

Cisco Jabber

Using Cisco Jabber while working from home

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Learning Objectives:

- Installing Cisco Jabber to your SLCC computer
- Installing Cisco Jabber to your personal computer
- Setting up Cisco Jabber configurations
- Using Jabber for Chatting
- Using Jabber for Managing calls
- Using Jabber for Online Meetings

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Working remotely with a Salt Lake Community College Computer

Please note we start these instructions with a scenario of working remotely with a Salt Lake Community College networked computer. This is the recommendation by OIT.

When setting up the software on a personal computer, we recommend you contact the campus Help Desk (801)957-5555 or <http://support.slcc.edu/> to put in a ticket for assistance in getting the software downloaded and installed correctly.

Ordinarily the Cisco Jabber software is only configured to be used for Chat, so if you have not used Jabber for phone conferencing, you may need assistance with this from the Help Desk (801)957-5555).

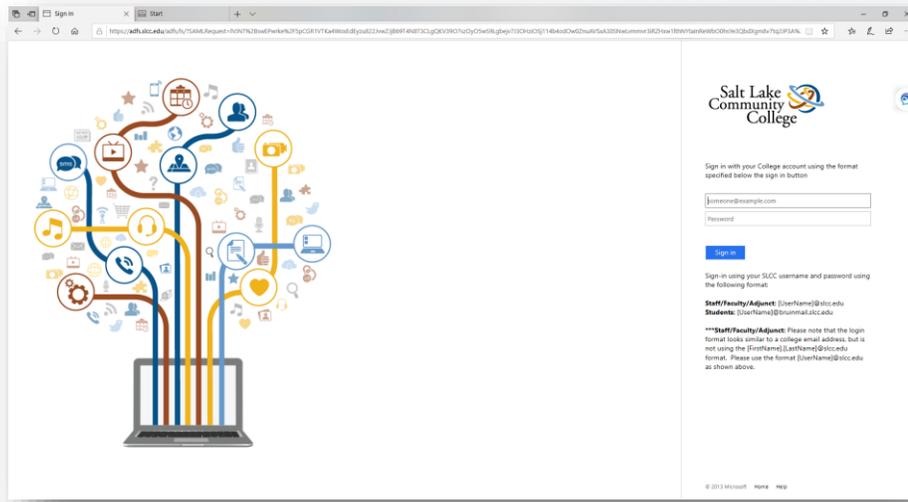
To complete a Service Request Form:

1. Go to <http://SUPPORT.SLCC.EDU> and click the REPORT AN ISSUE button from the horizontal navigation bar.

The screenshot shows the Salt Lake Community College Office of Information Technology (OIT) Support Site. The navigation bar includes links for HOME, REQUEST SOMETHING, KNOWLEDGE BAS, REPORT AN ISSUE (highlighted with a red circle and the number 1), MY TICKETS, and CONTACT US. A 'Live Chat' button is also present. The main content area features a 'Welcome to the OIT Support Site!' message and a 'View Article' button. Below this, there is a search bar and two columns of content: 'Quick Links' and 'News'. The 'News' section lists several articles, including 'Technical Support Walk-in Closure', 'April Mac Updates', 'March Microsoft Patch Weekend', and 'OIT Planned Outage Notification 3/12/2020'. The 'Top Requests' section lists common user requests such as 'Request Computer and Email Access' and 'Request Guest Wireless Access'.

For assistance contact Helpdesk@slcc.edu

2. Login to your SLCC Network account. Your profile name will show in the upper right corner if you are already logged in.



Salt Lake Community College

SLCC Home | A-Z Index | Locations | Canvas | MySLCC

Office of Information Technology

Judy Sylvester | Live Chat

HOME | REQUEST SOMETHING | KNOWLEDGE BASE | REPORT AN ISSUE | MY TICKETS | CONTACT US | SUPPORT PORTAL

Home > Service Catalog > Service Desk and Training > Report an Issue

Catalog Item

Search

Service Catalog > Service Desk and Training > Report an Issue

Complete this form to report an issue with a service

Thank you for contacting Technical Support. Please fill out the form below with the description and details of the issue you are having. When you submit the form, you will receive an email with the incident number that you can use to help track the information you submit. Upon receipt, Technical Support will review the details of the issue, categorize and prioritize the ticket.

If you have any questions or concerns, you can contact Technical Support at:

Phone
801-957-5555
Monday - Thursday from 7:00 AM to 8:00 PM
Friday from 7:00 AM to 8:00 PM

Email
helpdesk@slcc.edu
Monitored seven days a week

*Open on behalf of this user
More information

Previous incident?
More information
No

Short description
More information

Please describe your issue below
More information

No results to display

Submit

SLCC IT Service Desk
Toll-free: 800-957-5555

Technical Support Office Hours
Mon-Thurs: 7:00am - 8:00pm

Salt Lake Community College
2500 South Parkwest Road

3. Be sure your name appears (generated from your account information) in the *Open on behalf of this user field.

For assistance contact Helpdesk@slcc.edu

4. In *Short description field, type a description of incident as "Request for Jabber profile setup to work remotely from personal computer" or "Request for Jabber profile setup to work remotely from SLCC-owned computer."
5. In the *Please Describe your issue below field, copy and paste what you typed in the short description.
6. Click the Submit button in the bottom left of the form.

What Happens Next?

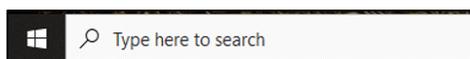
You will receive an email in your official SLCC account stating the profile has been completed and including more instructions.

Automated Software Installation

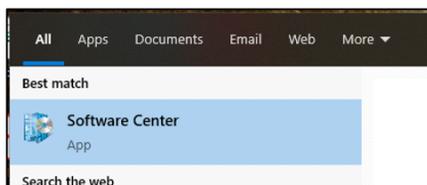


Several applications can be installed/updated through your system without having to start a Service Request. Follow these steps to begin the process:

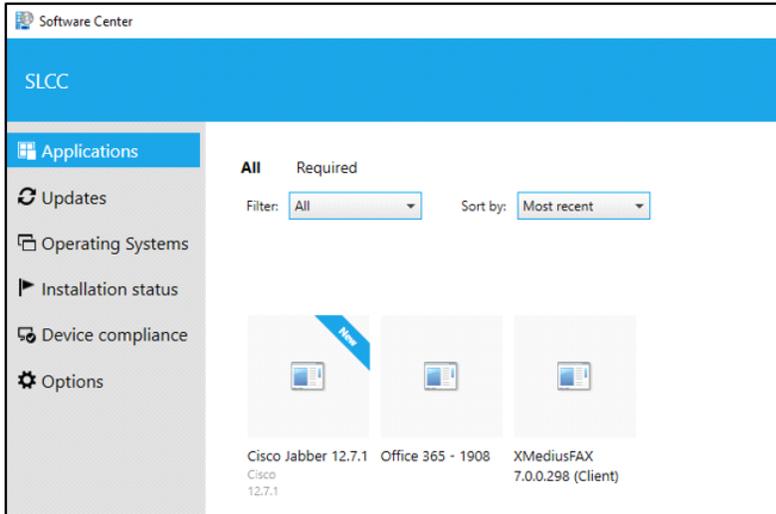
- Click on the Windows icon, usually located in the lower left-hand corner of your monitor. In the search field, type in **Software Center**.



- Click on the Software Center (App) in the Best Match section.



- From here, you will be able to install any applications you have access to and update any applications already on your system that require any updates.



NOTE: After certain installs and/or updates, your system may need to initiate a restart. Make sure that you have saved all of your work and closed all open applications.

Install Cisco Jabber client from "software center" PCs for SLCC computers and inside the "SLCC Self Service" app in Jamf managed computers.

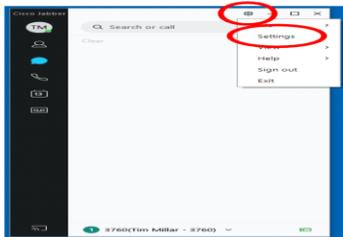
Refer to Help Desk article: https://slcc.service-now.com/help/kb_view.do?sysparm_article=KB0011369

SLCC Work Phone Forwarding

The Salt Lake Community College phone system allows a staff/faculty member to forward their work phone to another phone, such as a home phone or cell phone, in order to facilitate working from home, when approved. To set this process up, follow these steps:

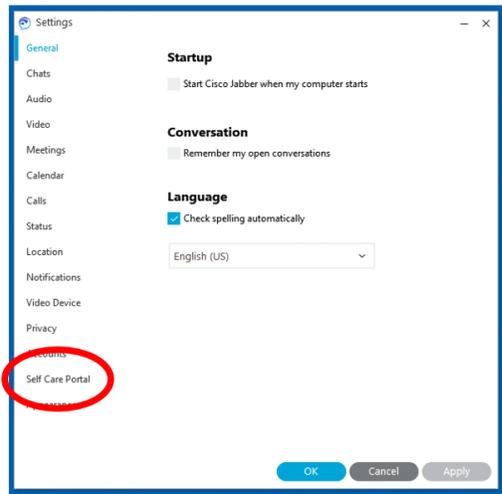
Step One: Open your Jabber application and log in.

Step Two: Click on the **Settings Gear** icon and then select **Settings**.

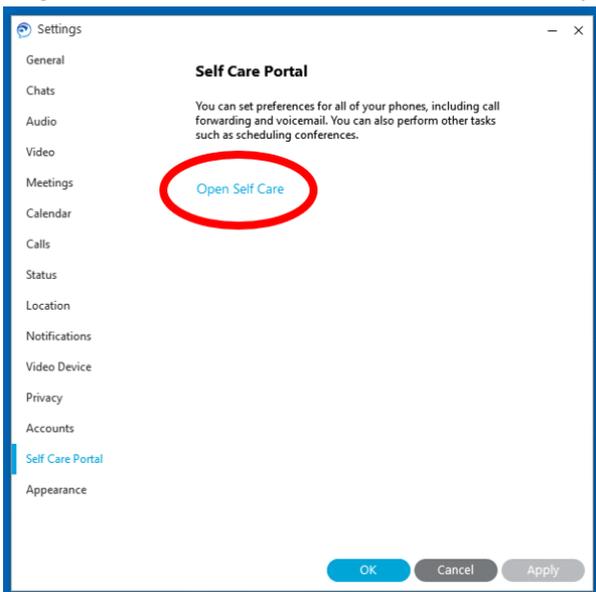


For assistance contact Helpdesk@slcc.edu

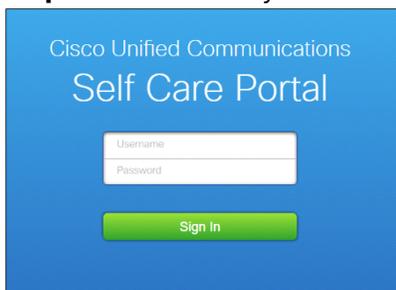
Step 3: Click on the **Self Care Portal** towards the bottom of the menu.



Step 4: Select the **Self Care Portal** on the next page to open the **Portal** in a web browser.

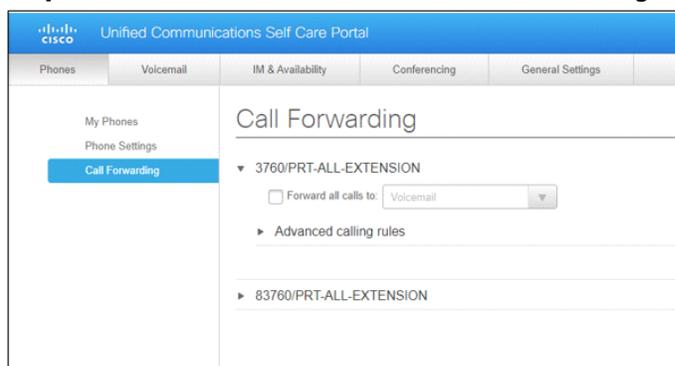


Step 5: This will take you to the **Self Care Portal**. Log in with your MySLCC credentials

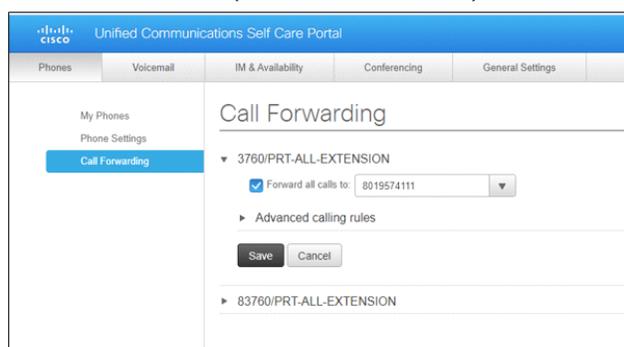


For assistance contact Helpdesk@slcc.edu

Step 6: In the left-hand menu, select Call Forwarding.



Step 7: Select the check box for your extension and then enter in the number you want to have your calls forwarded to (without the dashes) and then select **Save**.



This will change the display on your phone to show that calls are being forwarded to a different number.

To **unforward** call forwarding, go through this process and simply **uncheck** the Forward Calls option and select **Save**.

Login Credentials

Username@slcc.edu

Network Password

Configuring the Jabber client for a work computer from Home

Once we have built your Jabber profile so you can work from home on your computer. You will need to sign out and sign back in and make a test call from the search window to you cell. Dialing does not need a "9" on Jabber to dial out. If you need to dial long distance, the system will prompt you to enter a long distance code, which you do on your key pad.

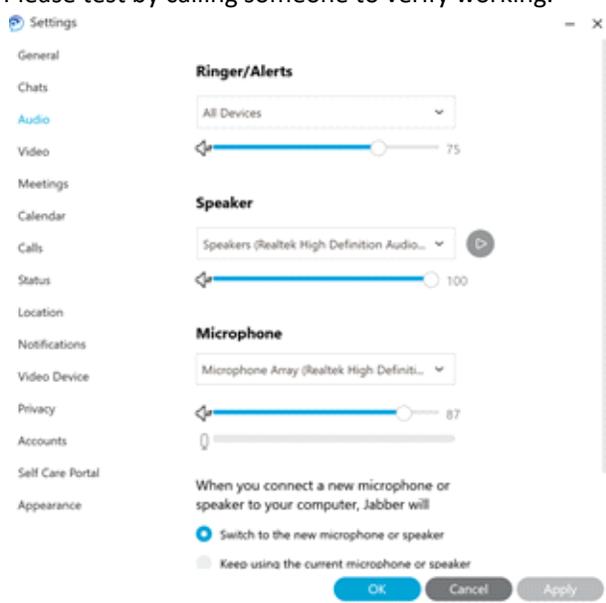
If you are using your work computer, it should have downloaded Jabber already. Make sure you click on the bottom right of Jabber to tell Jabber to "Use my computer" for calls.

For assistance contact Helpdesk@slcc.edu



Also, you may need to play with the audio devices to get things working right.

Please test by calling someone to verify working.



Choose your Audio Options

From Cisco Jabber, click the gear icon , choose **Options**, and choose **Audio**. Then, choose the devices to use for the ringer, speaker, and microphone.

Start a Group Chat in Cisco Jabber

You can send a group chat invite to chat with more than one person at a time. Your conversation isn't saved by Cisco Jabber, if you close the chat window, you'll lose the chat history.

You can invite participants to the group chat in one of the following ways:

- Open a chat window with one participant of the group chat. Click , add participants, and click **Start**.
- On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.

- On your **Contacts** list, hover over a group name and click the group chat icon to start a group chat with all of the available participants in the group.
- Select participants from the **Contacts** or **Chats** tab, and click the group chat icon that displays when you hover over any of the selected participants.
- For existing 1:1 chats, drag a contact from the **Contacts** tab into the message content area or the participant list area.

By default, you can invite 50 participants to a group chat. Your administrator can increase this cap through the IM & Presence Service administration pages.

Send a Message

- 1 Enter the person's name in the search bar, hover over their name in the search results, and then click **Chat** .
- 2 Write your message and press Enter.

Share your Screen from Chat

- 1 In a chat window, select **More ... > Share screen**.
- 2 When you're done sharing your screen, click on the **Stop sharing** button at the top of your screen.

Send a File in Cisco Jabber

- 1 Open the chat window for the person or group you want to share a file with.
- 2 Select  **Send a file**.
- 3 Browse to the location of the file on your computer, select the file, and press Enter.

Make a Call

- 1 Click the search bar and enter the name of the person you want to call.
- 2 In the search results, hover over their name, and then click **Call** .

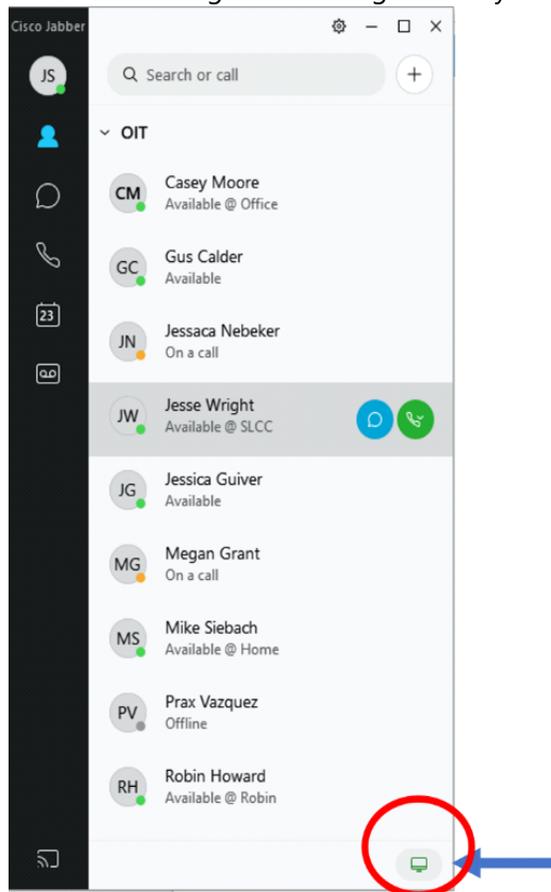
Adding Contacts

- 1 Enter the person's name in the search bar, hover over their name in the search results, and click **Add** .
- 2 Choose a contact group from the drop-down list. If you haven't created any groups, click **New group**, enter a group name, and click **Create**.
- 3 Click **Add**.

SoftPhone

You can use your home computer to answer your office phone calls through Cisco Jabber.

- First, you must submit a request through the Help Desk (x5555) in order to have OIT infrastructure to get that configured for you.



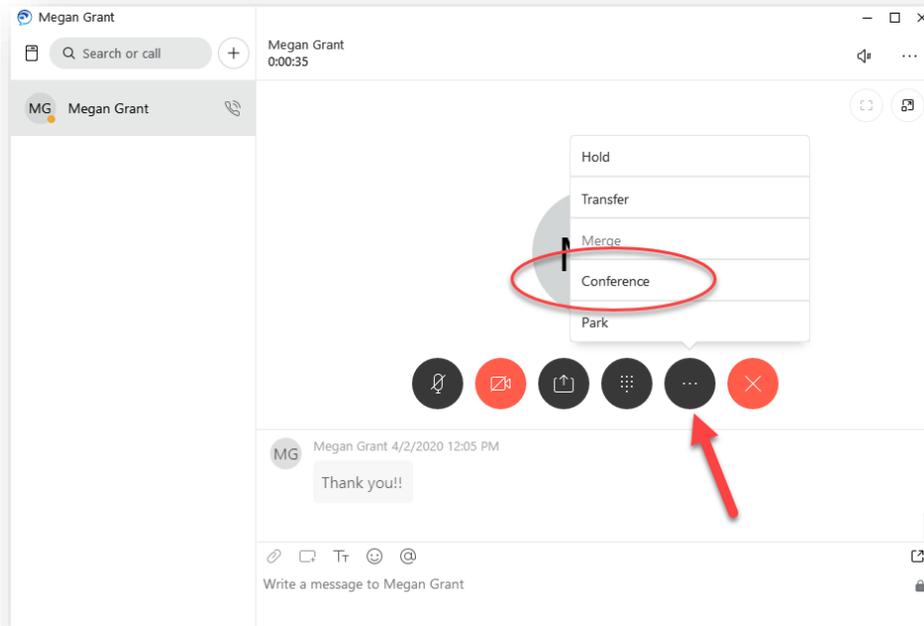
Once configured, the **computer icon** will appear at the bottom of your Jabber screen to the right of allowing you to choose to use the computer as the device instead of phone.

- Print PDF

For assistance contact Helpdesk@slcc.edu

Start Conference Calls in Cisco Jabber for Windows

When you need to talk to more than just one person at a time, you can start a conference call in Cisco Jabber. Rather than setting up a formal meeting by sending out invitations and booking conference rooms, you can just get your group call started right away.



To get your conference call started, just choose any of these methods:

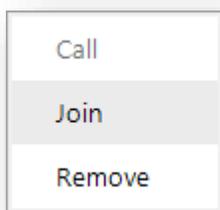
- While on a call—convert the call to a conference call by clicking the **More** button on the call control strip, and then selecting the **Conference Call** option.
- From a group header—hover over a group header and click the call button to start a conference call with all of the available contacts in that group.
- From multiple contact selection—select the contacts that you want in your conference call and click the call button that appears when you hover over any of the selected contacts.

You can add contacts to a conference call as follows:

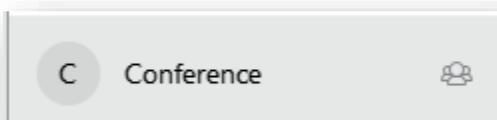
- Search for contacts in the **Add participants** field.
- Drag contacts from your Contacts tab and drop them into the conference call window.

Cisco Jabber automatically places your first call on **hold** and displays the status of both calls.

After the 2nd participant answers, right-click on their name and Select **Join**.



Your Participant list will change to Conference.



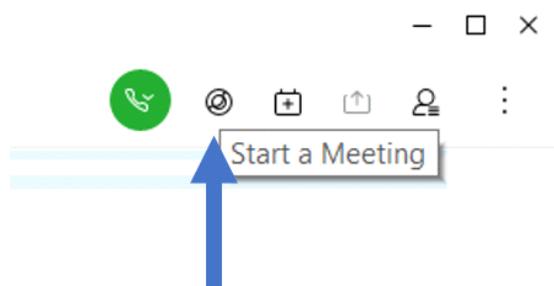
Other Options to use while in a Jabber Call

When you're in a call on Cisco Jabber, you can merge calls, park your calls, conference calls, hold and resume calls, toggle calls, as well as transfer calls.

Meetings in Cisco Jabber using WebEx

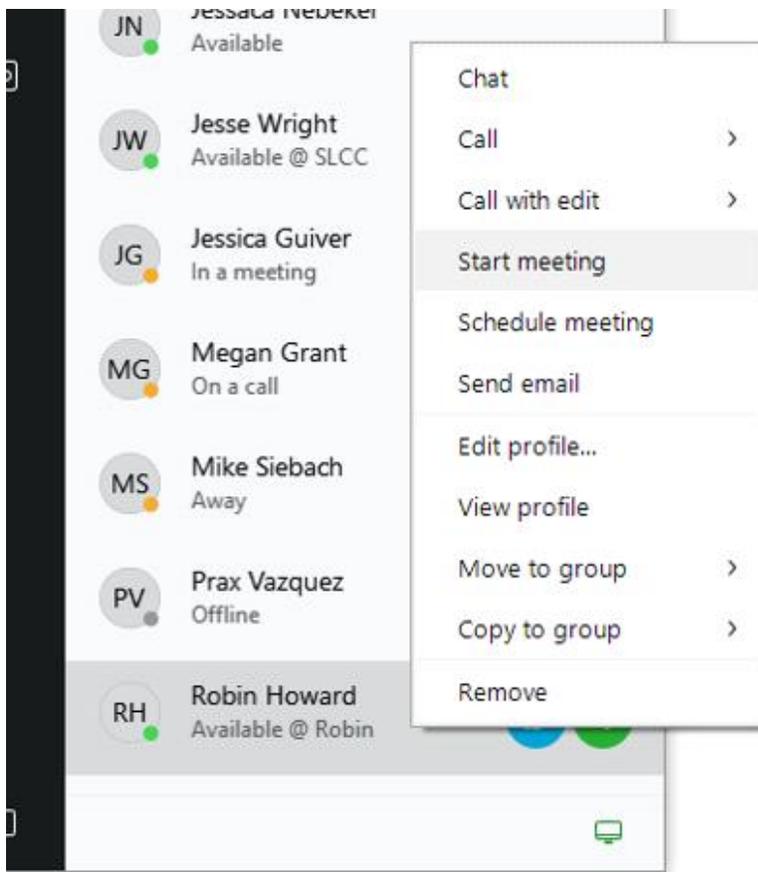
You can host and join meetings straight from Cisco Jabber without needing to launch Cisco Webex Meetings.

Launch an Instant Meeting from Jabber



You can start a meeting in Jabber and it will open your **Personal Meeting Room** in WebEx. Then you may invite contacts to the meeting or send an invitation from the meeting room.

You may also **right-click** on the contact in your Jabber list and select **Start Meeting** from the menu options.



You can see who's in the meeting, mute and unmute people, choose a video layout, record a meeting, and more, depending on how your admin has set your meetings up.

When you **join a meeting**, you'll be able to:

- Show the list of participants
- Change the screen layout to
- Show who is speaking
- Show who is presenting
- Mute and unmute other people
- Drop a participant from the meeting
- Lock and unlock the meeting
- Start and stop recording the meeting

For more information, see [WebEx meetings](#)

For assistance contact Helpdesk@slcc.edu

Troubleshooting Tips

If the Cisco Jabber client is not working for you, and you have had a profile setup by SLCC Technical Support, try connecting to the VPN to see if that can help fix the connection issue. For the Big-IP client to get working, you will need to go to sslvpn.slcc.edu (<https://sslvpn.slcc.edu/my.policy>) on your computer to install this. We recommend working with the HelpDesk on this. But you can enter your Username, and computer password. Which this should install it on your computer. Make sure you choose the Windows set up if or a MAC machine client set up depending on what you have. Once it is installed you will see this icon in your task bar. Right click on it and “PIN” it to your task bar so all you have to do is click on it and it and “Connect” to be as if you were at SLCC on our network.



Initially, you might need to connect to the VPN to get things working, after that, the VPN isn't needed to use Jabber from home.