Cisco Jabber – Receive, Hold, Transfer, & Forward Calls

Cisco Jabber allows all full-time TCTC employees the ability to make phone calls, through their college-issued phone number, regardless of their physical work location.

Try It Out

Receive a call:

1.) Click Answer to accept the call.
2.) Click Decline to forward the call to voicemail.

Place a call on hold:

1.) Click ☐ in the active call window.
2.) Select Hold.
3.) Click Resume to resume the call.

Transfer a call:

1.) Click ☐ in the active call window.
2.) Select Transfer.
3.) Type the name of the person or the phone number to which you want to transfer the call in the search list.
4.) Press ☑ to call.
5.) After warm transfer, press ✨ Transfer ✨.
Forward your calls:

1.) Click in the bottom left of the Jabber hub

2.) Scroll to **Forward Call to:** and either:
   a. Select **Voicemail**
   b. Select among the listed number;
   c. Select **New Number** to enter another phone number.

To unforward calls, scroll to **Forward Calls to:** and select **Do Not Forward Calls** from the drop down menu.

As always, if you have questions or need technical assistance, please contact the IT Service Desk via telephone at 864-646-1779 or email ServiceDesk@tctc.edu