DOWNLOAD THE LATEST VERSION OF JABBER

- Log in to software downloads with your GW NetID and password (https://my.gwu.edu/mod/downloads/).
- Navigate to the Colonial Connect section.
- Select the Cisco Jabber Client that matches your operating system of your computer.
- If you need assistance downloading Jabber, please call the IT Support Center at 202-994-4948.

GETTING STARTED WITH JABBER

- Sign In with your login credentials (GW NetID and password).

MANAGING CONTACTS

- Contacts can be searched by typing a name or NetID in the search box.
- Matching name will appear as you type.
- You can click the + button to add contacts to your list.
- Contacts can be added to contact groups. Select an existing group or create a new group.
- Click add to add the contact to the group.
- You can click phone button to initiate a call.

MAKING CALLS

Answer a Call
- Click Answer to answer a call.
- Click Chat Reply to reply to a chat.
- 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.
- 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 icon to view missed, placed, and received calls.
- Calls can be filtered by time span using the view drop down.
- Calls can by filtered by type: All, Missed, Placed, Received.
- Click the phone icon to place a call back to the contact.

CALL FORWARDING

Note - Call forwarding is generally only allowed to GW on-net numbers (where both the caller and called parties are GW numbers). These include 202-994-XXXX, 202-242-XXXX, and 571-553-XXXX.

Call Forward to Voice Mail:
- Select the phone icon.
- Select Forward Call To.
- Then select voice mail.
- Repeat the steps to disable voice mail.

Forward Calls to Another Phone Number:
- From your hub window, open the Phone Controls drop-down menu.
- Select Forward Calls To and specify the on campus phone.

CONFERENCE CALLS

Initiate a Conference Call
If you have a pre-defined Contact group:
- Right click on the Group Name in Contacts.
- 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.

Turn Group Chat to Conference Call:
- Click the Call icon in Collaboration Tools.
- 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.

AUDIO TROUBLESHOOTING

- Click on the Gear icon in the upper right corner, click Options, click Audio
- Select the appropriate speaker and microphone, and click OK.
- Call the IT Support Center IT Support Center at 202-994-4948 if audio issues continue.

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Need Support?
Call 202-994-4948
Email ithelp@gwu.edu
Visit IT.GWU.EDU
**CHATS**

**Initiate Chat from Search**  
In the search window, begin typing the first name, last name or NetID of the user to chat with.

**Initiate Chat from Contacts**  
- In the contacts tab, double-click on the user name to open the chat window.

**Add Person to Chat**  
- Click the + Start Conversation icon in the upper left area of the Conversations window.  
- Begin typing the name or NetID of the participant in the Start Conversation window.  
- Double-click on the name to add.  
- Repeat steps 2 and 3 from above until you have all participants.  
- Click Start Chat.

In an active chat:  
- Click the Chat Tools icon.  
- Click the Open Roster icon.  
- Click Invite Participants.  
- Follow steps 2-5 above.

**UPDATE STATUS**  
**To update your status:**  
- Click the Status drop-down under your name.  
- Select the appropriate status.  
- To create a custom status, select Add Custom Status from the drop-down. Select the appropriate status icon and enter your custom text. Click Add when finished.

**COLLABORATION TOOLS**

**Collaborate With My Contacts**  
When chatting with a contact, you can use controls to:

- Add them to your contact list.  
- Share your screen.  
- Start an instant meeting.  
- Choose audio options.  
- Start a phone call.

**Collaborate with Groups**  
You can work with the people in your custom groups to apply an action to everyone in it.

- Right-click over the banner of the custom group name.  
- Select an action from the menu, such as Alert When Available, Start Group Chat, or Send Broadcast Message.

**Add New Contacts**  
Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can double-click on their names to start a phone call or a chat.

- In the Search or call bar, start typing the person's name to search the directory, or enter the username directly if you know it.  
- Click the chat icon to open the chat window.  
- Select which group to add the new contact to and select Add.  
- Click the chat icon to open the chat window.  
- Select which group to add the new contact to and select Add.

**Send Chat**  
- In the chat window, type your message in the chat box.  
- Press Enter on your keyboard to send the message.  
- Responses will appear in the chat window.

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

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**GW Information Technology**

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