Jabber Quick Start Guide

Make Phone Calls from a Mac

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 Mac over an internet connection.

USING THE CONTACTS LIST

- Click on the **Contacts** icon
- Hover over the appropriate contact's name and click

TYPING THE TELEPHONE NUMBER

- Type the person's phone number in the Jabber **Search or Call** field.
- Click Call next to **Search or Call** field.

SEARCHING THE MARICOPA DIRECTORY

- Type the person's name in the Jabber **Search or Call** field.
- Hover over the appropriate contact's name in the search results and click Call

With the **Jabber** softphone, you can **place calls** in multiple ways.
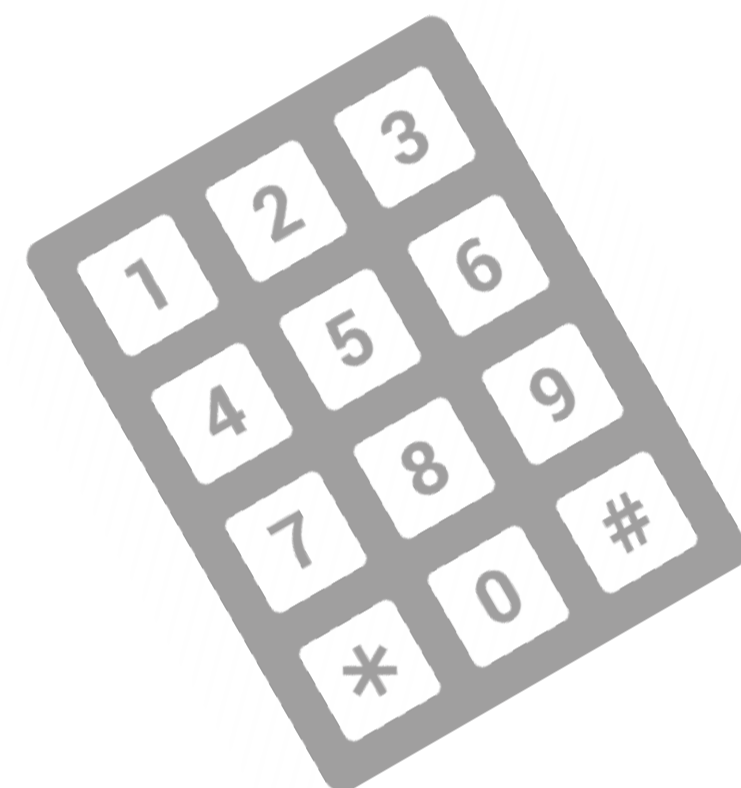
Important: Dial numbers (10-digit, 5-digit) just as if you were at your desk in the office.

911

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.

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.

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** .

## Other Features Available to You in the Jabber App

FORWARDING CALLS

Forward your calls to voicemail or to another number by clicking in the lower right corner in the Jabber app's center screen

- Scroll to **Forward Call to:** and select either
  - Select among the listed numbers (numbers to which you've recently forwarded your calls) or
  - Select **New Number** to enter another phone number.

PLACING A CALL ON H0LD

1. Click in the **active call** window
2. Select **Hold.**
3. Click **Resume** to resume the call.
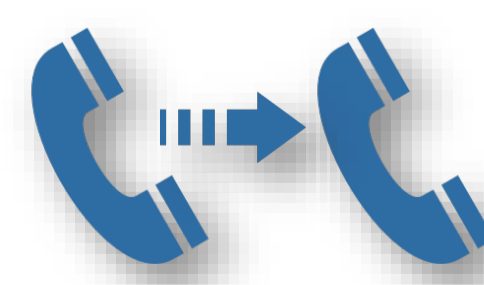
TRANSFERRING A CALL

1. Click in the **active call** window
2. Select **Transfer.**
3. Type the name of the person or phone number to transfer the call to.
4. Select the name or number when it appears in the list.
5. Press **Transfer**.
6. Click