

# 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.

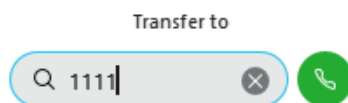
### Place a call on hold:

- 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 

### 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](mailto:ServiceDesk@tctc.edu)