




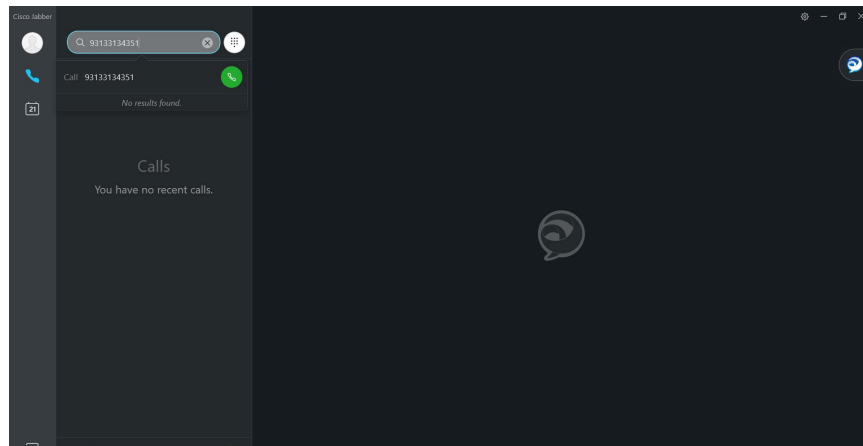
Cisco Jabber is an application that allows incoming and outgoing calls to and from your Texas Southern University telephone number on your windows device. When placing outgoing calls from Jabber on your computer, your Texas Southern University telephone number is displayed as the caller ID to the recipient.

**PLEASE NOTE:** Jabber configuration will specifically support receiving phone calls and making phone calls only. Additionally, this version of Jabber can only accommodate these features for one phone line, not multiple.

**\* In order to use the Jabber client from outside the university (campus data network), an active VPN connection must exist \***

## Making a call

- Click an existing contact **OR**
- Type a name in the **Search or call** window to find a person in the TSU directory or among your personal contacts **OR**
- Type the telephone number in the **Search or call** window
  - Be sure to include the 9 if you are calling off campus, and the full telephone number (i.e., 11 digits for any call to the US)
  - Enter any 5-digit extension for your campus
  - Be sure to include the 9 and 1 if you are calling long distance, and the full telephone number (i.e., 11 digits for any call to the US)
    - Once prompted enter your authorization code to complete the call
- Initiate the call by pressing **Enter** or clicking the **Call** button  button shows an upright handset in a green circle



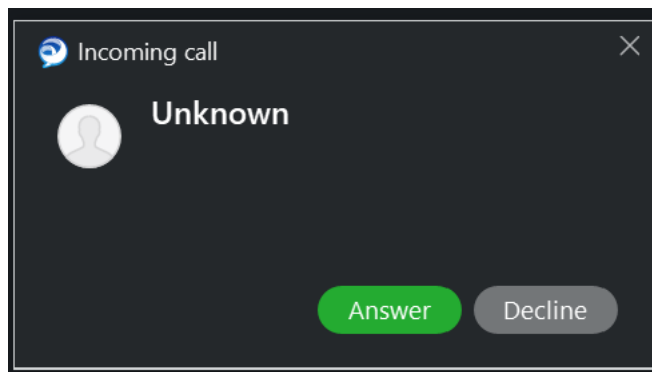


## Receiving a call


Incoming calls appear in the lower right corner of your monitor...

- Click the **Answer** button
- Click **Decline**, if available (this will send the call to your voice mailbox)
- Type a **Chat** response, if the caller is also using Jabber

**Note:** If you receive a second call while on a call, the first call will be placed on hold automatically when you answer the second.



## Hold/Resume and Transfer

- To place a call on hold, click **More...** and **Hold**
- To take the call off hold, click **Resume**
- To transfer the call:
  - Click **More...** and **Transfer**
  - Initiate a new call to set up the transfer (i.e., enter a 5-digit extension or search in contacts or directory)
  - Click **Transfer** again, with or without waiting for the called party to answer  
OR
  - Abandon the transfer (  Click the End Call button, which is a red box with a white horizontal handset) and return to your call

