Quick Reference Guide

Cisco Jabber

How to Sign in

- Double click the 'Cisco Jabber' icon on desktop.
- Type the username and password.
- Click 'Sign In.'
- If an error message/certificate appears, click 'Accept' or 'Continue' to proceed.

Audio/Video Options

To view audio/video options

- Click the 'Menu' icon at top right of Cisco Jabber screen, then 'Options.'
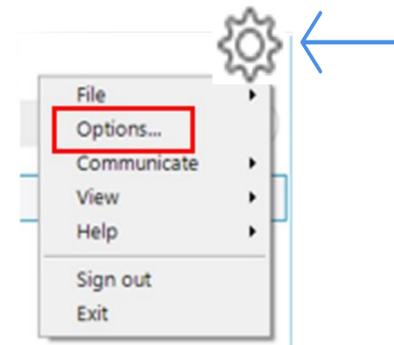
To change audio options

- Select 'Audio' from left side menu.
- In the 'Speaker' option, select the speakers you will be using.
- In the 'Microphone' option, select the microphone you will be using.
- If using a headset, choose the speaker and microphone for that headset.
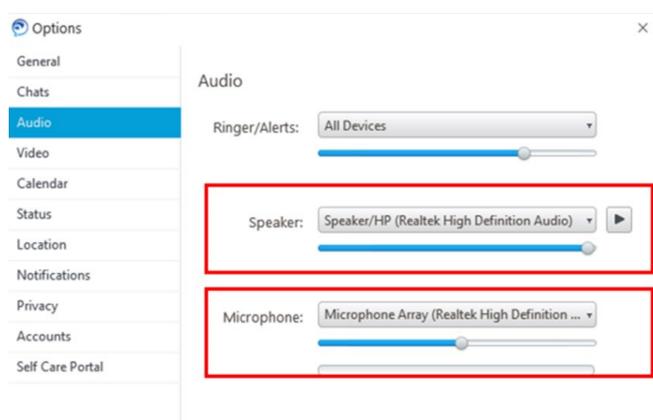
To change video options

- Select 'Video' from left side menu.
- In the 'camera' option, select the camera you will be using.

To avoid audio disturbance and feedback

If you are using a headset, to avoid audio disturbance and feedback, mute your computer audio:

- On lower right corner of computer screen, click the 'audio' icon.
- In pop-up window, click the 'microphone' icon.

Note: Changing audio/visual settings during a call can create audio feedback/visual disturbance.

How to Answer or End a Call

To answer a call

- A ringtone will be heard and a small window will appear on the computer screen. Click 'Answer.'
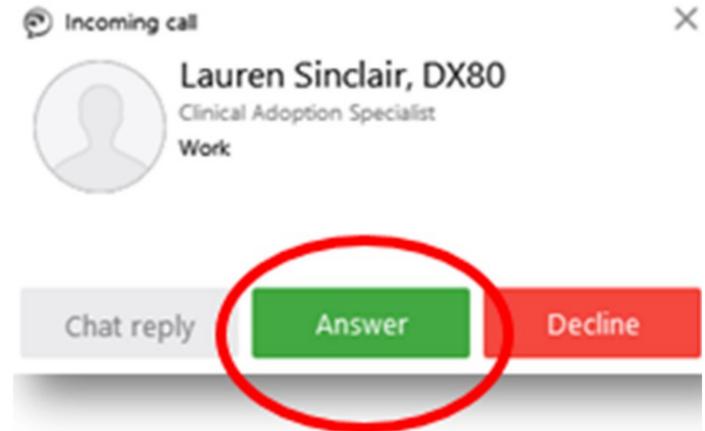
To end a call

- Select 'End Call' from the Jabber menu located at the top of the computer screen **or** scroll mouse over the video window and click on the red 'X."
- Closing the window using the 'X' in the top right corner would also end the call.
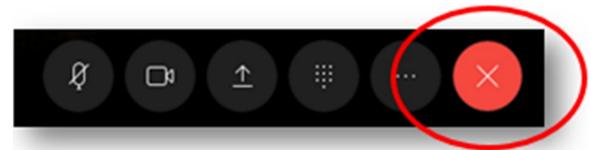
Make a Call: Three Options

Option 1: Enter unit name/dialstring in 'Search or call' bar.

- In 'Search or call' bar type the virtual care unit name/ complete dialstring.
- Virtual care unit name/dialstring is found in iScheduler notification (appointment information) under CODEC (e.g. LG.CS.6).
- Select the correct option from the list that appears. The correct option is usually the one that looks like an email address.
- Click on the 'green phone' icon.
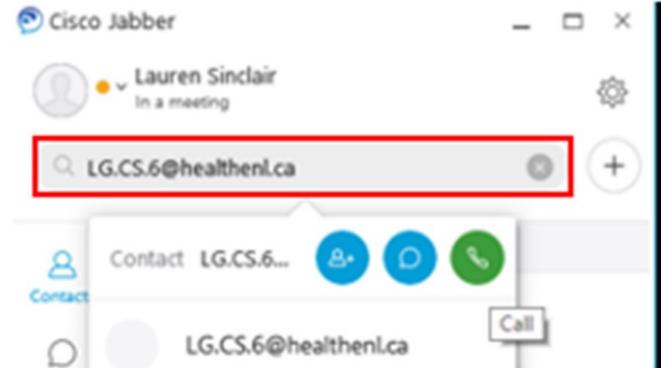
Option 2: Call from recents.

- Click on 'Recents' in the bar to the left.
- Place mouse over the system name you want to call.
- Click the 'green phone' icon.
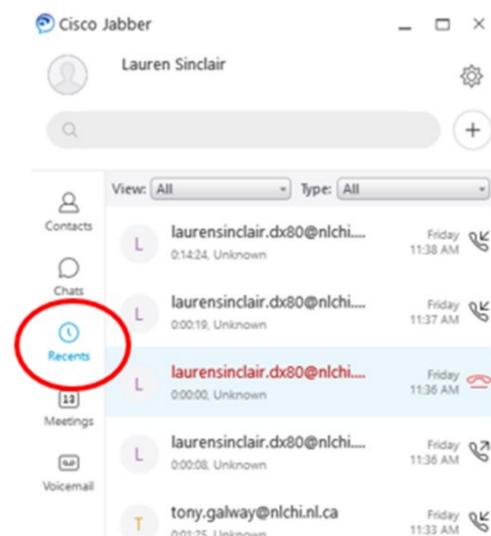
Option 3: Call from contacts.

- Click on 'contacts' in the bar to the left.
- Place mouse over the system name you want to call.
- Click the 'green phone' icon.
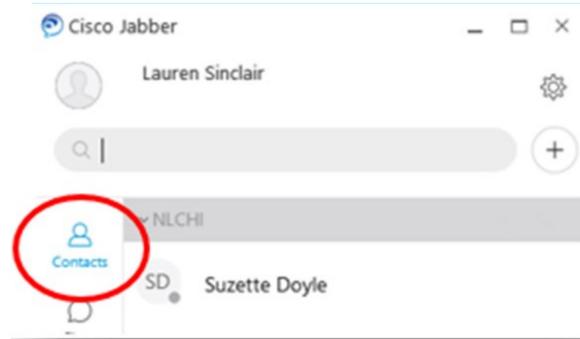
Options Menu

The Options Menu appears during a call. Scroll mouse over each icon to view menu option name. For more information about menu options watch **Jabber User Guide Videos.**
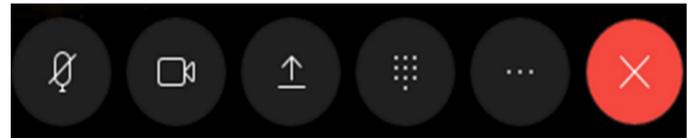
Creating a Contact

After a call has been made, a new contact can be created as follows:

- Click 'recents' on the left side of the Cisco Jabber home screen.
- Right click on the name of the system/contact to be added.
- Click 'Create custom contact' from the menu.
- Fill out the contact information in the window that pops up.
- Click 'create' on the bottom of the window.
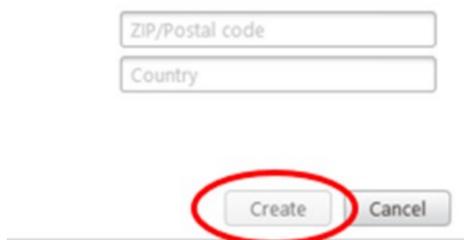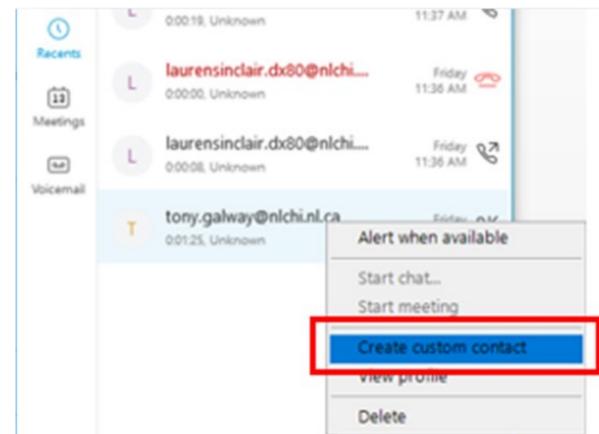
How to Sign Out

- Click the 'Menu' icon.
- Click 'Sign out.'
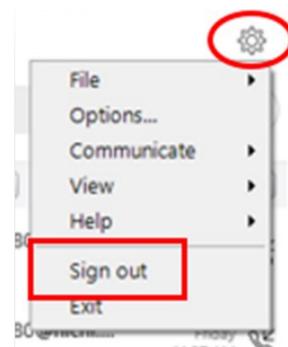
*For further details, please view the **Jabber User Guide Videos** on the NLCHI website.*

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