

# Using Jabber on your Travis County Computer

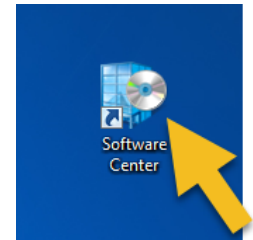
## Contents

Getting Started .....	1
Custom Settings .....	5
Chat, Calls, and Voicemail on Jabber .....	8

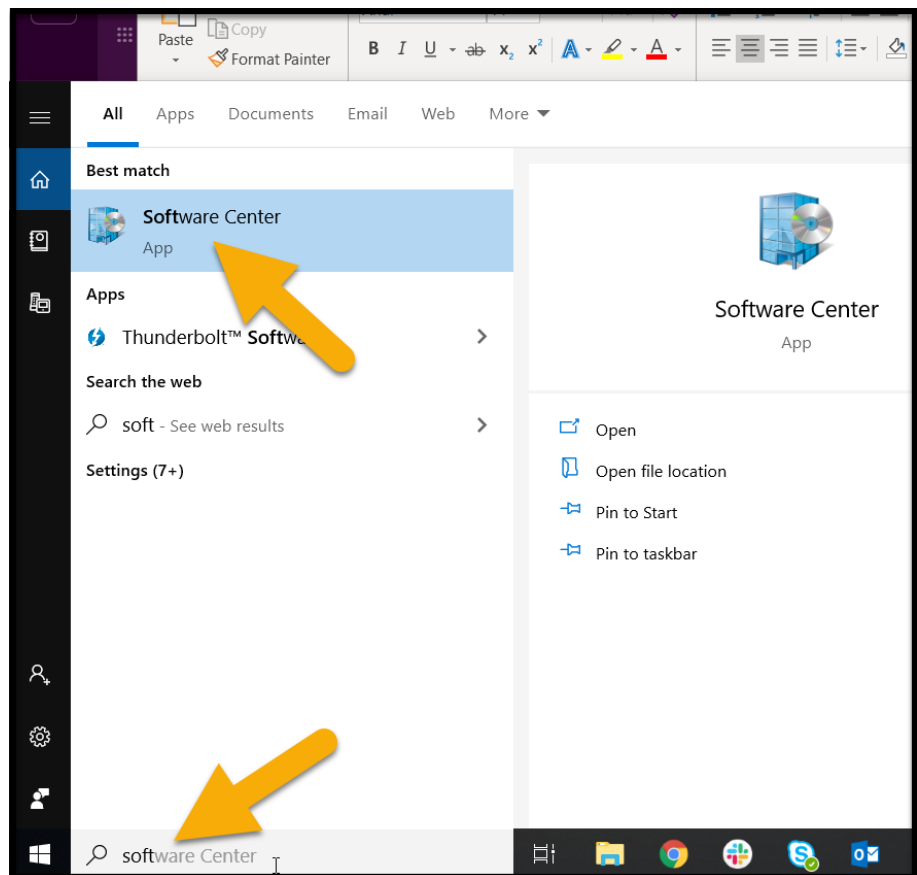
Jabber is a “softphone” that allows you to tie into the Travis County directory and **use your desk extension directly from your computer**, no matter where you are. You can make and receive calls as you would from your desk, transfer calls, create conference lines, check voicemail, and start text chats. NOTE: You can make Jabber calls to any number, inside or outside of the County directory. But Instant Messaging can only take place between two people who both have Jabber installed.

## Getting Started

1. Double click the **Software Center icon** on your desktop shortcut.



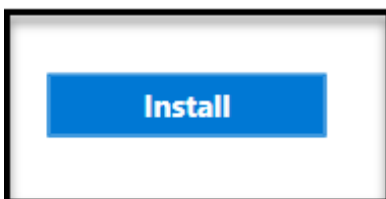
(You can also find the Software Center by searching for “software” in your **Start Menu**)



2. Inside the Software Center, you will find Cisco Jabber on the Applications tab.  
**Click on the Jabber icon.**

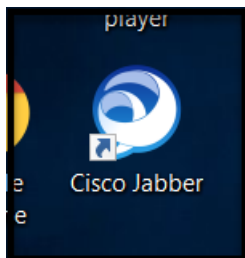


3. Click the **Install** button.

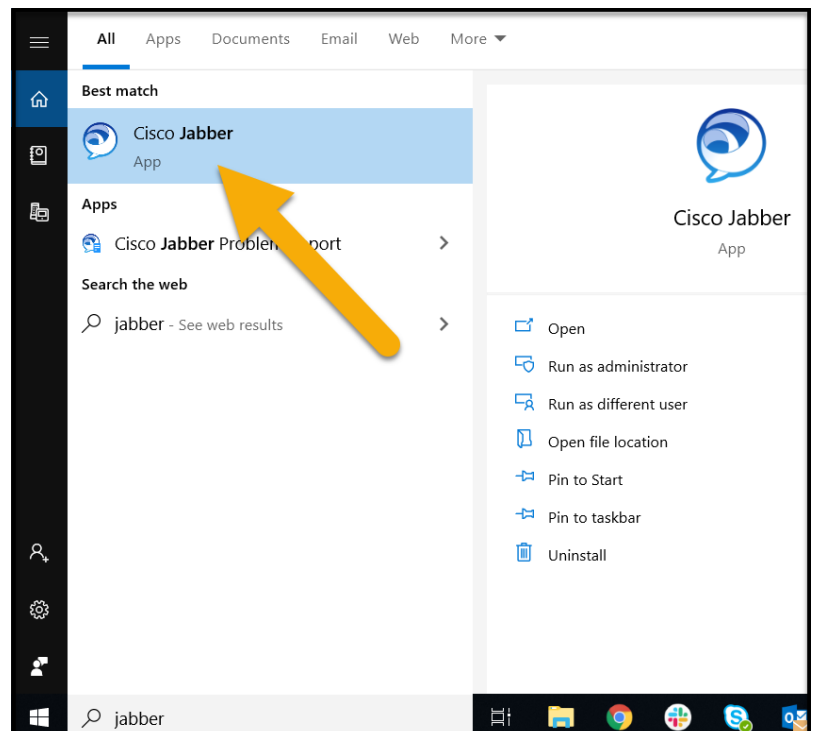


This process might take several minutes – you will see the “Installing” circle while it is working.

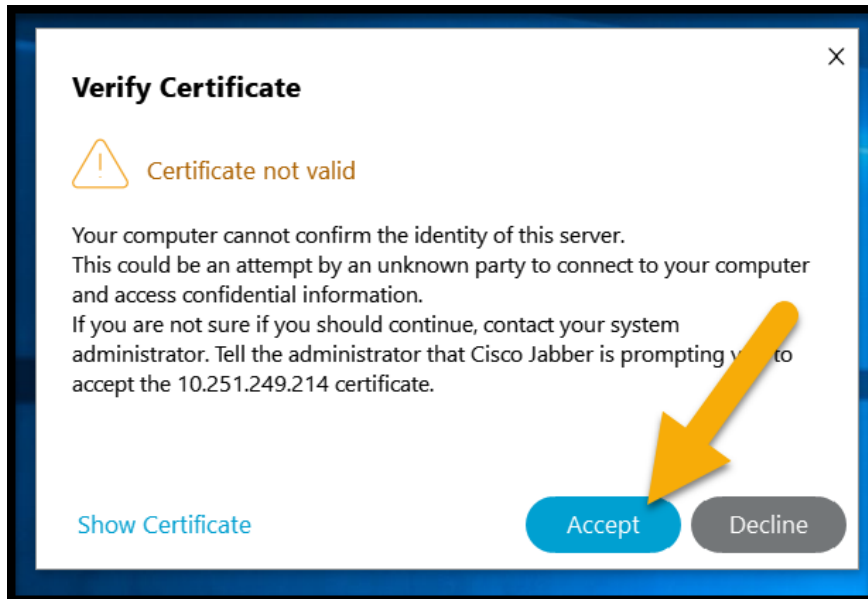
4. Once the installation is complete, you can **close the Software Center.**
5. There should now be a Cisco Jabber icon on your desktop; **double click that icon** to open the app.



You can also type “Jabber” into the start menu to find the app and open it.

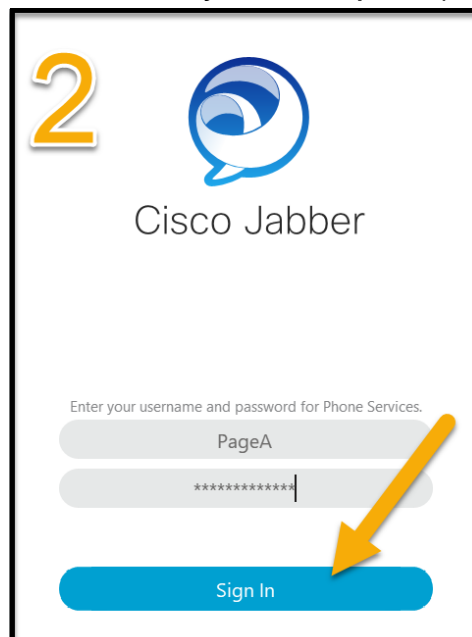


6. **PLEASE NOTE:** Throughout the process of installation and your first login, you might see the below certificate warning *more than once*. Each time it appears, **click Accept and move to the next step.**

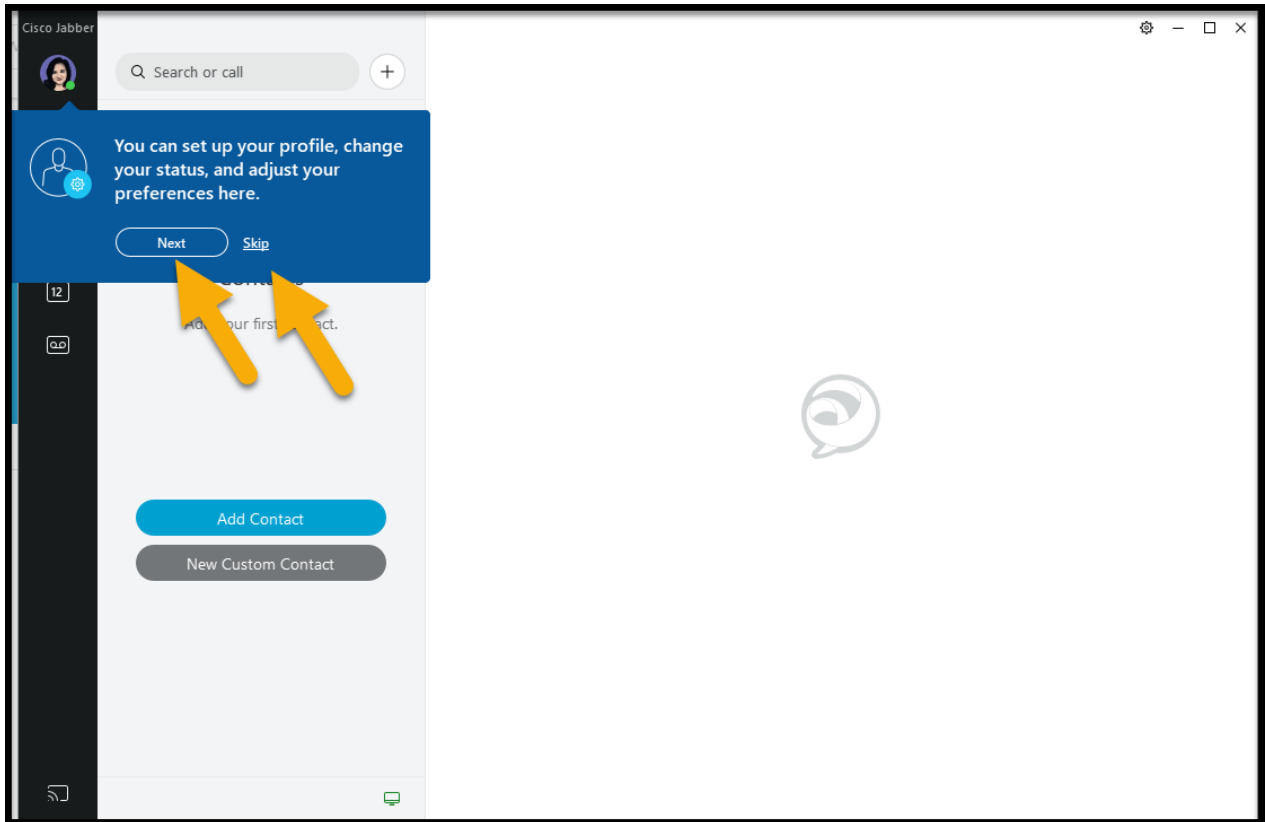


7. When opening Jabber for the first time, you will need to login. On the first screen, **enter your Travis County email and click Continue.**

Then on the second screen **enter your Travis County username and password** (the same credentials you use to unlock your computer). Then **Click Sign In.**



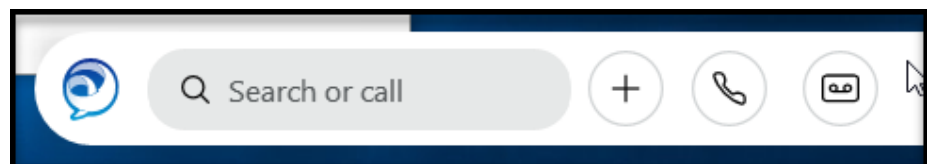
8. At your first login, the app will show you a step by step guide to get to know the interface. You can **click the Next button** to proceed and learn more about each feature, or you can **click Skip to dismiss the guide** and start using Jabber immediately.



9. Once installed, you will also see a floating Jabber icon at the right side of your screen. You can **click and drag** the icon up and down to position it as you'd like.



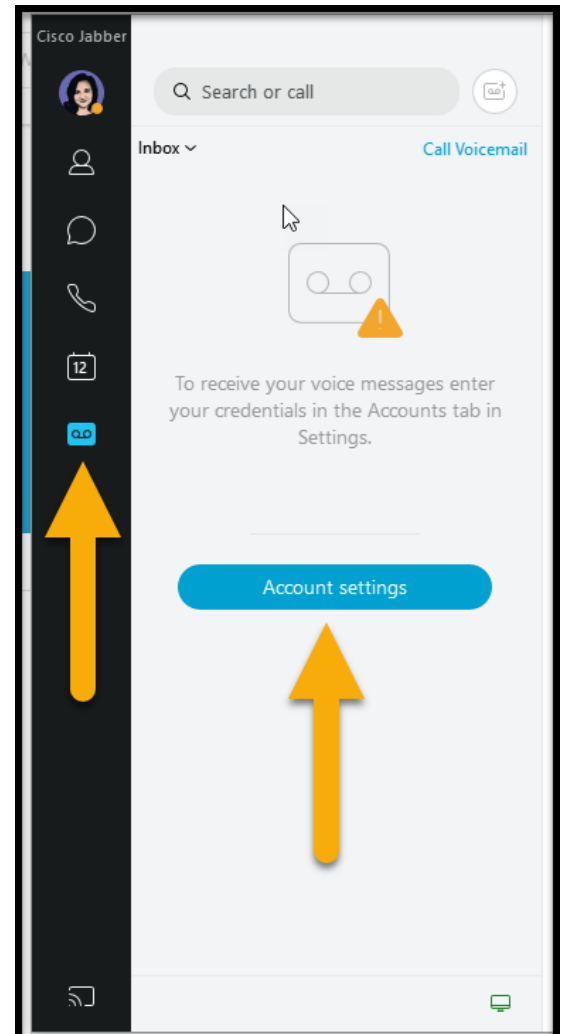
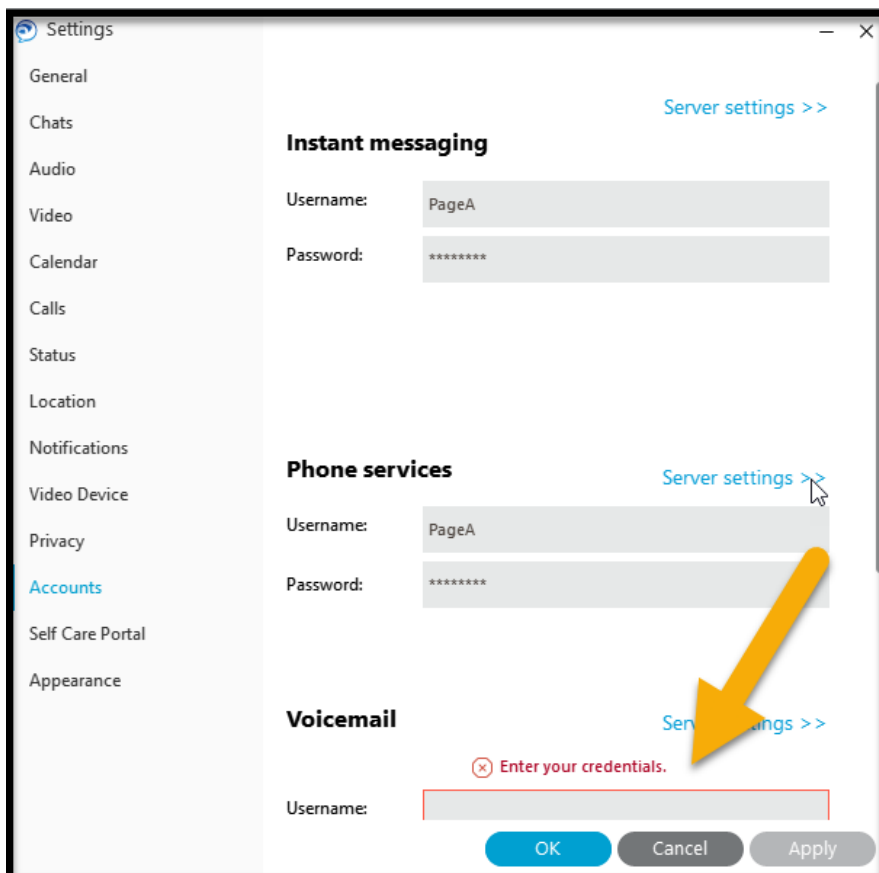
10. This gives you quick access to Jabber: Click the icon and a menu will fly out. From there you can **search** the County directory, start a **chat**, start a **call**, or check your **voicemail**.



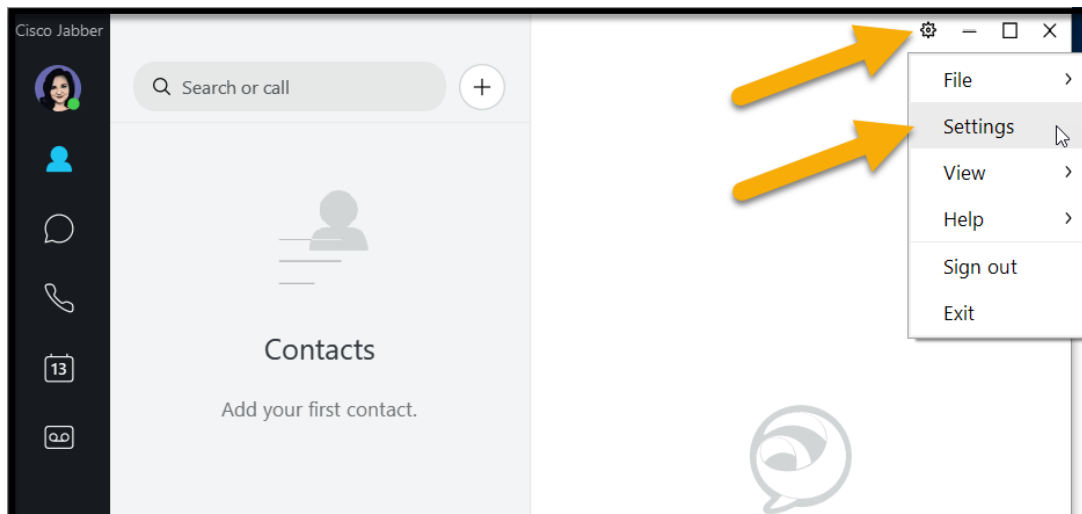
## Custom Settings

There are a couple of custom settings **you will want to set immediately** so Jabber works as easily as possible going forward.

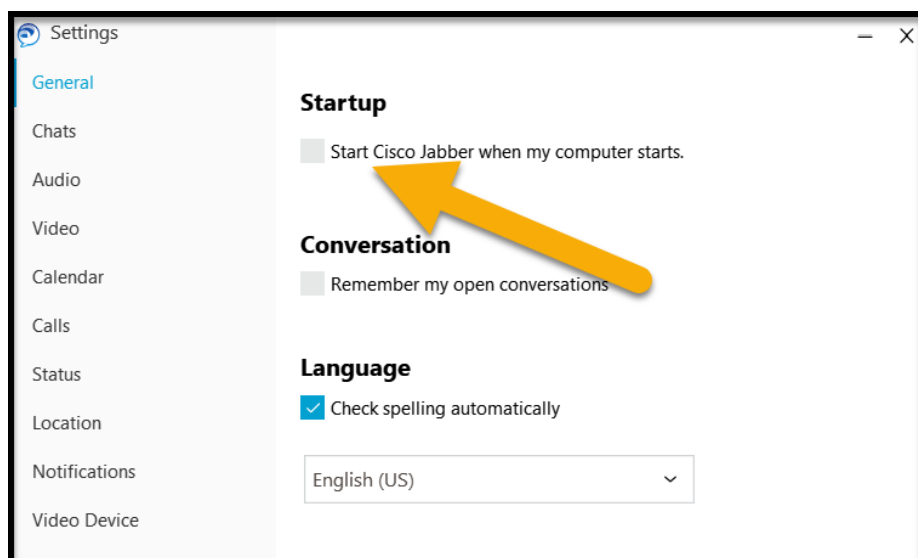
1. First, **click the Voicemail icon** at left of the screen.
2. Then **click Account Settings**.
3. Your credentials will already be in place for Instant Messaging and Phone Services, but you will need to **type your username and password into the Voicemail credential boxes** and **click Ok**.



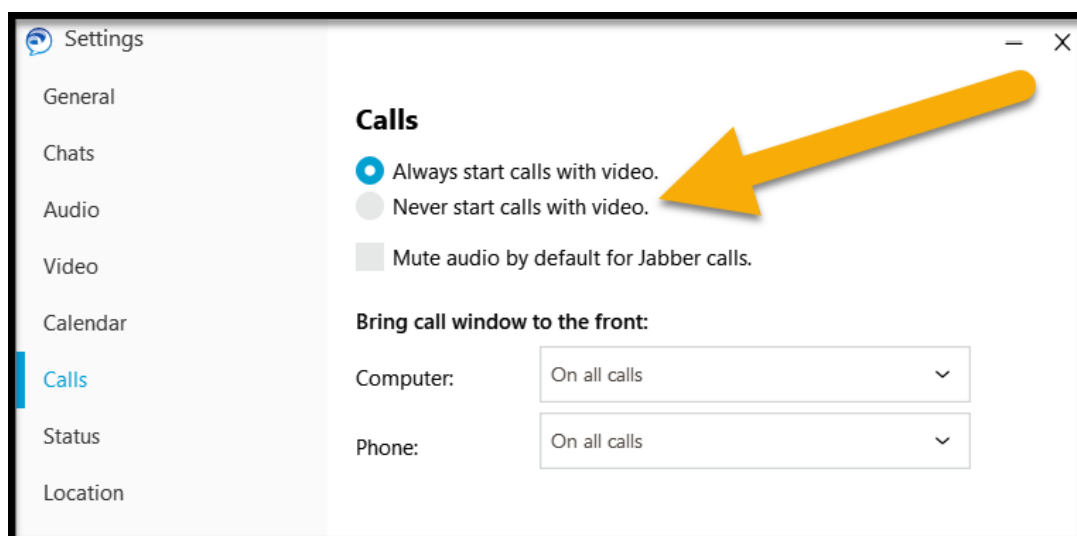
4. Next, **click the gear** at the top right of the screen and then **click Settings**.



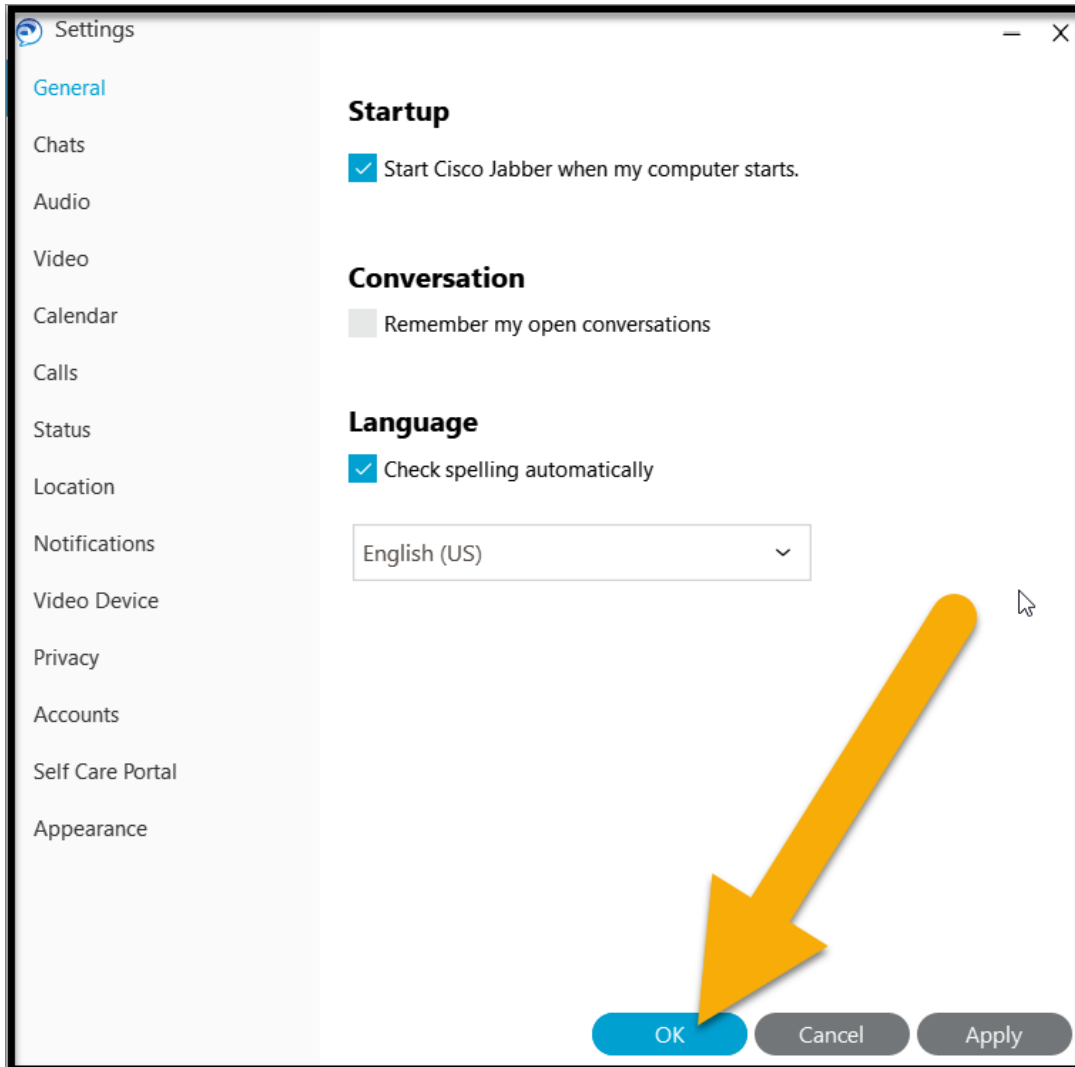
5. Under the General tab, **check the box to “Start Cisco Jabber when my computer starts”**



6. Under the **Calls** tab, change the selection from “Always start” to **“Never start calls with video”**

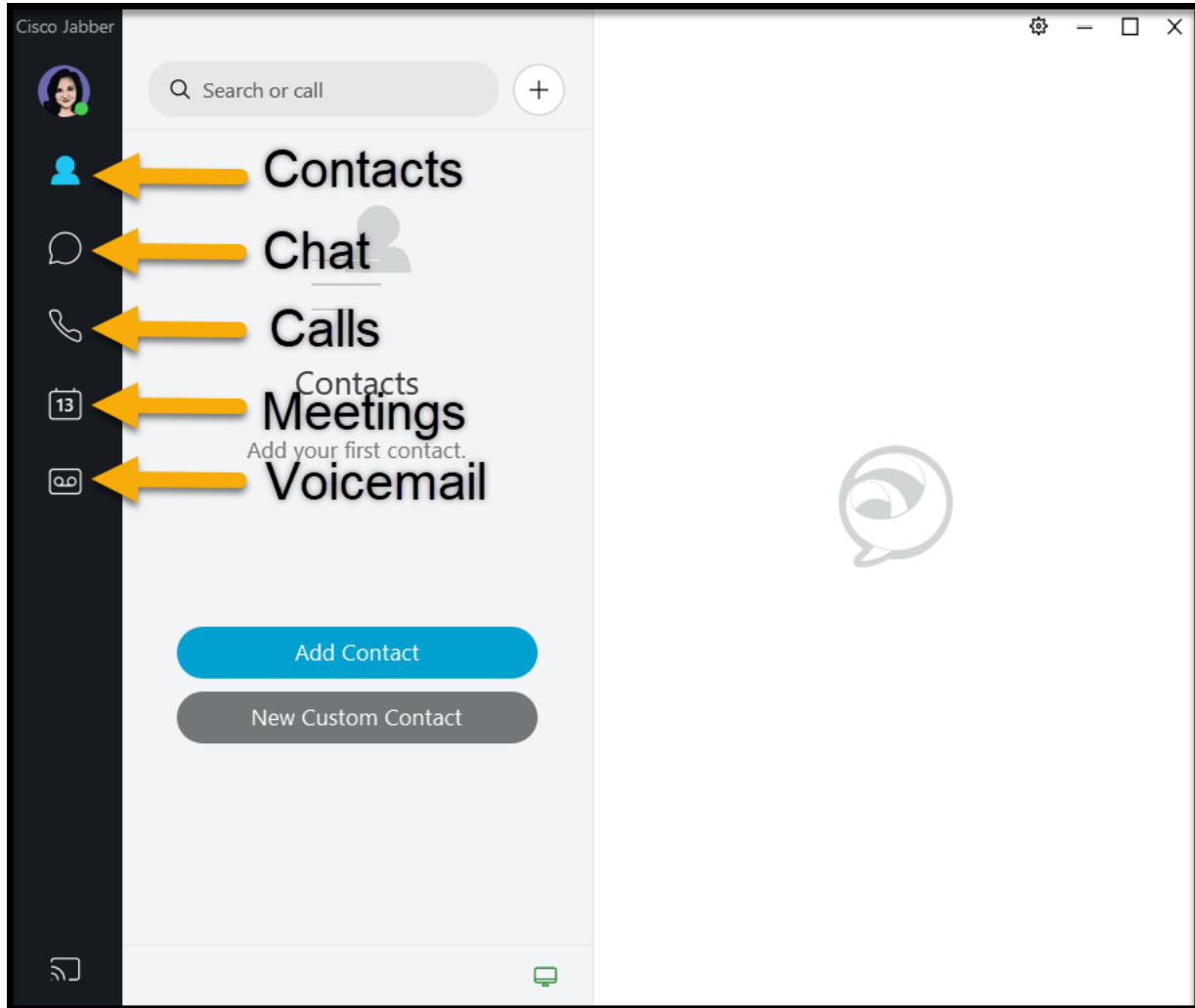


7. You can click through the other Settings tabs to make any customizations you'd like for your experience with Jabber. Once you've made all the changes you'd like, including those above, **click Ok.**



## Chat, Calls, and Voicemail on Jabber

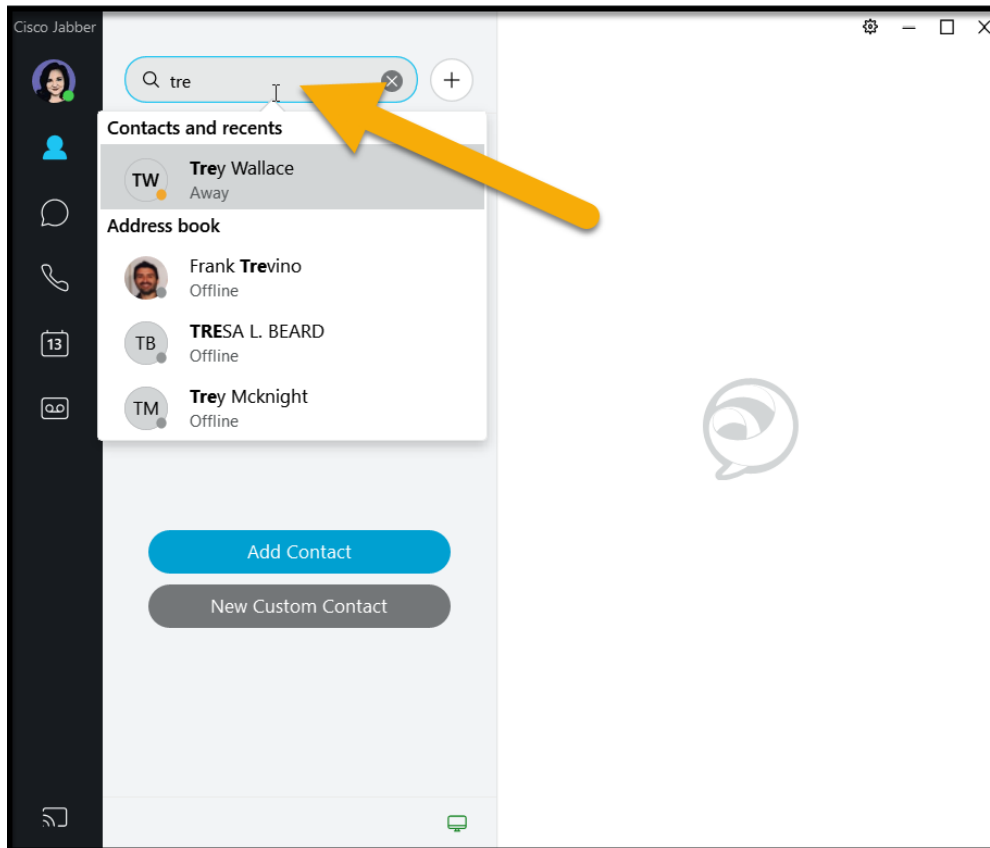
The Jabber interface is very similar to other communication apps, so it will likely feel familiar to you already. Use the guide below to click through each feature within Jabber to get up and running as quickly as possible.





## 1. Contacts

On the Contacts page, you can start typing the name of anyone in the County directory in the search bar, and results will start to appear as you type.

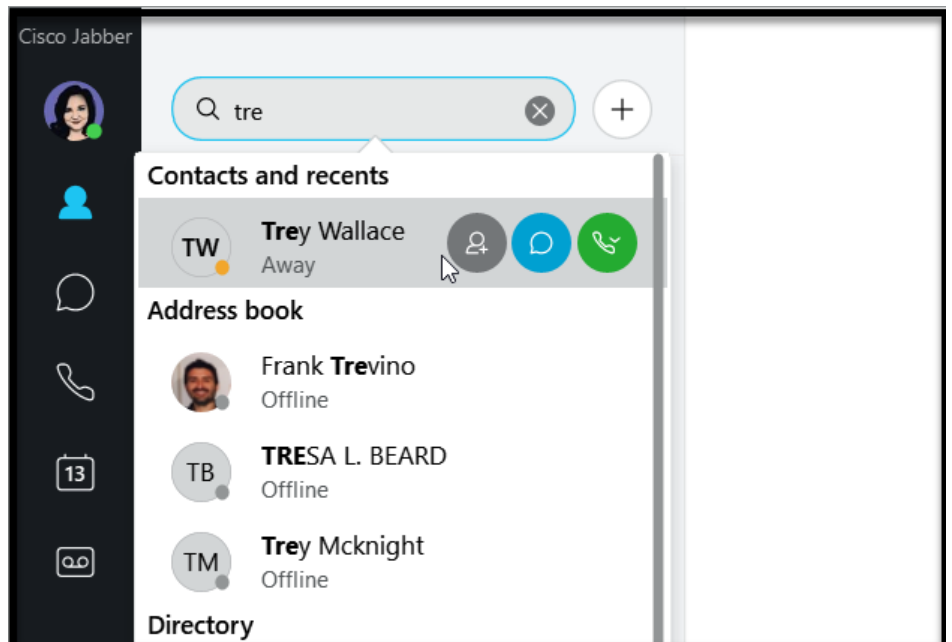


When you hover over a person's name, you will see three bubbles.

Click the **grey bubble** to add them to your contacts.

Click the **blue bubble** to start a text chat.

Click the **green bubble** to call them using your computer.



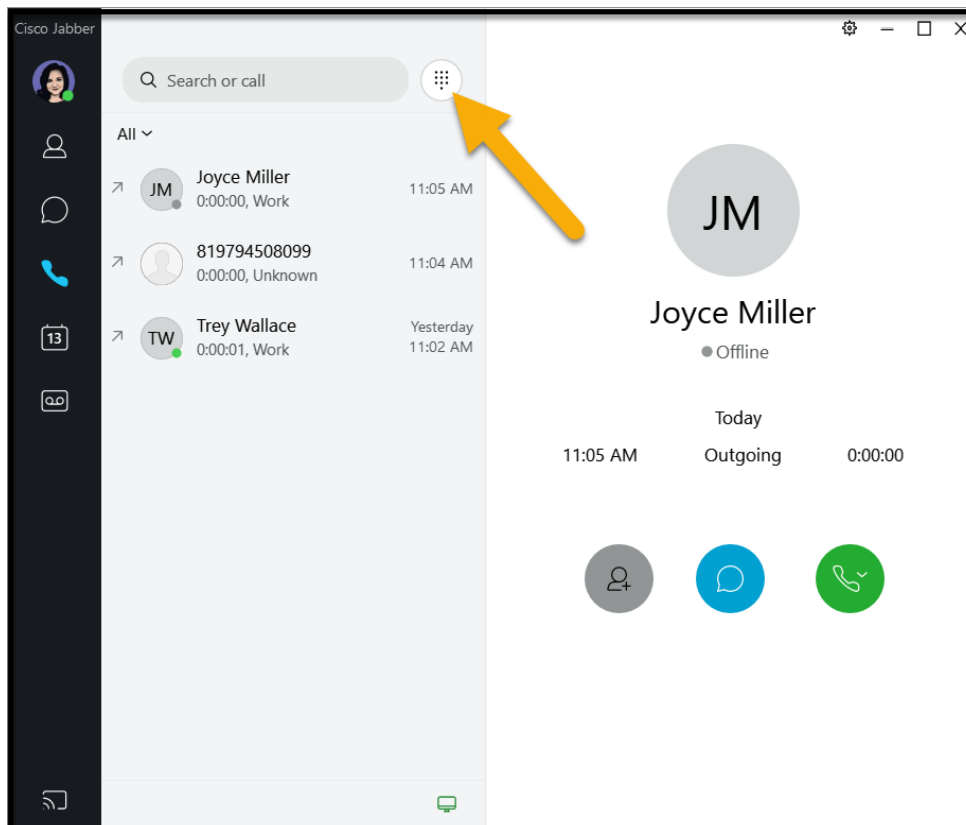
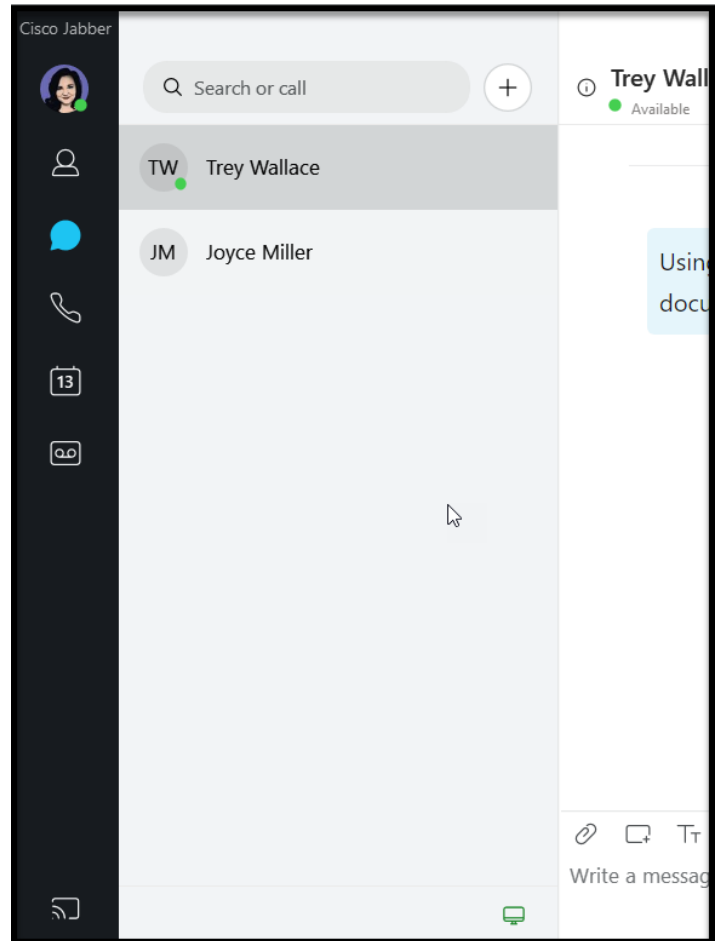
## 2. Chat

Jabber will keep all of your conversations organized by name, within the same window. So you can easily toggle from one chat to another without losing any conversation history. Just click the person's name to jump to that chat.

## 3. Calls

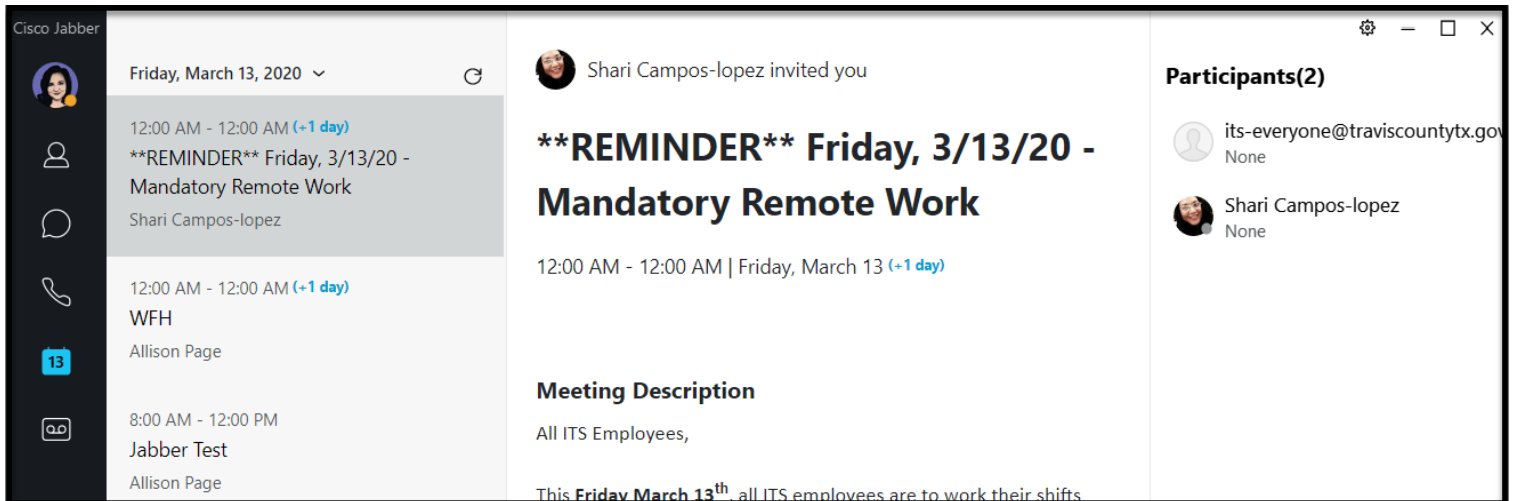
To make a call, you can either search for someone in the Travis County directory, or you can dial any number to call outside of our organization by clicking the keypad icon next to the search bar.

**PLEASE NOTE:** Include the Country code (1 for US) before ANY outbound call that is not a local 512 number.



## 4. Meetings

In the Meetings tab, click on a meeting to see the details about it in the center pane, and all participants in the meeting in the right pane.



## 5. Voicemail

For each voicemail you receive, Jabber gives you the option to reply (using text or voice), forward the voicemail, call the person back, or delete the message.

You can also record your own voicemail greeting message by clicking the icon to the right of the search bar.

