

Jabber – Quick Reference Guide

Log into Jabber with your UMPASS

To use the Jabber application, open “Cisco Jabber” on your PC. After that, you can login with your [UMPASS](#).

(If you are using your personal devices, such as your mobile, please enter UserID@pplan.umac.mo at the first time, then login with your [UMPASS](#))



Find the Mobile App for Jabber

Download the “Cisco Jabber” application:



Android

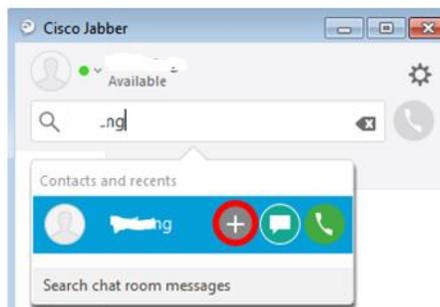


iOS

Contact

In the Contacts tab you can see available status of your contacts. To add a contact:

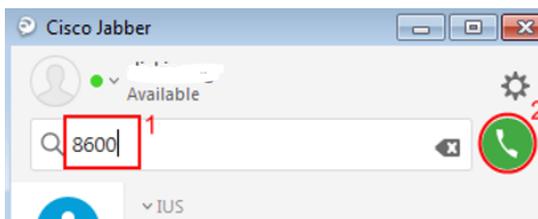
Start typing the user id of the person you wish to add into the search box. As you type, the predictive search will show matches (if there are any) and click on the “+” icon located on the right of their name.



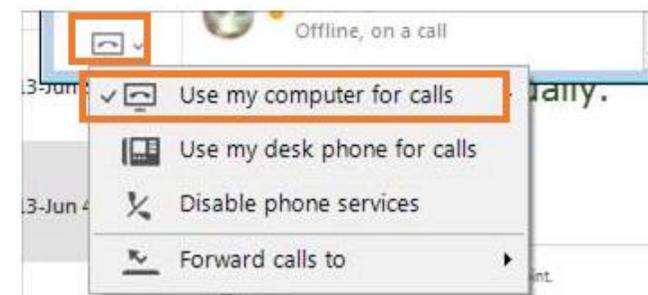
Making a Voice Call

To initiate a phone call:

1. Enter [extension](#), [user id](#) or [name](#) in the search box
2. Click the call button



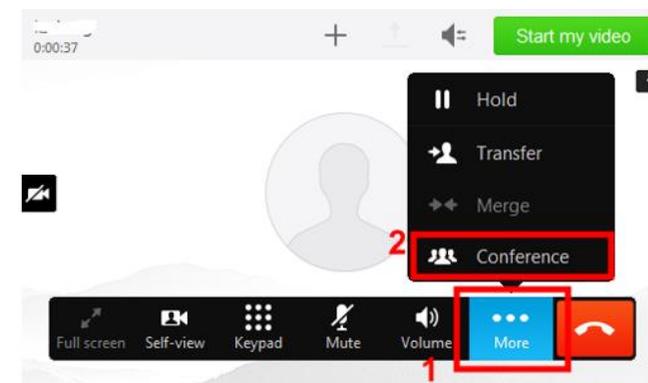
With desktop Jabber client, you will answer the call from your IP phone when make or accept the call by default. You can change your Jabber to use your computer or IP Phone (desk phone) for calls as below capture.



Conference Call

To initiate a conference call during the call:

1. Click the “More” button
2. Choose “Conference”



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Making Point-to-point Video Call

To initiate a video call during the call:

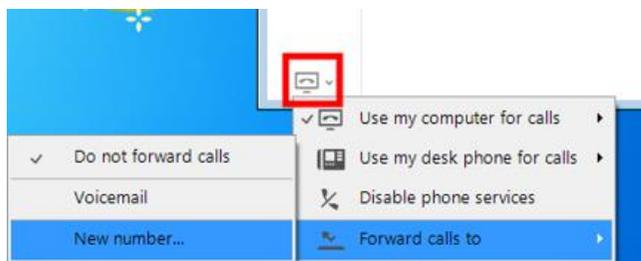
Click **“Start my video”** button



Forward Calls

To forward all calls to voicemail or another

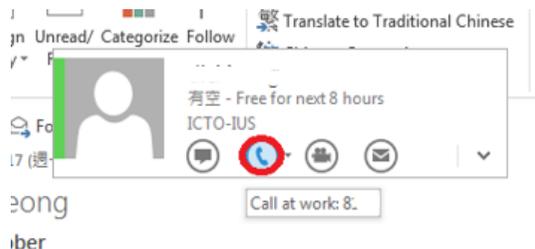
number. Click  -> **“Forward calls to”** -> **“New number...”** or **“Voicemail”**



Make a Call via Outlook Client

Try to find someone and click the phone call

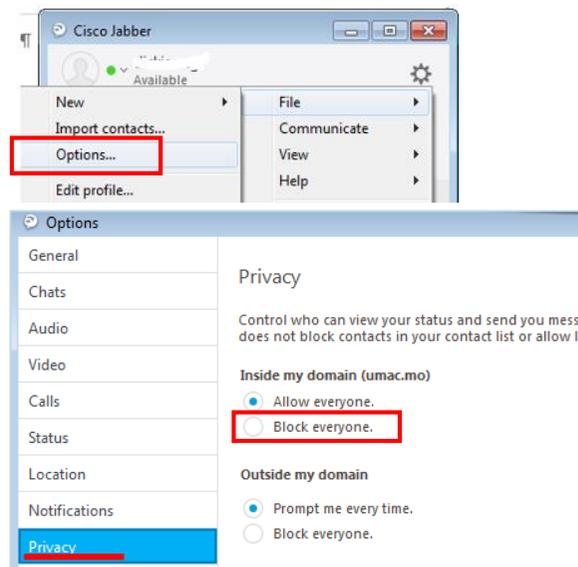
button in Outlook client



Privacy Settings

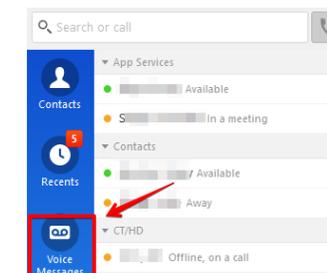
By default, Jabber allows all UM staff to view your status and send you messages. You can change the setting to block everyone if you want to prevent the people who is not in your contact list to check or send you messages. To do this:

1. Click  and choose **“File”** -> **“Options...”**
2. Go to the **“Privacy”** Tab, you can configure as block everyone by selecting the **“Block everyone”** option in this page, it will help to prevent someone to check your status expect the uses in your contact list. People that you have already saved as contacts are treated like those in your **“Allow list”**
3. Click **“OK”**



Voicemail

Use the **“Voicemail”** tab to manage (play/forward/delete) your voice messages.



Help

For better experience, you may avoid unnecessary movement and stay in a place where can provide a strong wireless network connection, or using mobile data network when you need to move around inside or outside the campus during the calls.

For help or to report a trouble with Jabber, please contact ICTO Help Desk

(Email: icto.helpdesk@umac.mo)

Knowledge Base:

<https://faq.icto.umac.mo/tag/jabber/>

