

## Cisco Jabber - Basic Usage

KB0010998 - Latest Version

62 views

### General information

*Cisco Jabber* is a Voice over IP tool. It allows you to make phone calls from a computer over the fixed line network. This tool is called a SoftPhone

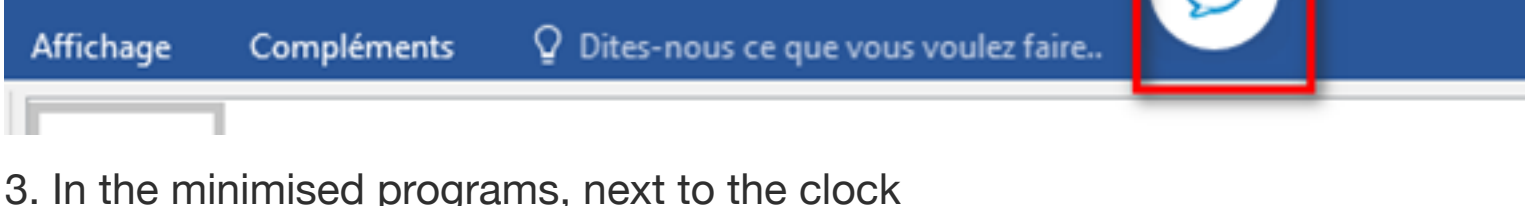
In order to receive calls, the program must be running on the computer. It is also necessary to be equipped with a microphone to be able to be heard, as well as a headset or speakers in order to have sound reproduction.

In order to ensure that the application is running on the computer, there are several ways to check it

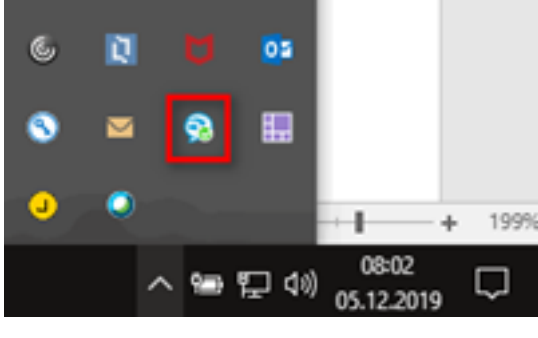
1. The application is running in the taskbar



2. The tooltip is displayed on the screen (at the top or on the side)



3. In the minimised programs, next to the clock



**Note :** If none of these are present, click on the small arrow pointing up to display the hidden icons.

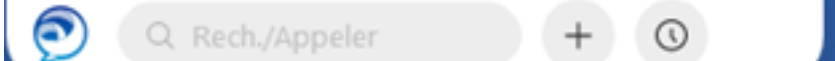
In cases where none of these icons are present, the program may not be started. It can be found in the computer's **Start menu**, in the **Cisco Jabber** folder.

### Using the Quick Access Button

The icon displayed on the top or side of the screen provides quick access to certain *Cisco Jabber* features.

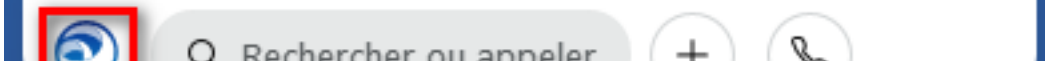


To display these features, simply leave the mouse pointer over the bubble (**Do Not Click**) and the menu will unfold and be displayed.



### Displaying the main window

Clicking on the program icon will open the main window of Cisco Jabber and give you access to all the tools of the application.

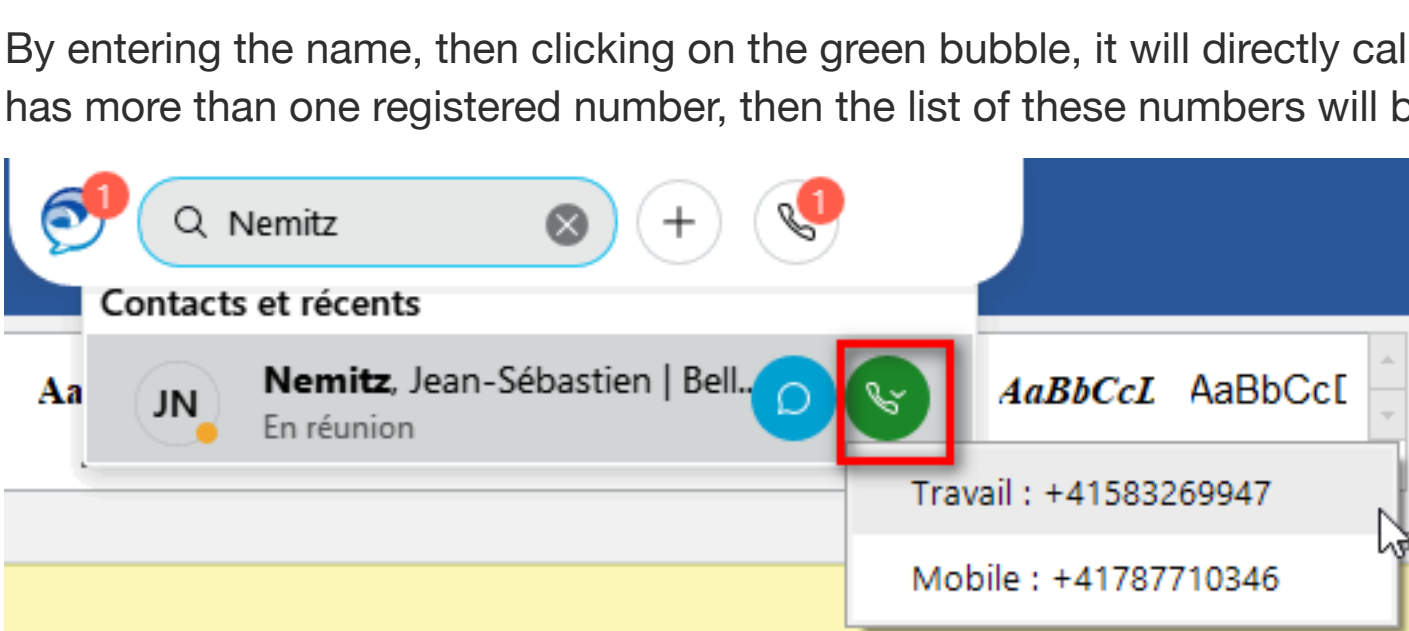


### Search and compose area

In this text area, it is possible to directly enter a phone number to call (possibility to enter the number by hand or to paste a number previously copied). It is also possible to search by text, by entering the name of the person, the tool will automatically search in different address books linked to the account (Exchange, Outlook, Cisco,...)



By entering the name, then clicking on the green bubble, it will directly call the number associated with the person. If the person has more than one registered number, then the list of these numbers will be displayed, just click on the number you wish to call.



### Start a chat

*Note: This option will soon be disabled (approx. mid 2023) to take advantage of Microsoft Teams which has been deployed on all the group's user stations*

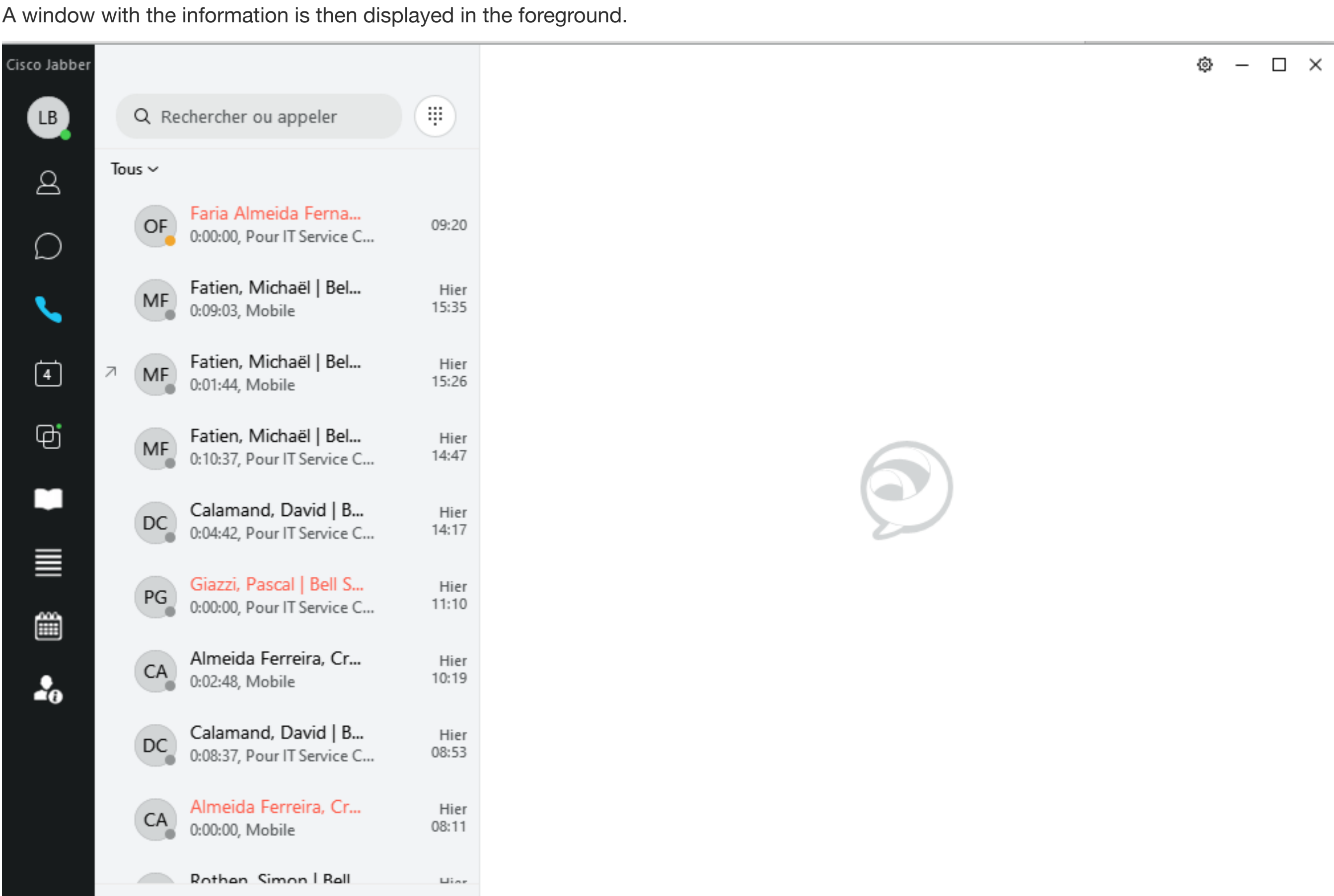


### Show call list

By clicking on this button, a window with the list of recent calls will be automatically loaded, allowing a quick overview of the latest calls received, missed and made.

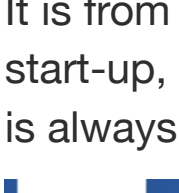


A window with the information is then displayed in the foreground.



### Main window

It is from this interface that the majority of the tool can be operated. The program is normally configured to launch at Windows start-up, however, the window can be hidden by other programs starting at the same time, or it can be minimised by the user. It is always possible to make the window reappear by clicking on the bubble at the top or side of the screen.



When opening Cisco Jabber through this button, it will automatically display the contacts registered in the application itself. If you decide to create groups or save contacts in Cisco Jabber, they will be displayed there directly.

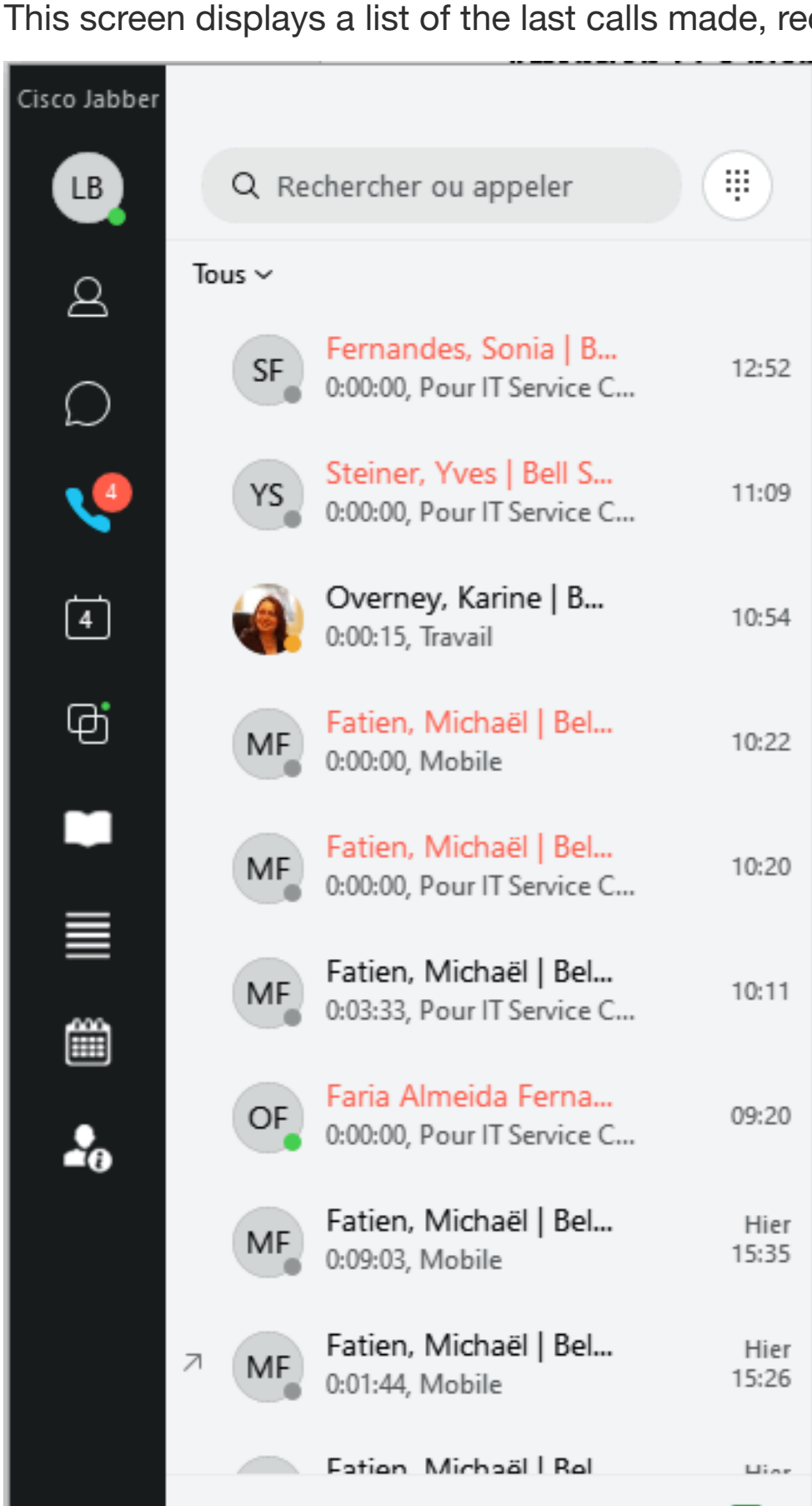
Contacts from external contact books such as Microsoft Exchange contacts are not integrated here, but are still available via the search. The search bar at the top of the window works exactly like the one in the previous point.

## Conversations

The conversation tool has been dropped in favour of Microsoft Teams, which has many more features for more effective collaboration. This screen displays a list of the last calls made, received and missed on the line.

## Calls

This screen displays a list of the last calls made, received and missed on the line.



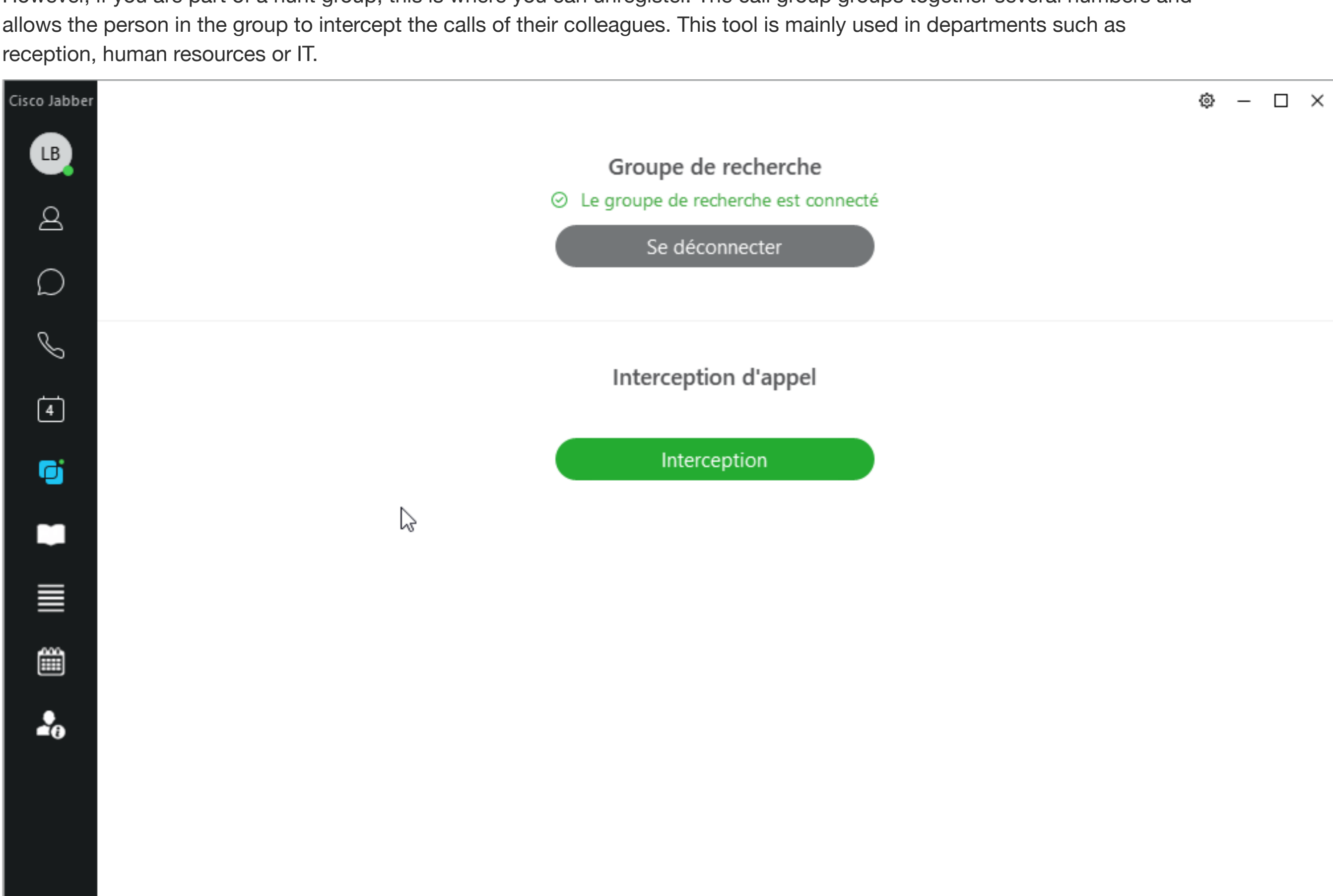
### Meetings

This tool is not used by the Bell Food Group, all meeting planning and other appointments are done via Outlook and Microsoft Teams.

### Group Search and Intercept

This feature is potentially not enabled for all users, if you do not have any search groups configured, you will not have any options in this window.

However, if you are part of a hunt group, this is where you can unregister. The call group groups together several numbers and allows the person in the group to intercept the calls of their colleagues. This tool is mainly used in departments such as reception, human resources or IT.



When a call is made to a member of the group, a small window will appear after a moment at the bottom right of your screen and you will have the possibility to click on the intercept button to resume the call.