method Two
<ol style="list-style-type: none">1. Press and hold the Ctrl key on your keyboard.2. Select several contacts from your Contacts list.3. Right-click and then select Start group chat.	<ol style="list-style-type: none">1. Select a contact from your contact list.2. Drag and drop the contact into a chat window.

Show This Chat in New Window

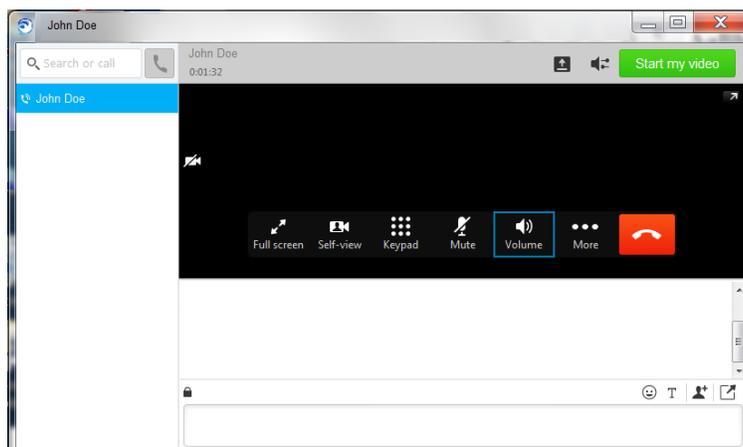
While messaging with one of your contacts, you have the option to display the chat in a new window. This allows you to start a second, separate chat with another contact, while still having access to the information in the first chat.

1. At the bottom of the chat window, above the text box, click the **Show this chat in a new window** icon.
Your conversation appears in a separate chat window.
2. Choose a new contact, and [send an instant message](#) to them.
You now have two separate chat windows with two separate contacts.
Your screen may go blank for a few seconds while Jabber terminates the sharing session.

Video

While you are on a call, you can choose to use the video functionality by clicking **Self-view** |

Start my video 



Availability

By default, Jabber automatically determines the availability status of each person. Jabber uses color codes to determine availability. Green is Available, yellow is Away, and red is Do Not Disturb.

Specifying Your Availability Manually

You can indicate your status to other Jabber contacts manually by following these steps:

1. At the top-left of the Cisco Jabber window, to the left of your name, click the status menu 
2. Choose an option from the menu that appears: Available, Away, or Do Not Disturb.



This status remains until you change it or exit Jabber.

Determine Contact's Availability

To determine if someone in your contact list is available to receive IMs, check that person's availability status by viewing the color to the left of their name, as shown above.

Availability status is displayed only for the following:

- Contacts that are listed in the NASA HQ Phone System Directory
- External contacts that use Jabber and have accepted your request to view their availability status.

Exiting Jabber

There are two ways to end your Jabber session.

- From the options menu, select **File | Exit**.
This will end your Jabber session, and remove the Jabber window from your desktop.
- From the options menu, select **File | Sign out**.
This will end your Jabber session, but the Jabber window will remain on your desktop.

Clicking the Close icon (red X) in the upper right-hand corner does **not** close the application. This action just minimizes Jabber and puts it in the System Tray.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>*