

Jabber Quick Start Guide



Make Phone Calls from an Android Device

Enjoy unified communications with Jabber on your computer or smart device to do everything you do on your traditional desk phone from anywhere.

NOTICE: Continue to log into e-mail like always, but use **MEID@maricopa.edu** to log into Jabber.

Maricopa ITS has made available the softphone feature enabling you to place, receive, and manage calls using your Android device over an internet connection.

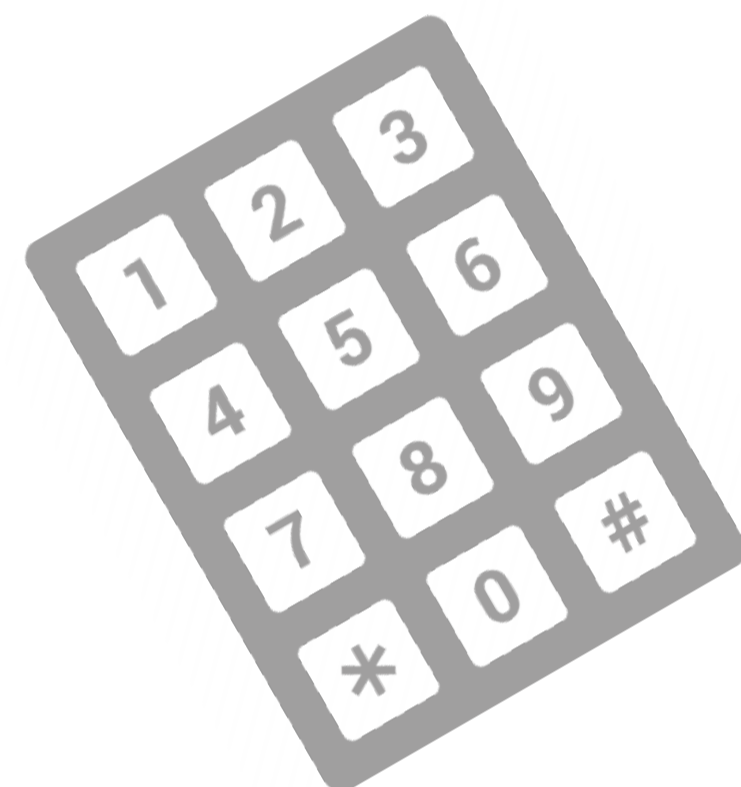


USING THE CONTACTS LIST

1. On the Jabber home page, tap **Contacts**.
2. Tap the name of the person you want to call.
3. Tap the **Phone** icon to the right of the name.
4. When the contact information appears, tap the **phone number** to place the call.

TYPING THE TELEPHONE NUMBER

1. On the Jabber home page, tap **Call**.
2. Then, tap the **Keypad** icon.
3. Enter the phone number you want to call and then tap the **Phone** icon.



Important: Dial numbers (10-digit, 5-digit) just as if you were at your desk in the office.

SEARCHING THE MARICOPA DIRECTORY

1. On the Jabber home page, tap **Contacts**.
2. Tap the **Search** icon.
3. Enter the person's name in the **Search or Call** field
4. Tap the call icon.
5. When the contact information appears, tap the **phone number** to place the call.

With the **Jabber** softphone, you can **place calls** in multiple ways.



Very Important: Your phone (Jabber/office phone) is **registered** to your **office location - NOT** where you may be. In case of emergency, **always** call 911 directly from your device or home phone so your **location** can be **accurately determined**.




Receive Phone Calls



Your settings, such as call forwarding, impact how you receive or don't receive calls on your desk phone or softphone.

Important: Changing your settings on your desk phone or in the Jabber app changes settings in the other.



Reminder: You can check voicemail using your desk phone, in e-mail and in the **Jabber** app – click **Voicemail**  .

RECEIVING A PHONE CALL

For incoming phone calls, a window will open on your computer screen.

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



Other Features Available to You in the Jabber App



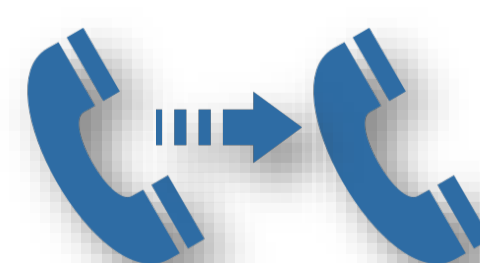
FORWARDING CALLS

1. On the Jabber home page, tap **Settings**.
2. On the Settings page, tap **Call Forwarding**.
3. Tap the **New Number**.
4. Enter the phone number and tap **Save**.




PLACING A CALL ON HOLD

1. Answer the incoming call.
2. Tap the **More** icon to access additional softphone features.
3. Tap **Hold**. Click **RESUME** to resume the call.



TRANSFERRING A CALL

1. Answer the incoming call.
2. Tap the **More** icon to access additional softphone features
3. Tap **TRANSFER**.
4. Type the name of the person or phone number to transfer the call to.
5. Tap **Resume** to resume the call.
6. Tap the **Call Transfer** icon. 
7. Tap the **End Call** icon to hang up.