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.

**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.

**Add Person to Chat**
1. In the chat window, click Add Participants
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

**Chat Window**
- Active chat
- Chat content
- Collaboration tools
- Chat tools
- Chat box
- Open chats and calls

**File and Screenshot Share**
- To send a file - click the chat tool
- To send a screenshot - click the chat tool

**Chat Tools**
- Self-view Video
- Keypad
- Mute/Unmute
- Volume
- More (hold, merge)
- End Call

Need Support?
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Answer a Call
- Click Answer to answer a call
- Click Decline to send the call to voice mail

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 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.

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.

Call History Icons
Missed Calls • Placed Calls • Received Calls

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 if you continue to have audio issues.