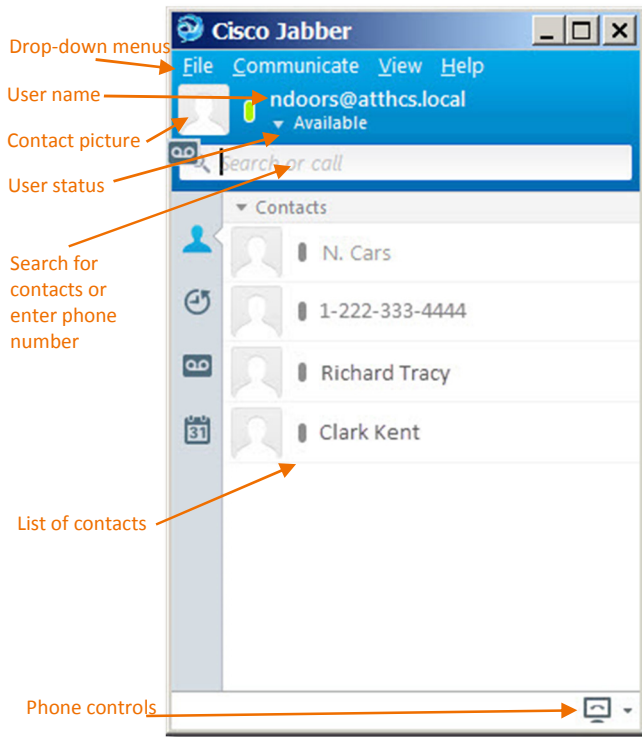


Jabber® Quick Guide



AT&T UC Voice

The Jabber Interface



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)

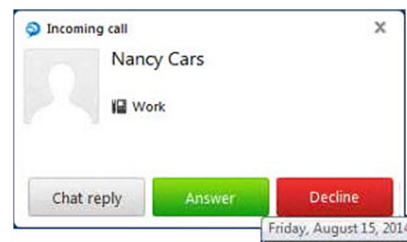
Placing a Call

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.

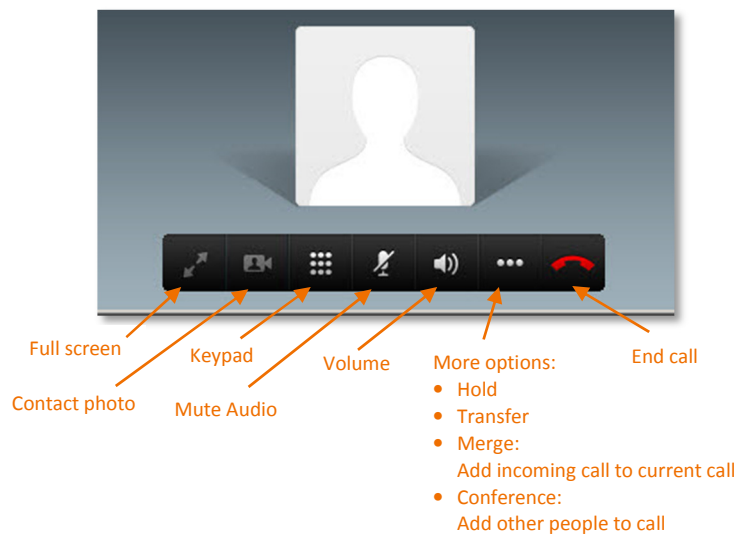
Answering a Call

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.



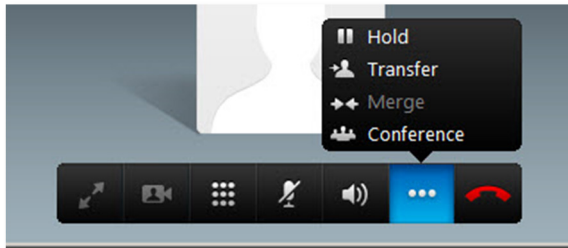
Jabber Quick Guide



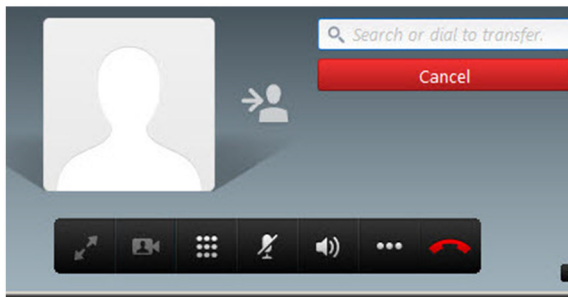
AT&T UC Voice

Transferring a Call

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



2. Select the Transfer option.

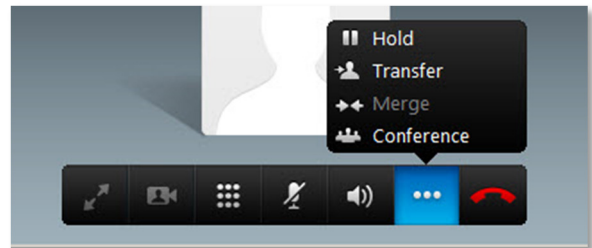


3. Enter the third party's name or phone number, then press the Enter key. A call is placed to the third party.
4. After the third party answers and is informed of the pending transfer, click the Transfer button in the Conversation window. You are disconnected from the call leaving the original caller 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

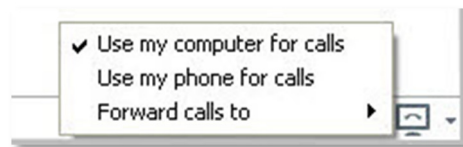
1. Click on the More icon (⋮) in the Conversation window.



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

Password Changes for Jabber Client

- o The user should navigate to <https://206.19.41.1/ucmuser> from a web-browser
- o Login with credentials.
- o Accept any certificates. Cancel any other pop-ups.
- o Navigate to 'General Settings'
- o Under Client/Portal Password, enter your desired password.