

# COLONIAL CONNECT



## JABBER CLIENT IOS

### LOGIN INFORMATION

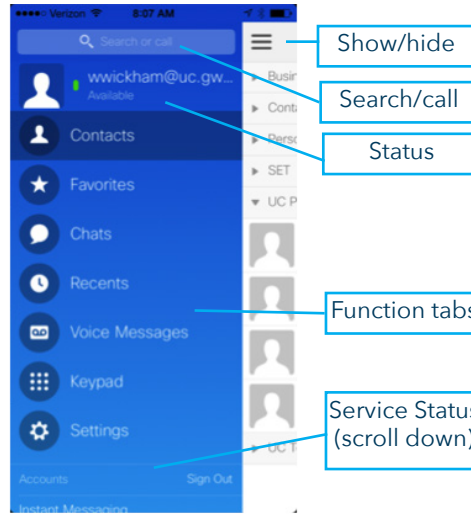
- Tap the Cisco Jabber icon to start Jabber
- Use your NetID and NetID password to login  
You will need to be logged into VPN or on a GW Wireless network to use Jabber.

### SETUP INSTRUCTIONS

Type in your full GW e-mail address:  
NetID@gwu.edu in the first screen.

1. Click **Advanced Settings**
2. Turn off **Automatically**
3. Select **Cisco IM and Presence**
4. Add the following server:  
Presence server: **fb-impplib01.uc.gwu.edu**
5. Click **Done**, **Save** and **Continue**
6. Erase the @gwu.edu portion of your GW e-mail address, leaving only your NetID
7. Enter your NetID password
8. Click **Done**

### MENU SCREEN



### ADD CONTACTS

You can only add contacts to Jabber from the University directory using this method.

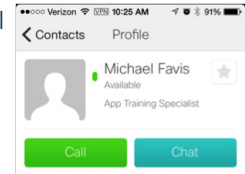
1. Tap the **Contacts** tab
2. Tap the + symbol in the upper right corner
3. Search for the contact
4. To assign to a group, select **Assign to Group**.  
The group needs to be defined in the Jabber PC/Mac client
5. Click **Done**

### CHAT/CALL FROM CONTACT

1. Click on contact to chat or call or click the arrow next to the contact name



2. Click **Call** to call or **Chat** to chat



### CHAT/CALL FROM SEARCH

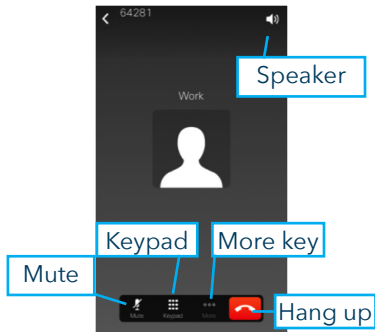
- Search for the user in the search window using the name or NetID



- Click on contact to chat or click the arrow next to the contact name
  - Click **Call** to call or **Chat** to chat



## ACTIVE CALL SCREEN



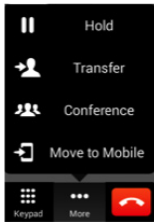
## KEYPAD CALL FROM JABBER

Keypad calls from Jabber appear to the recipient as your office extension.

## TRANSFER TO ANOTHER EXTENSION

On an active call:

1. Press the **More** key
2. Press **Transfer**
3. On your Jabber client, type the extension you wish to transfer the call to
4. Press **Transfer** to finish transferring the call



## TRANSFER A CALL TO JABBER DESKTOP CLIENT

On an active call:

1. Press the **More** key
2. Press **Hold**
3. On your Jabber client, the call will appear with a **Resume** key
4. Hit the **Resume** key to pick up the call

## TRANSFER A CALL TO YOUR MOBILE PHONE FROM JABBER

On an active call:

1. Press the **More** key
2. Press **Move to Mobile**
3. You will be asked whether you wish to move the call to your mobile device. Click **OK**.
4. The phone will ring. Accept the call. This will count towards your minutes on your account. The other party does not see your mobile phone number.

## TRANSFER A CALL TO A DESKTOP PHONE FROM JABBER

On an active call:

1. Press the **More** key
2. Press **Hold**
3. On your desktop phone (must be either your personal desktop phone or logged into Extension Mobility), pick up the held call
  - If only one line - pick up the handset
  - Click the flashing line button
  - Press the **Resume** soft key

## VIEW RECENT OR MISSED CALLS

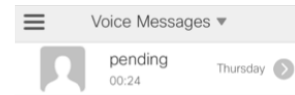
- Click on the blue Jabber logo icon
  - Click on **Recents** to view the call history
- The call history holds the last 150 calls received, sent or missed while the Jabber client was open.

To return the call, click on the missed call. To return the call via chat or SMS text message:

- Click the arrow next to the call
- Click **Chat** to open the chat window
- Click **Text Message** to send a text

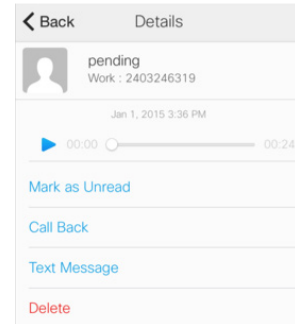
## VOICE MAIL

- Press the **Voice Mail** tab in the menu
  - Press the name of the voice mail you wish to play
  - Press the **Play** icon
- OR
- Press the arrow next to the name of the voice mail you wish to play
  - Press the **Play** icon



From voice mail details, you can also:

- Mark as unread
- Call the user back
- Send a text message
- Delete the message. This will delete the voicemail from the voicemail server



## CONFERENCE CALL

On an active call:

1. Press the **More** key
2. Press **Conference**
3. On your Jabber client, type the extension you wish to add
4. Press **Conference** to add the caller

