



Jabber for Desktop (PC & MAC) Version 12.x

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 be 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.

Continued on page 2.



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

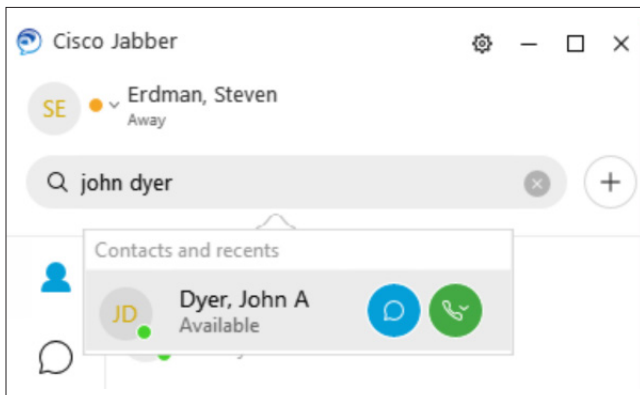


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CHATS

Initiate Chat from Search

In the search window, begin typing the first name, last name or NetID of the user to chat with.



Send Chat

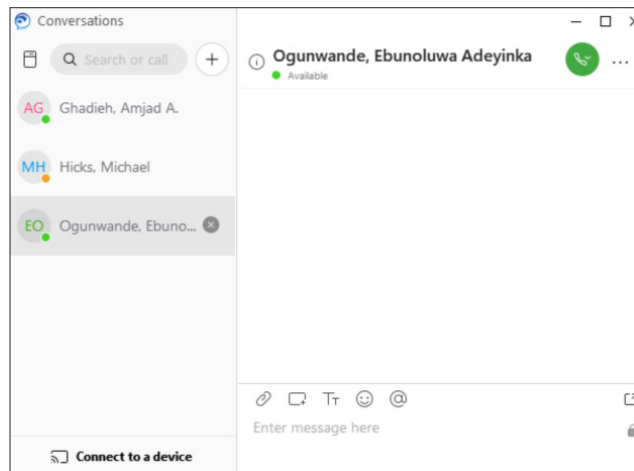
- In the chat window, type your message in the chat box.
- Press Enter on your keyboard to send the message.
- Responses will appear in the chat window.

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.

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.
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