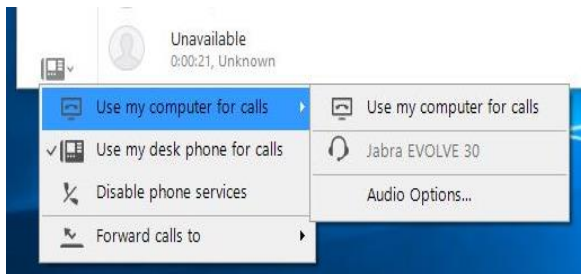# Phone Controls

When you don't have a desk phone, Jabber is used as a soft phone on your computer. Other **Phone Controls** allow you to disable the pop-up notification on an in-coming call, or forward calls. To change your selection, click the button in the bottom left corner of the client, then select the phone control you wish to use.

To forward all calls to another phone or divert all calls to voicemail, select **Forward calls to** in the drop-down list. Call forward settings will remain in effect even when the client is closed. To turn off call forward, select **Do Not Forward Calls** from your list of forward options.

Voice Messages

Use the **Voice Messages** tab to manage your voice messages. From here you may **Play, Pause, or Restart** a message.

To delete a voice message, right-click the message and select **Delete**.

Meetings

Jabber will display meetings scheduled in your Outlook calendar. To view scheduled meetings, select the **Meetings** tab.

Select **More Details** below an event to view the meeting details.

Make a Call

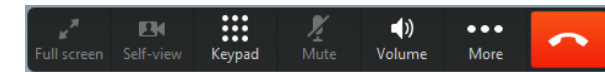To initiate a phone call, do one of the following:

1. Enter a phone number in the **Search or Call Bar**, then press **Enter** on your keyboard.
2. On the **Recents** tab, float your cursor over the name of a contact in your recent calls list, then press the **Call** button that appears to the right of the contact
3. On the **Recents** tab, right-click the name or number listed, then select **Call** and the number you wish to dial.
4. Enter the name of a contact in your **Search or Call Bar,** then either highlight the contact and press the **Call** button, or right-click the contact and select the appropriate phone number to dial, or just press **Enter** on your keyboard.

Receive a Call

When you receive a call, a window will pop up with the caller's information.

Select **Answer** to accept the call, or **Decline** to send the call directly into your voicemail.

Mid-Call Features

- During an active call, you may **Pop-Out** the video panel by pressing
- Press to enter **Self-View** mode
- You can open the **Keypad** to enter digits in an automated attendant.
- To **Mute** your end of the call, press .
- To adjust your **Volume** select .
- Press the **Ellipses** for more in-call options, like **Hold, Transfer, Merge** and **Conference**.
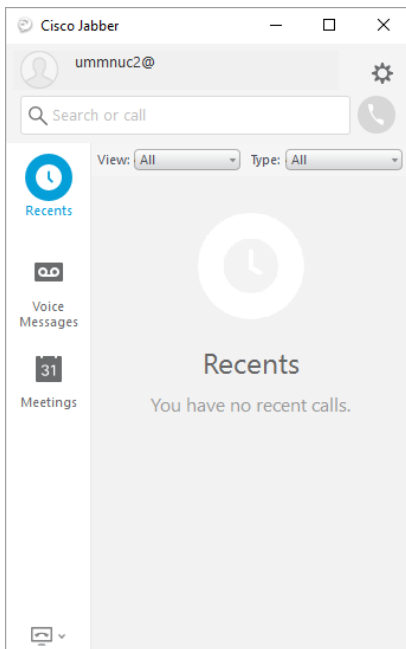- To end a call, press

Video Calling

If you have a camera connected to your computer, you may use this to make video calls with your Jabber client. To change your video calling preferences, select the **Gear** icon, then **File, Options, Video, Calls.**

The Jabber App

Contact your IT department to download and install the Jabber application onto your desktop.

Once you have signed in, the app will display your **Recents** tab. To view more tabs, tap the tab icon at the left of the screen.
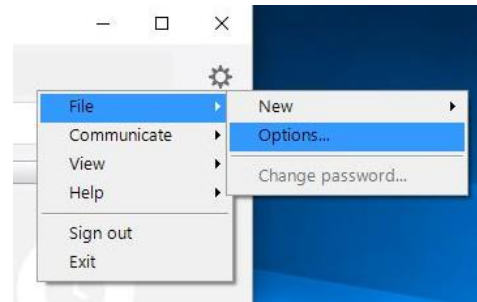
Sign Out

Under **Settings**, select **Sign Out** to sign out of the Jabber application.

Settings

To access **Settings**, tap the ⚙ icon at the top right of the screen, then **File, Options**.

Settings Options

General

- Start Cisco Jabber when my computer starts

Audio

- Ringer Alerts
- Speaker
- Microphone

Video

- Camera

Calls

- Always/Never start calls with video
- Bring the conversation window to the front for **Computer** and **Phone**
  - On all calls
  - On video calls only
  - Never

Notifications

- All incoming calls
- Mute all sounds when on a call
- Ringtone

Self Care Portal

- Open Self Care (to set call forwarding and voicemail preferences)

Calendar

- None
- Microsoft Outlook