



EOHHS-Information Technology

Executive Office of Health and Human Services

User Guide Library Series



Cisco Jabber 12.9





Summary:	<ul style="list-style-type: none">• Jabber is a communications and collaboration tool for the EOHHS user community. <p>It allows you to:</p> <ul style="list-style-type: none">○ Make and receive phone calls from your computer, tablet or mobile phone, using your business phone line as if you were in the office.○ Send and receive instant messages to individuals or groups via chat.○ See coworkers' "Presence status" ("Available," "Away," "In a Meeting," "Do Not Disturb," etc.)○ Retrieve and play voicemail messages. <ul style="list-style-type: none">• The following instructions explain how to locate the Jabber application on your computer, how to sign in, and how to use basic Jabber features.
Content:	<ul style="list-style-type: none">• Using Jabber on Your Computer• Let's Get Started<ul style="list-style-type: none">○ Launch the Jabber Application○ Logging in from a Laptop at Home or on the Road○ Logging in While Using VPN○ Logging in from a Desktop on the State Network○ Setup USB Headsets• Jabber Basics<ul style="list-style-type: none">○ Jabber Interface○ Placing a Call○ Receiving a Call○ Forwarding and Un-forwarding Calls○ Placing a Call On Hold○ Transferring a Call• Using Jabber Chat• Installation of Jabber on State-Issued iPads and iPhones• Some Known Issues



USING JABBER ON YOUR COMPUTER

Software and Prerequisites:	<ul style="list-style-type: none">• Cisco Jabber for Windows (version 12 for a desktop or laptop)• Cisco Jabber for iOS (version 12 for a state-issued iPhone or iPad)
Hardware:	<ul style="list-style-type: none">• USB headset with microphone or laptop with microphone and speakers• PC running Windows 7 or Windows 10 <p>Note:</p> <ul style="list-style-type: none">• Jabber must be installed and used on the computer you are using at your home office. If you used RDP to connect to your primary office computer and attempt to use Jabber from that machine, audio will not work.




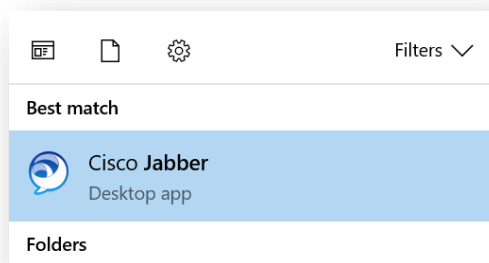
LET'S GET STARTED

Launch the Jabber Application

Step 1: If your PC does not have a microphone, connect your USB headset to the desktop.

Step 2: Cisco Jabber is a phone and an Instant Messaging app. If the Jabber icon is not on your desktop you can search for the application using the **Start** menu search tool.

- From your desktop, select the **Start** menu icon () in the bottom left corner of the toolbar.
- Start typing "Jabber" and a search results list will appear.*
- Right click on the **Cisco Jabber Desktop app** icon and select **Pin to taskbar**.
- The Jabber icon will appear in the taskbar across the bottom of your desktop task bar.

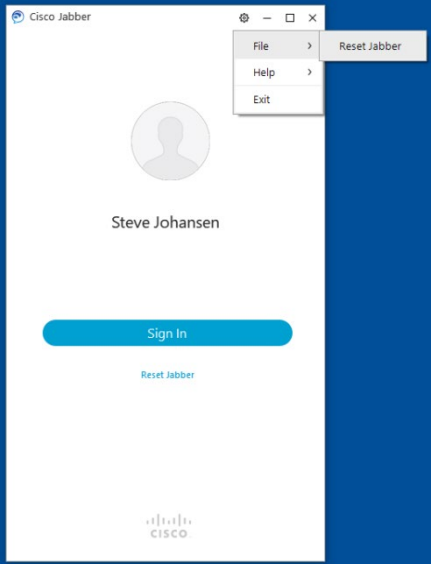
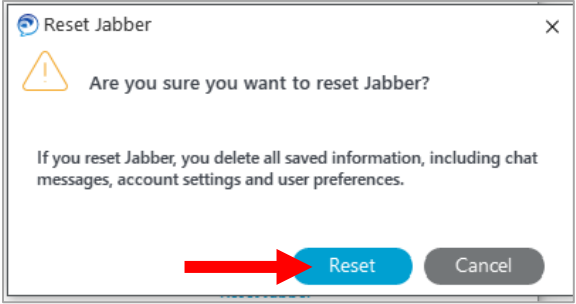


- Click the Jabber icon to launch the application.

* If Cisco Jabber does not show up in the search, contact the EOHHS-IT Service and Support Center and open a ticket to have it installed by your local ITSM. As of 2020, Cisco Jabber is part of the standard configuration on all EOHHS issued desktops and laptops.



Logging in from a Laptop at Home or on the Road

Background:	<p>Many of us at EOHHS work from site to site or in the field and teleworkers are working from home. The need to connect to VPN to perform our jobs is not always necessary.</p> <p>EOHHS Telecom has enabled the use of the Jabber client without the requirement for logging into VPN. This method is traditionally reserved for mobile devices such as tablets and mobile phones, but it can also be used with computers.</p> <p>Jabber allows users to connect to our voice platform over the public internet and provides a level of security and firewall protection without requiring a VPN login.</p>
Step 1:	<ul style="list-style-type: none">To use Jabber without VPN the first step necessary is to Reset Jabber. The reset command clears all configurations and chat history. Logging off and exiting out of the application will not reset the app.Located on the upper-right corner, click on the tool icon (gear/flower shape) and select:<ul style="list-style-type: none">File/Reset JabberORClick Reset Jabber located below the blue Sign In button. 
Step 2:	<ul style="list-style-type: none">A pop-up message will appear asking "Are you sure...?" Click Reset again. <p>Note: Resetting Jabber:</p> <ul style="list-style-type: none">Does not erase:<ul style="list-style-type: none">Contacts or calendar settings.Erases:<ul style="list-style-type: none">Call and chat logs.Advanced Settings 
Step 3:	<ul style="list-style-type: none">Log in to Jabber again.



- Skip all requests to change **Advanced settings** and go straight to the **User ID** field.
- Instead of using @eohhs.local, use @uccaas.ehs.state.ma.us.

Example:

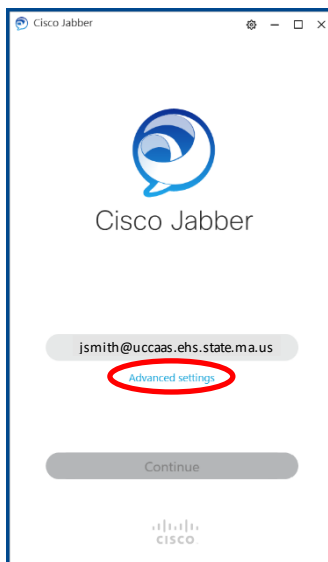
- Name: John Smith
 - Jabber User ID: jsmith@uccaas.ehs.state.ma.us
- Select the **Continue** button.
 - Enter your **Password** and you should be logged in.
- Note:**
- Reconnecting VPN again may or may not present voice issues. If you experience voice issues, repeat **Logging in for the First Time While on VPN** and log in as outlined in that section.

Logging in While using VPN

Step 1: Launch Jabber by double-clicking the Jabber icon from your desktop's taskbar.



Step 2: Select the **Advanced settings**.





Step 3: A new window will appear with two items that need to be set.

- Under **Select your account type;**, select **Cisco IM & Presence**.
- Under **Login Server,** select **Use the following server**.
- In the **Server address:** field, enter **172.24.24.40**.
- Click **Save**.

The window will close and bring you back to the login screen.

Step 4:

- Your login credentials will be provided by EOHHS Voice Telecommunication once the service has been provisioned to you.
 - Enter your **User ID** and click **Continue**.
- NOTE: Your user ID is NOT the email address prepopulated in the User ID field.** Instead, it is the initial of your first name, followed by your full last name, and ending in @uccaas.ehs.state.ma.us:

- Example:
 - Name: John Smith
 - User ID: jsmith@uccaas.ehs.state.ma.us

- Enter your **Password** and click **Continue**.
- If an error message appears above the User ID field:
 - Check that you have entered the full User ID string correctly and that your **Advanced settings** are set correctly.
 - Verify that the **IP address** you entered in Step 4 uses **periods (not commas)** and that the **numbers entered are correct**.



- If you still get an error message after confirming the **Advanced settings** are correct and your credentials are entered correctly, contact:



EOHHS-IT Service and Support Center
617-994-5050 | [Online Form \(CA\)](#) | [Email](#)

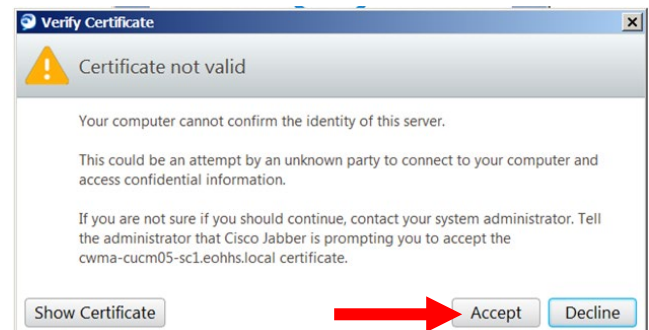
Logging in from a Desktop on the State Network

Background:

EOHHS and Verizon uses Certificates of Authority on all our servers to ensure security and authenticity. Certificates of Authority are issued by Symantec for each of the eight servers in the EOHHS network that support Jabber. Each time a user logs into Jabber, the pop-up message will appear until the user installs the certificates. Once the certificates are installed, the warnings will stop.

Step 1:

- The first time you log into Jabber you may receive up to eight pop-up messages related to the **Certificate of Authority Credentials**.
- Click **Accept** for every pop-up window that appears. **Continue clicking Accept** until all the messages are cleared to establish that all services are connected and working.



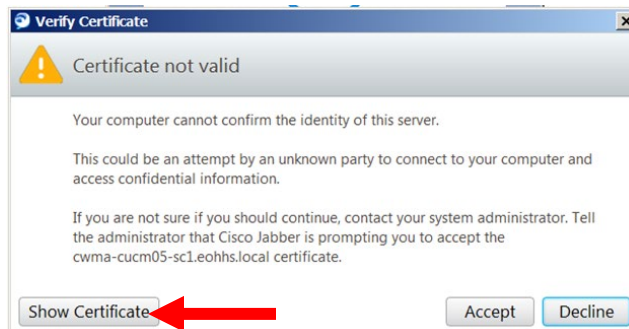
NOTE:

- The Decline button is highlighted by default so **ensure you hit the Accept button** or the login process will not be completed.
- There may be up to eight pop-up messages, one for each server that supports Jabber.



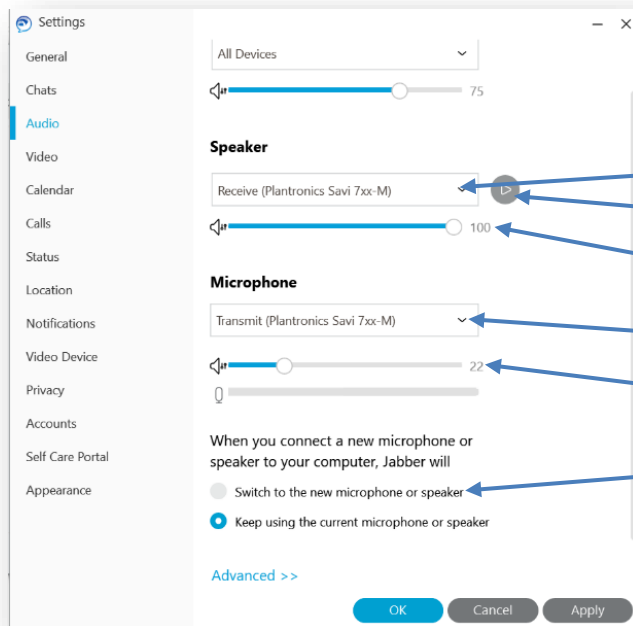
Step 2: To prevent the pop-up windows from returning every time you log in, you will need to install the certificates on your machine.

- Log out of Jabber and log back in.
- If the Verify Certificate pop-up message appears, select the **Show Certificate** button.
- Select **Install** and then continue to click the **Next** button until all certificates are installed.
- Repeat as needed until all certificate warnings have cleared.



Setup of USB Headset

Steps to Take:



Speaker selection dropdown


Speaker Test button

Volume control

Mic selection dropdown

MIC sensitivity controls

Lock your settings so they don't change if/when you reboot your

- For two-way audio to work best, you **MUST** use a USB connected headset.
- Once it is plugged-in, click on the Tools icon  and select **Settings** from the menu.
- Testing the headset is simple.



- Select the right arrow button next to the **Speaker** drop down. You should hear music.
- To test the microphone, speak in a normal voice. You should see the microphone's sensitivity bar move when you speak. Increase or decrease the sensitivity by sliding the control to the left to reduce and right to increase. When you are satisfied with the settings, click **Apply** then the **OK**.

Note:

- If you are using an older Windows 7 computer, the built-in speakers and microphone are disabled. You must use a USB headset.

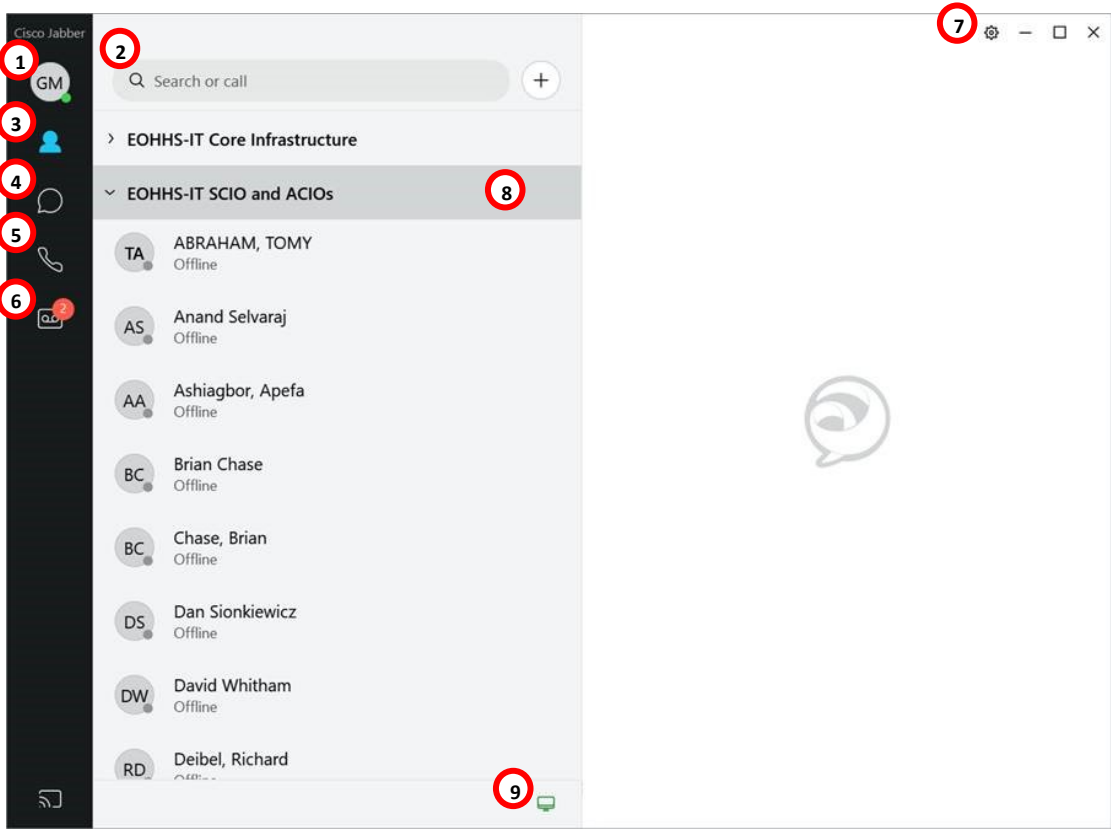


JABBER BASICS

Jabber Interface

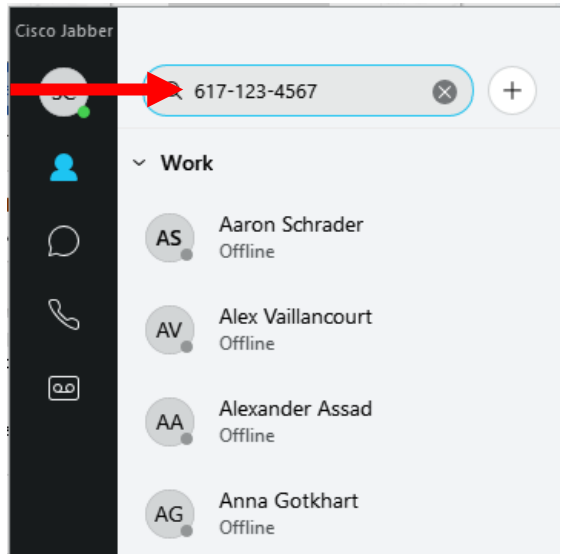
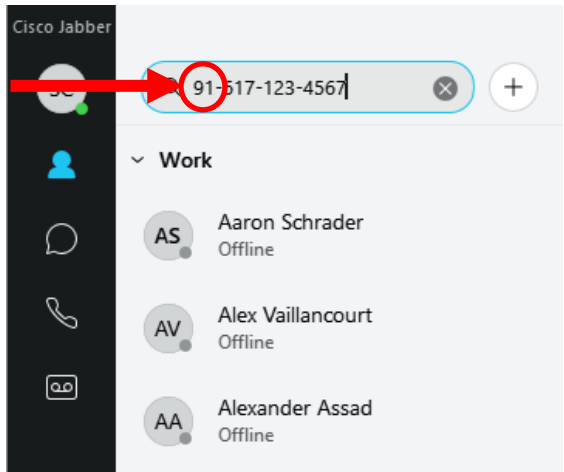
Jabber
Interface:

- 1. Presence status
- 2. Search or call window
- 3. Contacts
- 4. Chats
- 5. Recent calls
- 6. Voice Messages
- 7. Menu
- 8. Custom groups
- 9. Call Settings




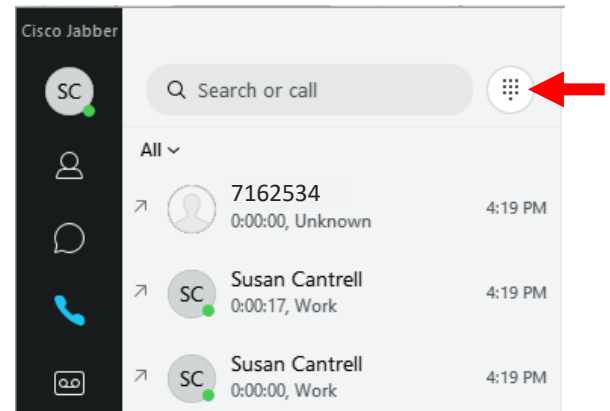


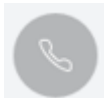
Placing a Call

Note:	You will need an audio headset to use the calling features to maintain call privacy and not disturb your neighbors.	
3 Ways to Place a Call:	<ol style="list-style-type: none">1. Typing the telephone number.2. Using Your Contacts list.3. Searching the EOHHS Jabber directory.	
Typing the Telephone Number:	<p>Option 1: Typing in the Search Bar</p> <ul style="list-style-type: none">• To call internal EOHHS staff, enter the phone number in the search bar.	
	<ul style="list-style-type: none">• Calling phone numbers external to EOHHS, enter "91" first then the phone number in the search bar.	

**Option 2: Using the Phone Keypad**

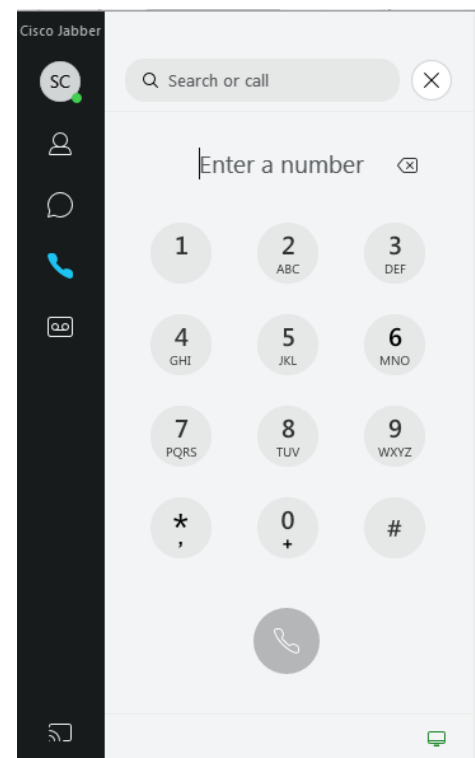
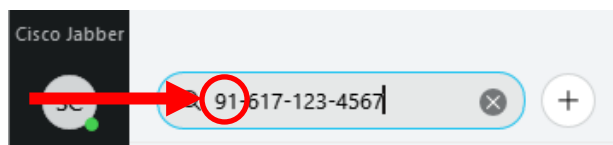
- Click the  icon.
- Click the phone keypad.



- Dial the number, then click the  icon to initiate the call.



NOTE:

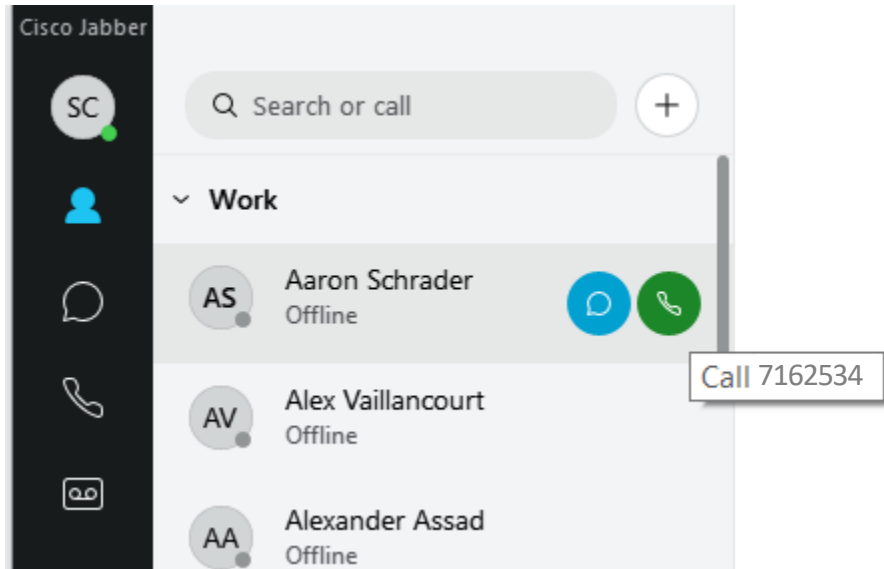
- When entering a non-EOHHS number, **you must enter "91" first**, then enter the rest of the number as you would from a desk phone.






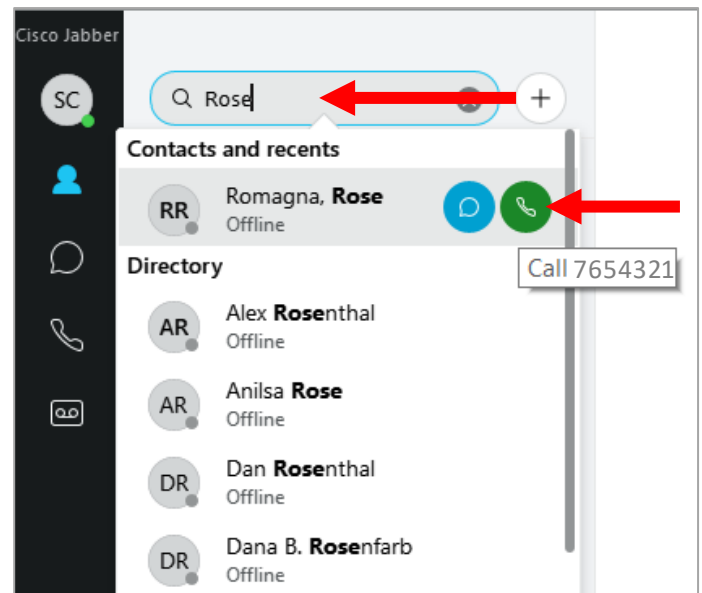
Using Your Contacts List:

- Click the  icon.
- Hover over the appropriate contact's name and click the phone icon  to initiate the call.



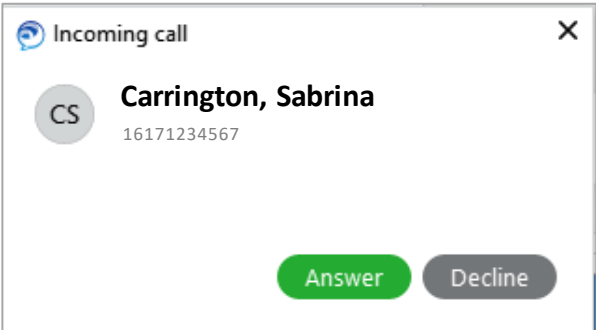
Searching the EOHHS Jabber Directory:

- Type the person's name in the search field.
- Entering the name as completely as possible is recommended since Jabber will display only the first 15 matches.
- Hover over the contact's name in the search results and click  to initiate the call.






Receiving a Call

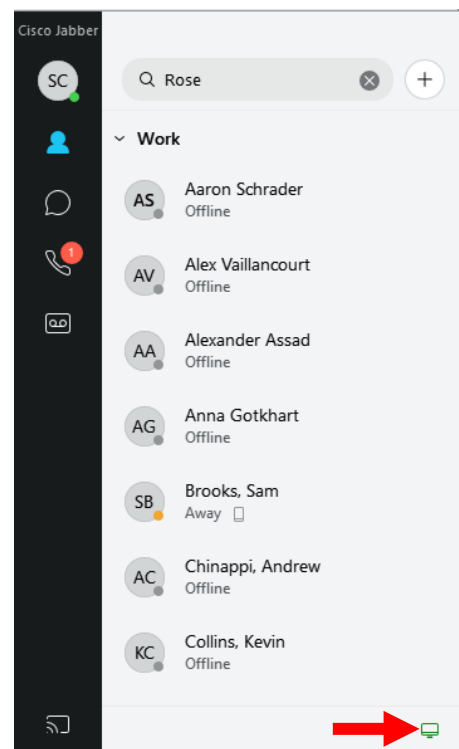
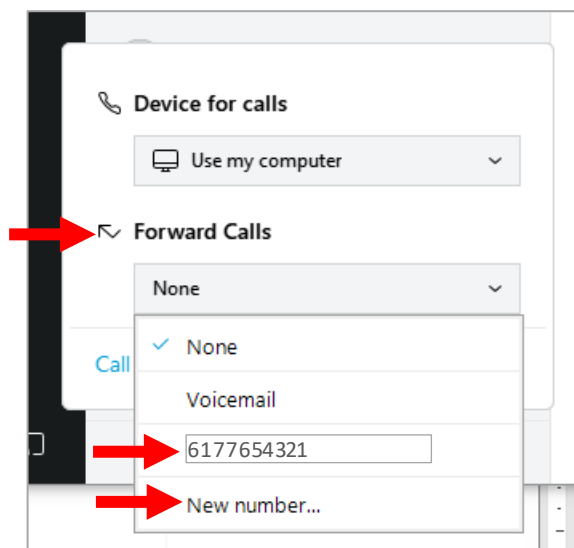
Background:	<ul style="list-style-type: none">You must be logged-in to the Jabber application to receive a call using your softphone.Settings affect a telephone number regardless if they are set on your desk phone or your softphone. For example, if you forward your desk phone to voicemail, your softphone is also forwarded to voicemail and you will not receive calls.Changing the settings on one also changes the settings on all devices.
Answer a Jabber Call:	<p>When you receive an incoming call, you will see a call window open on your computer screen and hear a ring tone. Your desk phone will also ring. You may answer the call on either device.</p> <ul style="list-style-type: none">Click the green Answer button to accept the call.Click Decline to stop the ringing and send the call to voicemail.You may also answer the call in the traditional manner by lifting the handset on the desk phone. 

Forwarding and Un-forwarding Calls

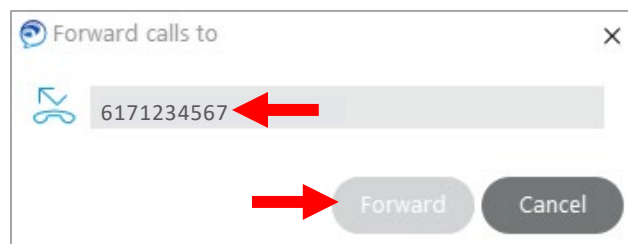
Background:	<ul style="list-style-type: none">Forwarding calls will send your EOHHS incoming calls to voicemail or any phone number you choose within the EOHHS community. However, due to current policies, you cannot forward calls to a non EHS telephone, such as your mobile or home phone.Forwarding or un-forwarding your calls, whether performed on your desk phone or softphone, affects all devices with Jabber installed plus your desk phone.
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**Forwarding
Your Calls:**

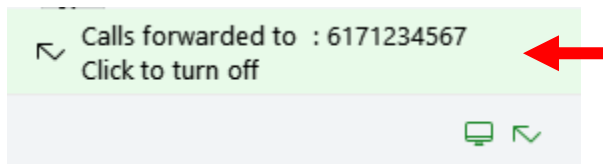
- Click on the monitor  icon.
- Go to **Forward Calls** field.
- Choose a number that has already been added or enter a new phone number by clicking **New number...**



- Include the area code and the seven-digit phone number without dashes or spaces:
(e.g., 6171234567)
- Click **Forward**.

**Unforwarding
Your Calls:**

- Click  **Calls forwarded to : 6171234567**
Click to turn off
- Call forwarding will be disabled.






Placing a Call on Hold

Steps to

Take:

- Click  in the active call window.
- Select **Hold**. The call is placed on hold.




- Click **Resume** to continue the call.
- When you place a call on hold using Jabber, you can pick it up on your desk phone and vice versa. Select Resume to pick up the call again.
- You may also resume the call with your desk phone. With the call on hold, lift the desk phone handset and select the line appearance that is flashing red.

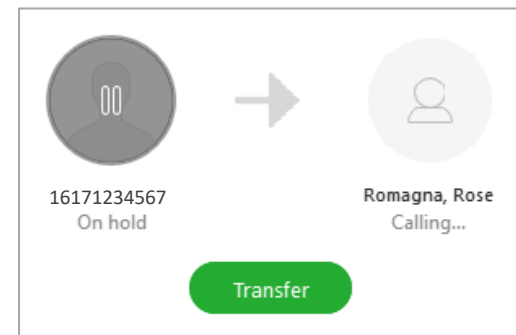
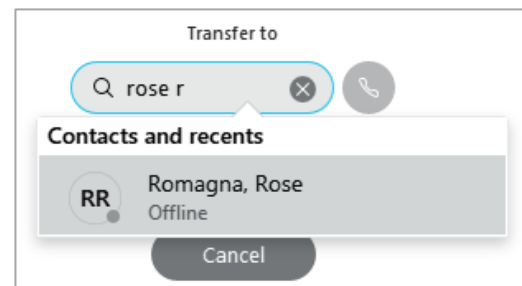
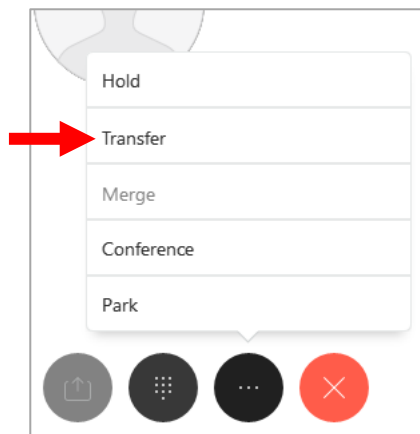


Transferring a Call

Steps to

Take:

- Click  in the active call window.
- Click **Transfer**. This will place the active call on hold.



- Type the name or the phone number of the person to which you want to transfer the call in the search box.
- Select the person's name or number when it appears in the search list. You are now connected to that number.
- Click Transfer to complete the transfer.


- Click  to end the call.

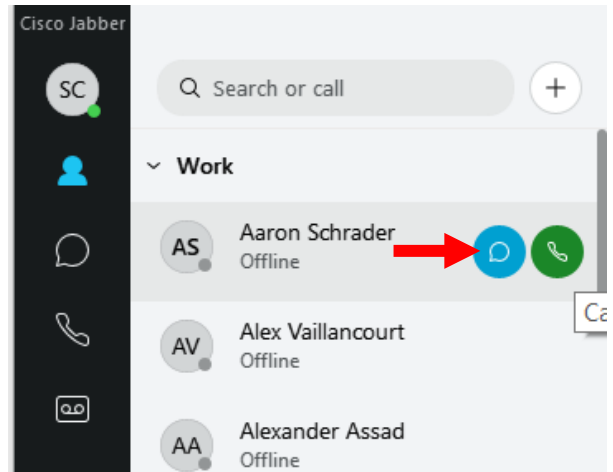


USING JABBER CHAT

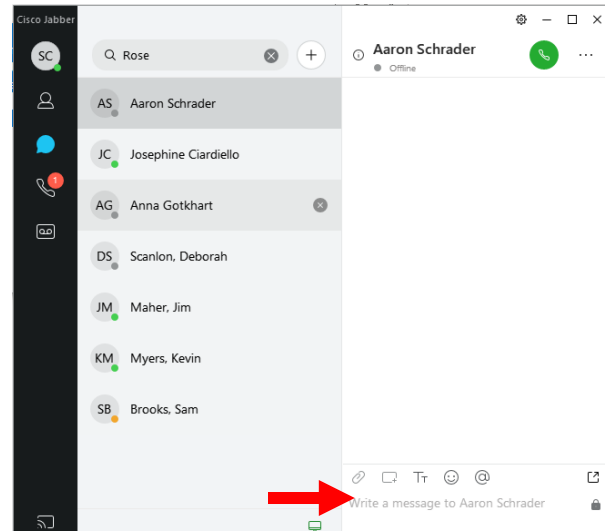
The Basics

Using the chat feature, you can instant message with other Jabber users in a one-on-one session or in a group chat.

- Mouse over a contact from your list and double-click on their name or select the  icon.



- A new chat window will appear.
- Type your message in the text box at the bottom of the chat window and press the “Enter” key on your keyboard.



Chat Controls:

Usage of chat controls (L–R):



- Send a file
- Send a screen capture



- Edit the font
- Insert an emoticon
- Add mention
- Show this chat in a new window

*Cannot perform screen capture, file sharing, or desktop sharing with mobile devices or when mobile devices and the desktop client are both connected to Jabber. These features only work PC to PC and only when directly connected to the EOHHS local area network.

Collaboration Controls:

- Click the ellipses located at the upper-right corner:




- Additional options will appear (L-R):



- Call the current contact
- Share your screen*
- Open roster

*Cannot perform screen capture, file sharing, or desktop sharing with mobile devices or when mobile devices and the desktop client are both connected to Jabber. These features only work PC to PC and only when directly connected to the EOHHS local area network.

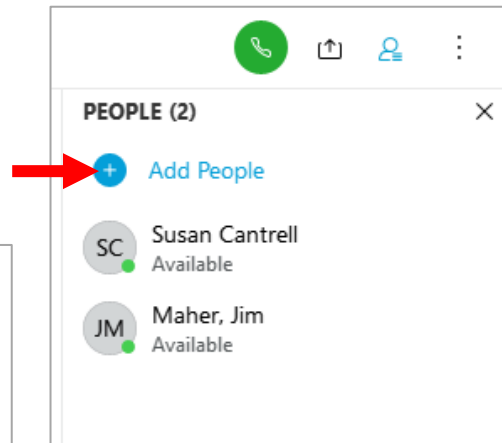
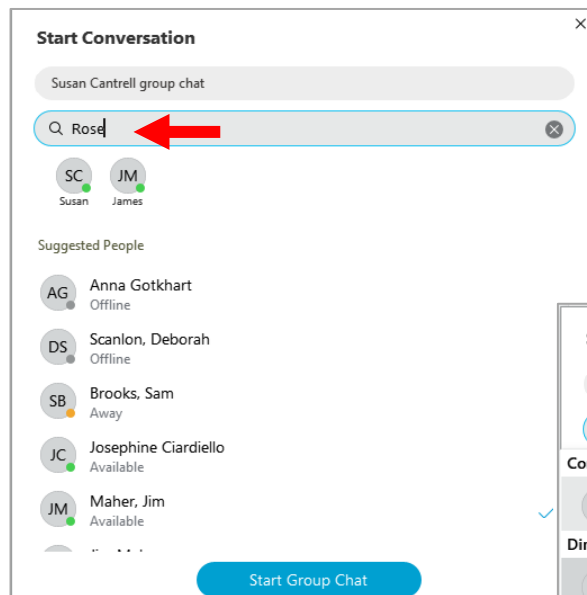
Create and Use an Ad Hoc Group Chat:

- In chat , click an individual who will be part of the ad hoc group.
- Click the ellipses located at the upper-right corner then click the **Open Roster** icon.

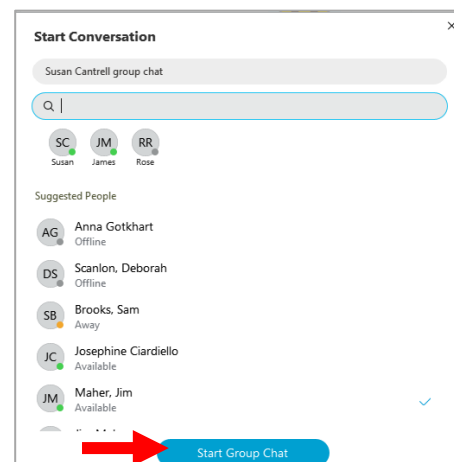
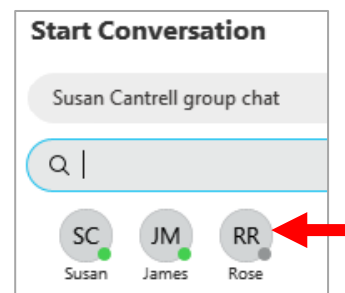
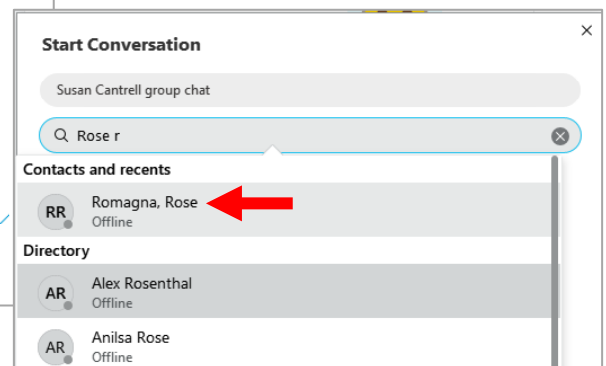




- The new window opens.
- Click **Add People**.
- A **Start Conversation** window opens.




- Enter the names of people who will be added to the ad hoc group.
 - Entering the name as completely as possible is recommended since Jabber will display only the first 15 matches.
- Double-click on the person's name when it appears in the search list.
- That person will be added to the ad hoc group.
- Click **Start Group Chat** to initiate the conversation.

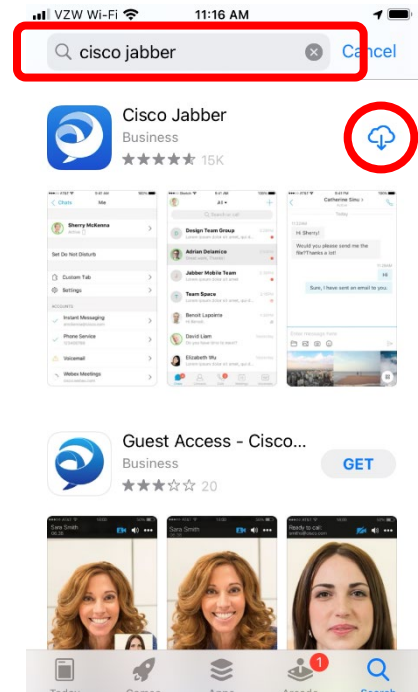




INSTALLATION of JABBER on STATE-ISSUED iPADS and iPHONES

Step 1:

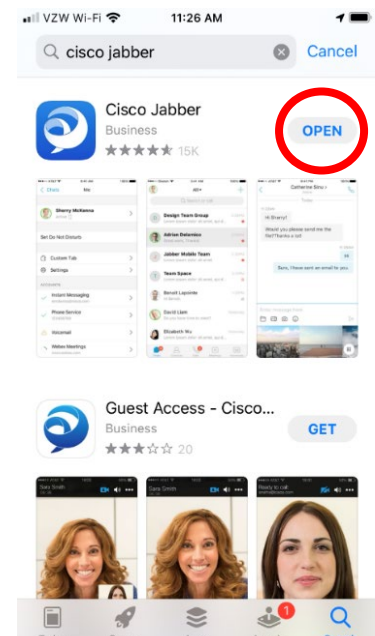
- Open the App Store on your iPad/iPhone and search for "CiscoJabber."
- Click the download icon  to install the app.



Step 2:

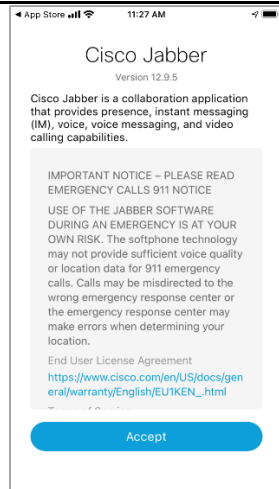
Upon completion of the installation, an **Open** button replaces the download icon.

- Click **Open** to launch the Jabber app.
- You can also open Jabber by clicking the new Jabber icon on your device's desktop.

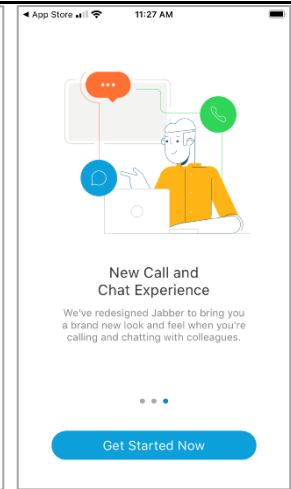
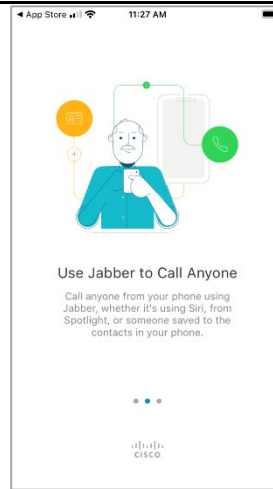
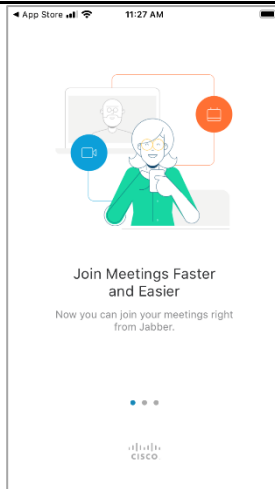


**Step 3: Initial One-Time Setup:**

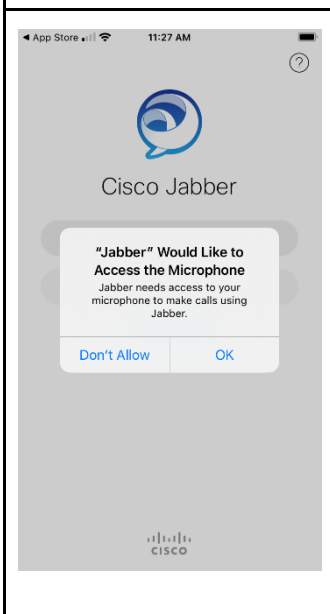
- Click **Accept**.



- Swipe left to advance through the introductory slides.
- On the last slide click **Get Started Now**.



- Click **OK** to use the microphone.



**Step 4: Log In:**

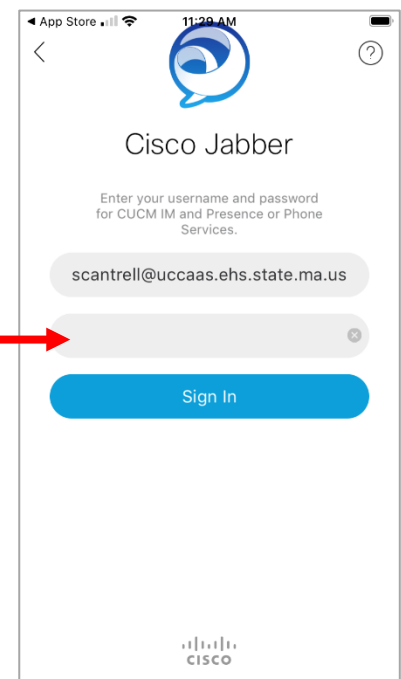
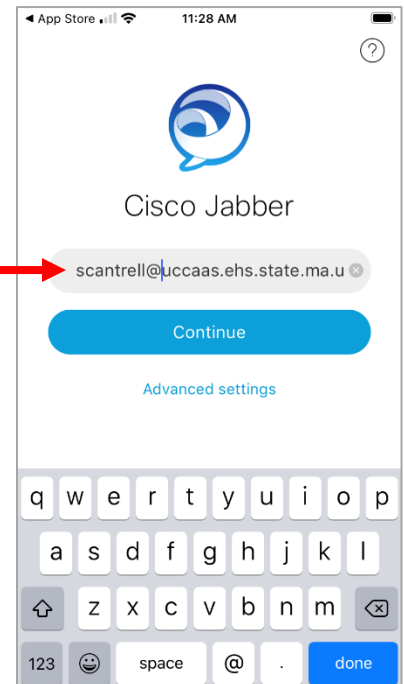
- Your unique User ID will be provided to you by EOHHS-IT via email.
- On Mobile devices, your **User ID** is the initial of your first name, your full last name followed by @uccaas.ehs.state.ma.us.

NOTE:

- Please pay attention to the characters to the right of the @ sign. It is different than the desktop Jabber User ID.
- If an error message appears above the User ID field, check that you have entered the full string:

Example:

- Name: John Smith
 - Jabber User ID: jsmith@uccaas.ehs.state.ma.us
-
- Enter the password provided to you by EOHHS-IT Voice Telecommunication.

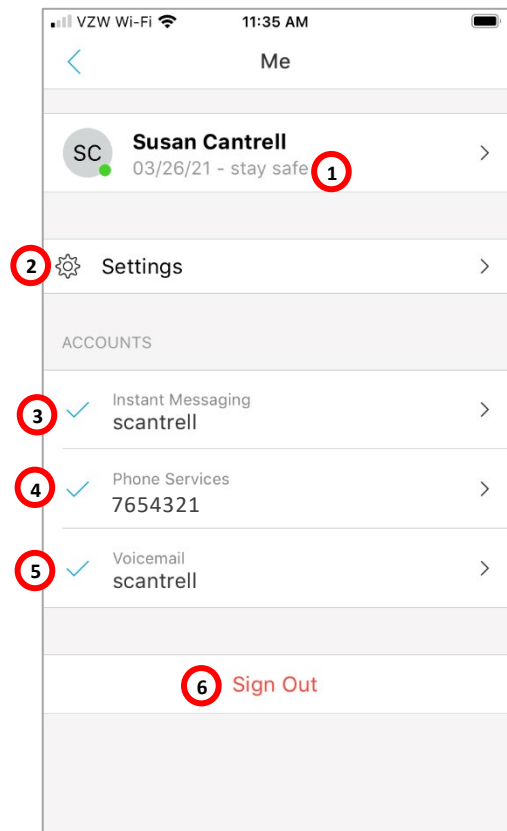
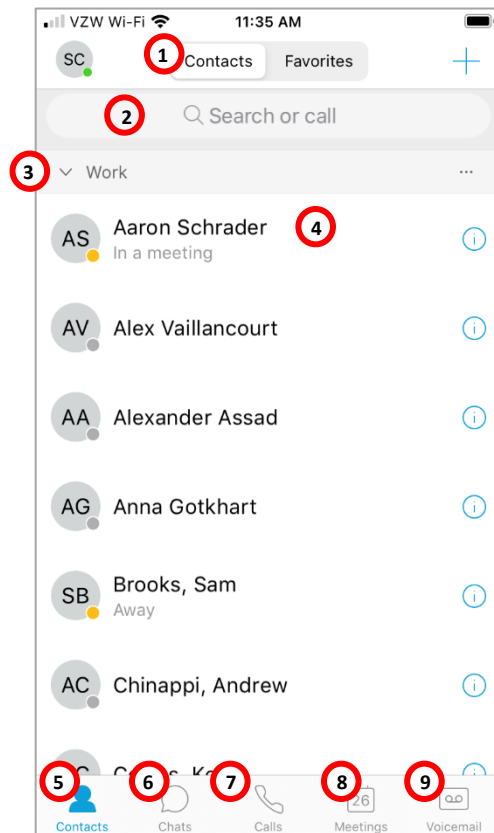


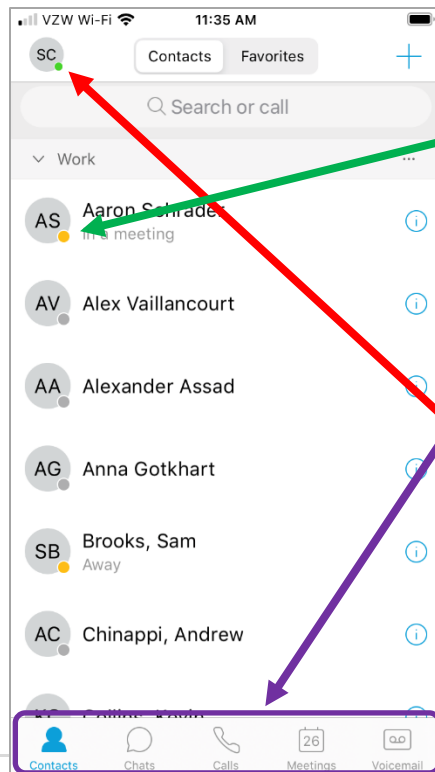


Mobile Interface:

1. Contacts
2. Search or Call Window
3. Customized Groups
4. List of Added Contacts
5. Contacts (2nd location)
6. Chats
7. Calls Keypad/Received and Made
8. Meetings in Calendars
9. Voicemail Received and Made

1. Presence Status & Settings
2. Settings
3. Instant Messaging Status & Settings
4. Phone Services Status & Settings
5. Voicemail Status & Settings
6. Sign Out



**Contacts Panel:**

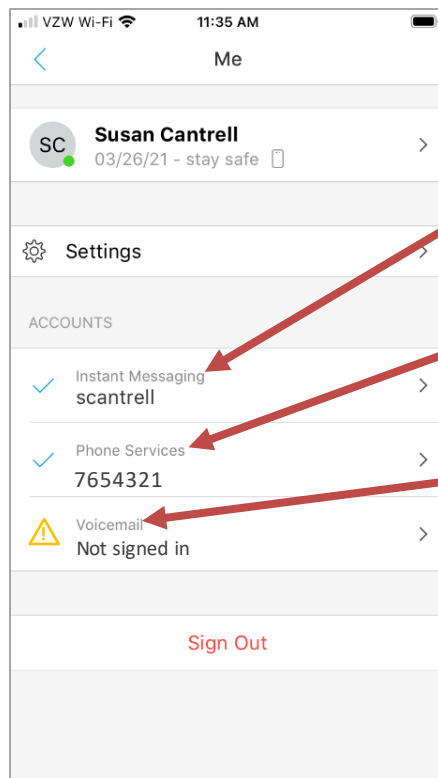
The app should launch and present this screen.

If you have already added contacts via your desktop app, they will appear with their current presence status displayed. Presence status is indicated by the colored dot to the left of the name.

You will also notice that **Contact, Chat, Calls, and Messages** menu buttons are located across the bottom.

- Verify that all services you are provisioned for are active.

Click on the circle with your name's initials located at the upper-left corner.

Settings:

A new screen will appear:

Instant Messaging should be check-marked.


Phone Service should be check-marked.


- **Voicemail** should be check-marked.

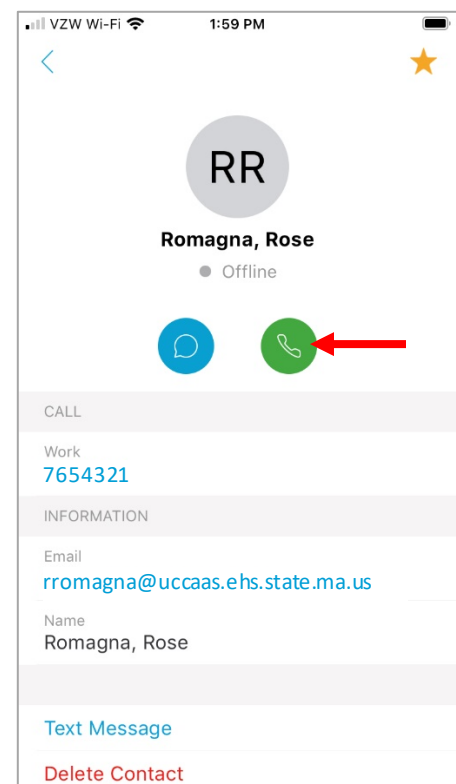
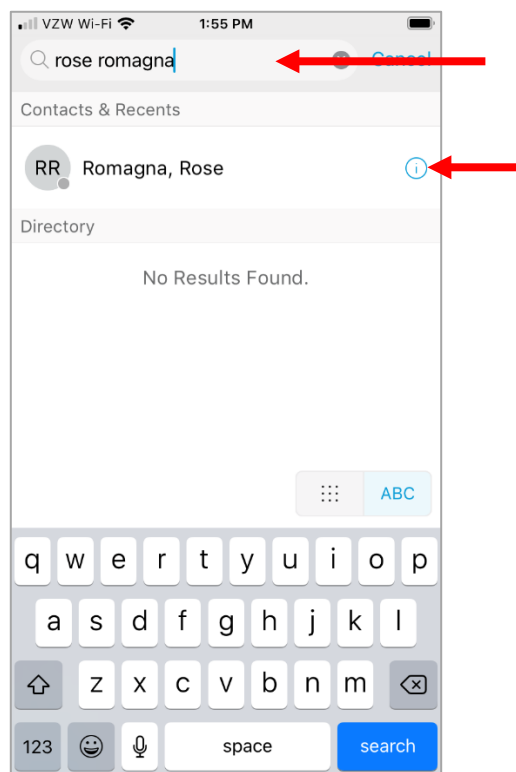
If not, such as indicated here for **Voicemail**, open a ticket with the EOHHS-IT Service and Support Center at 617-994-5050. The service request will be routed to EOHHS-IT Voice Telecommunication for a resolution.



**Making
a Call:**

- Type the person's name in the Jabber Search or call field.
- Entering the name as completely as possible is recommended since Jabber will display only the first 15 matches.
- Click  symbol by the contact's name.

- Click  to initiate the call.
- The call is placed to the person's seven-digit EOHHS telephone number.





SOME KNOWN ISSUES

Public Wi-Fi:	<p>If you are using a laptop or mobile device on Wi-Fi, your phone connection will only be as good as your Wi-Fi connection.</p> <p>Please ensure you have a fast, stable Wi-Fi network connection before using Jabber.</p>
Audio:	<p>Desktop's built-in speakers and mics may be disabled due to the way desktop images were built in the past.</p> <p>Jabber will require a USB headset with mic. It is also strongly recommended that all users use a headset for voice calls out of respect for your neighbors.</p>
Voicemail Access:	<p>Some users may get an error message related to incorrect username or password for voicemail. If you receive any error messages or cannot access voicemail, please open a service ticket with:</p> <div data-bbox="701 1050 1088 1190"></div> <p>EOHHS-IT Service and Support Center 617-994-5050 Online Form (CA) Email</p>