University of Houston Clear Lake

Office of Information Technology (OIT)

Jabber for Remote Users

Cisco Jabber is a software client that allows you to use your university phone line to send/receive calls, check voicemail, and access other phone related features from your desktop or mobile device.

What do you need to get started?

OIT's recommendations for the best remote work experience using Jabber on your university laptop/desktop device.

- Have a University owned Laptop/desktop
- Headphones with built-in microphones
- Jabber installed software.
- University assigned extension.

Cisco Jabber is supported on Windows and Mac computers (e.g., desktops and laptops). See below for instructions on installing and operating Jabber on your university owned device.

Get Help:

Contact the OIT Support Center (B2300) at x2828 or email at supportcenter@uhcl.edu for questions or issues with getting started with Jabber.

Notice: For Call Center users or users wanting to use their mobile devices, please contact the OIT Support Center for additional assistance.

For more information regarding Cisco Jabber, please contact the OIT Support Center at 281-283-2828 or supportcenter@uhcl.edu.

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How to Install and Use Jabber on a University Device

Install Jabber
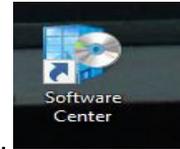
1. Open Software Center. For windows users there is an icon on your desktop.

   For Mac Users it is located on your dock.

   Important: If off campus, please connect to the VPN prior to opening the software center.

2. Click on Jabber and then click the install button if on a windows device. On a mac, click on the install button.

3. Once installed, open the program.

Login

1. Type in your UHCL username and password
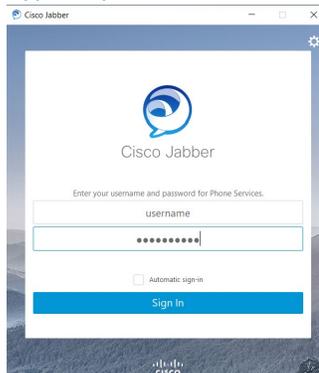
2. Click Sign In

3. On the first login, Jabber will give you a short tour of the call features. You can skip it or follow along.

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Placing, Receiving, and Transferring Phone Calls

Some things to consider before getting started.

> The audio quality of a softphone connection — both what you hear and what the other person hears — is impacted by the microphone and speakers you are using. It is recommended that you use a headset while in a public area.

Placing a call

You can place a softphone call in two ways:

Searching the UHCL Directory

1. Type the person's name in the Jabber Search or call field.

It is best to type the name as completely as possible since Jabber will only display the

first 15 matches.

2. Hover over the appropriate name in the search results and click .

The call is placed to the person's UHCL telephone number.

Typing the Phone Number

1. Type the person's phone number in the Jabber hub Search or call field.

Important: When entering a non-UHCL number, you must enter a 9 first, then

the rest of the number as you would from a telephone (e.g., 97131234567).

For UHCL telephone numbers, you can dial the 4-digit extension.

2. Click to place the call.

The call is placed to the entered telephone number.

Placing a Call on Hold

Click the three dots in the active call window.

1. Select Hold.

The call is placed on hold. Click Resume to resume the call.

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Transfer a Call

Transferring allows you to transfer a call from your softphone to any other phone within the

UHCL campus.

1. Click the three dots in the active call window.

2. Select Transfer. This places the active call on hold.

3. Type the name of the person or the phone number to which you want to transfer the call in the search box.

4. Select the person or number when it appears in the search list.

You are connected to that number.

5. Press Transfer to complete the transfer.

6. Click the red button to hang up.

Receiving Calls

For optimal use of Jabber, ensure the following conditions are met.

- Application is running.
- Logged into Jabber
- Status shows Available.
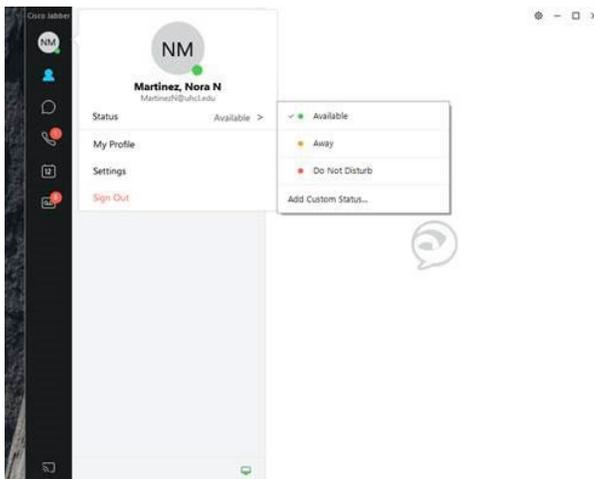
- Your phone is *not* set to forward to voicemail or any internal extension.

When you receive an incoming call, you'll see a call window open on your computer screen.

- Click Answer to accept the call.
- Click Decline to forward the call to voicemail.

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