



United States Department of Agriculture

Cisco Jabber for Windows

Getting Started Guide

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Introduction

About Cisco Jabber for Windows

Collaborate more securely and effectively from anywhere with colleagues, business partners, and customers using Cisco Jabber. Empower employees to work together efficiently from anywhere by bringing together audio and video conferencing, call history, and visual voicemail into one client on your desktop.

Cisco Jabber offers best-in-class unified communications, and with its intuitive interface, you can:

- Accelerate team performance by sharing documents and collaborating with audio and video conferencing
- Maximize your reach by communicating with business contacts faster, more often, and with greater impact
- Limit the costs of business travel and phone charges by using a single tool for all modes of electronic communications
- Cisco Jabber on HCSLE uses Single Sign On (SSO) and therefore after logging in the first time, Cisco Jabber will automatically log you in.

1.1 Purpose

This document provides information for using the Cisco Jabber Client for Unified Communications.

1.2 Scope

This document contains information on making calls, checking voicemail and connecting to USDA VTC units using the Cisco Jabber Client.

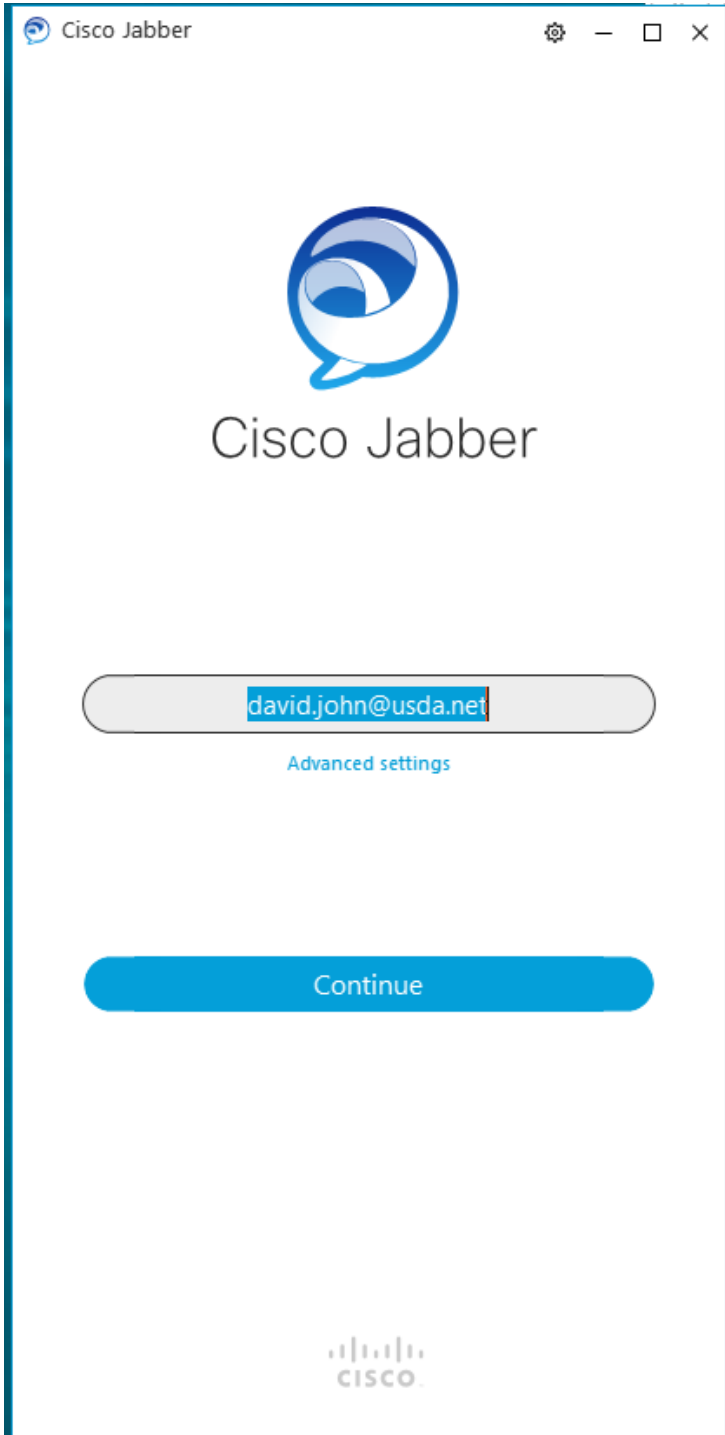
Using Cisco Jabber for Windows

This section contains information on configuring and using the Cisco Jabber Client for Windows

1.3 *Configuring Cisco Jabber*

- Step 1. The first time you use Cisco Jabber, you will need to enter your USDA Active Directory account (example: first.last@usda.net) and click the “Continue” button as shown below in Figure 1.

Figure 1: Cisco Jabber initial signin screen




After clicking "Continue", you may see a security popup window asking to verify certificate trust, please click "Accept" if you get this popup.



Cisco Jabber

david.john@usda.net

[Advanced settings](#)

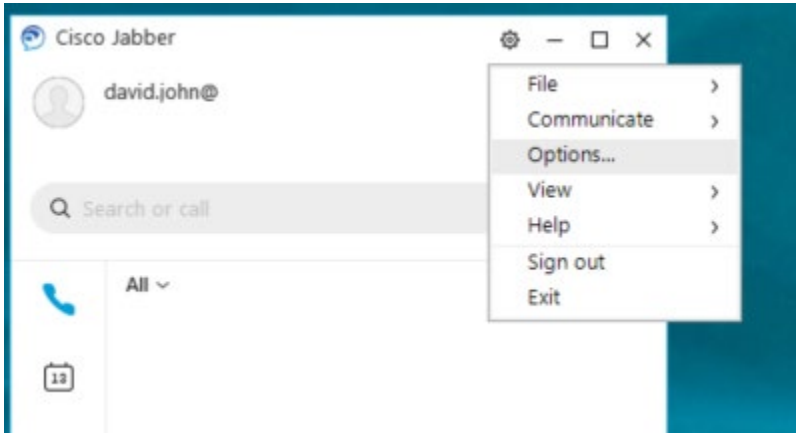
 Finding services...



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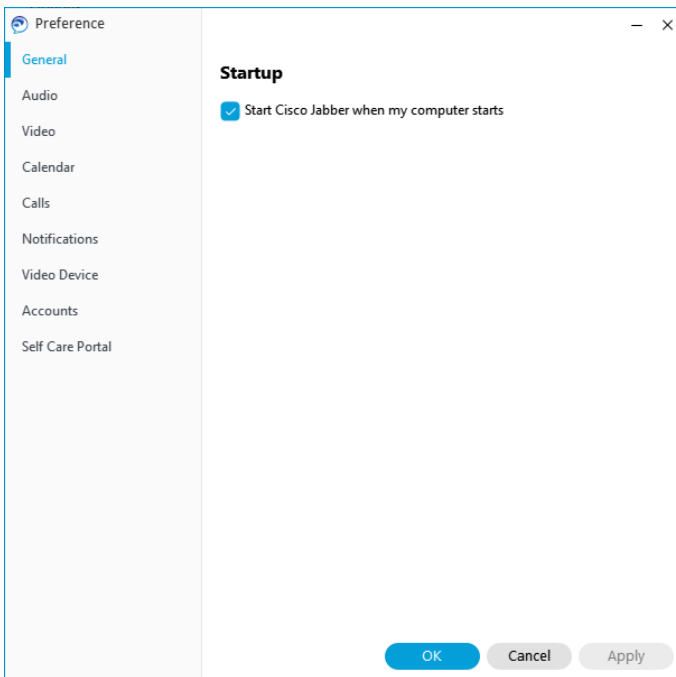
Step 2. You will now be logged into your Jabber client. To set up your account, click on the **GEAR icon** & then highlight **File** then select **Options** as shown in Figure 2 below.

Figure 2: Cisco Jabber Options



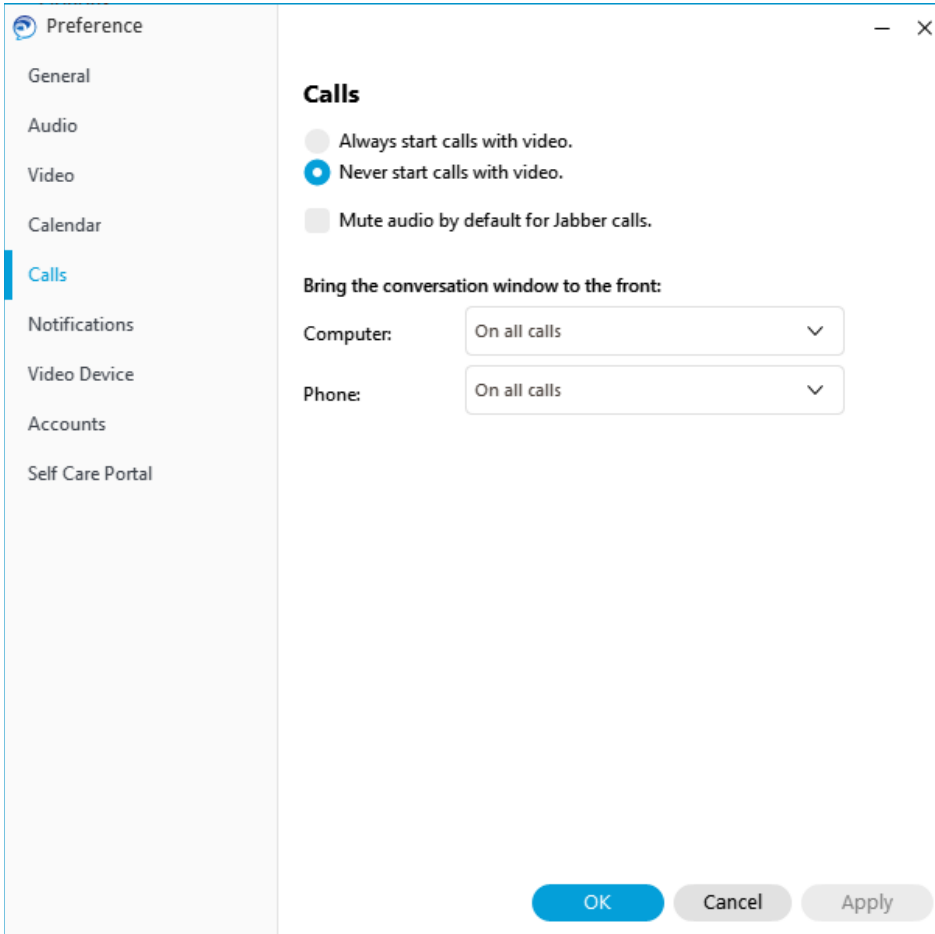
Step 3. To automatically start Jabber when your computer starts, select **General** and check the box as in Figure 3 below.

Figure 3: Cisco Jabber General Options



Step 4. To set your default video call settings & conversation window preferences, select **Calls** and then select **preferred settings** like in Figure 4 below.

Figure 4: Cisco Jabber Calls Options



Step 5. To set your default speakers, microphone or ringers/alerts, select the **Audio** tab.

Figure 5: Cisco Jabber Audio Options

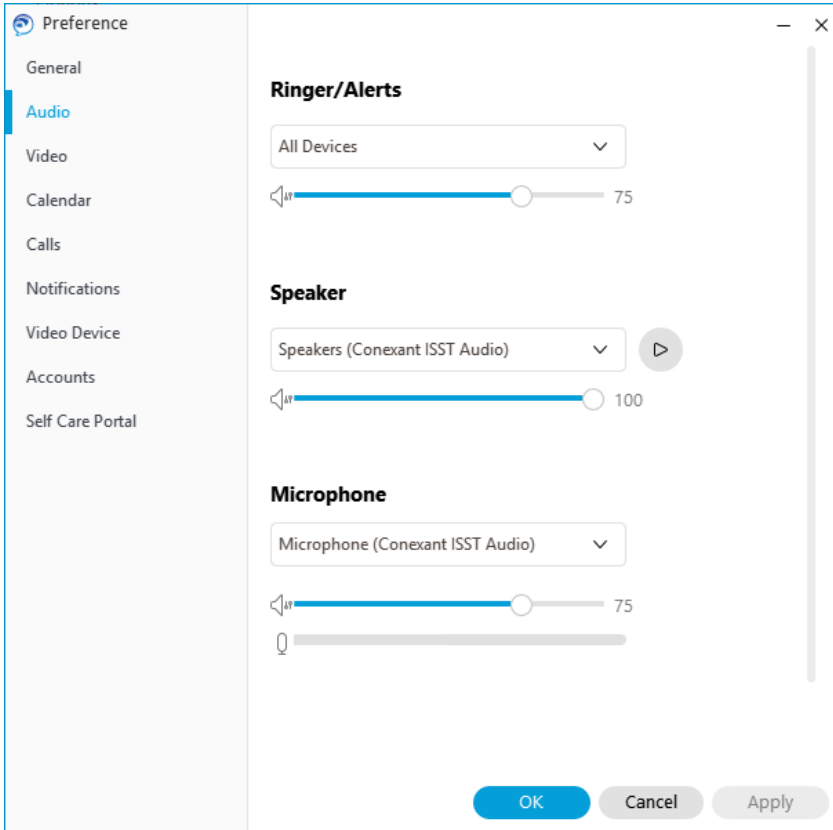
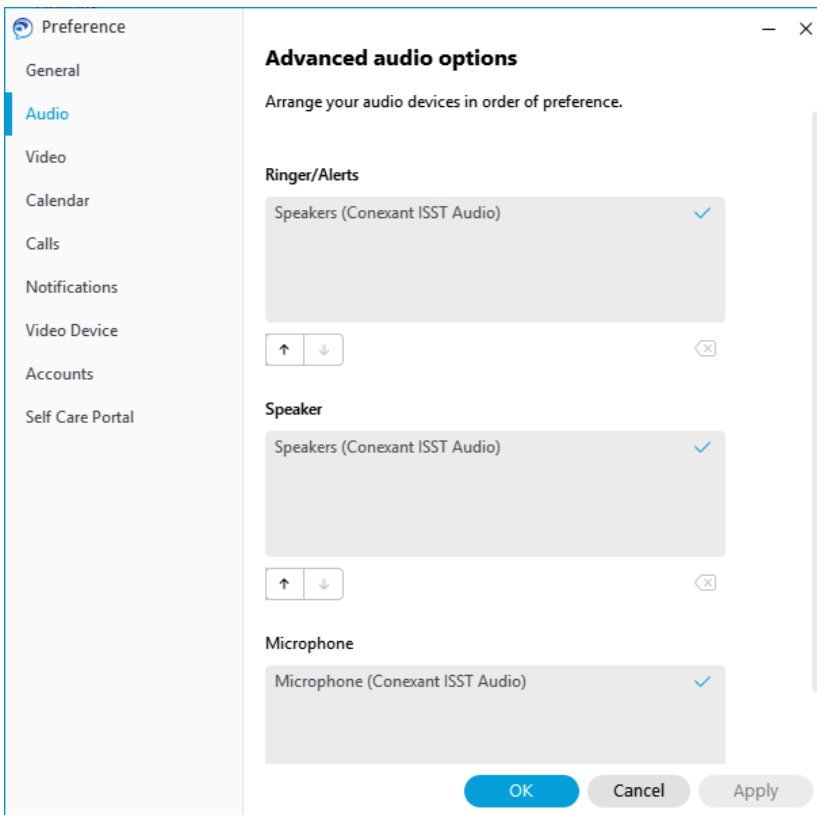


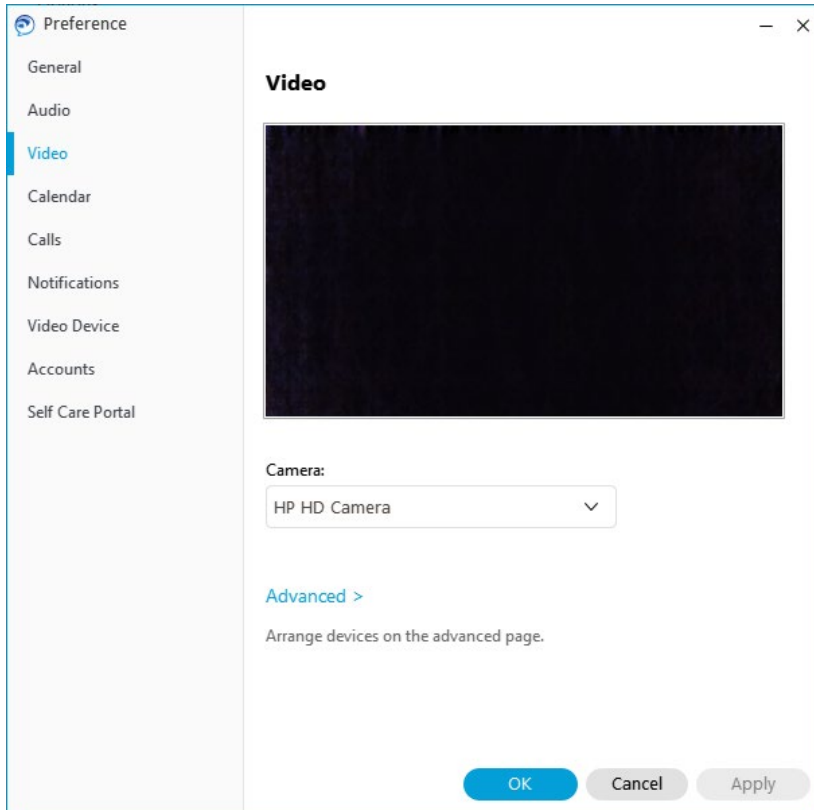
Figure 5b: Cisco Jabber Audio Options



Click **Advanced** to determine the preference order of your audio devices (if you plan on using something other than the integrated audio devices). **If you have a headset, you should move it to the top of the list in the Speaker & Microphone settings.** You can set Ringer/Alerts to use computer's integrated speakers to hear it ring without having the headset on.

- Step 6. To set which camera Jabber should use when making video calls (if using something other than the integrated camera), select **Video** and select the camera you'd prefer to use if you have more than one camera.

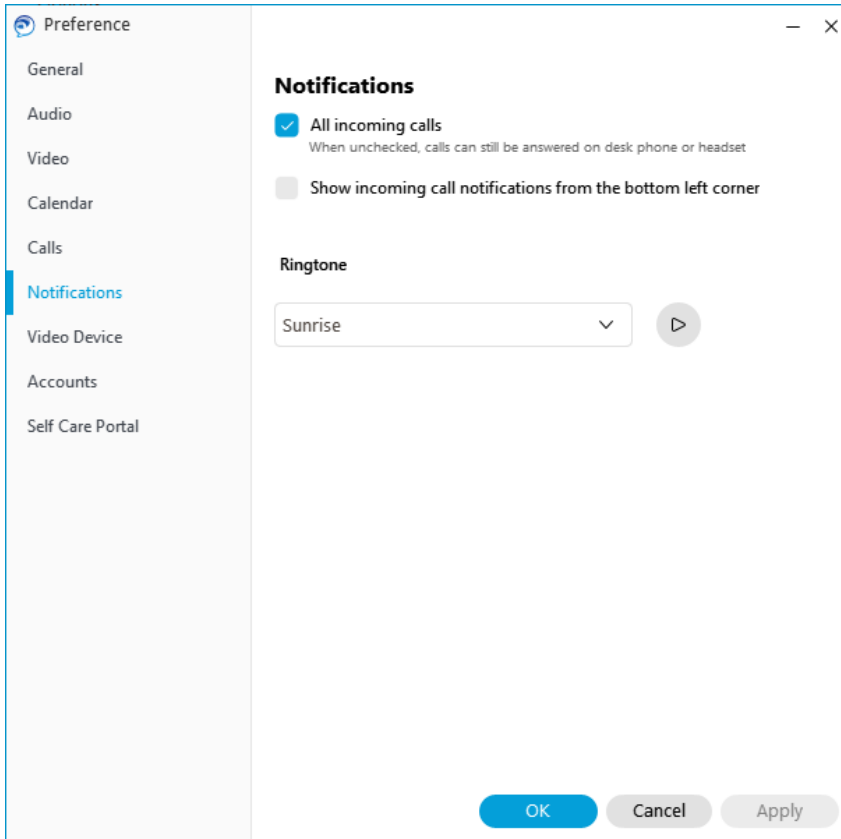
Figure 6: Cisco Jabber Video Options



Note: Click **Advanced** to determine the preference order of your video devices (if you plan on using something other than the integrated camera and have more than one camera on your workstation).

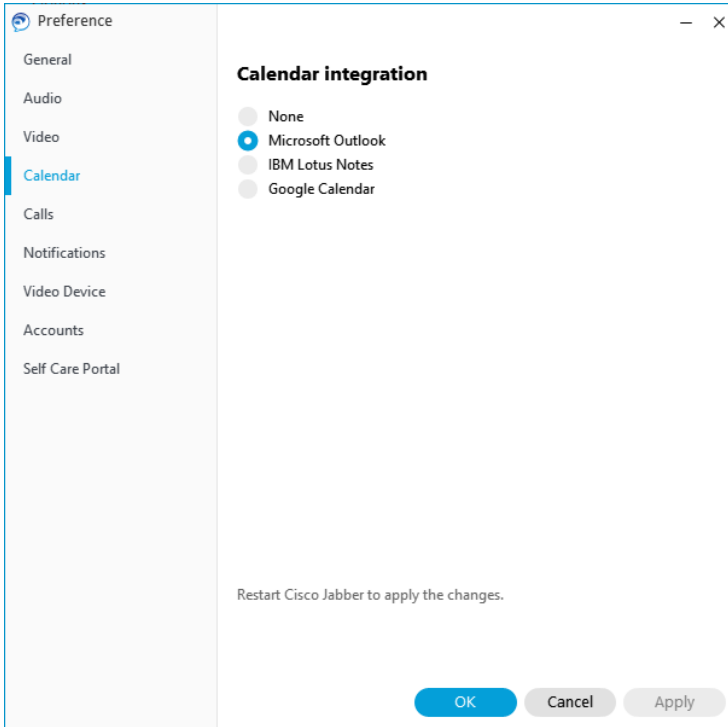
- Step 7. Select the Ringtone you would like to hear under the **Sounds and Alerts**

Figure 8: Cisco Jabber Notifications



Step 8. To integrate your Calendar with Jabber, select **Integration**, then choose your email calendar platform as shown in Figure 8 below. Please note that the calendar must be running on the same PC as your Jabber client.

Figure 8: Cisco Jabber Calendar Options

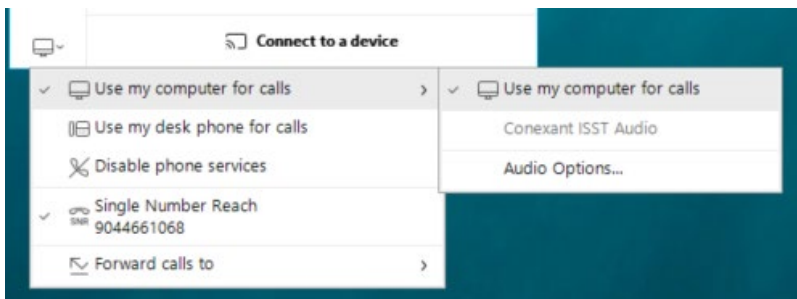


Step 9. Click **Apply**, then click **OK**.

Step 10. After closing the Options window, Click the icon in the lower right hand corner (as shown in Figure 9) of the Cisco Jabber client to:

- Use your computer for incoming calls
- Associate a device for incoming calls
- Forward calls to one of your devices

Figure 9: Cisco Jabber Device Selection



1.4 Cisco Jabber Client Quick Tour

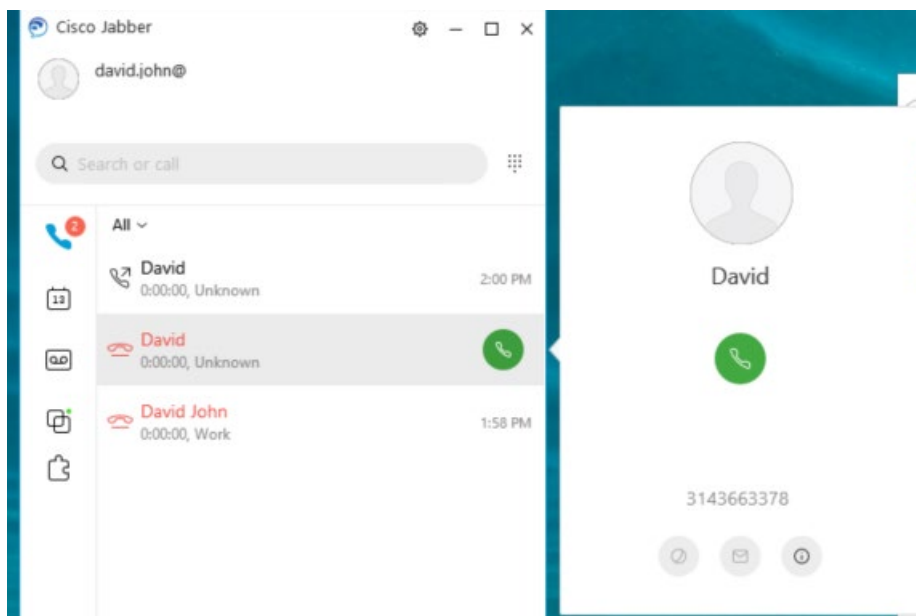
1.4.1 Call History

In the Call History tab you can:

- See who has called you sorted by timeframe or by placed, received, and missed
- When you right mouse click on the phone number in the call back window, you get the options to call back that number, edit the number and then call it back, view their profile or delete it from your call back window. (The Call with Edit option is very handy when you need to add an 8 or 81 prefix in front of the number to call them back when they are outside of your local office)

Note: With Microsoft Outlook integration, you can also search for your Outlook contacts from within Jabber using the “Search or call” space below the menu bar.

Figure 10: Cisco Jabber Call History



1.4.2 Calls

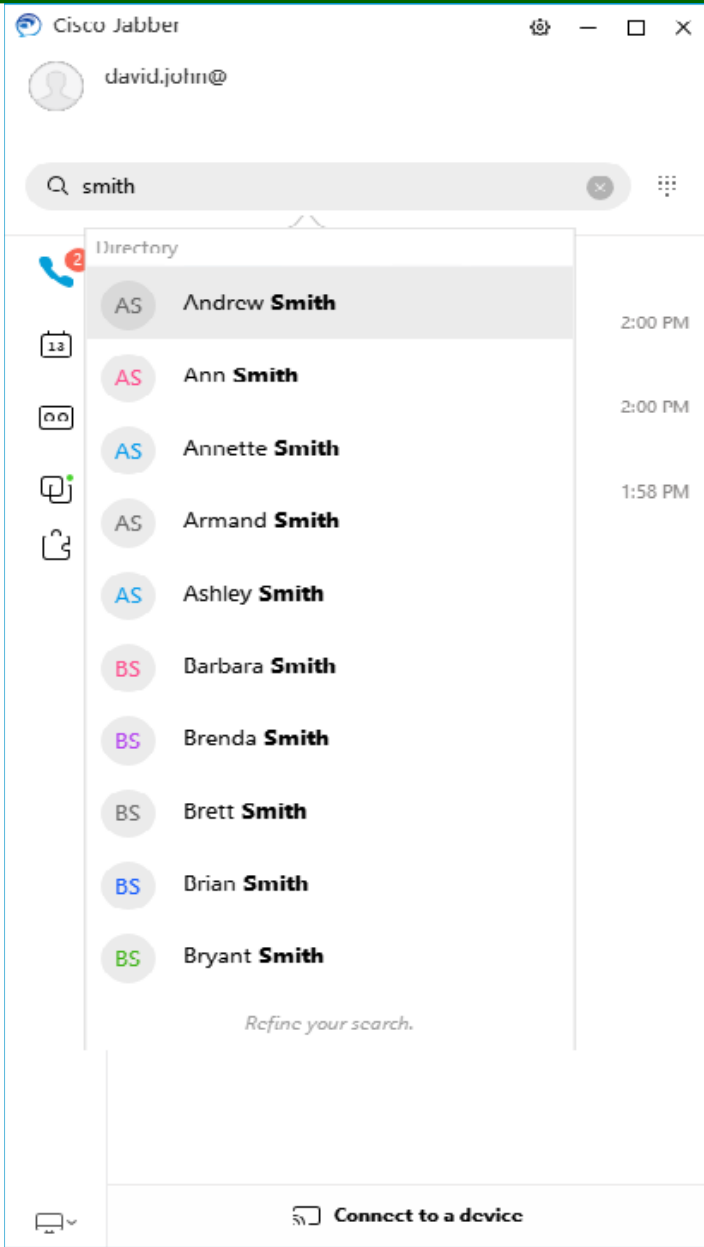
To make an outgoing call with Jabber

- Type in USDA employee’s last name in the Search or Call field and click on the phone icon. (This only works if the user you are calling is on ITS’s EVOIP system as well).
- Most reliable method to make a call from Jabber is to type in a phone number in the Search or Call field. Type in phone number exactly how you would dial that number from your phone.

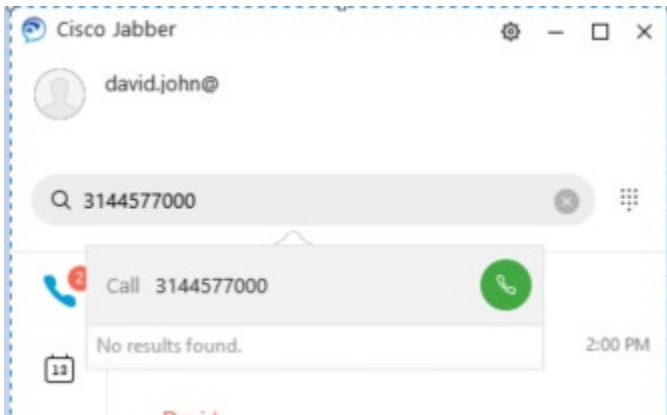
Figure 11: Cisco Jabber Outgoing Call

Type in USDA employee by name:

OCIO-CTS - CISCO JABBER FOR WINDOWS



Dial phone number directly



During a call you can:

- Mute/Un-mute the call
- Control call volume
- Place call on hold, display a keypad, start a video call, merge or transfer calls
- Initiate a multi-person video call with other Jabber users and/or videoconferencing rooms
- Share your desktop during calls made to videoconferencing rooms and other Jabber users

Figure 12: Cisco Jabber Incoming Call

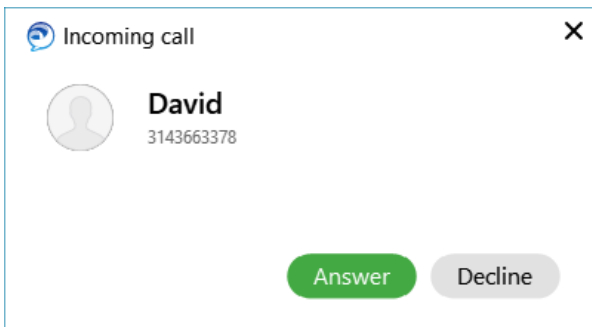
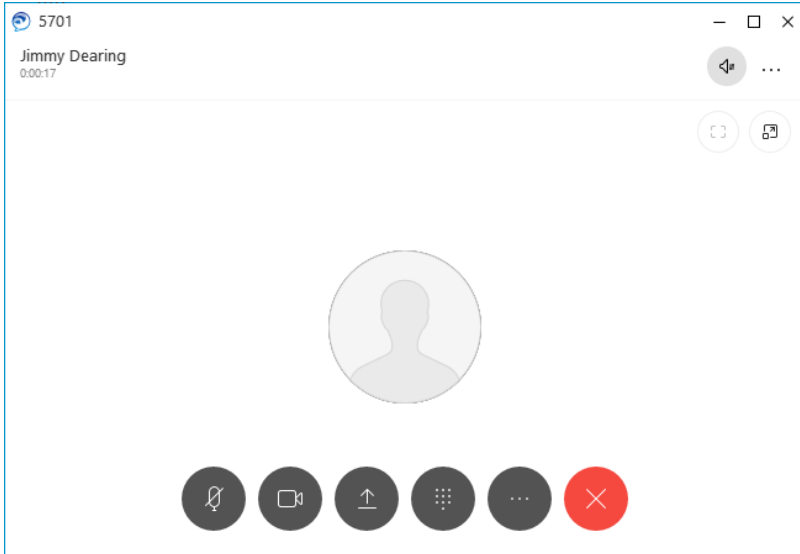


Figure 13: Cisco Jabber Active Call



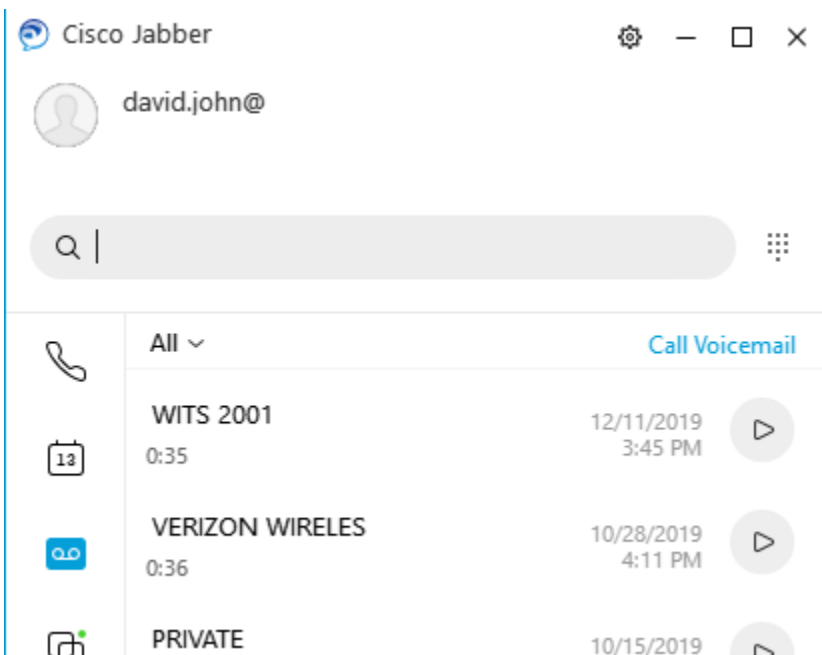
To share your desktop, Click **Up Arrow**..

1.4.3 Voicemail

From the Voice Messages tab you can:

- To access voicemail, click on the  button on the side of the screen to access your voicemail box.

Figure 14: Cisco Jabber Voicemail

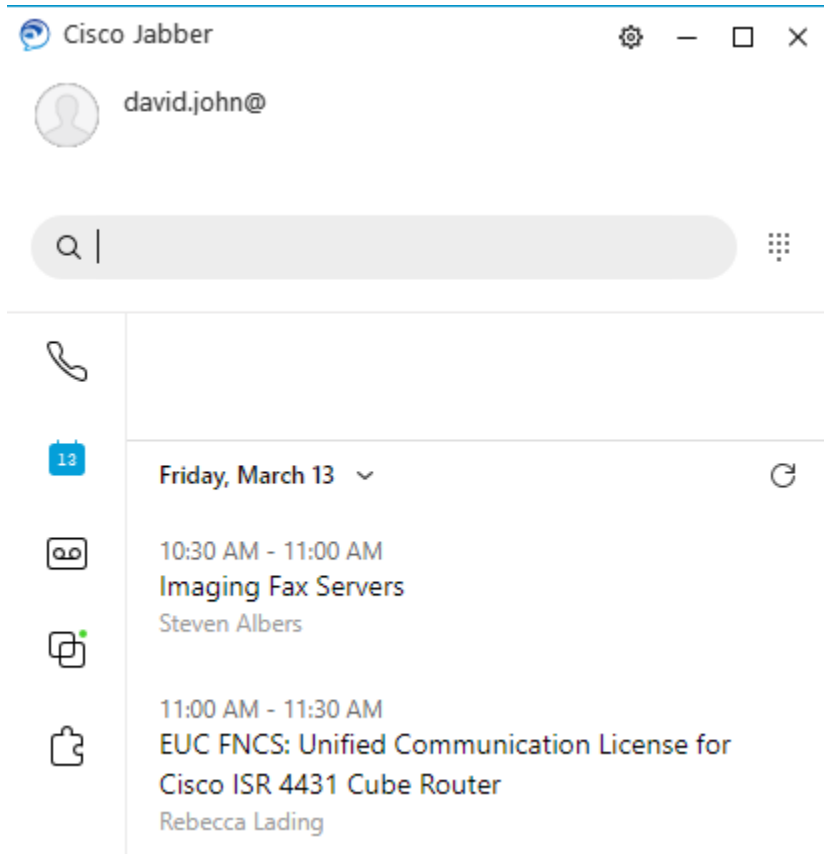


1.4.4 Outlook Meeting Integration

In the Outlook Meeting tab you can:

- See a list of your daily meetings, with the detailed meeting information included as well as receive meeting reminders

Figure 15: Cisco Jabber Outlook Meetings



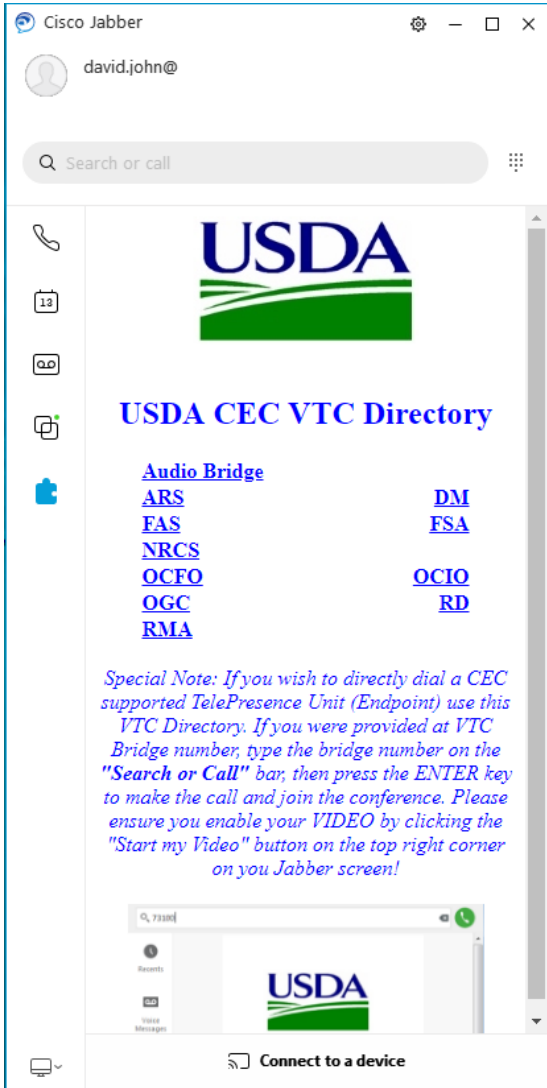
1.4.5 Videoconferencing Room Directory

In the Videoconferencing Room Directory tab you can:

- See a list of videoconferencing rooms listed by agency (as in Figure 16 below)
- Select a specific videoconferencing room to initiate a video call

You can also dial directly into a USDA VTC Bridge by dialing the Bridge number directly into the "Search or call" bar.

Figure 16: Cisco Jabber VTC Directory



Appendix A Revision History

Version	Date	Description	Approver
1.0	4/5/2017	Initial user guide for Cisco Jabber 11.7.1	