

Using the Cisco Jabber Communications Client

Using Jabber

Jabber is a communications tool available to all County employees from their desk phone, computer and some mobile devices. It provides phone services (make or receive calls), access to voicemail, chatting with other employees, and contact details for all County employees.

Please note that Jabber chat sessions and the messages you send and receive will only be retained while the chat window is open. No chat text will be retained after closing the chat window, or restarting your computer.

Also note that you must have a dedicated telephone line associated with Jabber to make or receive phone calls. If you are sharing a phone line with others, Jabber will provide chat capability only. In addition, if you are connecting to a remote computer, e.g. the computer in your office via Citrix, you will only have access to Jabber chat functions, phone capability will not be available via Citrix.

To forward your phone calls when working remotely via Citrix, see the Forward Calls option at the bottom of page #5 of this user guide.

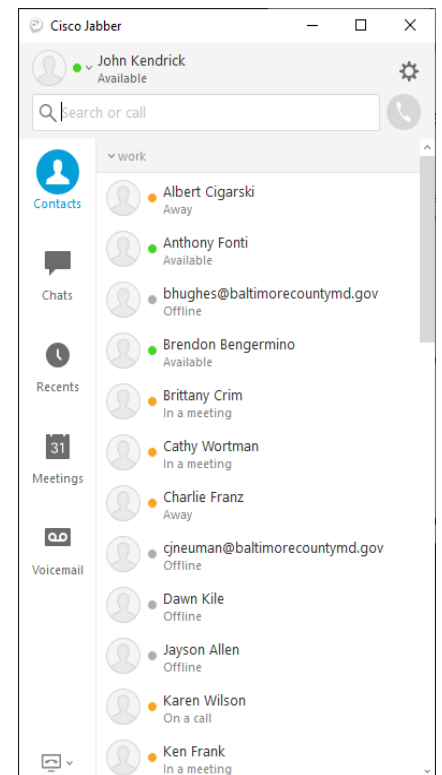
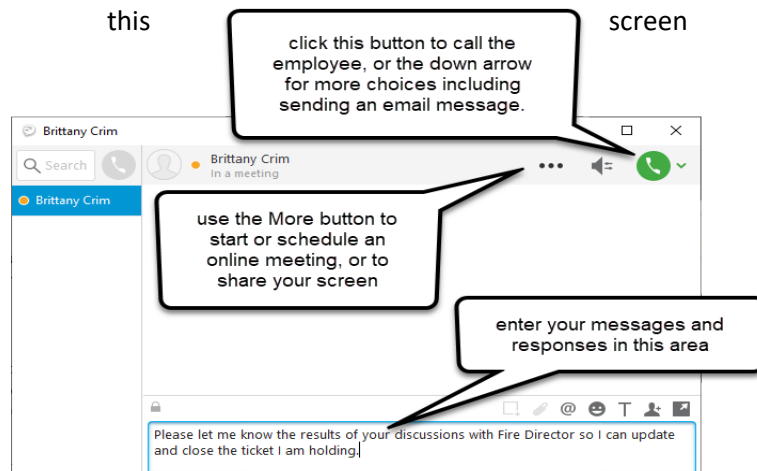
Using Jabber from Desktop

Jabber has software that can be installed on any County computer to provide communication services. When installed, Jabber normally will open every time you start your computer, and looks something like the screen pictured here.

Contacts – use the contacts button to view a list of recently contacted employees, and hover over their name to quickly call or start a chat session.

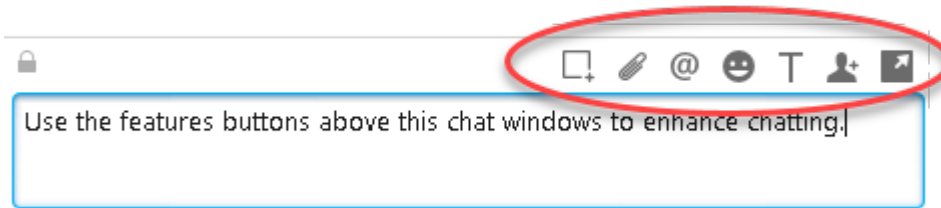
Chats – click the chats button to begin chatting with another County employee following these steps.

1. **Click the Chats button**
2. **Select a contact** from the list or type the employee's name in the search box at the top of the Jabber screen
3. **Type your message** and responses into the chat box and **press Enter** to send
4. See the below screen for **other messaging options** available from this screen



Chat and Group Options

While chatting, there are some options available on the right side above the chat window.



capture a screen shot to share in your chat (this feature may not be available unless all parties in the chat are working on the County network in their office, e.g. not working remotely)



add a file attachment for transfer via the chat session (this feature may not be available unless all parties in the chat are working on the County network in their office, e.g. not working remotely)



the mention button **alerts someone** that is part of a group chat that you mentioned them



add a variety of emoji's to your chat



chat text formatting options for a variety of text sizes, colors, fonts and effects



add another user for a group chat



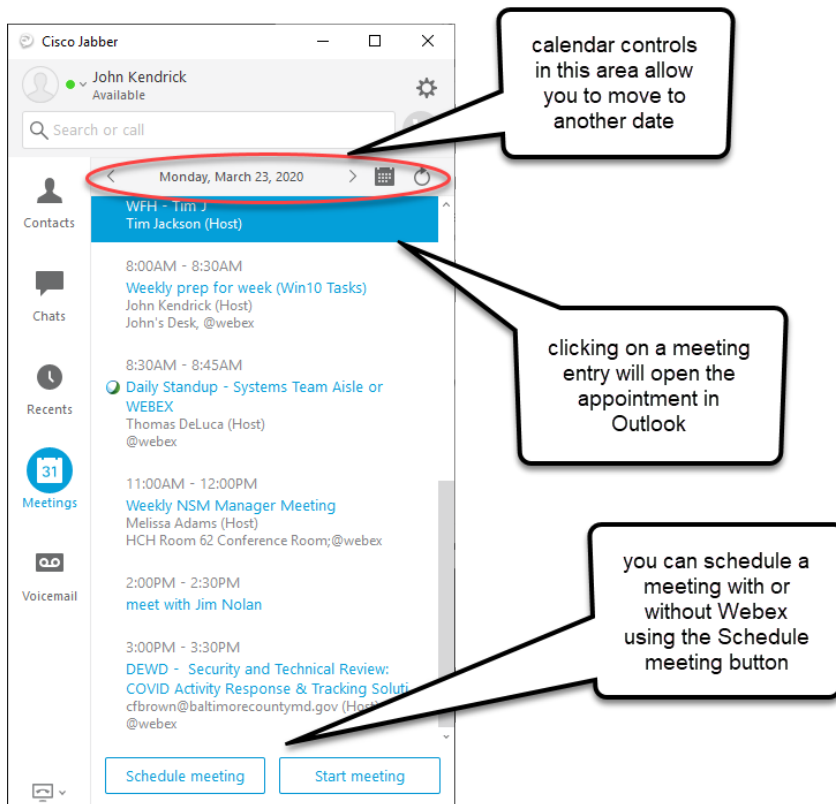
move the chat screen to its own window to improve readability (more lines) and keep the chat focused on your screen

Recents – use the recents button to see a list of recent phone calls to and from others to your desk phone.

Each entry has the time of the call, call duration and a symbol indicating whether the call was outgoing, incoming or not answered (red). The call button beside each name makes it easy to call the party back, and even send an email message to the caller (for County phone numbers only).

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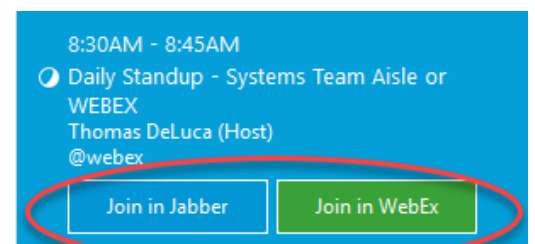
Meetings – use the meetings button to view a list of your appointments from the Outlook calendar. Other options available when working with meetings are shown below.



If a meeting has been scheduled with Webex you will see two additional buttons beneath the meeting item, providing buttons to join the online meeting in Jabber, or to join in Webex as shown here.

Joining in Jabber will call in and provide video right in the Jabber window.

Joining in Webex will open the meeting in a browser, e.g. Chrome or Internet Explorer, or in the Cisco Webex meetings app if you have that installed.



Both of these options will require that your audio and camera feeds be set up for access in Jabber and Webex. More details on the use of online meetings with Webex is provided at <https://www.baltimorecountymd.gov/Agencies/infotech/telework/webex.html>

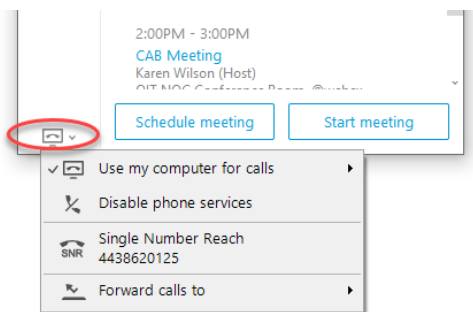
Voicemail – the voicemail button provides a display of all voicemail messages currently waiting or which have not been deleted. Each voicemail listed provides the name of the caller, duration of the message and the time of the call.

- Clicking on any voicemail item will provide options to call or chat with the caller.
- Clicking on the play button at the end of an entry will playback the voicemail message.
- Right-clicking on an item will provide additional options as shown here.

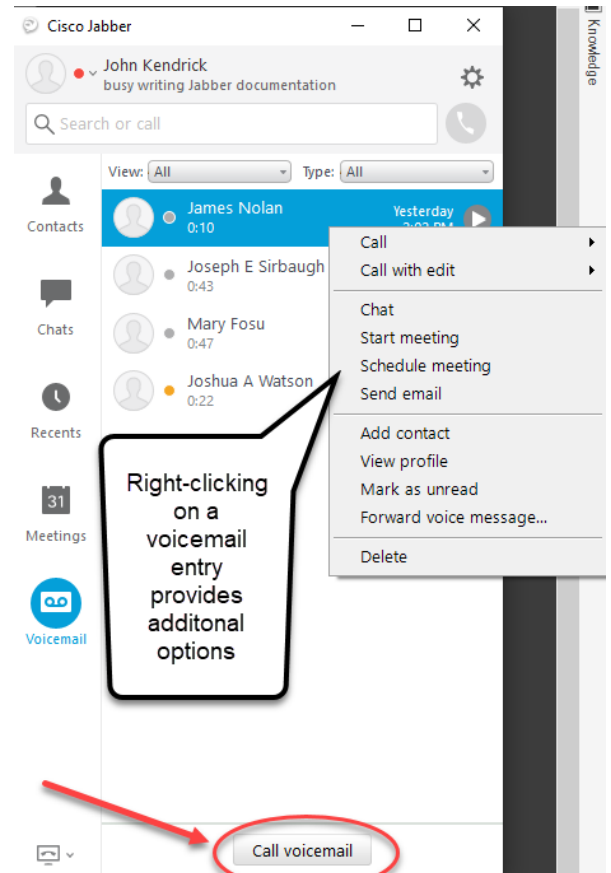
You can use the **“Call voicemail” button** at the bottom of the Jabber window to call into your voicemail box. This option is useful for accessing setup options for your voicemail, including recording greetings and setting your alternate greeting.

Setting Up Phone Services

There are several options available to change how phone calls can be made and received. These options can be accessed using the phone services button at the bottom left of the Jabber window as shown here.



- Use the first option to **use your desk phone, computer, headset or other device** to make and accept calls.
- **Disable phone services** will disable your telephone and you won't be able to make or receive calls from Jabber.
- **Single Number Reach** allows you to allow both your desk phone (office extension) and County cell phone to ring simultaneously for incoming calls.
- **Forward calls to** will provide forwarding to another number, e.g. cell phone or home phone, or even forward calls direct to voicemail if desired.



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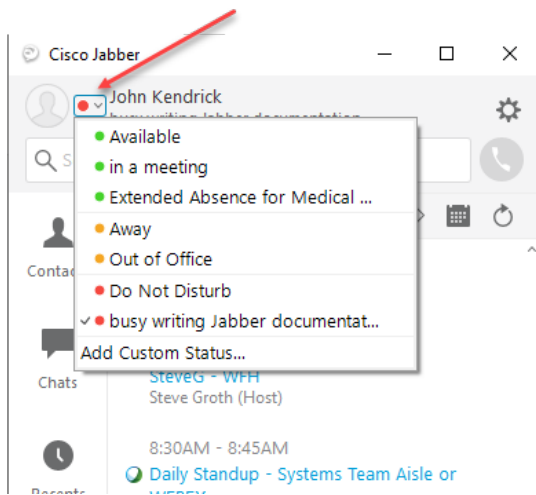
Using Your Computer as Your Phone

If you prefer using your PC as your phone, especially helpful when working from home or another remote location, you can use Jabber on your PC without a phone, provided you have the following.

1. County PC with Direct Access to the County network
2. Microphone and speakers built into your PC, or a headset or earbuds connected to your PC
3. Optionally a camera built into or attached to your monitor, if video is desired

Let Others Know Your Status

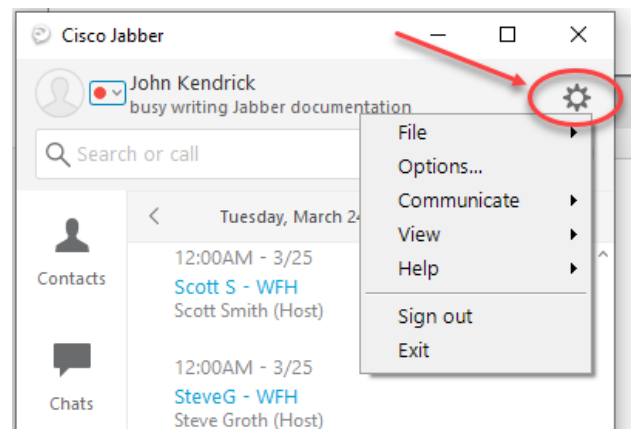
There is a status setting with your profile picture at the top of the Cisco Jabber screen. This can be used to identify whether you are available or away, out of the office, on extended leave, or should not be disturbed. You can even create a custom status message with the “Add Custom Status . . .” selection at the bottom of the menu.



Settings and Preferences

There are some set up options needed, and some preferences that can be selected from the Settings menu in the upper right corner of the Cisco Jabber screen as shown here.

- **File** will provide a way to view your profile information and add to your contacts list.
- **Options . . .** includes all of the set up options for Jabber, including setting fonts for Chat, audio and video setup, connecting Jabber to Webex Meetings, whether or not Calls start with video enabled, status and notification options and UserID and password for phone services and messaging.
- **Communicate** will allow you to schedule or start a connected meeting, e.g. Webex.
- **View** provides options for display of Jabber windows, contacts, e.g. only available shown in the list, and how contacts are sorted in the list



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[Getting More Help](#)

If you have problems accessing or using Jabber, please review the guides and troubleshooting information. If you are still experiencing problems, contact the Office of Information Technology Service Desk at 410-887-8200.