

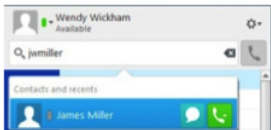
# COLONIAL CONNECT



## JABBER CLIENT 10.X - WINDOWS

### 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.



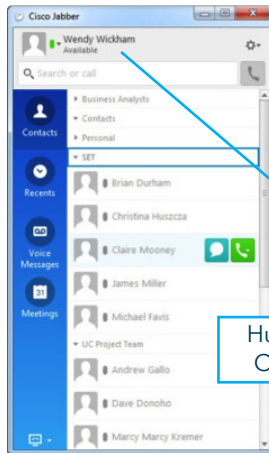
Click the chat icon to open the chat window.

### 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

The chat message will appear in the upper right corner of your monitor or listen for the audio tone to view invitations to chat. Click the message to respond.



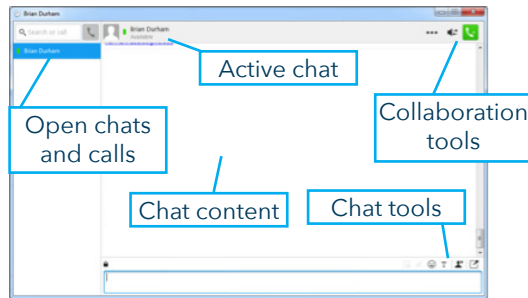
### INITIATE CHAT FROM CONTACTS

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

Status drop-down

Hub Window/  
Contacts tab

### CHAT WINDOW



### FILE AND SCREENSHOT SHARE

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

### 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 **Start**

### 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 TOOLS



Full Screen



Volume



Self-view Video



More (hold, transfer, etc.)



Keypad



End Call



Mute/Unmute



Division of  
Information Technology

Need Support?

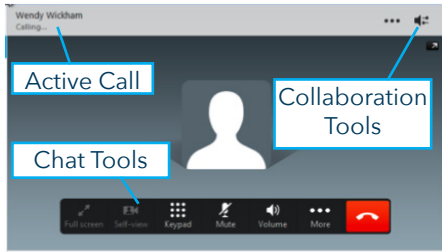
202-994-4948 • [ithelp@gwu.edu](mailto:ithelp@gwu.edu) • [IT.GWU.EDU](http://IT.GWU.EDU)

## ANSWER A CALL

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



## CALL WINDOW



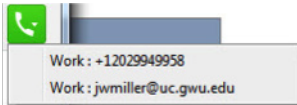
## INITIATE CALL FROM SEARCH

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. Click the call icon, then click the number.



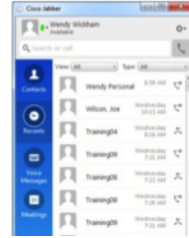
## INITIATE CALL FROM CONTACTS

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



## INITIATE CALL FROM CALL HISTORY

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

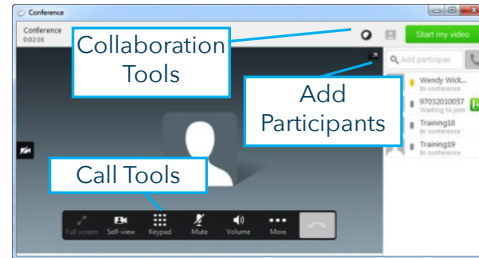


## CALL HISTORY ICONS



Missed Calls Placed Calls Received Calls

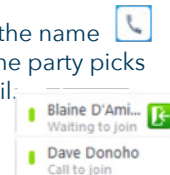


## CONFERENCE WINDOW





## ESCALATE GROUP CHAT TO CONFERENCE CALL

- Click the **Call** icon in 
- Click the **Call** icon next to the name 
- Click the **Join** icon when the party picks up. This includes voice mail:
- Repeat steps 2 and 3 until all parties have joined the call.



## INITIATE CONFERENCE CALL (AUDIO ONLY)

- If you have a pre-defined Contact group, right click on the **Group Name** in the **Contacts** tab, then click **Start Conference Call**
- If you are on a call and need to add someone:
  - Click the **More** key in the **Call Tools** 
  - Click **Conference**
  - Begin typing the name or number in **Add Participants**
  - Roll over the search result
  - Click **Call**
  - Click the **Join** icon once the party picks up 

## REMOVE PARTICIPANTS


Right click on the name of the participant. Click **Remove**.

## COLLABORATION TOOLS

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

 Escalate to WebEx and 1-1 Desktop Share

 Escalate to 1-1 Video

 Escalate to Group Chat

## 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.

- Go to **File > Options > Audio**
- Select the appropriate speaker and microphone
- Click **OK**

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