



## Using Jabber to make / receive calls on your Managed laptop

### What is Jabber?

Jabber allows you to divert your office phone number to your PC or mobile. From there, you can make calls, receive calls and host or join audio conference calls. At the moment, Information Services fully support this app on Windows PC's, but can also offer it on iPhone and Android mobiles (however please note this is not supported by IS).

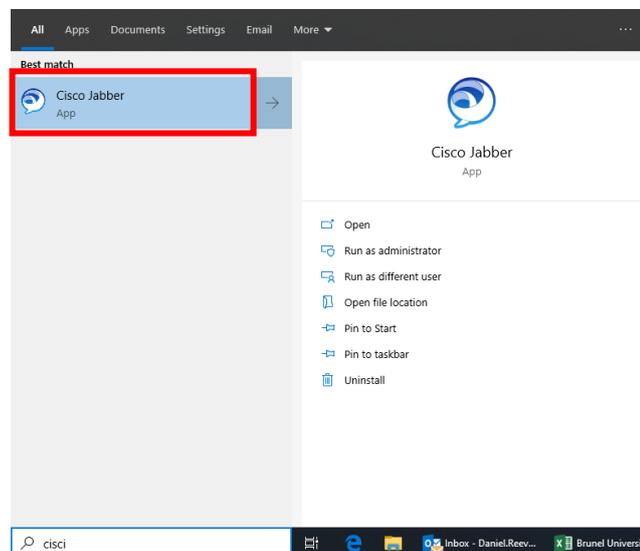
### How do I get Jabber?

All Brunel Managed laptops have Jabber installed but you will need a licence.

Email [IPT-Support@brunel.ac.uk](mailto:IPT-Support@brunel.ac.uk) and request **Cisco Jabber**.

### How do I use Jabber on my Windows device?

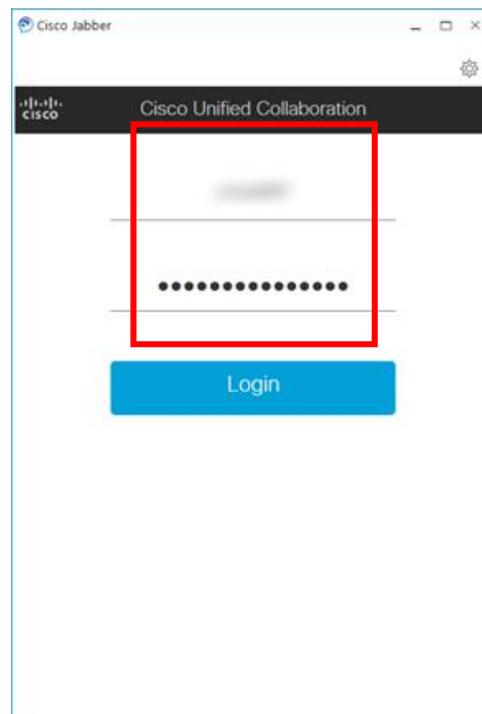
1. Type **Cisco Jabber** into the search bar / start menu, and click **Open**.



2. Please login with your **<username>@brunel.ac.uk** on the login screen, shown below. Note that your username is the name you login to your PC with, rather than firstname.surname.

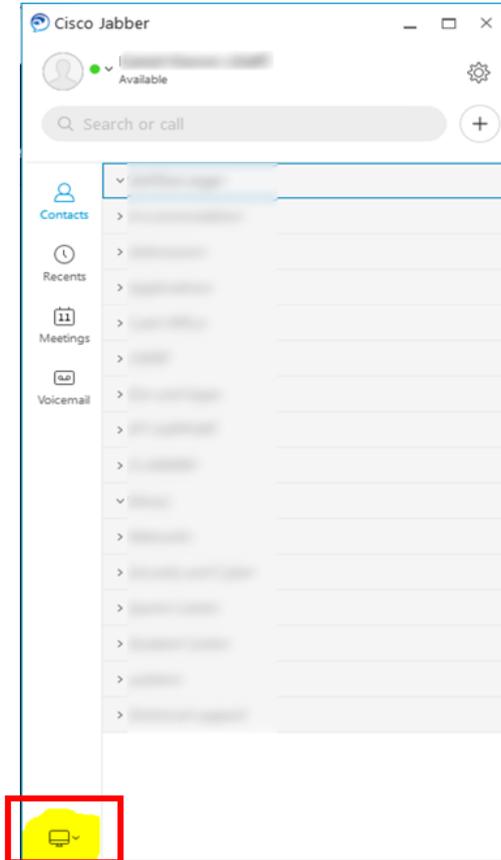


3. On the next screen, please login in with your Brunel username and password and click **Login**. These will be the same credentials you use to login to your PC with.



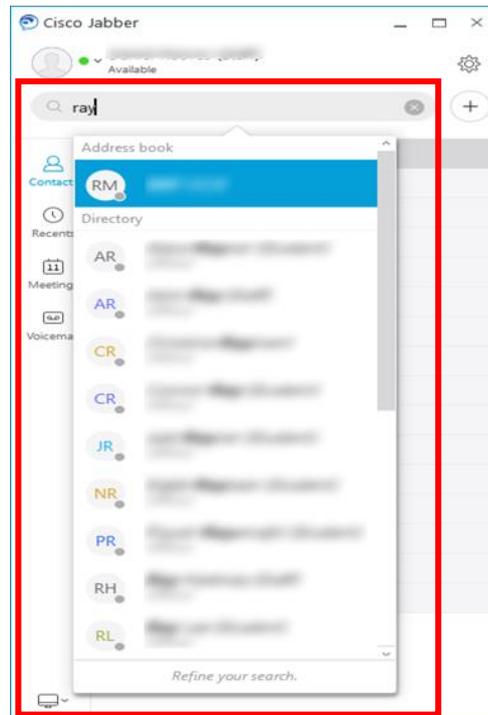


4. When you have logged in, please check the bottom left hand corner to make sure you are receiving calls from the computer – see highlighted icon below.
  - If the Computer icon does not have a cross through it, you can make phone calls.
  - If the Computer icon does have a cross through it, please click it and set Jabber to take calls from your PC (using the drop-down menu).
  - The Computer icon drop-down menu is also where you can forward calls to either voicemail or another number.

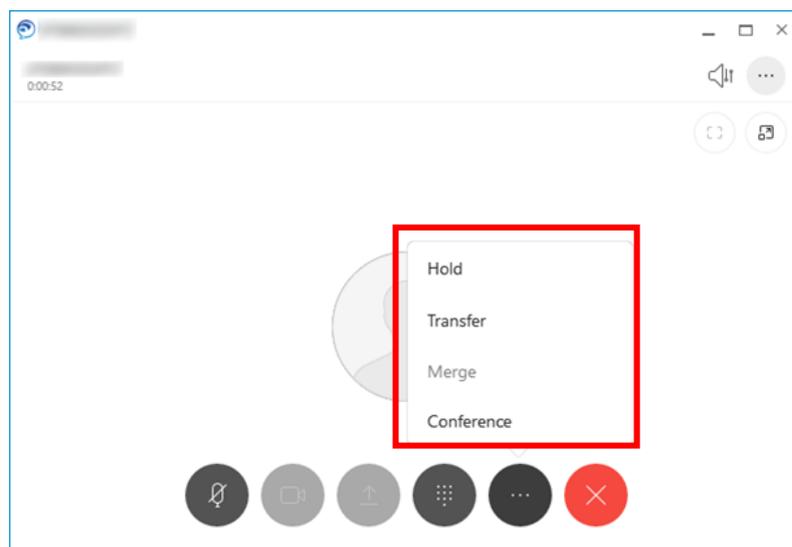




5. To make a phone call, type a name into the search bar and a list of Brunel contacts will appear.
  - At the top you will see contacts you've called using Jabber.
  - Below the directory line is anybody that has a Cisco phone on Brunel's telephone system.
  - You can dial external numbers without using "9" and you can even copy and paste numbers to dial from content on the web.

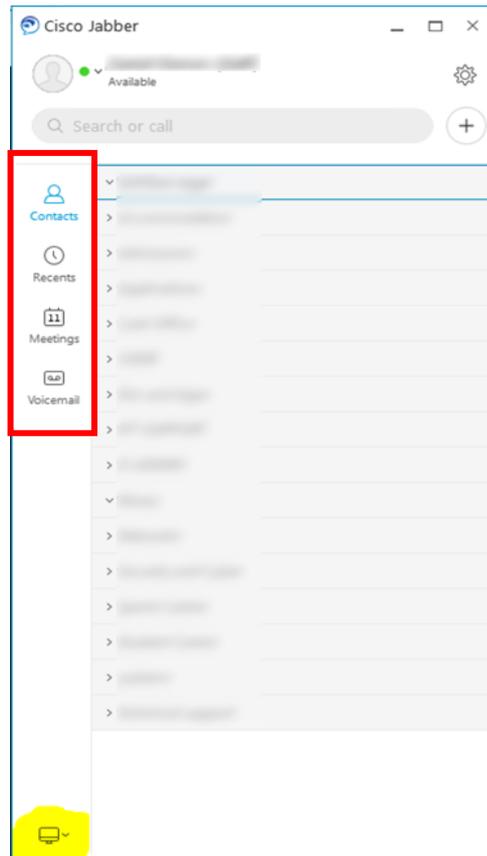


6. When you make a call, a call window opens with an options menu, including options for conferencing.



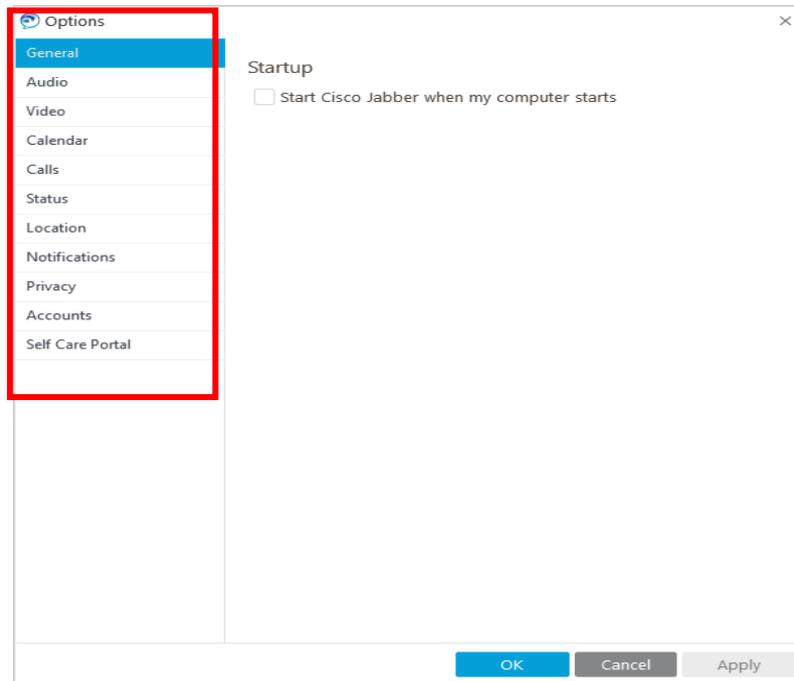


7. Back on the main Jabber screen – as shown below – you will see there are a few options.
- **Contacts** is where you can add numbers you'd like to save for ease of use.
  - **Recents** displays a list of recent calls.
  - **Meetings** will show what is in your calendar, only if the app has been setup to integrate with Outlook. I will detail the preferences below. Lastly you have voicemail that will display all voicemail in wav form so you can listen and delete.
  - **Preferences** is the final option, more info on this in step 8 below.





8. If you click on **Preferences**, you will see the below menu.



- **General** allows you to set if you want Jabber to start when you start your PC.
- **Audio** allows you to set your headset for speaker, microphone and ring preferences.
- **Video** gives you the option to video call if you have a camera on your PC.
- **Calendar** sets your availability based on your Outlook calendar (if the integration is setup).
- **Calls** gives you the option to disable video and set how the app behaves when you receive a call.
- **Status** allows you to change how your presence / availability is shown.
- **Location** can be added if you wish.
- **Notification** settings can be adjusted.
- **Self Care Portal** gives you access to all settings for your phones including speed dials etc. To use this, login with your Brunel username and password.



### How to use Conference Now

Conference Now is a new facility that improves security for audio conference calls. It is easy to setup and each conference call can have up to 50 participants.

1. Please send an email to [IPT-Support@brunel.ac.uk](mailto:IPT-Support@brunel.ac.uk) and request **Conference Now**.
2. IS will then provide you with the below information – this is your meeting number and the code for your attendees when you host a call, please see the example info below.

Conference Now Information	
<input checked="" type="checkbox"/>	Enable End User to Host Conference Now
Meeting Number	67510
Attendees Access Code	67883

3. Once this has been setup, the service can be used for conference calls. To access the call, attendees can:
  - Dial 65005 from any Cisco phone onsite at Brunel.
  - Dial 65005 from within Jabber.
  - Dial 01895 265005 externally from any telephone, ensuring +44 is used if outside of the UK.
4. Attendees will be prompted to enter a **Meeting Number**, e.g. **“67510”** in the case above and then the **Attendees Access Code** e.g. **“67883”** in the case above. If you are the host, then you will also be prompted for your pin, as you are instigating the meeting.
5. You will hear a beep as each attendee joins.