How to Add Contacts
1. Enter User’s name in Search Bar
2. User list will automatically populate with results
3. Click the + symbol next to user name
   a. For the first user added, you will need to create a group
      i. Click New Group -> Give the group a name -> Click Create
      ii. Click Add
4. Continue the process for all other contacts

How to Make a Phone Call
Calling a user from the contact list
1. Highlight the user with the mouse
2. Click on the Phone Icon next to the their name
**Calling a user not in the contact list**
1. Search for the user in the search bar
2. Click on the Phone Icon next to their name

**Dialing a phone number**
1. Click in the Search bar
2. Dial a phone number using the keyboard and hit **Enter**

**How to Instant Message a Contact**
1. Double click on the user in the contact list
2. This will open an IM window with the desired user
3. Type in the message and hit **Enter**
   a. If needed, call the user by clicking the phone icon in the top right corner of the IM window

**How to Manually Change Status (Presence)**
1. Click on the down arrow next to your current status
2. Change it to desired status

**How to Make Calls from Desk Phone using Jabber**
1. Click on the computer in the bottom right corner
2. Select **Use my phone for calls**

**How to Check Voicemail**
1. Click on the Mail icon on the left side of the window
2. Double-click the voicemail message to listen to it
   a. To delete a message, right-click on it and choose **Delete**