

# How to...

## Make Calls on Jabber for Mac

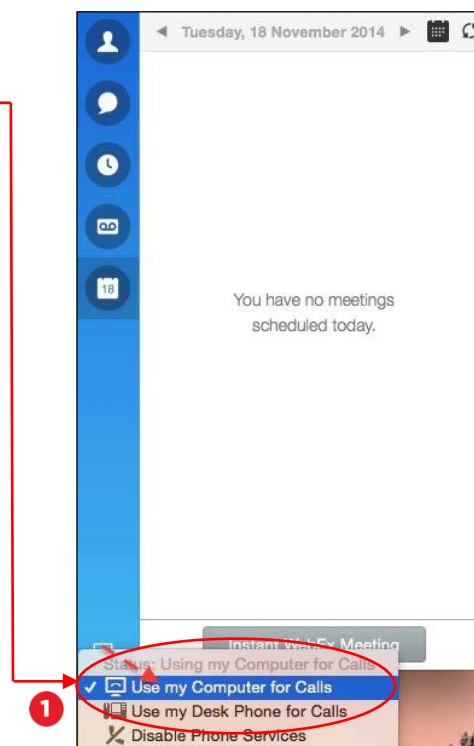
### Introduction

This guide will show you how to make calls on Jabber for Mac. Jabber allows you to make and receive phone calls on your computer or mobile phone instead of your desk phone, e.g if you need to work remotely. Before following the instructions in this guide, you will need to [install Jabber](#).

If you choose to divert calls to your computer, it is recommended you use a headset with a microphone for audio if you are located in an open plan environment. You will not need a headset or webcam to operate Jabber from your mobile phone.

### Step 1: Choose to take calls by computer or mobile phone

- 1 Open Jabber, then select the phone control menu at the bottom left corner of the Jabber Window. Choose which option you prefer, either to take calls via your phone or computer.




## Step 2: Make a phone call

- To make a call to an external number, precede the phone number with a 0.

### 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 Hover over the contact required, select **Call** and then the phone number required from the menu that appears next to their name.

OR

To select someone in your contact list, hover your mouse over their name then select the  symbol next to their name.

- 3 When the recipient answers, your video will display 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 and press your **Return** key to place the call.
- 2 The call window will appear. When the recipient answers, your video will display automatically to the caller if you have set up a web cam.

## Step 3: Receiving a phone call

- All calls start with video unless you have configured otherwise. If video has not automatically started and you want to enable it, select the **Start my video** button in the upper right-hand corner of the call window.

- 1 To answer the call, select **Answer**. To decline and divert the call to your voicemail, select **Decline**.
- 2 If you answer the call, note your video will display automatically to the caller if you have set up a web cam.



## Step 4: Forward calls

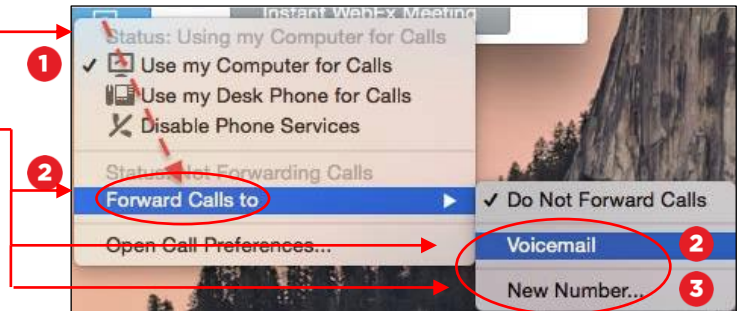
- You can forward all calls from Jabber to voicemail or to a specific phone number.

1 Select the phone control menu at the top left of the main Jabber window.

2 Select **Forward calls to** and then select **Voicemail**.

OR

3 **Forward calls to** and select **New number**.

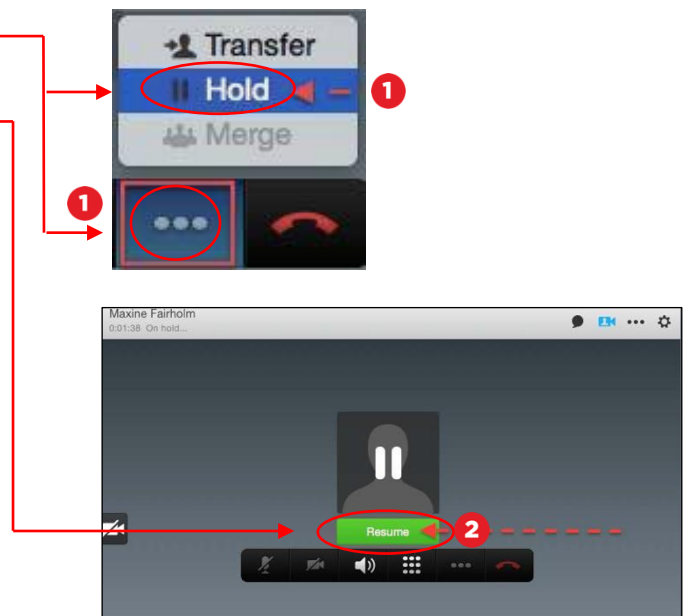


## Step 5: Hold and resume calls

- To call multiple people and/or join a conference call, you will need to place them on hold and switch between them. Conferencing is covered on page x of this guide.

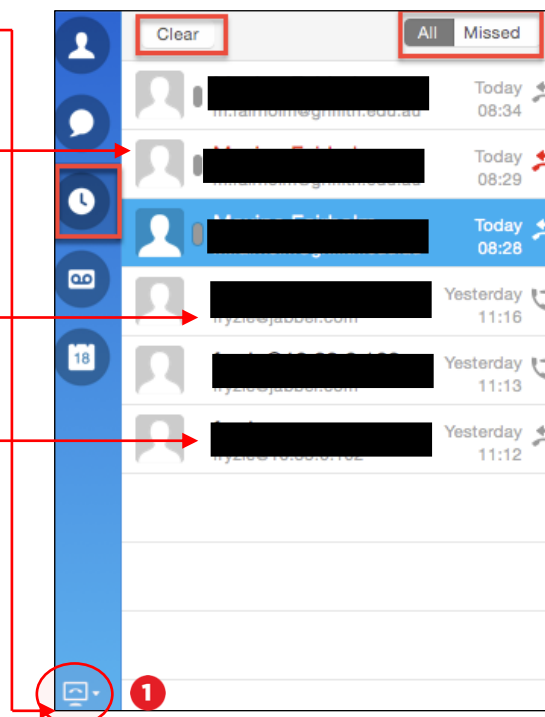
1 During a call, select the **More** menu button. Then select **Hold**.

2 This screen will appear. To resume the call, select **Resume**.



## Step 6: Call History

- 1 Select 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 **missed** are indicated with red text and include a phone icon with an arrow pointing to the left.
  - Calls you have **received** are indicated with grey text and include a phone icon with an arrow pointing to the left.
- 2 Right click on a history item to **call back**, **chat**, **delete**, **send email**, **view/edit profile**, **add to contact** or **create a custom contact** for that individual.



## Step 7: Authorisation code

Some staff will have a phone authorisation code assigned to them to allow for a specific level of phone call access. To make a call requiring authorisation you can go to any video phone in the University, or use Jabber, if your desk phone does not allow it.

Please note your authorisation code is not synchronised with the PIN number used for voicemail or for logging into another video phone.

- 1 Enter the phone number you wish to call and wait to hear two beeps.
- 2 Select the **Show keypad** menu button.
- 3 Enter your **authorisation code** followed by #. Please note for security reasons the number you enter will display with \*\*\*\*\*.
- 4 If the authorisation code is entered correctly, the call will be placed.

