Quick Reference Guide
Jabber Calls (Mac)

Calls

You can use Jabber to make and receive phone calls instead of using your desk phone (ie: video phone). When you use Jabber on your computer for calls, your computer becomes your phone and will ring when there is an incoming call.

> When you use Jabber on your computer to receive phone calls, your desk phone will also ring at the same time.

Setting up Jabber for Calls

There are two ways to receive calls with Jabber.

- **Use my computer for calls**
  This allows you to use a headset with your computer to answer calls.

- **Use my video phone for calls**
  This allows you to use the features of jabber through your desk phone for all calls.

Select the option you prefer by clicking the phone control menu at the bottom left corner of the Jabber window.

Using your computer for calls

When you select **use my computer for calls**, your computer becomes your phone and will ring when there is an incoming call. You will need a microphone for audio and a webcam for video.

> It is recommended you have a headset with a microphone for audio if you are located in an open plan environment.

Using your phone for calls

When you select **Use my Desk Phone for calls**, you can use the features of Jabber without a headset and webcam. This will direct the call through to your desk phone (audio and video).

> When you use your phone for calls, you can still answer calls using Jabber. However, audio and video will be directed through to your desk phone.
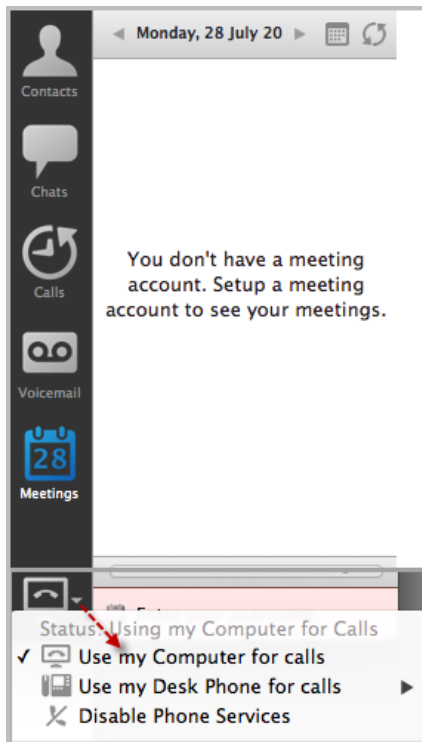
Making Calls

To call a person in your contacts list or the Griffith directory:

1. Enter the name, extension number or phone number of the person you wish to call in the search box.
2. From the search results list, hover over the contact required.
3. Select **call** then the phone number required from the menu that appears to the right of their name.
   The call window will appear.
4. When the recipient answers, your video is displayed automatically to the caller if you have set up a web cam
   OR
5. If someone is entered in your contact list, hover over their name and click the telephone symbol that appears to the right of their name.
   The call window will appear.
6. When the recipient answers, your video is displayed automatically to the caller if you have set up a web cam.

To call a known contact or Griffith directory person:

1. Enter their phone number in the search box.
2. Press the **Return** key on your keyboard to place the call.
   The call window will appear.
3. When the recipient answers, your video is displayed automatically to the caller if you have set up a web cam.

If you are calling an external known number, type in 0 first for an outside line followed by the number.

Receiving a Call (*using computer for calls*)

When someone calls you, an incoming call dialog window appears. You may choose to answer the call or send the caller to your voicemail by clicking either **Answer** or **Decline**.

1. To answer the call, click the **Answer** button.
2. To decline the call and divert the caller to your voicemail, click the **Decline** button.

3. If you answer the call, your video is displayed automatically to the caller if you have set up a web cam.

> By default, all calls start with video. However, if your configuration is set to not automatically start calls with video, you can start your video any time during a call by selecting the Start my video button in the upper right hand corner of the call window.

Forward Calls

You can forward all calls from Jabber to voicemail or to a specific phone number.

Forward all calls to voicemail

1. Select the phone control menu at the bottom left of the main jabber window.
2. Select **Forward Calls to** and then select **Voicemail**.
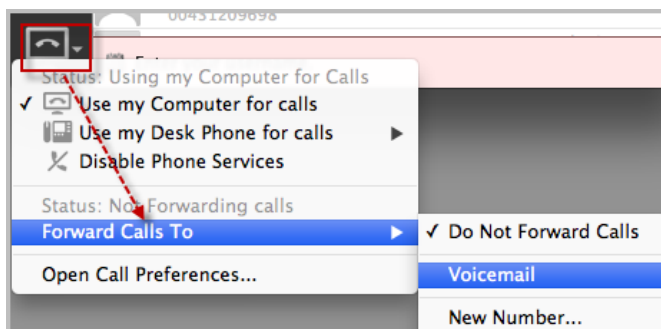
Forward all calls to a specific phone number

1. Select the phone control menu at the bottom left of the main jabber window.
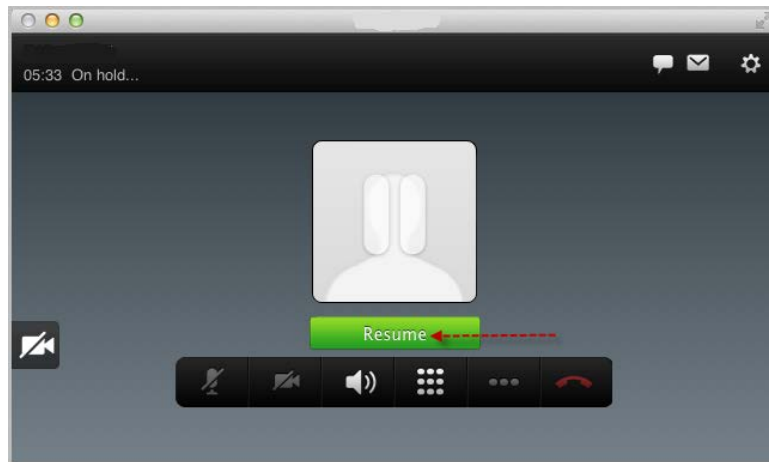2. Select **Forward calls to** and then select **New number**.

> To **forward calls** to your mobile, select **New number** then type in 0 for an outside line followed by the mobile number (e.g. 00421252252)

Hold and Resume Calls

1. During a call, click the **More** menu button.
2. Click **Hold**.

3. You will see the following window.

4. To resume the call, click the green **Resume** key.

> You can call multiple people and place them on hold and switch between them or join them in a conference call. Conferencing is covered in the 'Conferencing' section of this user guide.

Call History

Call history is an overview of your latest outgoing, incoming and missed calls. To view your call history in Jabber, do the following:

1. Click the **Calls** icon located on the left side of the Jabber window.
   Your call history is displayed.
   - Calls you have placed are indicated with grey text and include a phone icon with an arrow pointing to the right.
   - Calls you have received are indicated with grey text and include a phone icon with an arrow pointing to the left.
   - Calls you missed are indicated with red text and include a phone icon with an arrow pointing to the left.
2. Right click on a history item to **call, chat, delete, send email** or **add to group** for that individual.
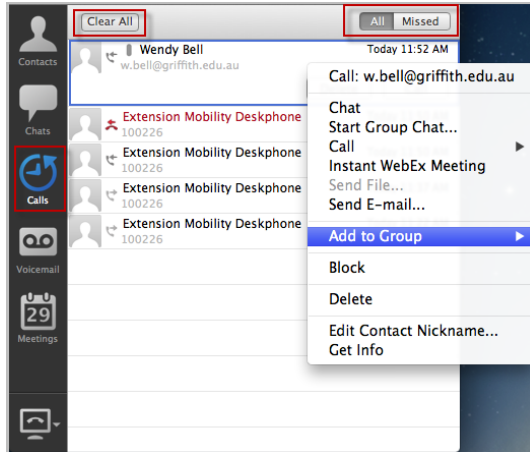
Call history only shows calls received or missed while Jabber was running.

Authorization Code

A phone authorization code number is used by people who require a certain level of telephone call access that may not be available on their desk phone due to the location of the phone (i.e. in an open shared space). If you have a phone authorization code assigned to you that code allows for a specific level of telephone call access. You can go to any video phone in the University and make a call to that level, even if the phone normally would not allow it.

You are not automatically assigned a phone authorization code because in most cases, the level of access provided on your desk phone is sufficient for your needs. In some circumstances a phone in an open or shared area may have a lower level of access to prevent unauthorized calls, and in those cases a phone authorization code may be requested.

Making Calls

1. Enter the phone number you wish to call.
   You will hear two beeps.
2. Click the **keypad** menu button.
3. Enter your unique authorization code followed by **#**.
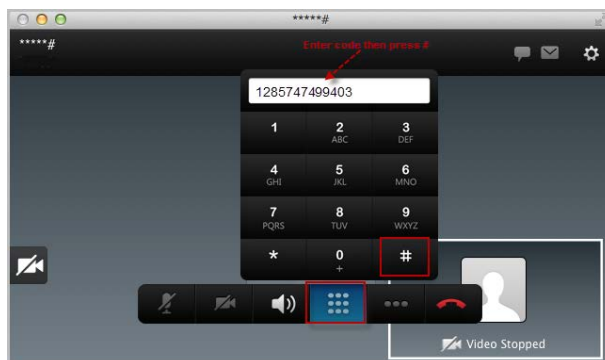
4. If the authorization code is entered correctly, the call will be placed.

This phone authorization code is not synchronised with the PIN number used for voicemail or for logging into another video phone.