

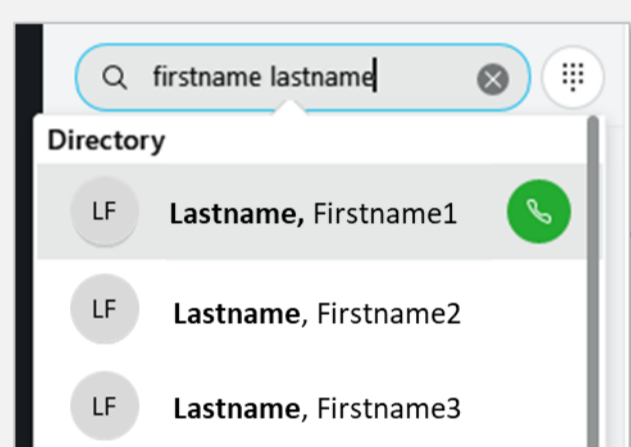
# Jabber Quick Start Guide

## Make Phone Calls on Windows

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

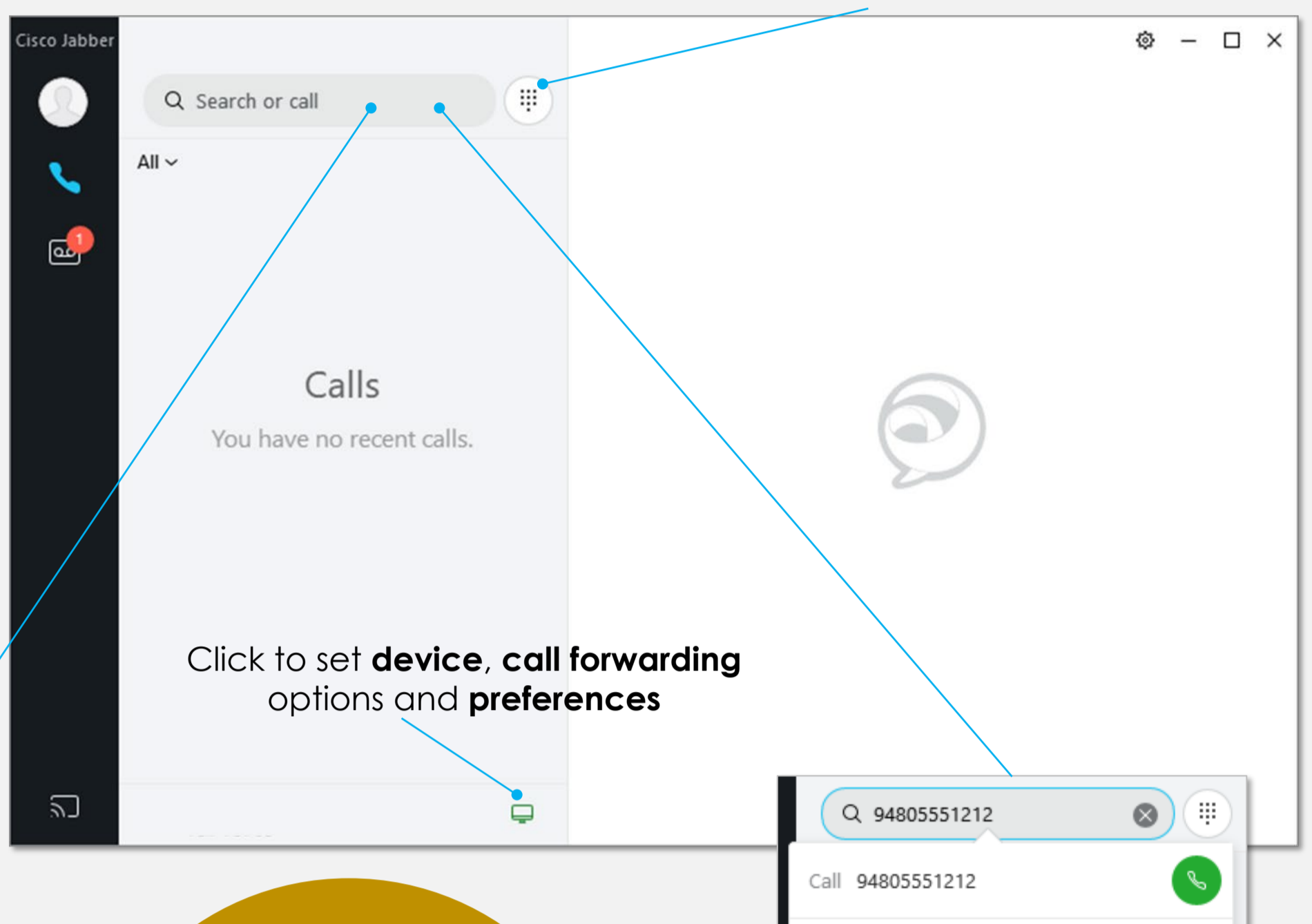
**NOTICE:** Continue to log into e-mail like always, but use **MEID@maricopa.edu** to log into Jabber.

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



### SEARCHING THE MARICOPA DIRECTORY

1. Type the person's name in the Jabber **Search or Call** field.
2. 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.

### TYPING THE TELEPHONE NUMBER

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

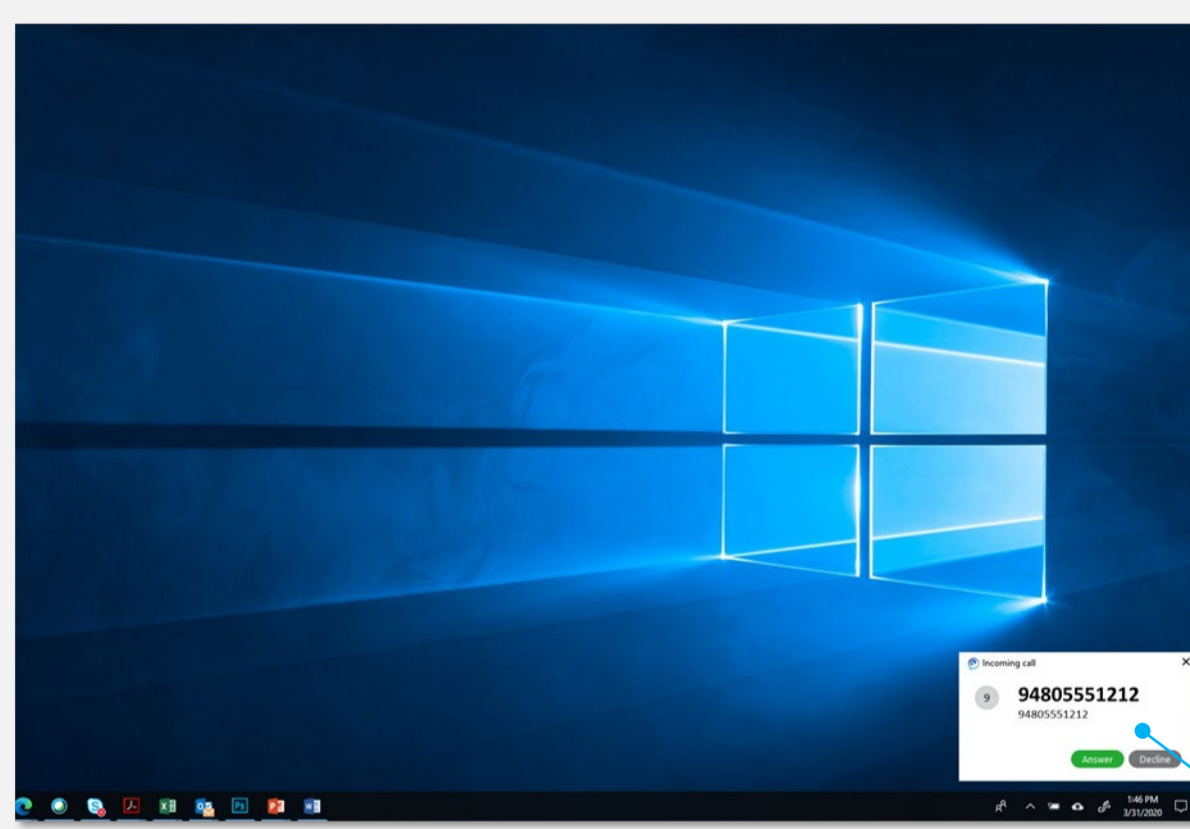
**Important:** Dial numbers (10-digit, 5-digit) just as if you were at your desk in the office.

**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.

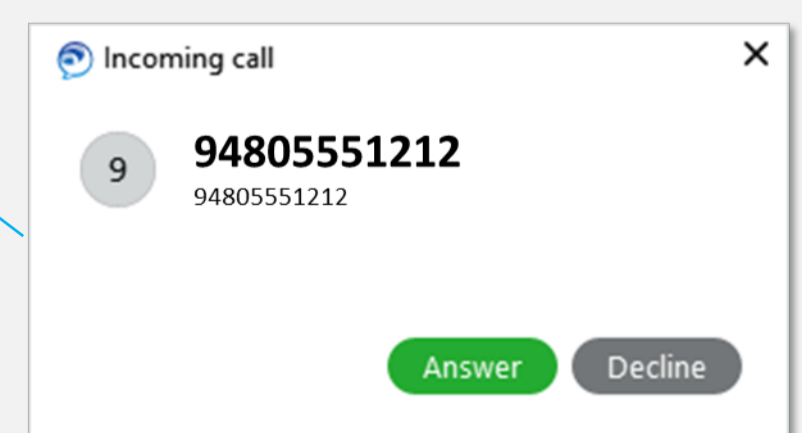
**Important:** Changing your settings on your desk phone or in the Jabber app changes settings in the other.



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

### RECEIVING A PHONE CALL

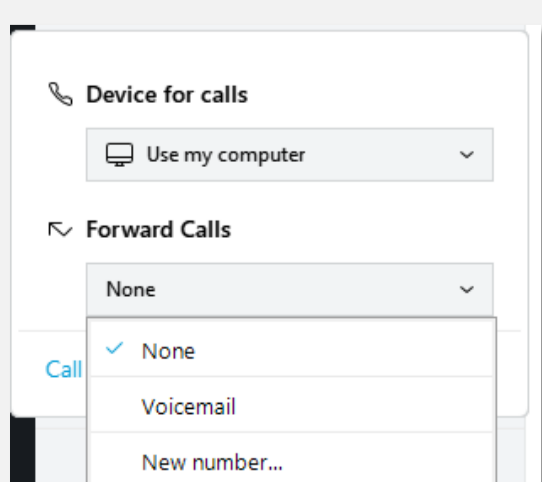
- For incoming phone calls, a window will open on your computer screen.
- Click **Answer** to accept the call.
  - Click **Decline** to forward the call to voicemail.



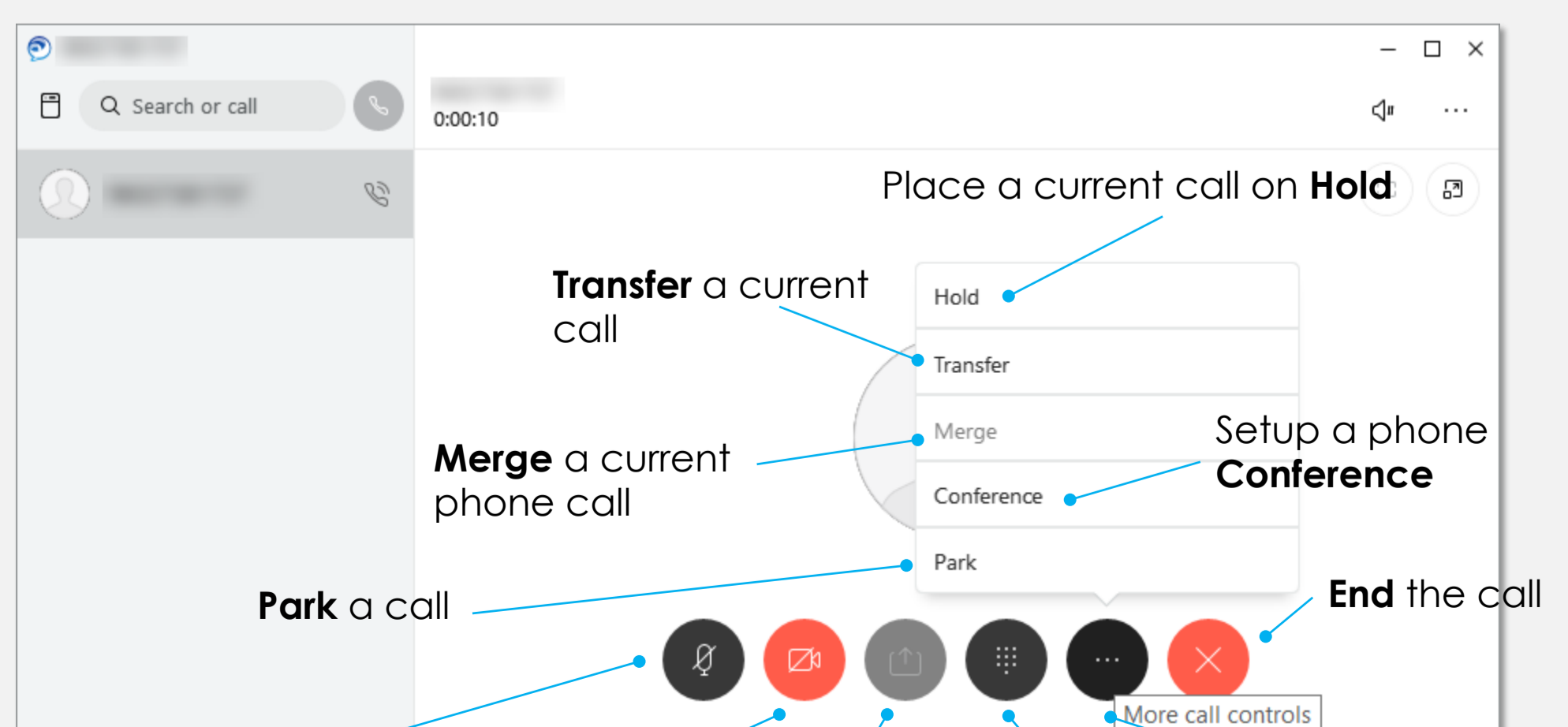
## Other Features Available to You in the Jabber App

### FORWARDING CALLS

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



### CONTROLS AVAILABLE DURING AN ACTIVE CALL



Place the call on **Mute**

Switch the call to **Video\***

**Share** your screen if available

Open the **Keypad**

Open **Call Controls**

(\*) Requires video camera.