

Cisco Jabber @ Duke

<http://oit.duke.edu/voicevideoweb/CiscoJabber.php>

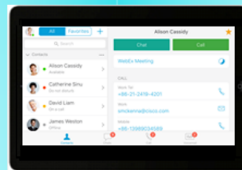
Cisco Jabber -The Power to Collaborate

Rich, Real-time Collaboration with Cisco Jabber® Platform



All-in-one UC application

- Presence and IM
- Voice, video, and voice messaging
- Desktop sharing and conferencing



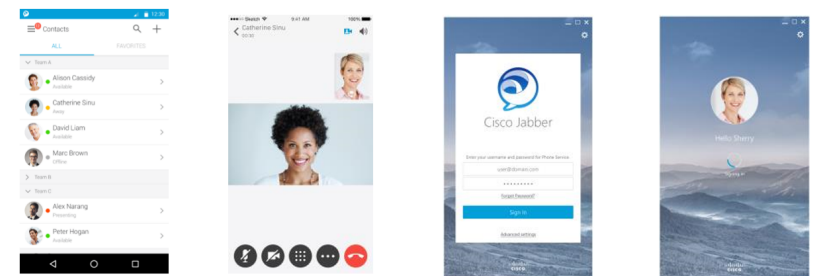
Collaborate from any workspace

- PC, Mac, tablet, and smartphone
- On-premises and cloud
- Microsoft Office integration + 3rd party apps

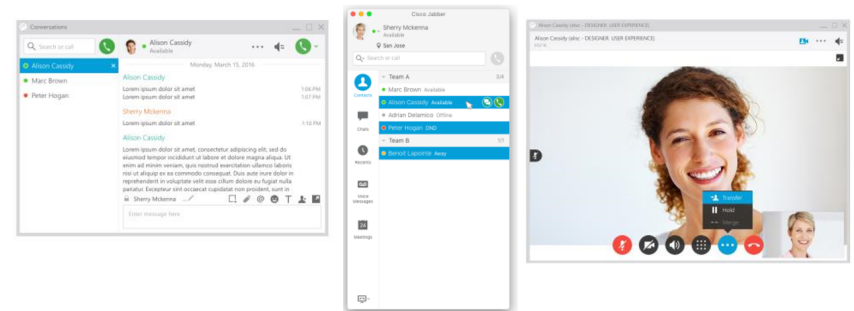
Cisco Jabber experience



- Persistent Chat
- Desktop Sharing
- Remote access no VPN needed
- Single Sign On (WIP)



- New Visual design 11.7
- IP dialing @duke.edu
- URI Dialing Joe.User@Duke.edu



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Jabber Feature Timeline

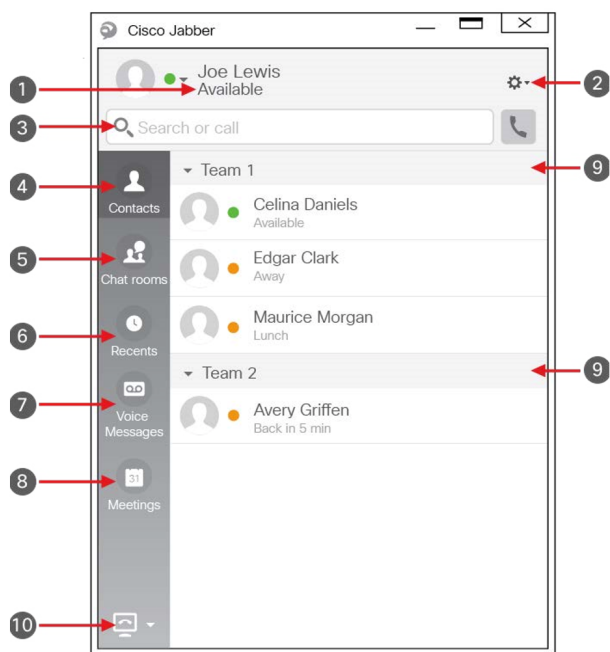
- Mid 2016
 - iPV6 Support
 - Federal Compliance
 - UI Refresh
- Late 2016
 - Multiline
 - Spark Interop
 - Push Notifications

OIT Updates

- Automation of account creation / deletion
- Enable Auto update feature for client
- Single Sign On

Hub Window

Note: This document might include features or controls that are not available in the deployment of Cisco Jabber for Windows that you are using.



1. Status message	6. Recent calls
2. Menu	7. Voice Messages
3. Search or call bar	8. Meetings
4. Contacts	9. Custom Groups
5. Chat Rooms	10. Phone Controls

Set Up My Phone Accessories

You can change which microphone and speakers are used by the client when you have at least one phone accessory for call control.

Procedure

1. From a chat window, select the **Open Audio Options** icon.
2. Select the speakers and microphone that you want the client to use to send and receive your audio. You can also test the sound to check that it is working.
3. Select **Apply** then **Ok**.

Customize My Client

You can access your options and preferences for Cisco Jabber to customize how your client behaves.

Procedure

1. From the hub window, select **Menu > File > Options**.
2. Select any tab in the Options menu to make your choices.

Use My Computer for Calls

You can tell Cisco Jabber for Windows to send calls to your computer or to your phone.

Procedure

1. From your hub window, open the Phone Controls drop-down menu.
2. Select your preference.

Forward Calls

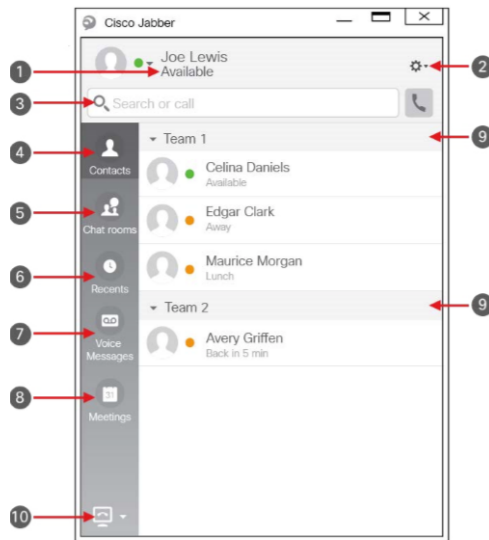
To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

Procedure

1. From your hub window, open the Phone Controls drop-down menu.
2. Select **Forward Calls To** and specify the phone number.

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Collaborate With My Contacts



When chatting with a contact, you can use controls to:

- Add them to your contact list
- Start an instant meeting
- Share your screen
- Start a phone call

Start a WebEx Meeting

Start a WebEx meeting directly from a chat window with another user without having to schedule a meeting in your calendars first.

Procedure

1. From the chat window, select the **More** icon.
2. Select **Meet Now**.

Chat Options



In a chat you can:

- Send a screen capture
- Send a file
- Create a mention
- Insert an emoticon
- Edit the font size and color
- Add participants to create group chats
- Show the chat in a new window

Start a Group Chat

Easily start a group chat with two or more of your contacts.

Procedure

1. Select all of the requested participants from the Contacts tab. You can use CTRL key while you select multiple participants.
2. From the right-click menu, select **Start a group chat**.
3. Add additional participants in the People field.
4. Enter the subject for your group chat.
5. Select **Start**.

Add New Contacts

Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can easily double-click on their names to start a phone call or a chat.

Procedure

1. In the hub window, select the Menu icon.
2. Select **File > New > Contact**.
3. Start typing the person's name to search the directory, or enter the username directly if you know it.
4. Select which group to add the new contact to and select **OK**.