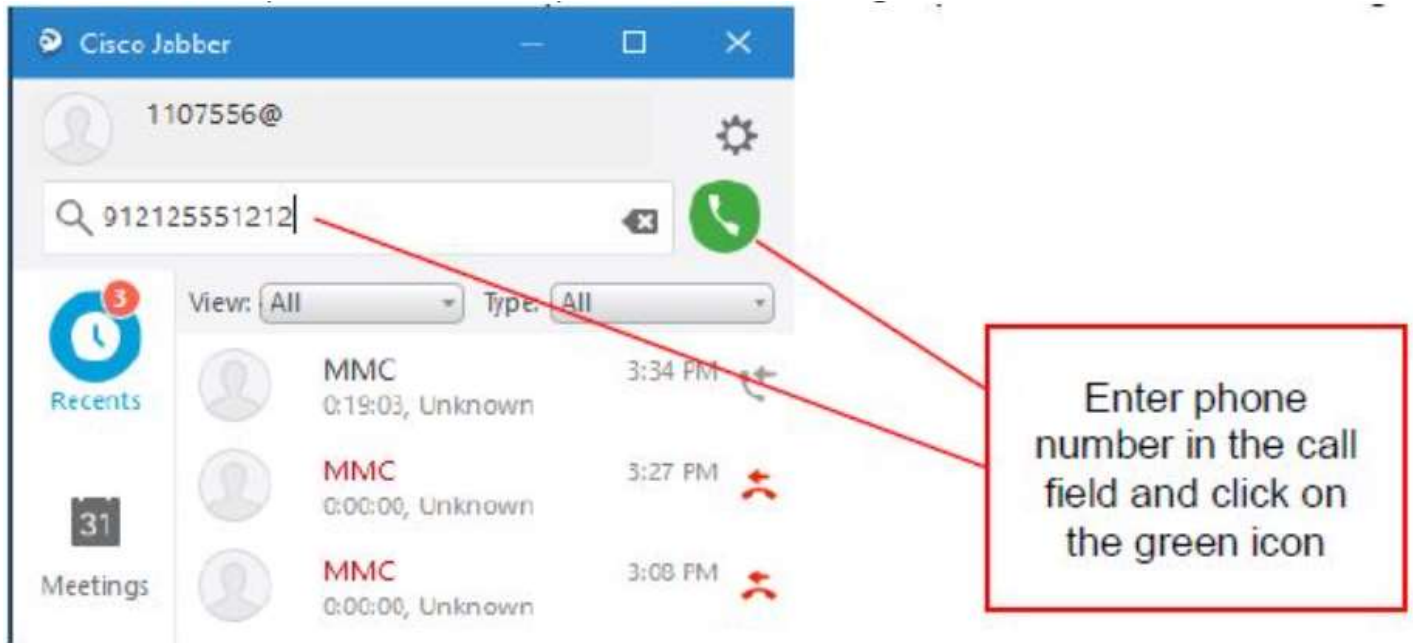


## JABBER How To:

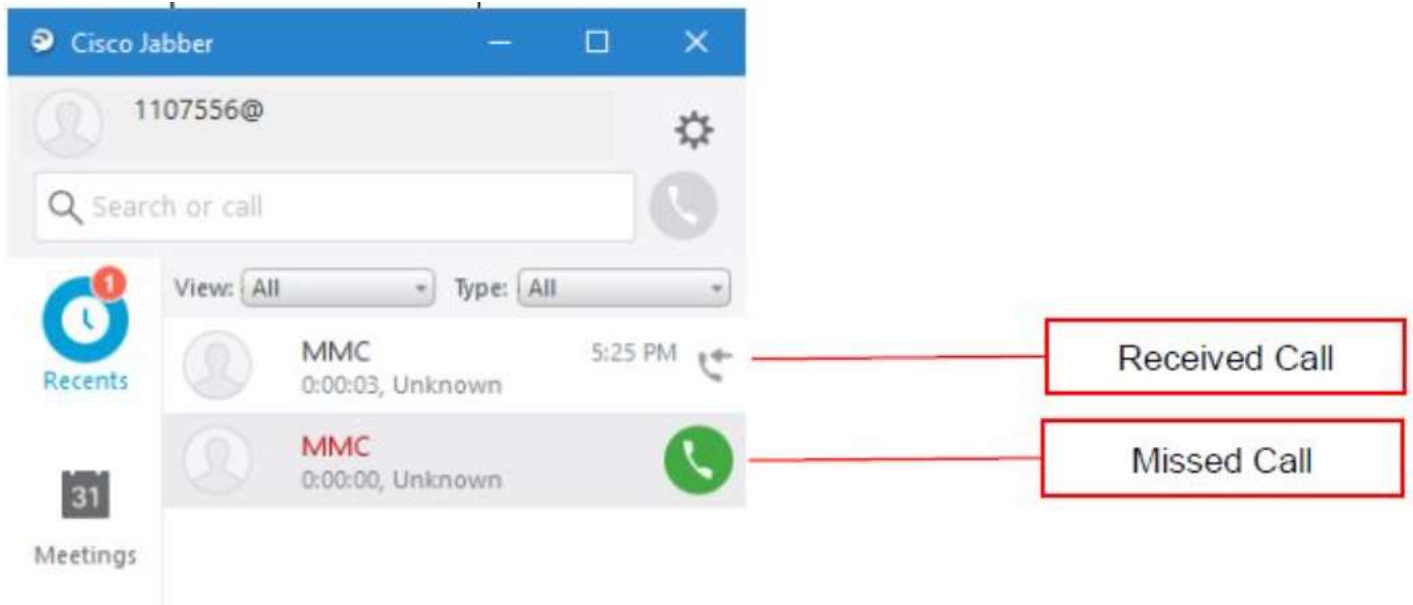
### To make a call:

Enter the phone number of the person and click on the green icon.



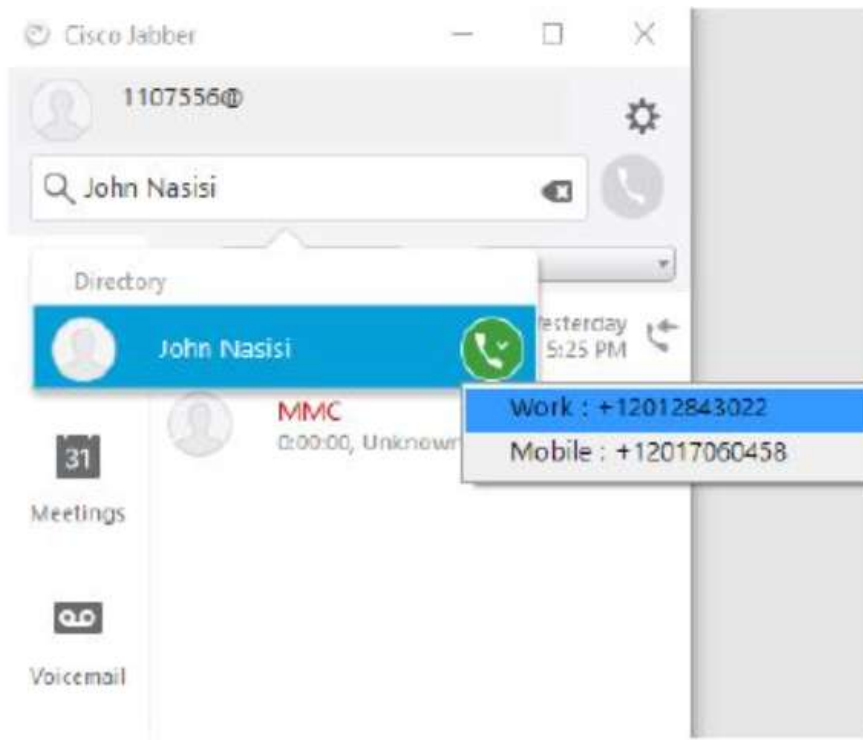
**To dial a missed call:** Hover over the green icon of the missed call (identified in Red) and click on the green icon to place the call.

**To redial a number:** Hover over the green icon of the received call and click on the green icon to place the call.



### To dial a number from the directory:

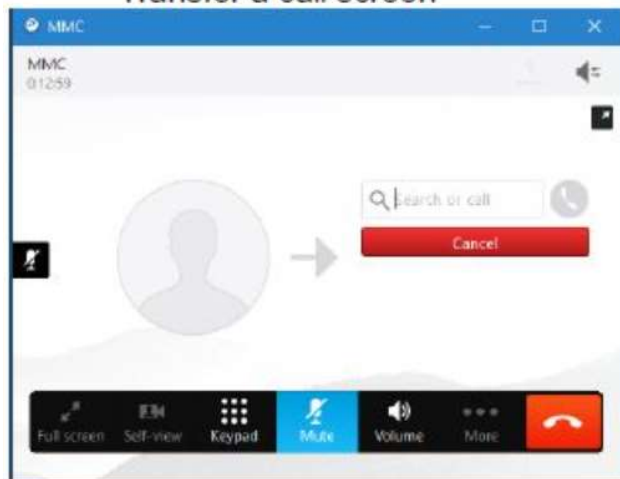
Search for the desired contact (currently search results are limited to US colleagues). Click on the green icon after the name appears. If the colleague has multiple phone numbers listed in WorkDay, click on the green icon and click on the desired number to contact the user.



### To Transfer or Conference a call:

During an active call click on the More button and select Transfer or Conference. Enter the number you wish to transfer or conference to and click the green icon.

Transfer a call screen



Conference call screen

