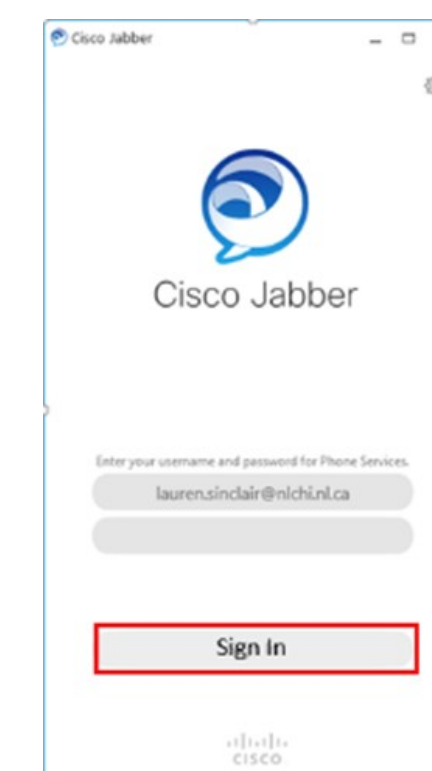
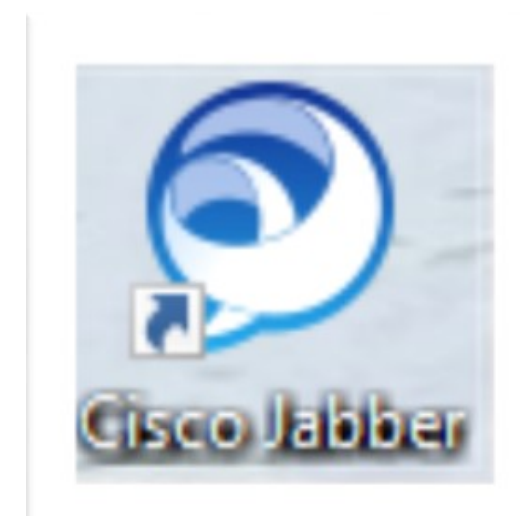


# Quick Reference Guide

## Cisco Jabber

### How to Sign in

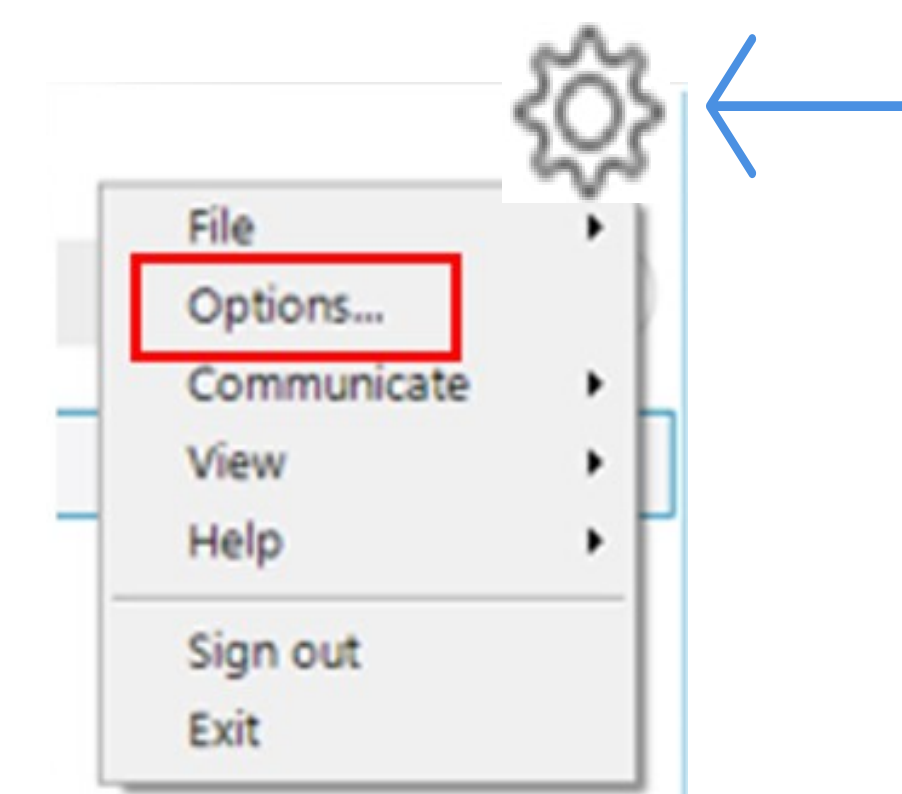
- Double click the 'Cisco Jabber' icon on desktop.
- Type the username and password.
- Click 'sign in.'



### Audio/Video Options

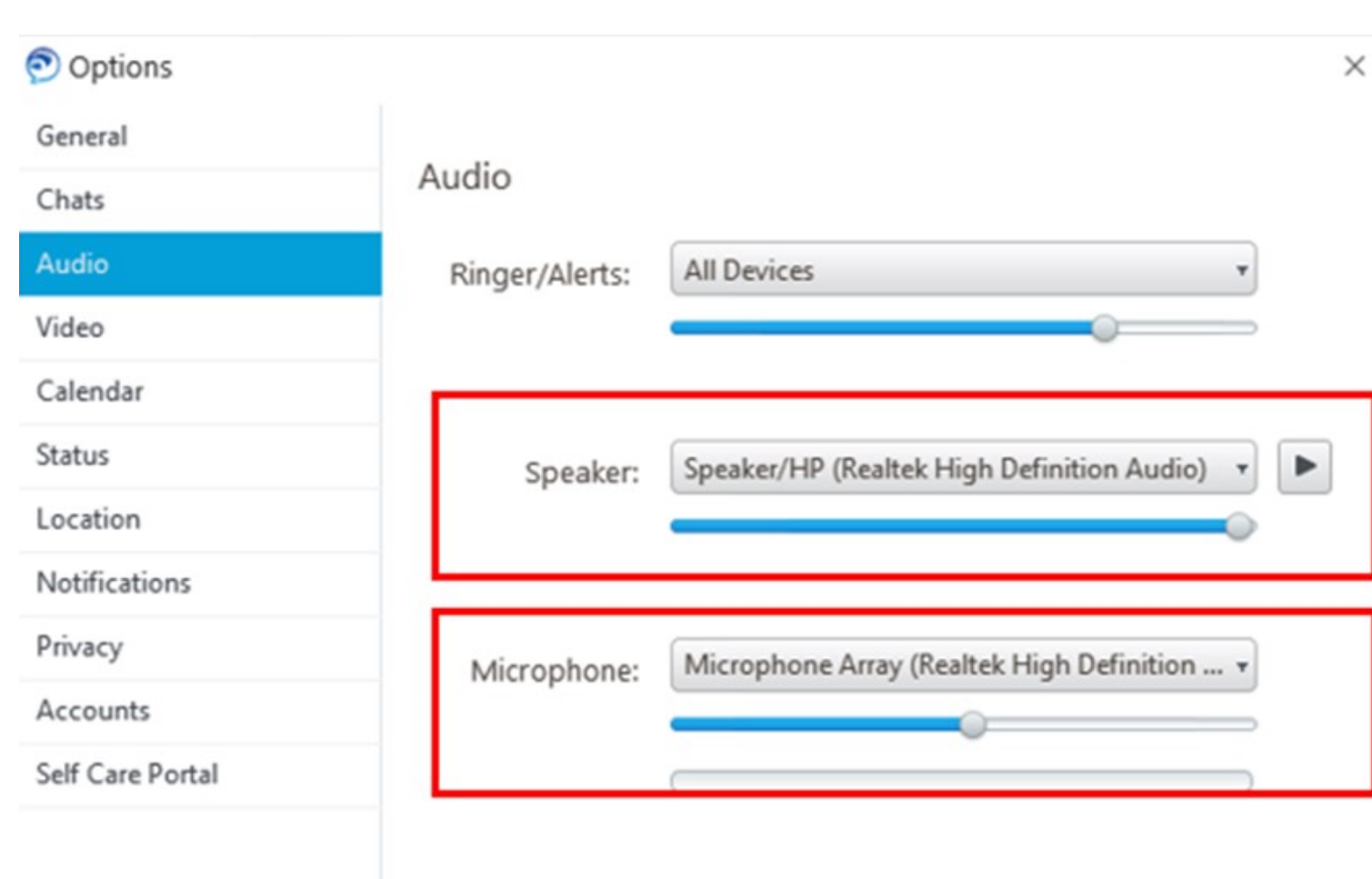
#### To view audio/video options

- Click the 'menu' icon at top right of Cisco Jabber screen, then 'options.'



#### To change audio options

- Select 'audio' from left side menu.
- In the 'speaker' option, select the speakers you will be using.
- In the 'microphone' option, select the microphone you will be using.
- If using a headset, choose the speaker and microphone for that headset.



#### To change video options

- Select 'video' from left side menu.
- In the 'camera' option, select the camera you will be using.

#### To avoid audio disturbance and feedback

If you are using a headset, to avoid audio disturbance and feedback, mute your computer audio:

- On lower right corner of computer screen, click the 'audio' icon.
- In pop-up window, click the 'microphone' icon.

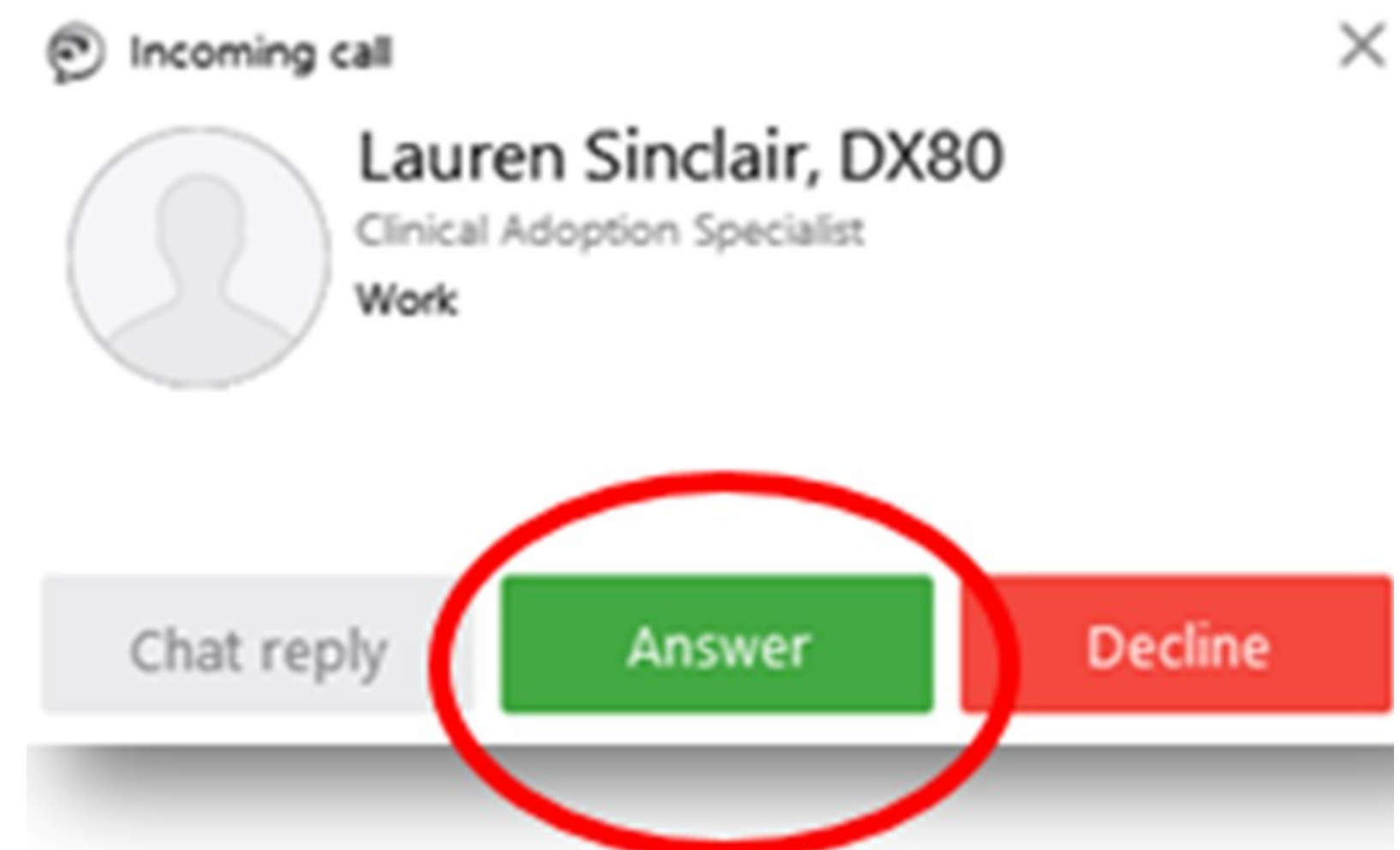


**Note: Changing audio/visual settings during a call can create audio feedback/visual disturbance.**

## How to Answer or End a Call

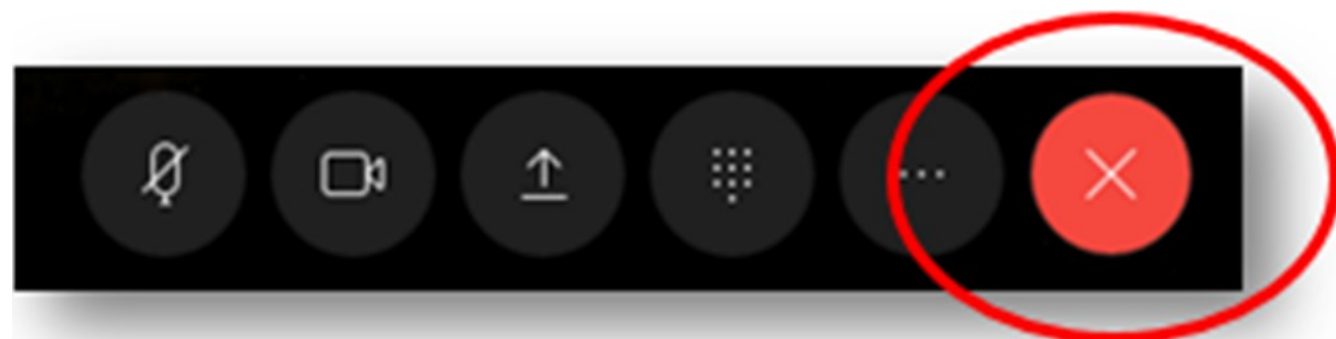
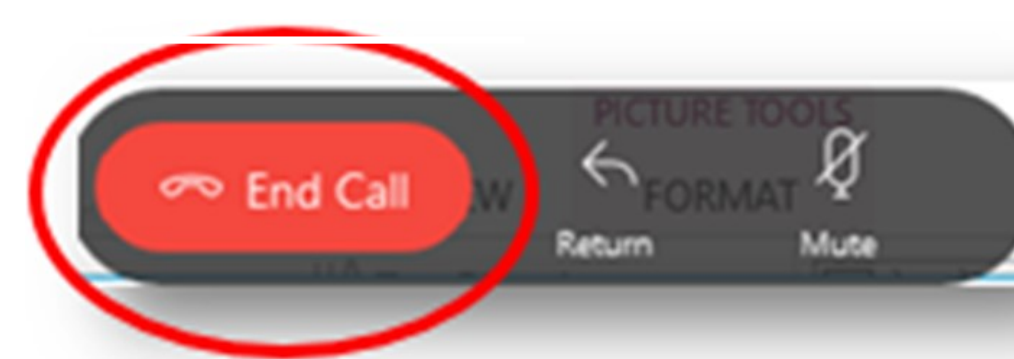
### To answer a call

- A ring tone will be heard and a small window will appear on the computer screen. Click 'answer.'



### To end a call

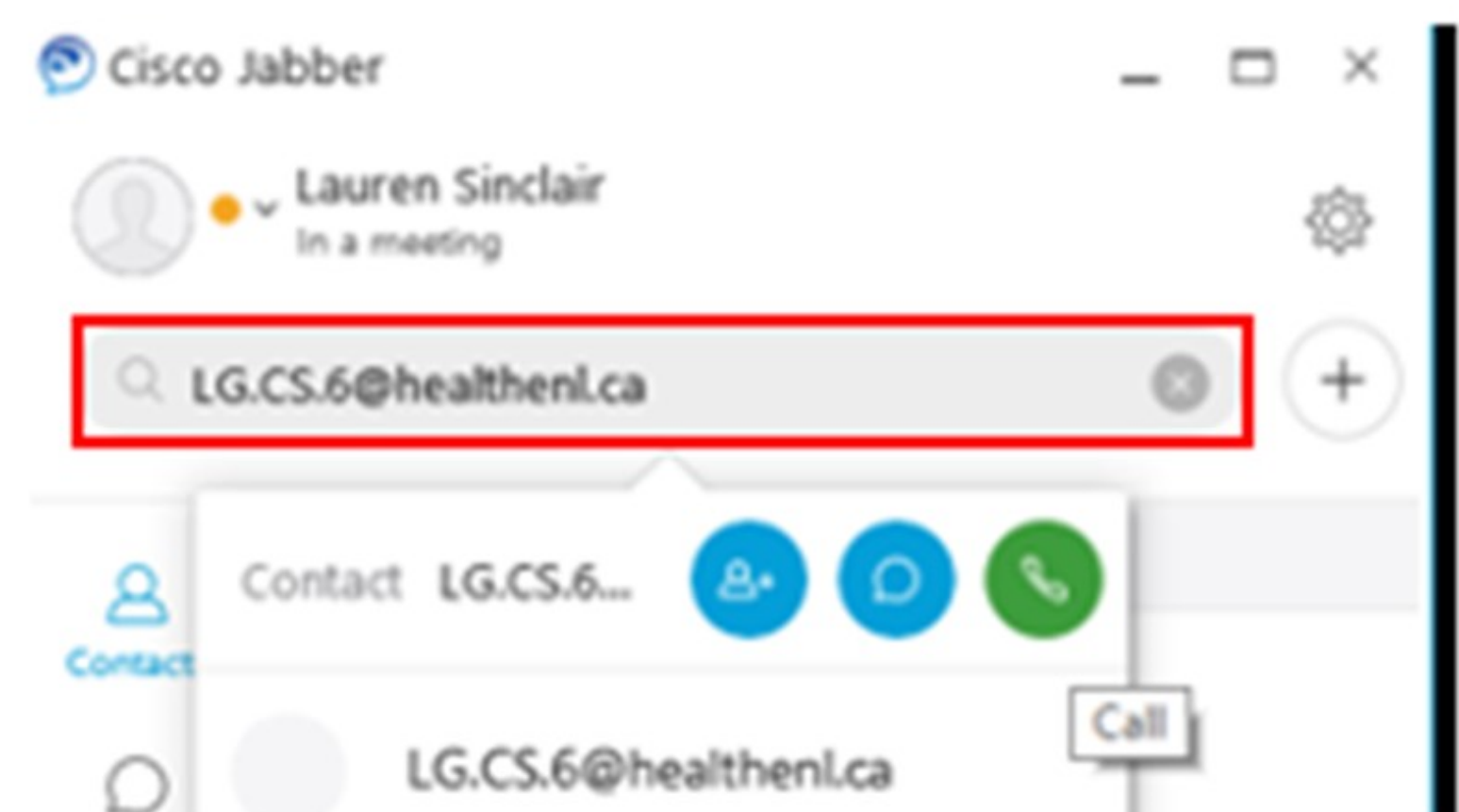
- Select 'end call' from the Jabber menu located at the top of the computer screen.
- OR, scroll mouse over the video window. Click on the red 'X.'



## Make a Call: Three Options

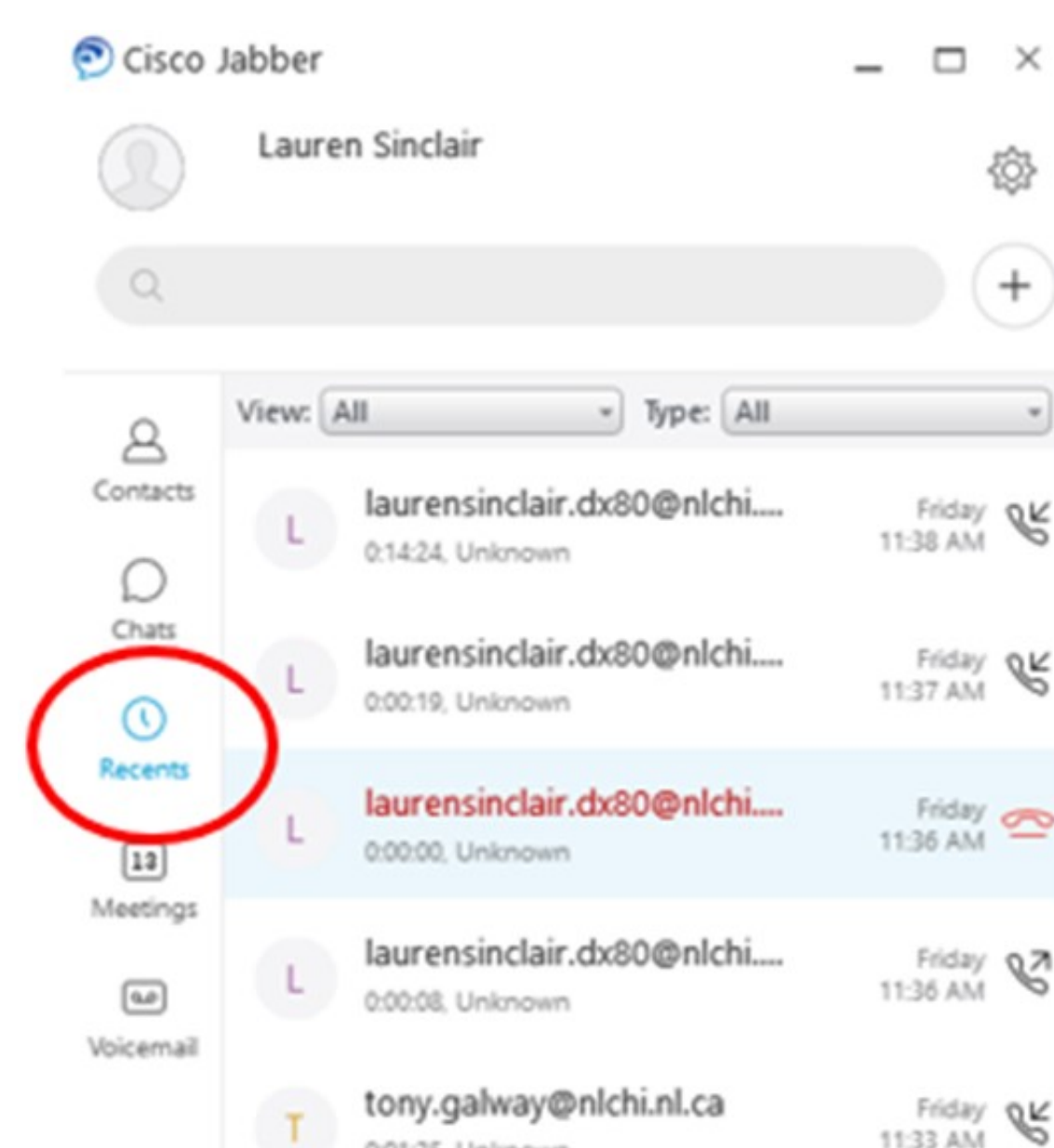
### Option 1: Enter unit name/dialstring in 'search or call' bar.

- In 'search or call' bar type the Telehealth unit name/complete dialstring.
- Telehealth unit name/dialstring is found in iScheduler notification (appointment information) under CODEC (e.g. LG.CS.6).
- Click on the 'green phone' icon.



### Option 2: Call from recents.

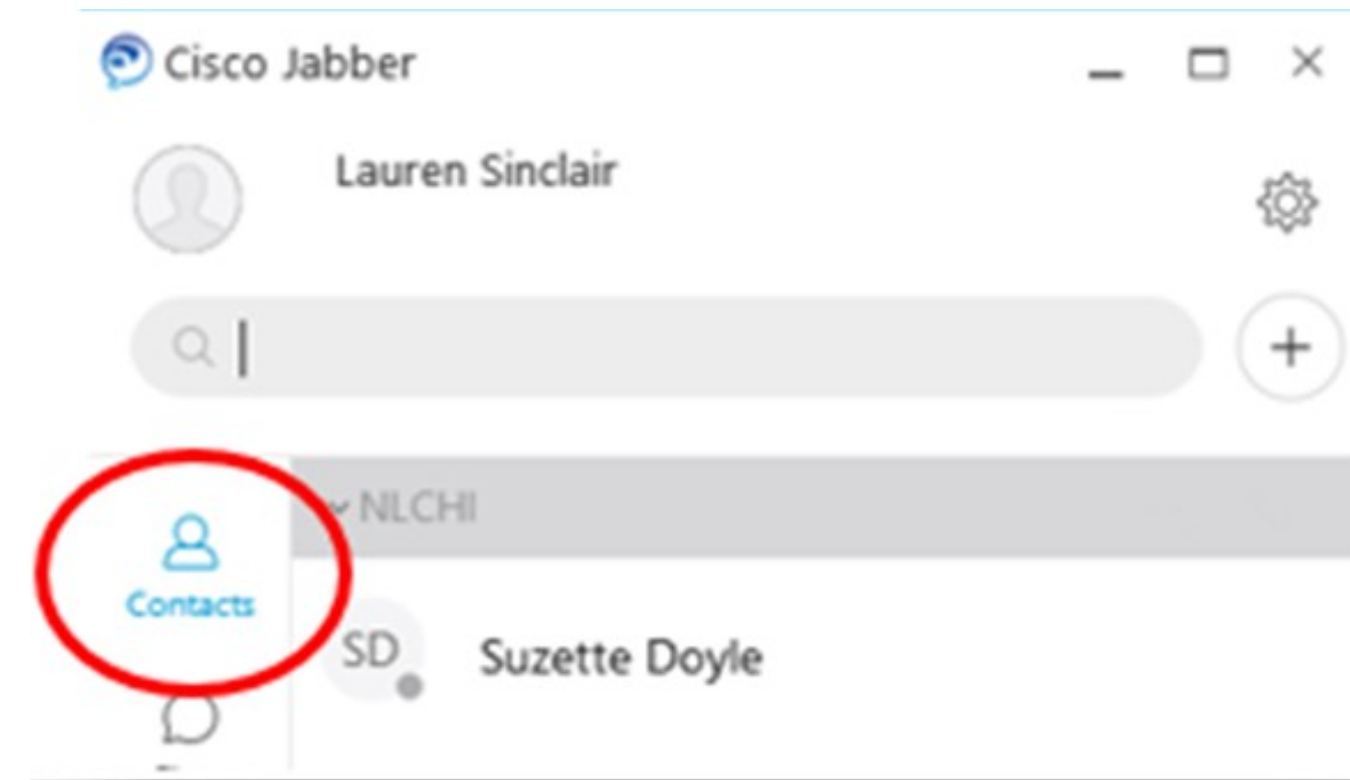
- Click on 'recents' in the bar to the left.
- Place mouse over the system name you want to call.
- Click the 'green phone' icon.





### Option 3: Call from contacts.

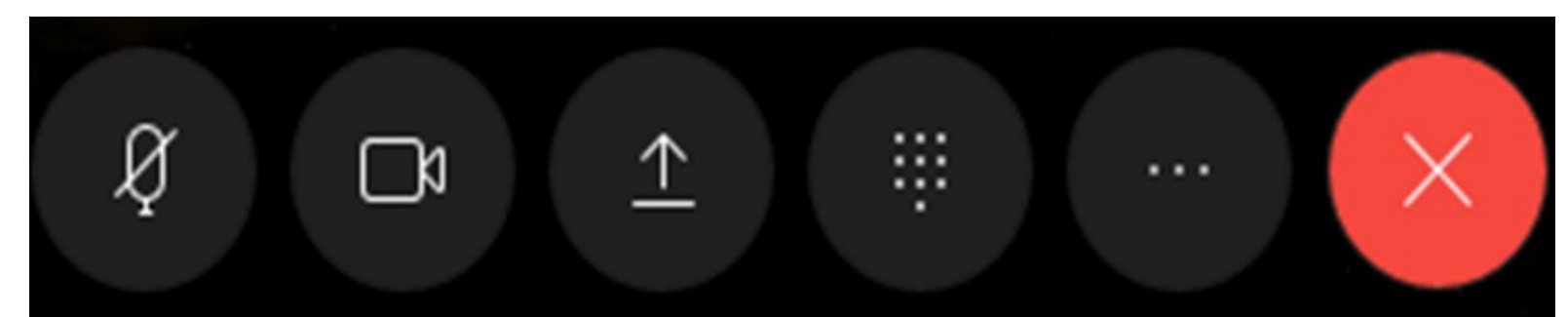
- Click on 'contacts' in the bar to the left.
- Place mouse over the system name you want to call.
- Click the 'green phone' icon.



 After selecting one of the above call options, click the 'green phone' icon to place the call.

## Options Menu

- Option menu appears during a call. Scroll mouse over each icon to view menu option name. For more information about menu options watch **Jabber User Guide Videos**.



## Creating a Contact

After a call has been made, a new contact can be created as follows:

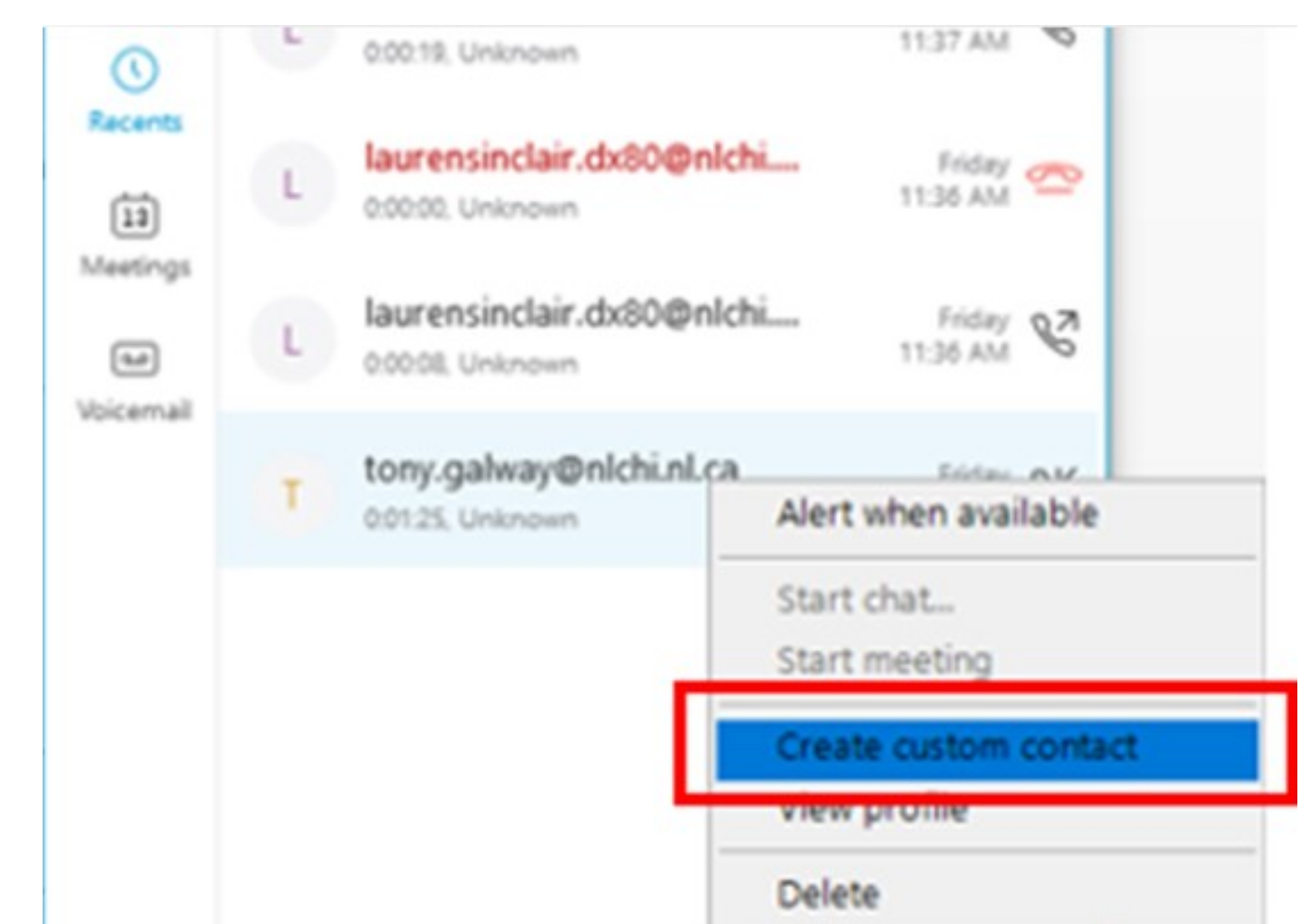
- Click 'recents' on the left side of the Cisco Jabber home screen.
- Right click on the name of the system/contact to be added.
- Click 'create custom contact' from the menu.
- Fill out the contact information in the window that pops up.
- Click 'create' on the bottom of the window.

Form fields for creating a contact:

ZIP/Postal code

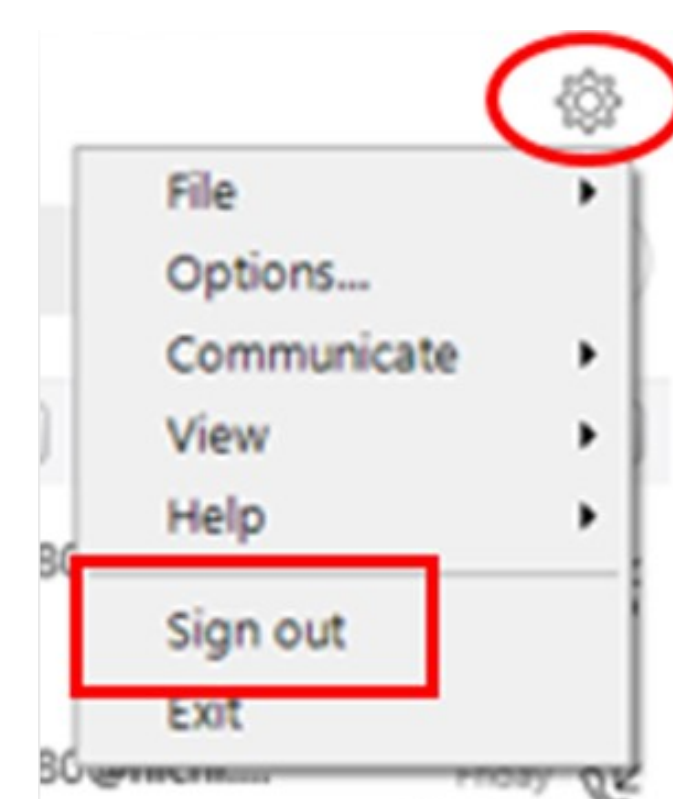
Country

**Create** Cancel



## How to Sign Out

- Click the 'menu' icon.
- Click 'sign out.'



For further details, please view the **Jabber User Guide Videos** on the NLCHI website. Additional topics include: making video full screen, sharing/stop sharing content, far end camera control, turning self-view on/off, muting/unmuting the microphone, and placing a call on hold.