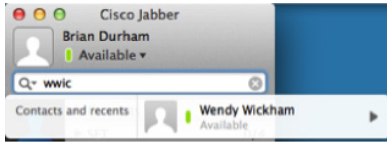




## JABBER CLIENT 10.X - MAC

### INITIATE CHAT FROM SEARCH

In the search window, begin typing the first name, last name or NetID of the user you wish to chat with.



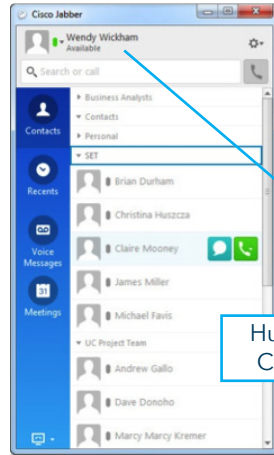
Click the chat icon to open the chat window.

### SEND CHAT

1. In the chat window, type your message in the chat box
2. Press **Enter** on your keyboard to send the message
3. Responses will appear in the chat window

### REPLY TO CHAT

Look for the bouncing Jabber icon at the bottom of your screen, or listen for the audio tone to view invitations to chat. Click the icon to open the chat window and respond.



### INITIATE CHAT FROM CONTACTS

In the contacts tab, double-click on the user name to open the chat window.

Status drop-down

Hub Window/  
Contacts tab

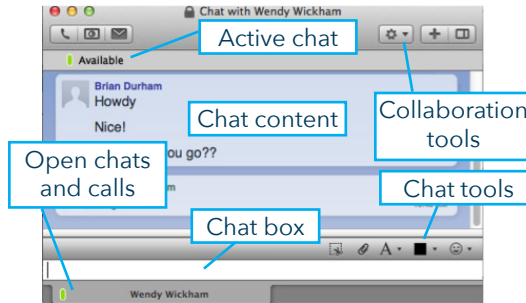
### ADD PERSON TO CHAT

1. In the chat window, click **Add Participants** icon
2. Begin typing the name or NetID of the participant in the **Start Group Chat** window
3. Double-click on the name to add
4. Repeat steps 2 and 3 until you have all participants
5. Click **Invite**

### UPDATE STATUS

1. Click the **Status** drop-down under your name
2. Select the appropriate status
3. To customize, select the text next to the status. Type in the custom text.
4. Press **Enter** on your keyboard to change the status.

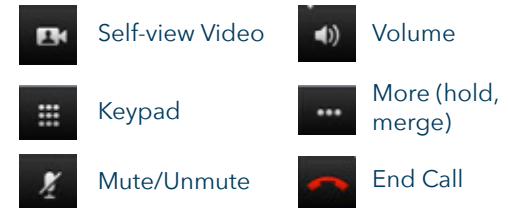
### CHAT WINDOW



### FILE AND SCREENSHOT SHARE

- To send a file - click the chat tool
- To send a screenshot - click the chat tool

### CHAT TOOLS



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## ANSWER A CALL

- Click **Answer** to answer a call
- Click **Decline** to send the call to voice mail

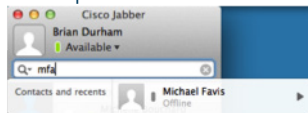


## CALL WINDOW



## INITIATE CALL FROM SEARCH

In the search window, begin typing the first name, last name or NetID of the user you wish to call. Roll your mouse over the name of the person you wish to call. A pop-up list will appear with the person's information. Click the number you wish to call.



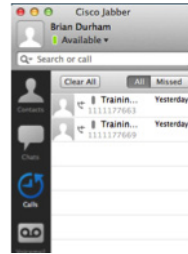
## INITIATE CALL FROM CONTACTS

In the contacts tab, roll your mouse over the name of the person you wish to call. Click the call icon.



## INITIATE CALL FROM CALL HISTORY

- Click the **Call History** tab in the **Hub Window**
- Click the call history icon next to the number or contact to initiate the call.

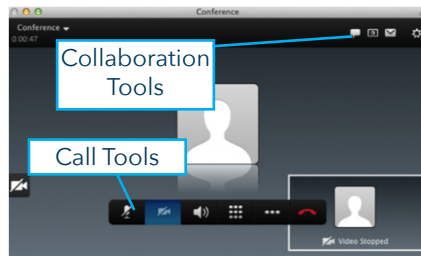


## CALL HISTORY ICONS



Missed Calls Placed Calls Received Calls



## CONFERENCE WINDOW





## ESCALATE GROUP CHAT TO CONFERENCE CALL

1. Click the **Call** icon  in **Collaboration Tools**
2. Select the first person to call
3. Right click on the second person and select call
4. Click on  and select **Merge**
5. Repeat steps 3 and 4 until all parties have joined the call

*Note: Use the Conference pull down to see participants in the call*

## INITIATE CONFERENCE CALL (AUDIO ONLY)



- If you are on a call and need to add someone:
  1. Select the person from your contacts list. Click  to call the second person.
  2. Once the call is initiated, click  and select **Merge**.

## REMOVE PARTICIPANTS

There is no option to remove participants from the conference call in Jabber for Mac.

## COLLABORATION TOOLS

These features only work if you are talking with another Colonial Connect user.

-  Escalate to WebEx
-  Escalate to Chat
-  E-mail

## AUDIO TROUBLESHOOTING

Make sure the appropriate headset/microphone is plugged in before starting the Jabber client. If you cannot find your device in the drop down, exit Jabber, plug in the device and restart Jabber.

1. Go to **Jabber > Preferences > Audio/Video**
2. Select the appropriate speaker and microphone
3. Click **OK**

Contact the IT Support Center at [ithelp@gwu.edu](mailto:ithelp@gwu.edu) if you continue to have audio issues.