

Jabber/Phone

Help Resources - [Jabber Support Resources \(Videos and User Guides\)](#)

Install Instructions - [Northwestern IT Knowledgebase for Jabber](#)

Common Questions

- How do I call someone?
 - Using the **Search or call** box, you can search the directory or type an external number to dial. When typing a number, enter 9 as the prefix, just like you do in the office. For example: **9-1-847-123-1234**.
- How do I make a three-way call?
 - Follow the **Create a conference call** steps for [Windows](#) or [Mac](#)
- How do I transfer a call?
 - Follow the **Transfer a call** steps for [Windows](#) or [Mac](#)
- Can I send my office phone calls directly to my cell phone?
 - Yes. SAIT recommends adding your cell phone through the [MyPhone](#) website, and following the steps to enable [Mobility/Single Number Reach](#) so that unanswered calls are returned to Northwestern's voicemail system.
 - You can also direct your office number to any phone you'd like using call forwarding, but please consider the types of calls you may receive on your office phone. Specifically, if students may be contacting you directly, would you feel comfortable with them leaving potentially sensitive information on your personal voicemail?

WebEx

Help Resources - [Learning WebEx \(myHR Learning Module\)](#)

Install Instructions - [Windows](#) or [Mac](#)

Common Questions

- How do I start a WebEx meeting?
 - Sign-in to WebEx and click Start by the meeting. [Additional information here.](#)
- How do I join a WebEx meeting without downloading the app?
 - Follow [these instructions](#) to join via your web browser.
- Can I have a WebEx conference call without my computer?
 - Yes. Follow the steps in [Setting Up a WebEx Personal Conferencing Number](#)
- How can I adjust my audio/video settings?
 - For audio follow instructions [here](#) and for video follow instructions [here](#).
- For much more information, please search the [help guide](#) organized by topic

Microsoft Teams

Help Resources - [Learning Teams \(myHR Learning Module\)](#)

Install Instructions - [Windows, Mac or Mobile](#)

Common Questions

- What is Microsoft Teams?
 - Teams is like Skype, but with many more features. After signing in, you will immediately be able to chat with other Northwestern students, faculty and staff, including audio/video just like Skype.
- How is it different than Skype?
 - Beyond just chatting, you can [request a Team](#) (for your department, for example). A Team is like a permanent group, but instead of chatting you “post” or “reply” to messages in different “channels” within the Team. A channel can represent whatever you need it to be – a topic, project, program, or even a sub-group within your department. Channels can be open to everyone on the Team, or they can be limited to specific Team members. In addition to posting messages, a Team can be used to share files and collaborate via apps.
- Do I need a Team?
 - No. If you just want to chat or make audio/video calls like Skype, you don’t need to request a Team. Just sign-in to Teams and search for your contacts by name, NetID, or email address.
- I want a Team – how do I request one?
 - Please request through the [form on SAIT’s website](#)
- Can students contact me via chat in Teams?
 - Yes. All students are able to use Microsoft Teams. Not all of them do, but all of them can. If that is a concern for your office, consider [setting a status message](#) in Teams indicating how students should get help or contact your office.
- How can I set up an "away" message for chat?
 - Microsoft Teams is linked to Exchange. If you set an out-of-office message in Outlook, it will also display in Teams. If you would still like to set a custom message in Teams for chat, you can do so by [setting a status message](#).
- How can I change my status on chat?
 - Microsoft Teams is linked to Exchange. If your calendar shows you are busy, then your Teams status will also be busy. You can “over-ride” this by directly [changing your Teams status](#).
- How many participants can I have in one Teams meeting?
 - The theoretical maximum is 250, but quality and effectiveness of large meetings will ultimately be determined by your computer and network performance.