Jabber® Quick Guide

AT&T UC Voice

The Jabber Interface

Drop-down menus

User name

Contact picture

User status

Search for contacts or enter phone number

List of contacts

Phone controls
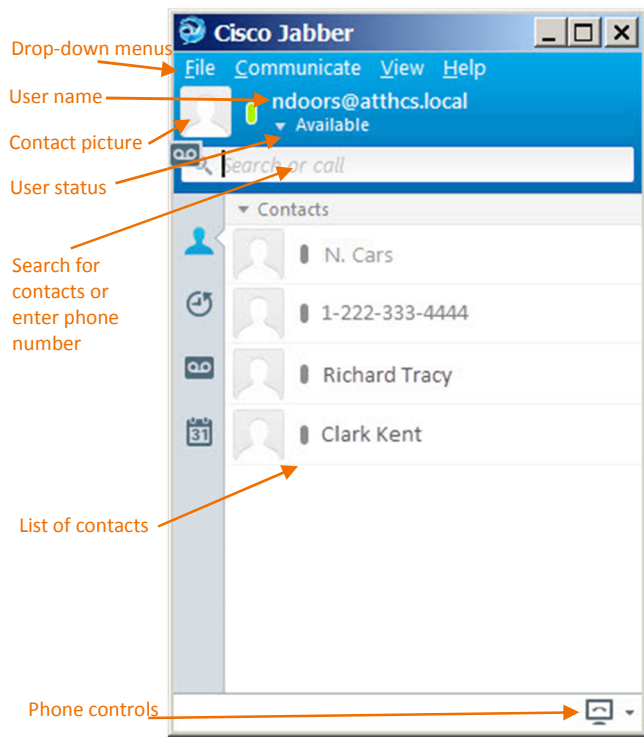
▸ **Icons**

Contacts: Displays your contacts, which can be organized into groups

Call history: Displays all calls or only the calls that were placed, received, or missed within a specified amount of time

Voicemail: Displays all voicemail messages or only the voicemail messages that are unread or deleted

Meetings: Displays all meetings scheduled for the selected day

▸ **Phone Controls**

The drop-down menu offers these options:
- Use computer for calls
- Use phone for calls
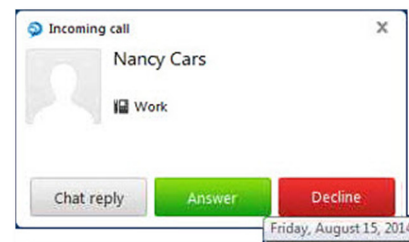- Forward calls to (voicemail or another phone number)

Placing a Call

There are many ways to place a call. Use whichever method is most convenient for you:

- Place your cursor in the Search field, enter the phone number, and press the Enter key.

- Highlight someone in your Contact list, then click on the phone icon in the entry.

- Select someone from your Contact list, then select the Call option in the Communicate menu.

- Select someone in your Contact list, then click the right mouse button. A menu appears. Click on the Call option.
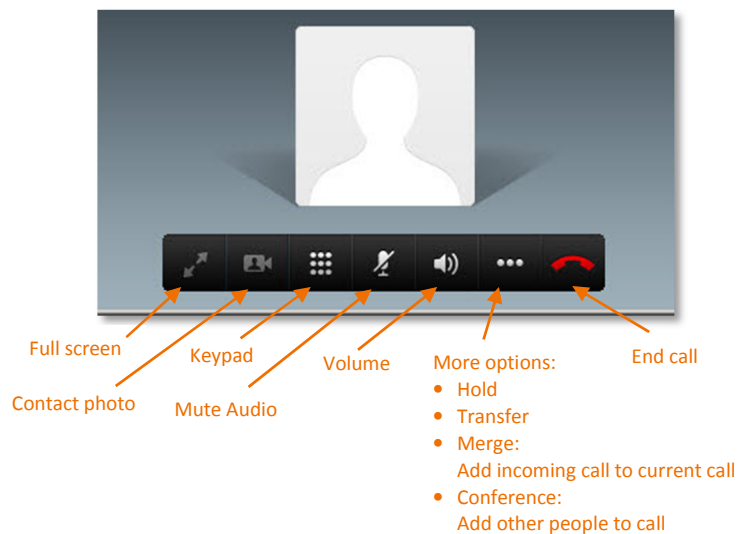
Answering a Call

When you receive a call, the Notification window appears on your computer screen. Click on the appropriate button to answer the call.

During a Call

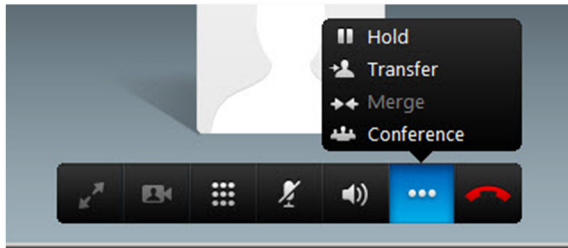When a call is placed or received, the Conversation window displays.

Full screen   Keypad   Volume   More options: End call

Contact photo   Mute Audio
- Hold
- Transfer
- Merge:
  Add incoming call to current call
- Conference:
  Add other people to call

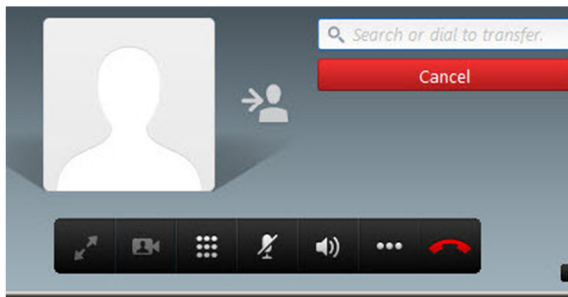## Transferring a Call

1. Click on the More icon (⬚) in the Conversation window.


2. Select the Transfer option.

3. Enter the third party's name or phone number, then press the Enter key. A call is placed to the third party.

4. After the third party answers and is informed of the pending transfer, click the Transfer button in the Conversation window. You are disconnected from the call leaving the original caller and the third party connected to one another. Your Conversation window closes.

NOTE: If the third party does not answer the call, select the Resume button to reconnect to the call.

Placing a Call on Hold

1. Click on the More icon (⬚) in the Conversation window.
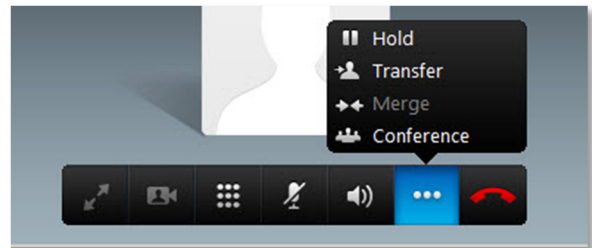
2. Select the Hold option. The caller is placed on hold and Resume button appears in your Conversation window.

3. Select the Resume button when you are ready to reconnect with the call.

Forwarding Calls

1. Select the Phone Controls icon (⬚) located in the bottom right corner of the page. A menu displays.
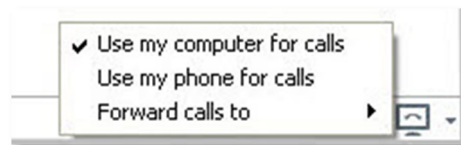
2. To cause all incoming calls to be automatically forwarded, select the "Forward Calls To" option. Then select where the calls will be sent:
   - **Voicemail:** Desktop phone voicemail
   - **New number:** Another device

Adding Parties to a Call

While you are on a call, you may need to add someone else to the call. To do this, select the More icon (⬚) in the Conversation window, then select the Conference option.

Jabber Quick Guide

AT&T UC Voice

Starting a Chat Session

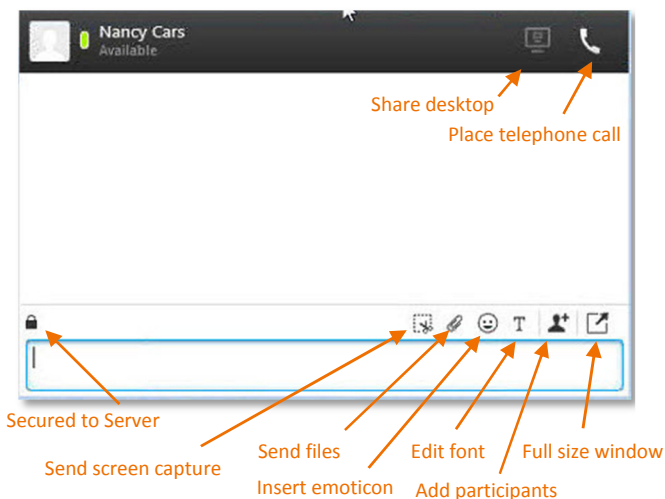There are a various ways to start a chat. Use whichever method is most convenient for you:

- Select someone from your Contact list, then select the Chat option in the Communicate menu.

- Select someone in your Contact list, then click the right mouse button. A menu appears. Click on the Chat option.

Joining a Chat Session

When a chat begins that includes you as a participant, either your Chat window automatically opens or you receive an invitation that allows you to agree or decline to join the chat. This depends on how your system is setup.

During a Chat

The Chat window displays when you begin or join a chat.

Share desktop
Place telephone call
Secured to Server
Send screen capture
Send files
Insert emoticon
Edit font
Add participants
Full size window

Adding Participants to a Chat

To add someone to a chat:

1. Click on the Add Participants icon (👤⁺) in the Chat window.

2. Enter the person you would like to add to the chat.

3. Select the Add button.

Starting a Group Chat

1. Press and hold down the Ctrl key on your keyboard while you select each individual you would like to include in the chat.

2. Release the Ctrl key.

3. Click your right mouse key and a menu displays.

4. Select the Start Group Chat option in the menu.

5. The people selected for the group chat receive invitations to join the chat if their systems are setup to do so. Otherwise, their chat windows open automatically.

NOT AVAILABLE - Sharing Content during a Call or Chat

▶ **Share Your Desktop**

Select the Share Desktop icon ( ). This allows other participants to see your desktop, including any changes and cursor movements.

▶ **Transfer File(s)**

Select the Attachment icon (📎). This opens a window that allows you to browse for and select a file to send to participants.

▶ **Send Screen Capture**

To perform a screen capture and send it:

1. Click on the Send Screen Capture icon ( ). Cross hairs display.

2. Hold down the left mouse key and drag the cross hairs to select an area on your computer screen.

3. Release the mouse key. The selected area appears in the Instant Messaging box.

4. Press the Enter key on your computer's keypad. The image is sent.