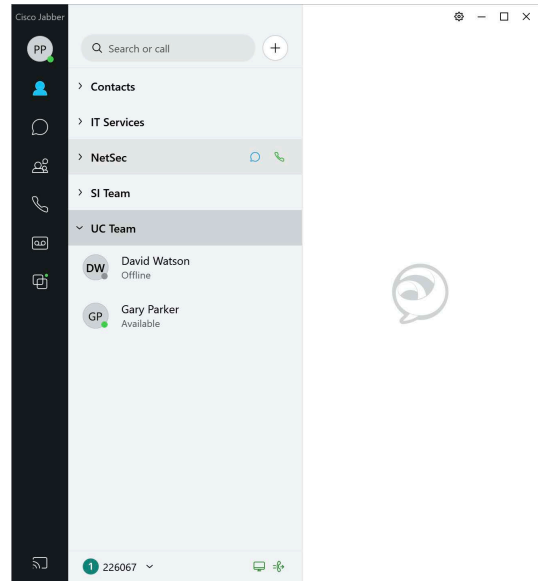


- On a Managed Staff PC / Laptop, Jabber will automatically be installed on your machine.
- For non-managed PCs / Laptops, you will need to manually install and configure Jabber on your machine.

HUB WINDOW

Contains:

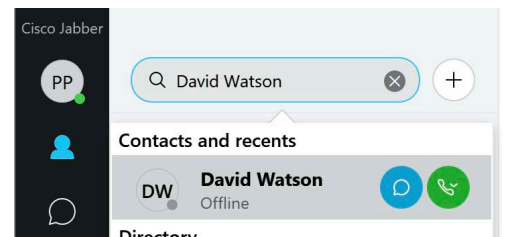
- Status Message field
- Search and Dial Bar
- Contact Lists
- Phone Controls
- Contacts
- Chats
- Chat Rooms
- Call History
- Voicemail
- Meetings
- Hunt group and Pickup Group control tabs



Notifications display in the hub window when you miss calls or receive new voice messages.

SEARCH AND DIAL BAR

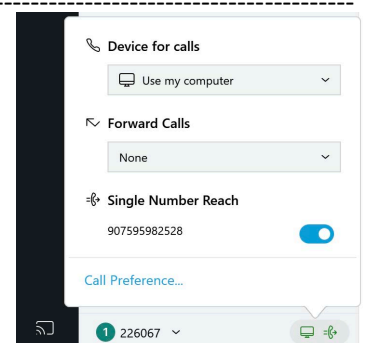
The search and dial bar allows you to enter a contact name or number and query the online directory. Click the call button to call a contact.



PHONE CONTROLS

Phone controls allows you to set either your desk phone or computer to act as your phone and set up call forwarding.

If you set your computer to act as your phone, and your computer is equipped with a webcam, then you will be able to use Jabber to make video calls.

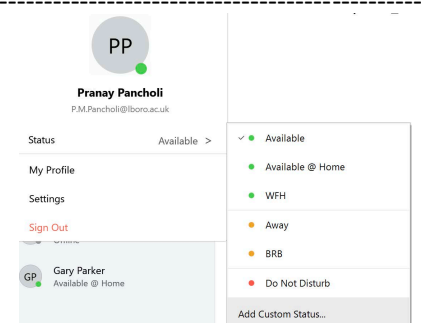


If you set your desk phone to act as your phone, you will not be able to make video calls using Jabber.

CUSTOM STATUS MESSAGES

You can set up to three custom status messages for each availability state.

To insert a new status message, click the status message field and add your new status message.

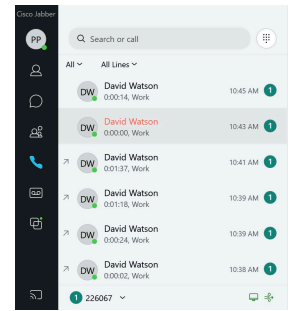


CALL HISTORY TAB

The call history tab shows a list of recent and missed calls.

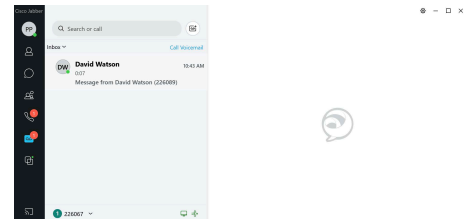
Click the call back button to return a missed call.

Right-click items in your call history list to delete them.



VOICE MESSAGES TAB

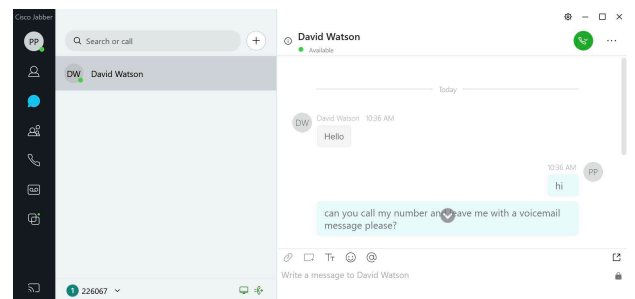
The voice messages tab lets you play and manage your voicemail messages.



CHAT WINDOW

Chat windows contain:

- The search or dial bar
- Contact picture and availability status
- Chat controls



CHAT CONTROLS

Chat controls perform the following actions:

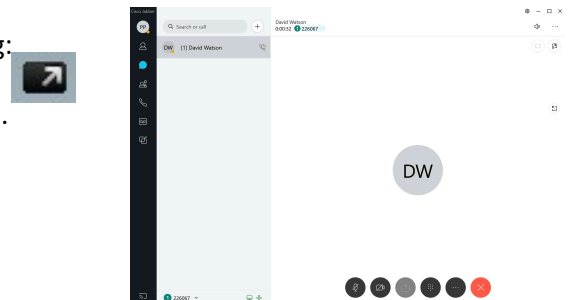
- Transfer files
- Send emotions
- Adjust the font size and colour
- Add participants to create group chats



CALL WINDOW

Call windows integrate with chat windows and include the following:

- A pop out button that lets you separate chat and call windows.
- Call controls



CALL CONTROLS

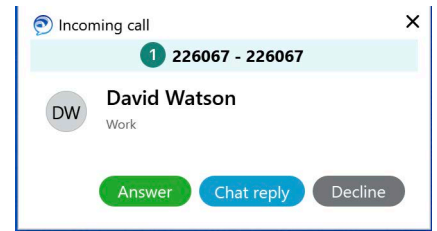
Call controls let you do the following:

- Go fullscreen
- Toggle self-view
- Open a keypad to enter digits
- Mute your audio
- Access the following additional controls:
 - Hold calls
 - Transfer calls
 - Merge calls
 - Create conference calls
- End calls



INCOMING CALLS

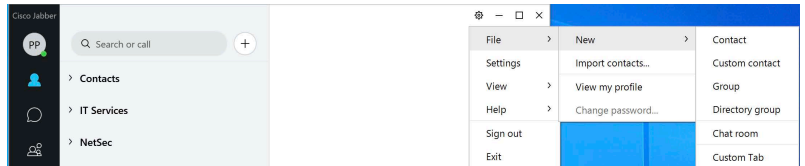
When you receive an incoming call, you can reply with a chat message, answer the call, or decline the call.



CONTACT GROUPS

Contacts can be grouped together.

Users can create, delete, and rename contact groups personalised to their account. Right-clicking on an individual contact will give the options for their contact to be moved or copied to a contact group.

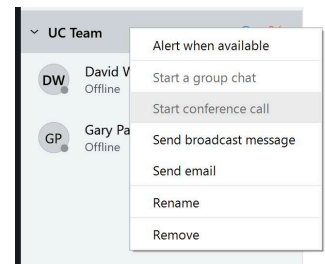


Team managers can request the automatic deployment of Jabber contact lists to their staff. IT Services will need to be given the name of the contact group, to be created, and the names and AD usernames of the members of staff to be added.

It should be noted that once the contact list has been created and deployed, IT Services will not be able to edit the contact list or remove it from user accounts.

GROUP CHATS, GROUP EMAILS, AND CONFERENCE CALLS

Right-clicking on a contact group will give the options to start a conference call or chat with the group, or send the group an email through an email client.



PERSISTENT CHAT ROOMS

Allows users to have chat conversations with groups of other University staff members over a period of time without the need for all participants to be logged in for the full duration of the chat conversation.

Members of staff can contribute to a number of different chat conversations at the same time.

- *Public Chat Rooms* - can be created by a member of staff, and any other member of staff at the University can then search for and join the chat room without approval.
- *Restricted Chat Rooms* - can be created by a member of staff, and others can search for the chat room, but request to join needs to be approved by the creator or moderator.

There is no restriction on members of staff creating persistent chat rooms.

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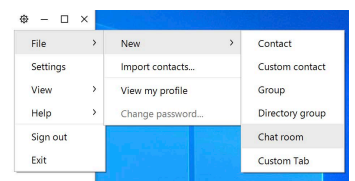
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There is no restriction on members of staff creating persistent chat rooms. Use of the chat room feature is covered under the University's Acceptable Use Policy and other related policies.

Creating Chat Rooms

New chat rooms are created by clicking on the button at the top of the main Jabber window.

Select "File" -> "New" -> "Chat Room"

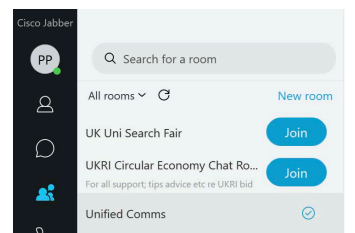


The new chat room should be given an appropriate name and description. It also needs to be configured as either "Public" or "Restricted". Once selected, it cannot be changed.

Joining Existing Chat Rooms

By selecting "Chat Rooms" and then "All Rooms", it will display all the names and descriptions of all existing University chat rooms.

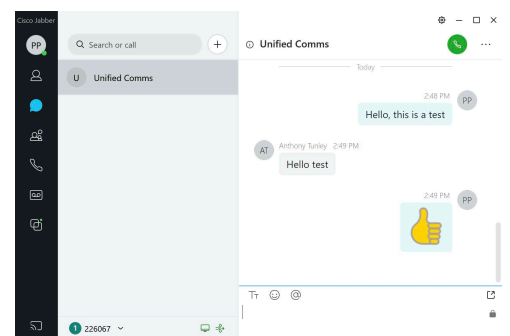
Selecting "Join" button for a chat will either immediately make the user a member of the chat room or will result in a request for approval.



Posting in a Chat Room

The chat room window contains:

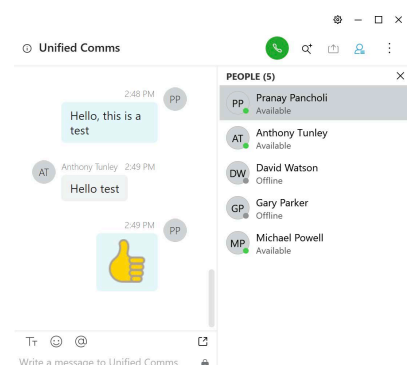
- Search and dial bar
- Chat room member list and status information
- Start conference call button
- Chat room history search options
- Chat rooms configuration options (for creators and moderators only)
- Main chat room history window
- New message window



New postings can be added by typing the message into the new message window at the bottom of the main chat room window (similar to a normal 1-to-1 chat)

Chat Room Member List and Status Information

The Chat Room member list will show a user the Jabber status of other members of the chat room. The user can then select to contact and individual user directly by double clicking their name on the list. This will open up another Jabber window.



PERSISTENT CHAT ROOMS

Conference Call Button

When two or more members of a chat room are online at the same time, there is the option to start a conversation call between all of those chat room members by clicking on the button at the top of the member list.

Chat Room History Search Options

There is an option to search through the available stored history of a chat room for past information.

Click on the icon at the top of the main chat room window.

This will open a window where the user can enter search parameters related to the required history search.

Chat room message information will be held centrally on University systems in accordance with University Data Retention and Security Policies.

