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-imppub01.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

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

Show/hide
Search/call
Status
Function tabs
Service Status (scroll down)

Need Support?
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**Active Call Screen**

- Speaker
- Keypad
- Mute
- More key
- Hang up

**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.

**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
- 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

**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

**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