Mid-Call Features

- You can open the Dial-Pad to enter digits in an automated attendant.
- To Mute your end of the call, press .
- Press the Ellipsis ... for more in-call options, like Conference and Transfer.

Video Calling

If you have a camera connected to your computer, you may use this to make video calls with your Jabber client. You may choose to have video appear with every call you make or receive automatically, or add video to calls on a per-call basis. To change your video calling preferences, select File from the top menu bar, then choose Options. Select Video to check your video camera settings, then select Call to set the default video call behavior.

To add video to an active call, select the pull-down menu to the right of the call timer and choose Start Video. You will see a video window appear.

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Client Controls

You may choose to use your computer as a softphone, or have the Jabber client control your desk phone. To change your selection, click the button in the bottom right corner of the client, then select the phone you wish to control.

You may also use this button to forward all your calls to another phone or divert all calls to voicemail by selecting Forward Calls To in the drop-down list. Call forward settings will remain in effect even when the client is closed. To turn off call forward, select None from your list of forward options.

Chats

In the Chats tab you can see a list of previous chat conversations you have had recently, start an Instant Message conversation, or begin a Group Chat session.

During a chat, you may have the option to transfer files, begin a desktop share, escalate to a phone conversation, change fonts, and add emoticons.

Voicemail

Use the Voicemail tab to manage your voice messages. From here you may Play, Pause, or Restart a message.

To delete a voice message, right-click the message and select Delete.

Jabber Dock Interface

The Jabber Dock Interface provides instant access to common features on top of other open applications. When Show Docked Window is selected, you will have a blue pull-down bar at the top of your screen.

Scroll over it to search contacts, start a chat, place a call, or access your Call History and Voicemails.

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Contacts

In the Contacts tab you can change your presence status and see presence status of your contacts. To add a contact to your contact list, do one of the following:

- To add a colleague, enter the name of the contact in the Search and Dial Bar at the top of your client. The predictive search functionality will present you with possible matches as you type. When you locate the correct contact, right-click on their name and choose Add Contact.
- To add a person outside of your organization, select File in the top menu bar, then New > Contact. A pop-up window will appear where you may enter the contacts information.

Note: You may be unable to view an external contact’s presence until they approve your request.

Availability Status

To change your availability status, click the drop-down list to the right of your name in the Jabber console and select the appropriate status:

- Available in Jabber
- Idle or On the Phone or In a Meeting
- Do Not Disturb
- Not logged in to Jabber, or Out of Office

Calls

Making a Call

To initiate a phone call, do one of the following:

1. Float your cursor over the name of a contact in your contact list, then press the Call button that appears to the left of the contact. If the contact has more than one phone number, select the appropriate number you wish to dial.
2. Right-click the name of a contact in your contact list, then select Call and the number for that contact you wish to dial.
3. Enter the name of a contact in your Search and Dial Bar, then either highlight the contact and press the Call button, or right-click the contact and select the appropriate phone number to dial.
4. Enter a phone number in the Search and Dial Bar, then press Enter on your keyboard.

Receive a Call

When you receive a call, a window will pop up with the caller’s information:

You may then click Answer to accept the call, or Decline to send the call directly into your voicemail. Click Chat Reply to start an Instant message conversation with the caller instead of answering with.