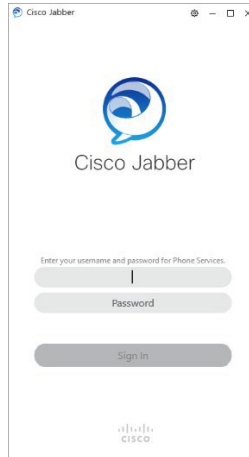


# Cisco Jabber Quick Starter Guide

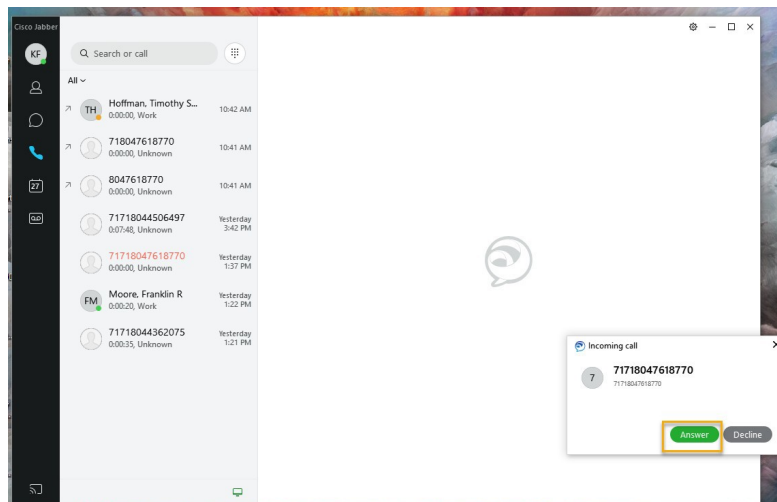
## Logging into Jabber

Log into Jabber using your myRCC username and password.

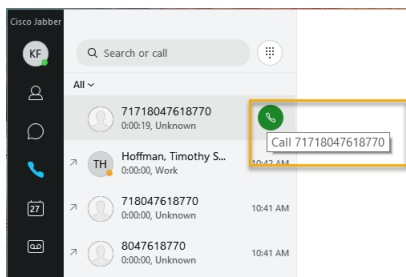


## Receiving Calls

Once you have logged into Jabber, you will receive calls through your computer. You will hear the ringtone as well as receive a notification to Answer to Decline the call. At any time, you can click on the phone icon to see all incoming and outgoing calls.



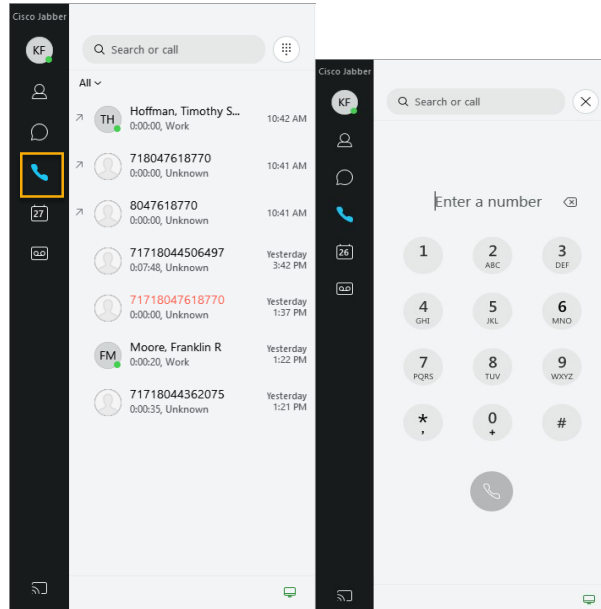
If you miss a call, you may hover your cursor over the phone number or contact name and click on the green phone icon to return the call.



## Making Calls

You can make a call to another Cisco Jabber user using their 6 digit ID (ex: 456786). There are some differences to point out while using Jabber-to-Jabber calls:

- You can make a Jabber-to-Jabber call with only one contact at a time
- When you are on a Jabber-to-Jabber call with another Jabber user, your call is connected and you do not get any incoming call notice.



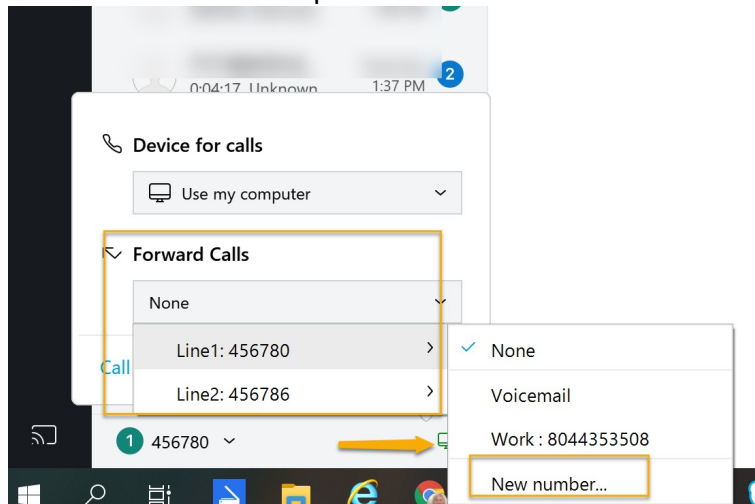
### Procedure for Outside Calls (non-Jabber-to-Jabber)

**Step 1** Access the phone number options for your contact by clicking on the phone icon and searching by contact name. You also can right-click on a contact in your list and choose call from a chat window

**Step 2** Select the dial icon beside the search bar and the number pad will appear. When you dial outside of the organization, you will need to dial 7 in front of the number.

## Forwarding Calls

You may forward your line on Jabber to another phone number.



## Procedure for Forwarding Calls

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**Step 1** Click on the control icon in the bottom left corner of the Jabber hub

**Step 2** Select Forward Calls to and choose one of the following: Select among the listed numbers (you recently forwarded phone numbers) or Select New Number to enter a phone number and click Forward.

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**A headset should be used to prevent confidential conversations from being overheard. If you do not have a headset, please let your supervisor know so that one can be provided.**