



Cisco Jabber for Windows 11.0 User Guide

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Revised: September 11, 2015,

User Guide

New and Changed Information

This document applies to Cisco Jabber for Windows Release 11.0.x and 11.1.x.

Description of Change	Date	Where Documented
New topic added for making a Jabber to Jabber Call	September 11, 2015	Jabber to Jabber Call, on page 12

Availability

Create Personal Status Messages

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance. Cisco Jabber saves the three most recent personal status messages for each state. You can select your status messages from the drop-down list on the main window.

Procedure

- Step 1** Insert your cursor in the status message field on the main window.
 - Step 2** Enter your personal status message.
 - Step 3** Press the **Enter** key on your keyboard.
Cisco Jabber displays your personal status message.
-

Contacts

Add Directory Groups

Directory groups are maintained by your administrator for your enterprise. When you add a directory group to your Contacts list, then the list of people assigned to that directory group are automatically added to the group in your contacts. You don't have to maintain the list because it synchronizes automatically with the directory for your enterprise, meaning that people are added and removed from the group in your Contacts whenever the administrator adds or removes them from the enterprise directory. You can remove a directory group from your contacts list at any time.

If the directory group is larger than 100 people, then no presence is displayed for anyone in that group, unless someone is also in your personal contacts list.

Procedure

- Step 1** Select the Menu icon, then **File > New > Directory Group**.
 - Step 2** In the dialog box that opens, enter the directory group name.
You may be able to search for the directory group that you want to add. But if you don't have any search capability, then the directory group name must be provided to you by your administrator.
 - Step 3** Select **Add** then **OK**.
-

Add External Contacts

Cisco Jabber lets you add contacts from chat applications that are external to your organization. You can also add custom contacts for people without an IM address.

Your system administrator must enable this feature. If you cannot add external contacts, ask your system administrator for help.

Procedure

- Step 1** Select **File > New** and select the type of contact that you want to add.
 - Step 2** Enter the email address of your contact. For custom contacts without an IM address, enter the contact details that you want to use.
 - Step 3** Select a contact group.
 - Step 4** Select **Add**.
-

Import Contact Lists

You can create contact lists in XML format and then import them into Cisco Jabber.

Procedure

- Step 1** Open the main Cisco Jabber window.
 - Step 2** Select **File > Import contacts..**
 - Step 3** Browse to the location of the contact list definitions XML file.
 - Step 4** Select the contact list definitions file and then select **Open**.
-

Cisco Jabber imports the contacts from the definitions file. The contacts are available in your contact list.

Contact List Definitions

The following XML snippet shows the structure of a contact list definitions file:

```
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Group Name</gname>
    <user>
      <uname>IM Address</uname>
      <fname>Display Name</fname>
    </user>
  </group>
</buddylist>
```

The following table describes the elements in a contact list definitions file:

Element	Description
<?xml version="1.0" encoding="utf-8"?>	XML declaration. Your definitions file must contain an XML declaration with the following attributes: <ul style="list-style-type: none">• <code>version</code> - Specifies the version of the XML file.• <code>encoding</code> - Specifies the encoding. You must use <code>utf-8</code>.
<code>buddylist</code>	Root element of the contact list definition.
<code>group</code>	Parent element of a contact group. One group can contain multiple users. There is no limit to the number of users a group can contain. There is also no limit to the number of groups you can include in a contact list definitions file. However, your server sets a restriction to the number of contacts that you can add to Cisco Jabber. You must ensure you do not exceed that limit in your contact list definitions file.
<code>gname</code>	Specifies the name of the group.
<code>user</code>	Parent element that holds details for a single user.
<code>uname</code>	Specifies the instant messaging (IM) address of a user.
<code>fname</code>	Specifies the name that displays in the client user interface.

The following is an example XML definition of a contact list that you can import into Cisco Jabber:

```
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Sales</gname>
    <user>
      <uname>amckenzi@example.com</uname>
      <fname>Adam McKenzie</fname>
    </user>
    <user>
      <uname>aperez@example.com</uname>
      <fname>Anita Perez</fname>
    </user>
  </group>
  <group>
    <gname>Marketing</gname>
    <user>
      <uname>nfox@example.com</uname>
```

```
<fname>Nancy Fox</fname>
</user>
</group>
</buddylist>
```

Chats

Search from Chat Windows

You can find, add, and call contacts from the search bar in chat windows.

Procedure

- Step 1** Enter the name of a contact in the search bar of the chat window.
You can enter phone numbers in the search bar to call directly from the chat window.
- Step 2** Start a conversation with your contact by using one of the following methods:
- Hover your cursor over the contact to add that contact to a list or to call that contact.
 - Double-click the contact to start a chat session.
-

Start Group Chats

You can use group chats to send instant messages to two or more contacts at the same time. Group chats are not persistent, meaning that you can use them to create a chat with two or more people but no history is stored.

Procedure

Select one or several participants to invite to the group chat. The maximum number of participants in a group chat is 200.

- Open a chat window with one participant of the group chat. Select **Add participants** in the bottom right corner of the chat window and specify other invitees.
- On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.

Transfer Files

You can transfer files between Cisco Jabber clients using the Send file icon in the chat window. You can also drag and drop the file into the chat window.

Procedure

- Step 1** Select **Send file** in the bottom right corner of a chat window.
 - Step 2** Select the file that you want to transfer from your computer.
 - Step 3** Select **Open**.
-

Block Specific Contacts and Domains

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.



Note If you add a contact to your block list, and that contact has you in their contact list, that person cannot view your availability status or send you instant messages.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as cisco.com, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Procedure

- Step 1** Select **File > Options**.
The **Options** window opens.
 - Step 2** Select the **Privacy** tab and then select **Advanced**.
 - Step 3** Enter specific contact addresses or domains in the **Block list**.
 - Step 4** Select **Apply** and then **OK**.
-

Allow Specific Contacts and Domains

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.



Note Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

Example 1: Allow specific contacts inside your organization

- 1 You set your basic privacy settings to block everyone inside your company.
- 2 You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

- 1 You set your basic privacy settings to block everyone outside your company.
- 2 You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

Example 3: Allow specific contacts from blocked domains

- 1 You add a specific domain, such as cisco.com, to your block list.
- 2 You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Procedure

- Step 1** Select **File > Options**.
The **Options** window opens.
- Step 2** Select the **Privacy** tab and then select **Advanced**.
- Step 3** Enter specific contact addresses or domains in the **Allow list**.
- Step 4** Select **Apply** and then **OK**.
-

Control Who Can Interact with You

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Procedure

Step 1 Select **File > Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 4 Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options: <ul style="list-style-type: none">• Allow - Lets the person view your availability status and send you instant messages.• Block - Does not let the person view your availability status or send you instant messages. Adds the person to your block list.• Add to my contact list - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 5 Select **Apply** and then **OK**.

Manage Status Requests

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Procedure

Step 1 Select **File > Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside of your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: <ul style="list-style-type: none">• Allow - Lets the person view your availability status and send you instant messages.• Block - Does not let the person view your availability status or send you instant messages. Adds the person to your block list.• Add to contacts - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4 Select **Apply** and then **OK**.

Chat Rooms

You can use chat rooms if they are enabled by your administrator. Chat rooms are enabled if there is a Chat Rooms icon on your hub window.

You use chat rooms to join or read discussions on the theme of the room with the other chat room members. For example, your administrator may create a themed chat room such as "Foreign Exchange Rates", where you can join this room to discuss the foreign currency exchange rates and view all previous messages sent to the room since its creation.

You can browse all rooms by viewing a list of room names, join open rooms, or be added to a room by an administrator. You can be a member of multiple rooms. You can filter room content by keywords or senders.

Join Chat Rooms

Joining a chat room allows you to participate in the conversation or read what is being said, where multiple chat room members share information in a common chat window. All of the rooms that you are a member of are listed in your **My rooms** tab. If an administrator adds you to a chat room, it is displayed immediately in your **My rooms** tab.

Procedure

Step 1 Click the **Chat Room** icon in the **Hub** window, and select the **All Rooms** tab.

Step 2 Browse for a room, which are listed alphabetically.

If a room is restricted to specific members, you cannot join the room unless you are added by an administrator. For the restricted rooms that you are not a member of, you see a lock icon instead of the **Join** button.

- Step 3** Click **Join** beside the room that you want to join. The rooms where you are already a member have a checkmark beside them.
-

Participate in Chat Rooms

After you join a chat room, you can participate in it and view the discussion history.

Procedure

- Step 1** Select the **Chat Room** icon on the hub window, and select **My Rooms** to view the rooms where you are a member.
- Step 2** Double-click on the room that you want to enter.
- Step 3** View the current participant list on the right side of the chat window. You can show or hide the participant list.
- Step 4** Read the discussion and enter your own chat messages. The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in. From the chat room, select **Show More** to view older messages.
-

Filter Chat Rooms

You can create notifications in chat rooms that tell you whenever a key word is used, or a certain user makes a comment, or your username is mentioned. These notifications are based on filters. Filters search chat room using the criteria that you define for the search. So after you create a filter, then you get notified about any conversations that happen in the chat rooms that match your filter criteria. You see a red notification on the hub window which displays the number of new matches found for your filter. Filters can include mentions when your username is used in a chat room, or custom filters that search by keyword or sender.

Procedure

- Step 1** In the client, select **Chat Rooms > Filters**, then select **Create Filter**.
- Step 2** Give the filter a label and then define the filter criteria. You can filter chat rooms using up to three keywords or by username. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords.
- Step 3** Select **Create**.
Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.
-

Mentioning Users in Chat Rooms

When other users mention your username, it creates a notification in the **My mentions** section of your chat room filters. Mentioning other users notifies them that they were mentioned in a chat room.

Before You Begin

Users only receive a notification if the chat room is public and the user is part of the organization, or they are a member of the chat room.

Procedure

- Step 1** To create a mention for another user, in the text box of the chat window in a chat room, type the @ symbol followed by the person's user name to search the directory for the user. The client displays user names that match what you are typing.
- Step 2** Select the username that you want to mention. You can mention a username that does not have a Jabber ID associated with it. You can use the @ symbol as part of your text entry, just use the **Esc** key to exit the mention field.
-

After you send the message, a notification is created for the mentioned user in their **My mentions** list, with a link to the conversation in the room where the mention was made.

Search Chat Rooms

You can search chat rooms by keywords, and further refine your keyword search with criteria such as participants, room name, and date range.

Before You Begin

You must be a member of the chat rooms for your search to be completed.

Procedure

- Step 1** In the client window, select the **Chat Rooms** icon, then select the **Filters** tab.
- Step 2** Enter search criteria in a search box, just like you search for contacts in your Cisco Jabber hub window. The following restrictions apply to chat room searches:
- The search includes the period from when you joined a chat room until the present day.
 - The search does not work for special characters, unless you add letters to the search string as well.
- Step 3** Double click on a result to open the persistent chat room where the search got a match.
-

Results are sorted chronologically and grouped by room. The maximum number of results displayed is 200, although you can show more messages to display older results.

Calls

Jabber to Jabber Call

You can make a call to another Cisco Jabber client using Jabber to Jabber calls. There are some differences using Jabber to Jabber calls:

- You can make a Jabber to Jabber call with only one contact at a time.
- When you are on a Jabber to Jabber call, if you call another contact your ongoing call will end.
- When you start a Jabber to Jabber call with a contact and your contact starts a Jabber to Jabber call with you at the same time, your call is connected and you don't get any incoming call notice.

Before You Begin

Your system administrator must enable Jabber to Jabber Calling.

Procedure

- Step 1** Access the phone number options for your contact.
For example, right-click on a contact in your contact list and choose **Call**, or from a chat window, click on the **phone numbers/address list** drop-down list.
- Step 2** Choose **Jabber Call**.
-

Forward Calls

You can forward all calls from Cisco Jabber to voicemail or a different phone.

Procedure

- Step 1** Select the phone control menu on the main window.
- Step 2** Select **Forward calls to** and then select the appropriate option.
-

Send Call Icons To Contacts

You can send a call icon to another user in a chat window that they can simply click on to call you. These call icons give you an easy way to request calls from contacts. When someone receives a call icon, they can simply click on the icon to start a phone call with you.

Procedure

Enter either of the following commands in a chat window to sends the person or people in your chat window an icon of a telephone. Your contacts can click on the telephone icon to start a call with you.

:callme or :telephone

Control Far-End Cameras

In calls that support far-end camera control, you can adjust the far-end camera to give you a better view during video calls or you can control the conference layout of cameras. A **Show Far End Camera Control** icon is displayed in your call if the far-end camera is enabled for control. When you select the icon, depending on the way that the call is connected, you can either use it to move the far-end camera or change the conference layout of video screens.

If you call a unit or person directly that has a device with a controllable camera, you can control the far-end camera even if multiple people call into that device at one time. However, if you call a Cisco bridge, then you can only control the conference layout by selecting how you want the various cameras to be displayed on your conference call.

Before You Begin

This feature is available to you if the system you are calling supports it, and if your administrator has enabled it for you. You also need to be in softphone mode, which means you've selected **Use my computer for calls** in your hub window.

Procedure

Step 1 After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2 Use the pan, tilt, and zoom button to control the call.

- For direct calls to devices, use the controls to pan the camera left or right, tilt the camera up or down, and zoom the camera in and out.
- For calls to bridges, use the controls to select the conference layout that you want to use.

You can also use the following keyboard shortcuts to manually control the camera:

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Meetings

Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to start, join, and manage online conferences.

Procedure

- Step 1** Select **File > Options**.
 - Step 2** When the **Options** window opens, select the **Meetings** tab, then **Edit account**.
 - Step 3** From the **WebEx Site** drop-down list, select **New Site**.
 - Step 4** Enter all of the required information, including the name of the Cisco WebEx site that you want to add to your Cisco Jabber client, for example, `cisco.webex.com`.
-

Conferencing Options

If you want to talk or meet with several people, you can easily create spaces for your meeting using one of the conferencing options.

Create a Conference Call Using my Personal Room

Before You Begin

Ensure **Use Personal Room for all my instant meetings** is selected in your **Meet Now** settings on Cisco WebEx.

Procedure

- Step 1** Select one or more contacts from your Contacts list.
 - Step 2** Right-click over the selected contacts, and from the menu, select **Meet Now**.
You are connected to your personal room and your contacts are sent an invitation to join your conference call.
-

Escalate to a Collaboration Meeting Room

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR).

Procedure

- Step 1** Ensure that the option to **Use my bridge for conference call** is not selected.
You can check your selection by selecting the Menu icon, then **File > Options > Calls > Use my bridge for conference calls**.

- Step 2** When you are in a group chat with participants, select the **Call** icon.
You are connected into the conference call and your group chat participants are sent an invitation to enter the meeting using either a video link or using Cisco WebEx.
-

Create Conference Calls Using My Bridge

Before You Begin

Configure your bridge information.

Procedure

- Step 1** In the group chat window, select the call icon to start a conference call.
- Step 2** You are connected into your bridge. The other group chat members are sent an invitation to join your conference call.
-

Configure Bridge Information

You use bridge information to specify the call details that are sent to users in an invitation when you create conference calls.

Procedure

- Step 1** Select the Menu icon, then select **File > Options**.
- Step 2** In the **Options** window that opens, select the **Calls** tab.
- Step 3** Select the option to **Use my number to make conference calls**.
- Step 4** Enter a number or URI to use for your bridge.
- Step 5** (Optional) If you want your bridge to be password protected, specify a **Host PIN** and **Guest PIN**.
- Step 6** Select **Apply** then **OK**.
-

Integrate Cisco Jabber with Calendars

Set up calendar integration to view your meetings and calendar events directly from Cisco Jabber.

Procedure

- Step 1** Select **File > Options**.
- Step 2** Select the **Integration** tab.
From release 11.0 onwards, this tab is called the **Calendar** tab.
- Step 3** Select the application that you use to organize your calendar.
If you integrate with Google Calendar, you must allow it access.

Step 4 Select **File > Exit** to close Cisco Jabber.

Step 5 Restart Cisco Jabber.

Integrate with Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab (**Calendar** tab from release 11.0) and restart Cisco Jabber.

Procedure

Step 1 Enter your Google account username and password and then select **Sign in**.

A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.

Step 2 Select **Allow access**.

Step 3 If prompted, select **Yes** to continue running scripts on the page.

The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page.

The **Google Calendar Sign In** window closes.

Step 4 On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation.

Cisco Jabber displays calendar events from your Google Calendar account.

Remove Google Calendar Integration

You can remove Google Calendar integration with Cisco Jabber. To completely remove Google Calendar integration, you should also revoke access from your Google account.

Procedure

Step 1 Open the main Cisco Jabber window.

Step 2 Select **File > Options** and then select the **Integration** tab.

From release 11.0 onwards, the **Integration** tab is called the **Calendar** tab.

Step 3 Select **None** and then select **OK**.

Step 4 Restart Cisco Jabber.

Cisco Jabber no longer displays events from Google Calendar.

What to Do Next

Open your Google Accounts page and revoke access for Cisco Jabber in the **Authorized Access to your Google Account** section.

Create Custom Tabs

You can create custom tabs to display HTML content in the main window.

Procedure

Step 1 Select **File > New > Custom Tab**.

Step 2 In the **Create new custom tab** dialog window, complete the following fields:

- **Tab name**—Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.
- **Page URL**—Enter the URL of the content for your custom tab. You can enter one of the following:
 - Hosted content, for example, `www.cisco.com`
 - Local content, for example, `file://C:\workspace\page.html`

Step 3 Select **Create**.

To remove custom tabs, select the tab in the main window and then select **File > Remove custom tab**. You can remove only the custom tabs that you create.

Accessibility

Screen Reader Support

Cisco Jabber for Windows 10.6 supports JAWS 15 or JAWS 16 screen reader on a Windows 7 or 8 operating system.



You must download a script to run JAWS with the client. You can download the scripts and its reference guide for Cisco Jabber for Windows with JAWS For Windows screen-reading software from CCO, called `CiscoJabber-JAWS-Scripts.10.6.zip`.







Grayscale Status Icons

Grayscale status icons are monochrome and use symbols to show availability.

To use grayscale status icons, select **View > Show status in grayscale**.

The following table shows standard and grayscale status icons:

Standard Icon	Grayscale Icon	Description
		Available

Standard Icon	Grayscale Icon	Description
		Away
		Do Not Disturb
		Unavailable

Keyboard Shortcuts

Global Shortcuts

Operation	Keyboard Shortcut
Access the docked window Tip To show the docked window: <ol style="list-style-type: none"> 1 Open the main Cisco Jabber window. 2 Select View > Show docked window. 	CTRL + Shift + ?
Open the context menu	Menu key Shift + F10

Incoming Calls

Operation	Keyboard Shortcut
Answer calls	CTRL + L
Decline calls	CTRL + D
Reply to calls with chat	CTRL + R

Active Calls

Operation	Keyboard Shortcut
End calls	CTRL + K
Enter or exit full screen mode	CTRL + SHIFT + F

Operation	Keyboard Shortcut
Show or hide self-view video	CTRL + SHIFT + B
Mute or unmute your audio	CTRL + Down Arrow
Start or stop video	CTRL + SHIFT + V
Dock or undock the call window	CTRL + ALT + P
Hold or resume calls	CTRL + SHIFT + H
Open or close the keypad	CTRL + SHIFT + K Tip Enter numbers on the keypad with your keyboard.
Increase volume	CTRL + SHIFT + Up Arrow
Decrease volume	CTRL + SHIFT + Down Arrow
Open or close the More menu	CTRL + SHIFT + Plus
Open the Merge menu when calls are on hold	CTRL + M
Transfer a call	CTRL + SHIFT + T
Start a conference call	CTRL + SHIFT + C

Instant Messages

Operation	Keyboard Shortcut
Bold font	CTRL + B
Italic font	CTRL + I
Underline	CTRL + U
Copy	CTRL + C
Paste	CTRL + V
Cut	CTRL + X
Undo	CTRL + Z
Redo	CTRL + Y

Screen Captures

To take screen captures with your keyboard, do the following:

- 1 Use the Tab key to navigate to the **Send a screen capture** control on the **Conversations** window.
- 2 Press and hold the Space bar.
- 3 Use the arrow keys to highlight the region of the screen you want to capture.

- 4 Press the Space bar to take the screen capture.

Keyboard Navigation

Press the **Tab** key and arrow keys to navigate through items on:

- Main Cisco Jabber window
- Chat windows
- Call windows
- Contact lists
- Options window
- Docked window



Tip

- Use arrow keys to access lists and individual components.
 - Use the **Tab** key to navigate through the general area, and **Shift + Tab** to navigate backwards.
 - Use **Ctrl + Tab** key to navigate through conversation windows when you have multiple conversations going.
 - Press **Enter** to select items on windows or start chats with contacts in your contact list.
-

Navigate Call Controls

To navigate through call controls on call windows, do the following:

- 1 Use the **Tab** key to toggle between call controls.
- 2 Press the **Space** or **Enter** key to open secondary control menus.
- 3 Adjust settings with the arrow keys.
- 4 Press the **Esc** key to exit secondary control menus.

Navigate Contact Lists

When you navigate into the contact list with the **Tab** key, there are groups and contacts. To navigate between groups and contacts,

- Use the left and right arrows to expand and collapse groups.
- Use the down arrow to navigate through groups.
- Use the right arrow to navigate into a group.
- Use the left arrow to navigate out of a group.
- Use the up and down arrows to navigate through contacts in a group.

Troubleshooting

Unable to Access Features

If there is an issue with a feature, for example, you cannot access your voice messages, you may have an issue with your connection status.

Procedure

- Step 1** In the client, select the **Menu** icon, then **Help > Show connection status**.
 - Step 2** For each server listed, verify that the status displayed is **Connected**.
 - Step 3** If any servers are not listed with a **Connected** status, select **Options** to verify the account settings. The **Accounts** tab opens.
 - Step 4** Check that your username is correct and re-enter your system credentials and select **Apply**.
 - Step 5** If the problem persists, select the **Advanced** option to see your server addresses, and then report the problem with your server information to your system administrator.
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Set Video Preferences for Calls

If you see an incoming video call and you don't want to show your video for the call, you can change the setting to answer calls with video. Or if you notice that no video is being shown, you can choose to show your video when you answer calls.

Procedure

- Step 1** From the client, select the **Menu** icon, then **File > Options > Calls**.
 - Step 2** Select your preference to **Always start calls with video** or **Never start calls with video**. You can always change these preferences. So to turn off video for just one call or one day, select **Never start calls with video**. Then you can change that preference later when you want to make video calls.
 - Step 3** Select **Apply** then **OK**.
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Change My Profile Picture

If you are not displaying a profile picture, or you want to change the picture you are using, you can add or change your profile picture. However, this option is only available to organizations using cloud deployments. If you don't have the **Edit my profile** option, then you cannot change your profile picture.

Procedure

- Step 1** From the client, select the **Menu** icon, then **File > Edit my profile**.
 - Step 2** Select the icon under your profile picture to browse to the picture you want to upload.
 - Step 3** Select the picture and select **Open**.
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Spaces in Hyperlinks

If you want to paste a link into your chat window and the link has spaces in it (as for network locations), then you need to add angled brackets to the start and end of the hyperlink to ensure the whole link is clickable, otherwise only the initial string of characters up to the first space is included in the clickable link.

For example, you want to send your colleague the network location to a file. If you just send your colleague the location without angled brackets, it appears as follows: `\\network_home\Public\user\11.0\ ADAM MCKENZIE`. If you enclose the link in angled brackets, the whole string is displayed as a clickable link: `<\\network_home\Public\user\11.0\ ADAM MCKENZIE>`.

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