

WHAT IS JABBER?

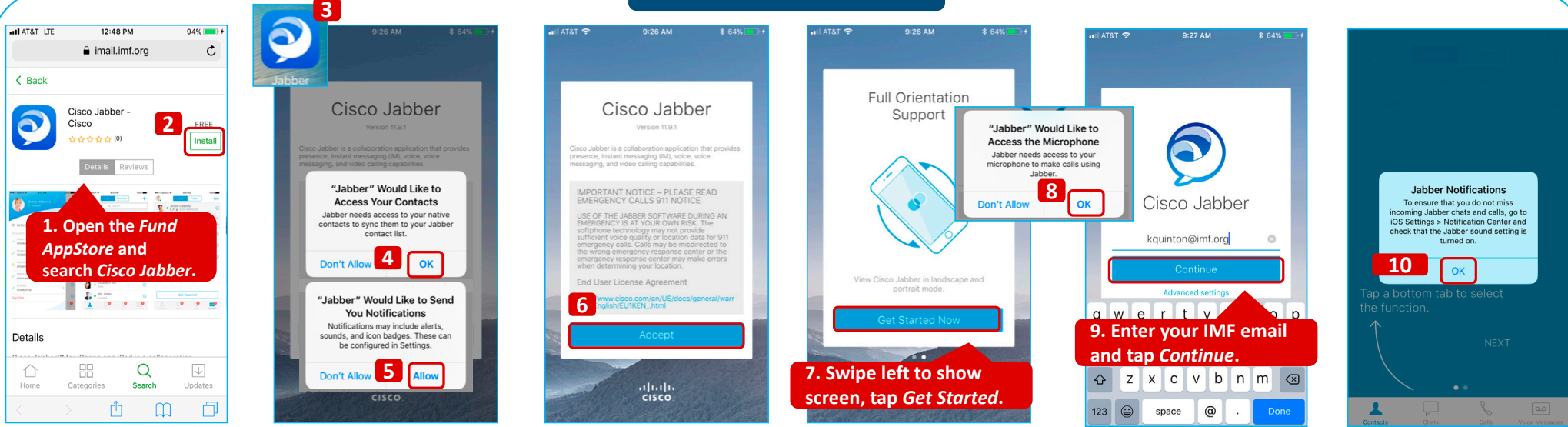
Jabber is an app for your Fund-connected iDevices that enables you to make and receive calls using your office desk phone – thereby taking advantage of lower long distance calling rates.

The phone number associated with Jabber is the same as your office phone (202-623-xxxx).

BENEFITS OF JABBER

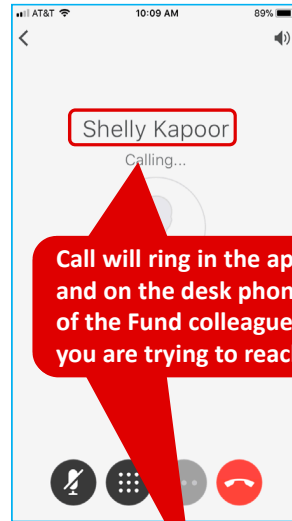
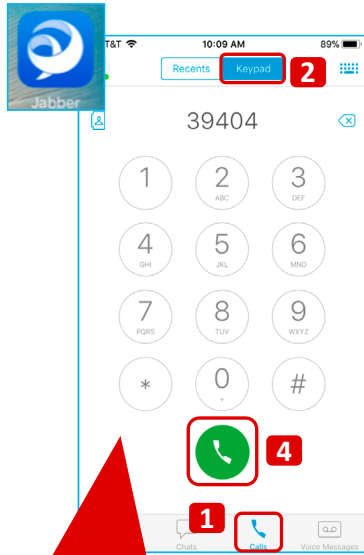
- Calls made on Jabber while on mission travel/ roaming are much cheaper than calls made via the mobile provider network, as the app uses your office desk phone
- Voice mail messages and missed calls are displayed and available in the Jabber app.
- Calls between Jabber users are encrypted and secure.
- Instant messaging is enabled with colleagues using the Jabber app.

INSTALLATION AND SETUP



NOTE: For the smoothest setup and use experience, disable Wi-Fi and Pulse Secure.

CALLING WITH JABBER



Call will ring in the app and on the desk phone of the Fund colleague you are trying to reach.

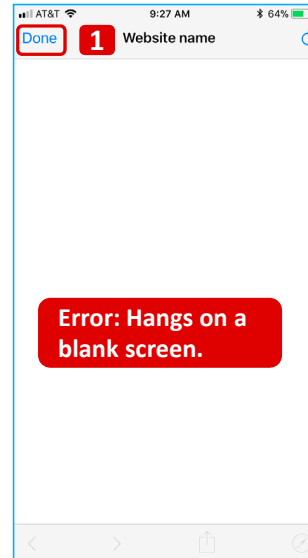


3. Choose from below:

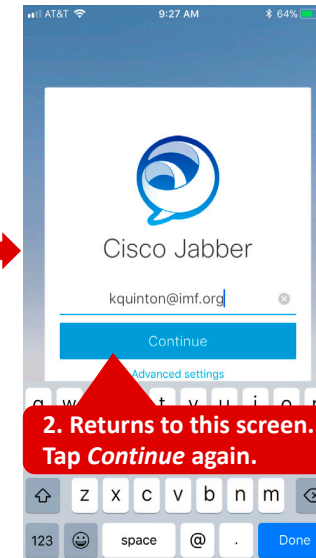
- Dialing an IMF number: enter the 5 digit extension
- External (domestic): Area code + 7 digit number
- External (international): Country code + number

TROUBLESHOOTING

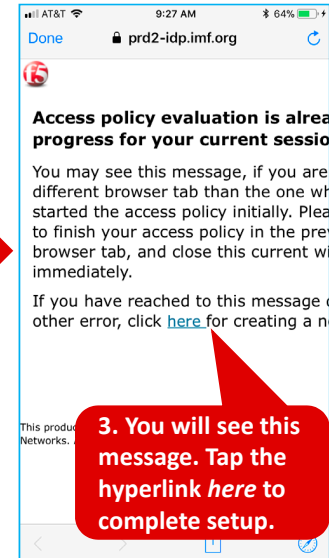
- If you encounter a blank screen error during initial setup: Follow the steps below to complete setup.



Error: Hangs on a blank screen.



2. Returns to this screen. Tap Continue again.



3. You will see this message. Tap the hyperlink here to complete setup.

- If Jabber is idle for an extended period of time, you may be disconnected: Open the app and sign-in as needed to reconnect.
- If you receive certificate errors, it is possible that Pulse Secure is enabled: Tap the Pulse Secure app and disconnect and then sign in to Jabber.
- If you receive a blank screen on sign in: Disconnect from Wi-Fi and use cellular data to connect.