Jabber for Mac

End User Guide

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About Jabber for Mac

Jabber is a next generation unified collaboration client designed natively for the Mac OS X platform that brings together key Cisco technologies - Enterprise instant messaging (chat), presence, telephone services including point-to-point video calling, and visual voicemail.

Limitations

Cisco Jabber will no longer launch on the Mac OS X 10.5 Leopard operating system. If you are using Mac OS X Leopard, please upgrade to a later version of Mac OS X (Snow Leopard, Lion, or Ocelot.)

Software Requirements

Operating Systems	- Apple OS X Mountain Lion 10.8.1 (or later) - Apple OS X Mavericks 10.9 (or later) - Apple OS X Yosemite 10.10 (or later)

Hardware Requirements

| Installed RAM	2 GB RAM
Free Physical Memory	1 GB
Free Disk Space	300 MB
CPU Speed and Type	Intel Core 2 Duo or later processors in any of the following Apple hardware: - Mac Pro - MacBook Pro (including Retina Display model) - MacBook - MacBook Air - iMac - Mac Mini
I/O Ports	USB 2.0 for USB camera and audio devices

Signing In To Jabber

Locate the Jabber icon on your desktop, or search for Cisco Jabber in your Programs folder. When you open the client, you will be prompted to enter your gatorlink username and password.

Jabber for Mac Client Overview

The Jabber client provides tabs down the left side to help organize your client and provide easy access to various methods of communication.
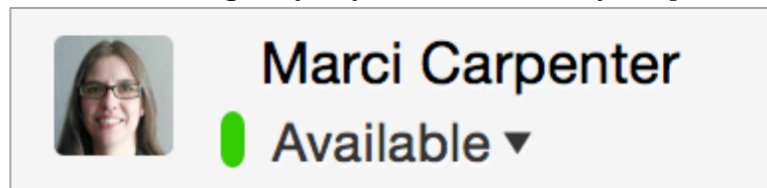
When you first log in to your Jabber client, you will be taken to the Jabber Hub.
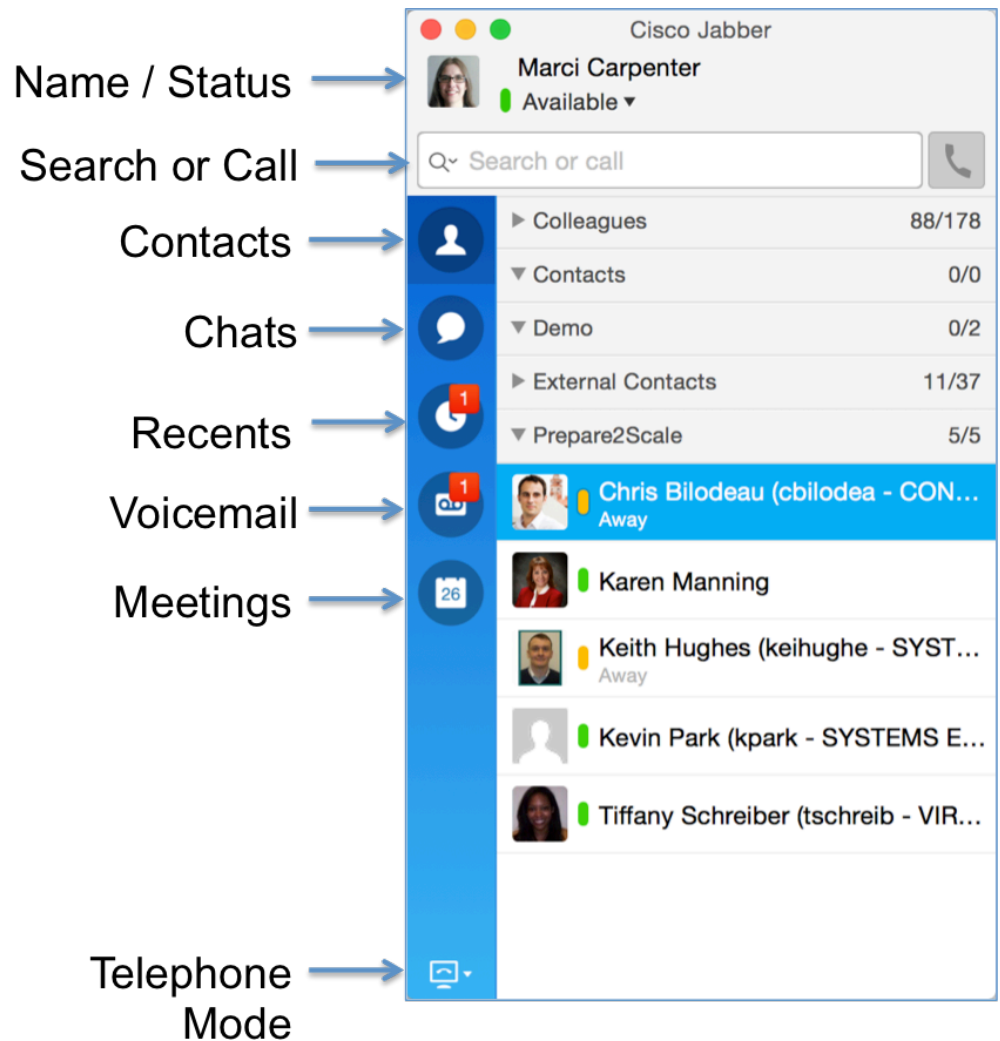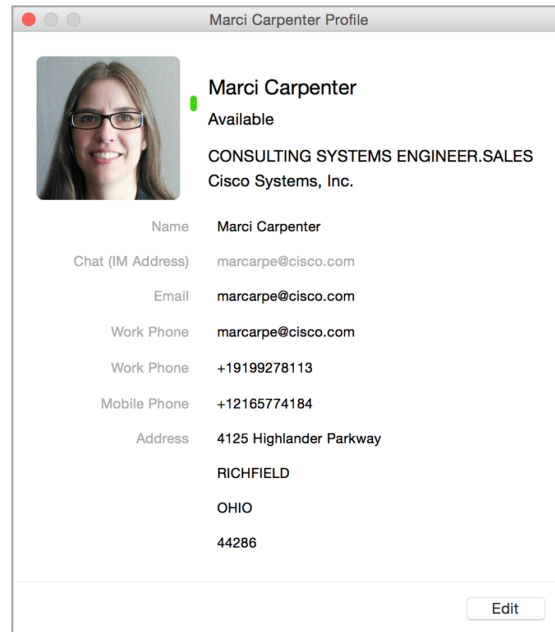

Name

At the top of your client, you will see your picture, if available, and your name.

To view or change any of your details, click your picture.

You may click Edit to change the way your name is displayed on your client.
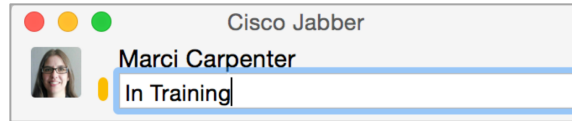
Status

When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when you have not touched your computer keyboard for a default of 15 minutes, or when you lock your computer to step away.

If you join a WebEx meeting from the same computer running Jabber, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting, and then into a do not disturb status displayed as *Presenting* when you are the current presenter.

You may also set your status manually by selecting the arrow just to the right of your current status.
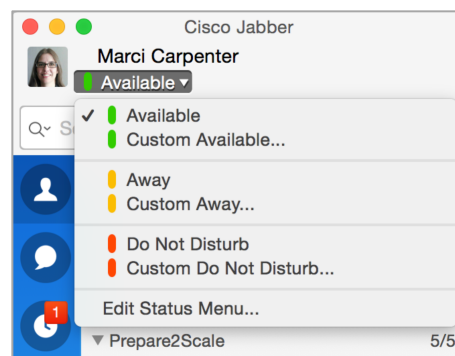

From here you may select one of the generic status options, or select your desired status level and choose the *Custom (level)…* option.

Type your desired custom status in the resulting blank space. When typing your own custom status, please keep in mind that everyone at University of Florida potentially has the ability to view your custom status. Please do not include sensitive or inappropriate information in your custom status.

Jabber will save up to three custom presence status entries per status level. To edit your custom status, click *Edit Status Menu…*
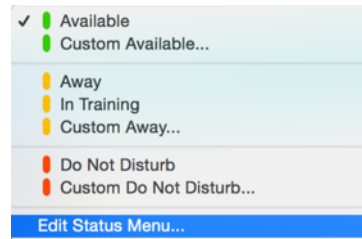

You may then use the + (*plus*) and — (*minus*) symbols under each status level to create a new saved custom status or delete an existing custom status. You may also double-click any existing status to edit an existing custom status without deleting it.
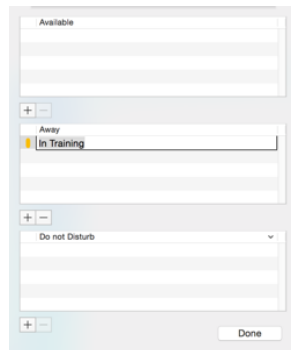
Click *Done* when you have finished your edits.

Search or Call

As the name suggests, the Search or Call bar is where you may enter a telephone number to make a call, or type a person's name to search the directory for their contact details.
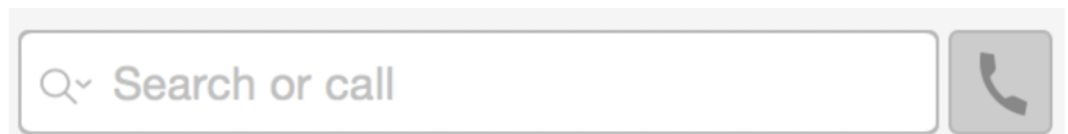
Making an External Call

In the *Search or Call* bar, enter the full telephone number exactly how you would dial it from your desk phone. When you have the number entered correctly, press *Enter* on your computer keyboard, or click the green *Phone* icon to complete the call.
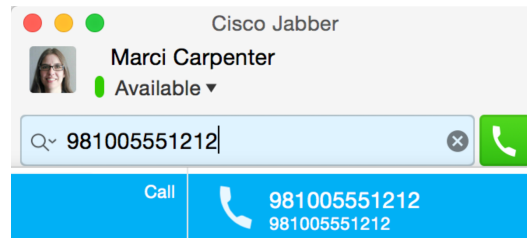

Making an Internal Call

Enter the name of the colleague you wish to call in the Search or Call bar. Jabber will search the company directory to find the person you wish you call. The more of the name you type, the more refined the search results will become.
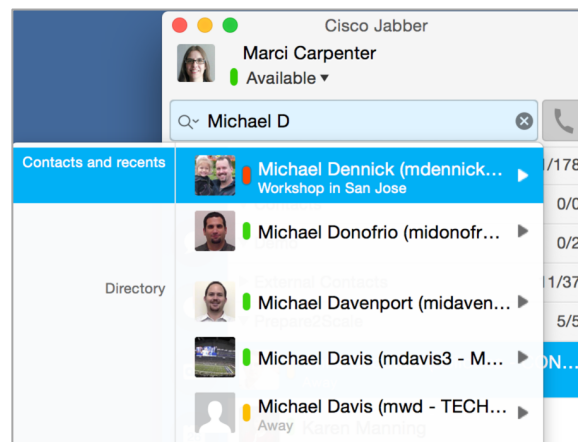

Jabber will display matches from your *Contacts and Recents* (people with whom you have recently interacted), then all results from the company *Directory*.

When you find the contact you are looking for, float your cursor over their name for interaction details. From here you may select to *Call* the person on one of their listed telephone numbers, or choose another method of interaction from the list.
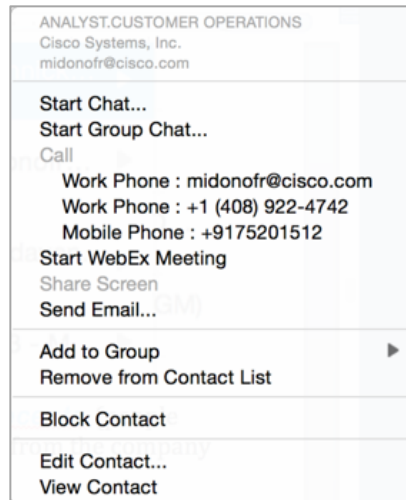
Managing Calls

When you receive a call from one of your colleagues, you will see a pop-up window on your computer indicating your options. You can *Chat* reply, which will start a Chat with the caller, *Decline* the call, which will send the caller to your voicemail, or *Answer* the call.
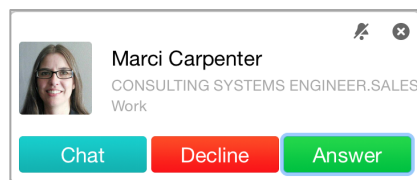
When you receive a call from an outside caller, you will have only the option to *Decline* or *Answer* the call.
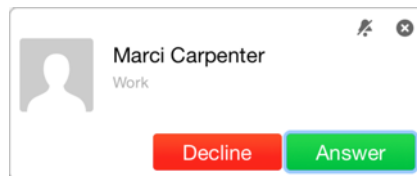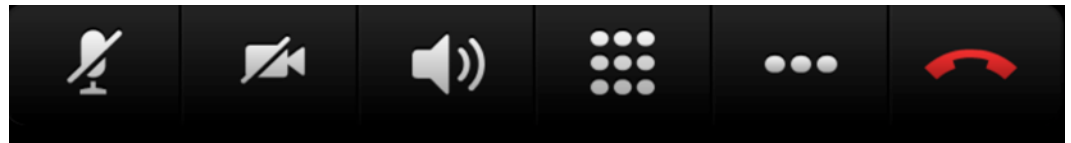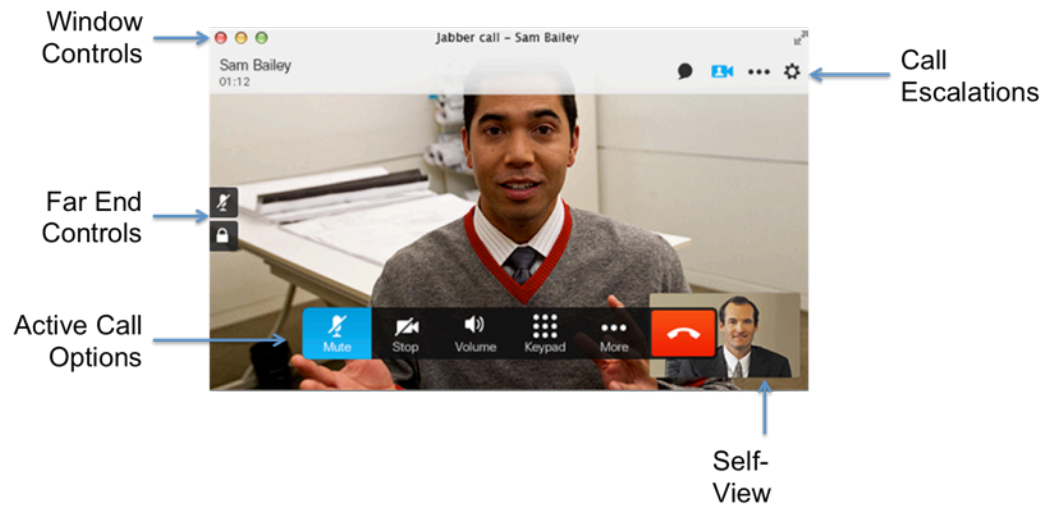

Caller ID information will be displayed in the call alert window for both internal and external callers.

When you are on an active call, you will notice several options at the top right of the Active Call window.

Press to add a text *Chat* to your phone call. Press to toggle your video *Self-View* off or on. Press to *Share Screen* to show your desktop. The *Settings* cog will open the Video Preferences panel.

Along the bottom of the active call window you will find options for use within your call.

Icon	Description
	Audio Mute will mute or unmute your audio in your active call.
	Video Mute will toggle your video camera off and on.
	Call Volume opens a slider with which you may adjust the active call volume.
	Dial Pad opens a keypad to enter additional touch tones, such as when navigating within an automated attendant.
	Call Options opens a menu with options to place call on *Hold*, *Transfer* a call, or *Merge* two or more active calls together into a single conference.
	Hang Up ends the current active call.

Adding Video to an Active Call

Jabber will automatically detect your Apple Insight Camera attached to your Mac for you to use in adding video to your point-to-point audio calls. You may choose if you wish video to start automatically with every call, or if you wish to manually add video on a call-by-call basis.
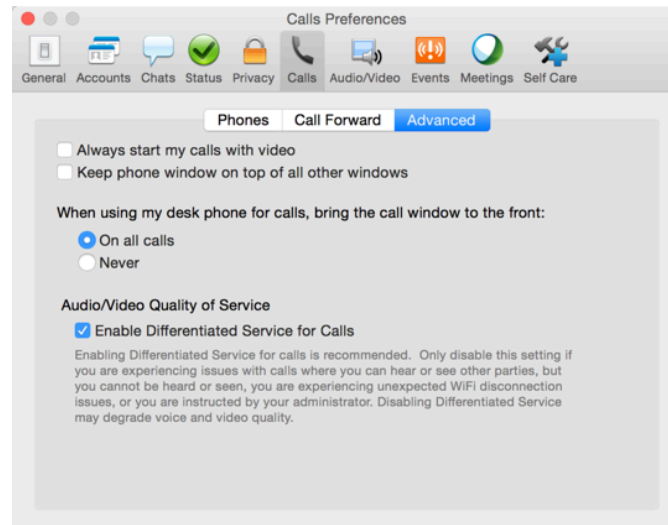
In the top Jabber menu bar, highlight *Jabber* then select *Preferences*.
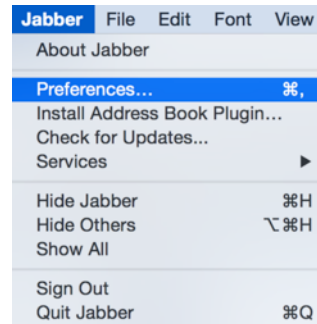
Navigate to the *Calls* tab.
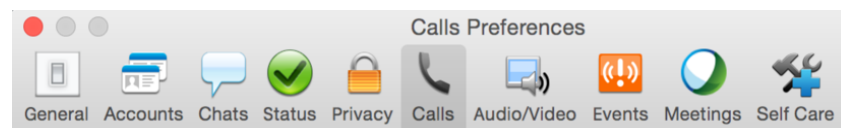
In the Calls Preferences, select the *Advanced* tab.

Select the checkbox to *Always start my calls with video* if you want every call to automatically present video on every call you make or receive.

If you choose to deselect this option, you will be able to add video to your calls on a call-by-call basis using the *Unmute Video* option in the Active Call menu.

Video will take over the entire Active Call window. To use your telephone options with video, move your cursor over the video window to display your

call options. Call Option will automatically hide themselves after a few seconds of inactivity on your screen.

To make your video call full-screen, press the green Expand button in the top left of the Active Call window to enlarge the window.

To temporarily strop your video transmission, press the *Video Mute* button.

To turn on or off the Self-View option, press the *Self-View* button at the top right of the Active Call window.
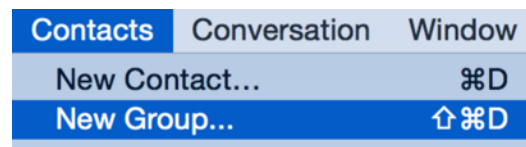
Contacts

The *Contacts* tab of your Jabber client gives you the option to save people you interact with frequently so you can quickly see if they are available and just double-click their name to interact.

In order to begin building out your contact list, you will need to first create a *Group*.

Adding a Group

Groups are a helpful way to organize your Contacts list and make your frequent contacts easier to locate and interact with.
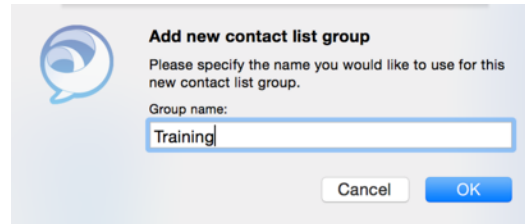
Highlight *Contacts* in the Jabber toolbar across the top of your computer, then select *New Group…*

Alternatively, you may control-click any of the white space in your Contact list, then choose *New Group…* from the resulting menu.
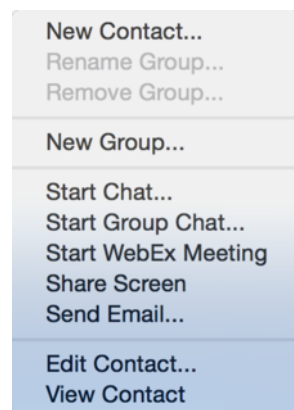

Type a name for your Group, then click *OK*.

Your new Group will now appear in your Hub when you have the *Contacts* tab selected.

Add Contact from Search

Type the first and last name of the person you wish to add to your Contact list in the *Search or Call* bar. As you type, the search results will narrow to help you locate the correct person.

To add a search result to you contact list for easy access in the future, hover your cursor over the search result contact you wish to add to your Contact list then select *Add to Group*. Select from your existing contact *Groups*.
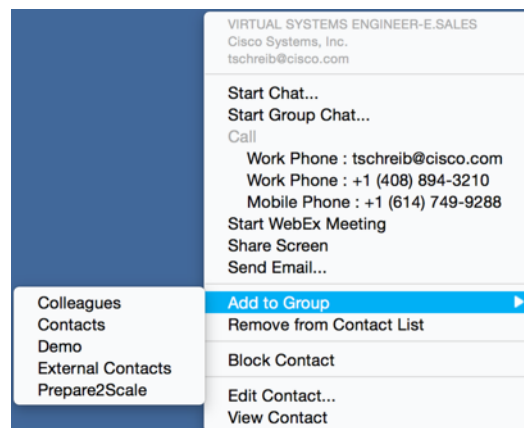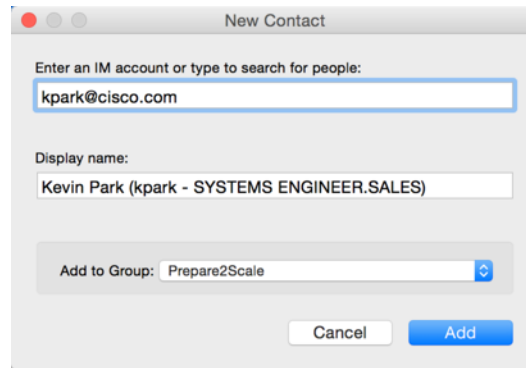
Manually Add A Contact

Highlight *Contacts* in the Jabber toolbar across the top of your computer, then select *New Contact…*
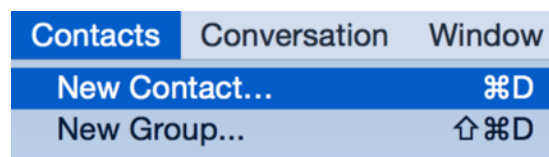
Enter the name of the person you wish to add. Jabber will search your company directory and refine your results the more you type. When you find the correct contact, click them to populate the IM account and Display name fields.

You may overwrite the default display name for your contact list. Changing a person's display name changes it only in your client.

Select a Group from the drop down list, or select *New Group…* to create a new group for this contact.

Interacting With Your Contacts

Hold your cursor over your contact to view current interaction options on the *Contact Card*. You can click Chat to start an instant message, or click Call to dial the contact by phone. Along the bottom of the Contact Card window, you will see additional options to begin a *Desktop Share* ⬆, send an *email* ✉, or get additional *information* ⓘ for the contact.
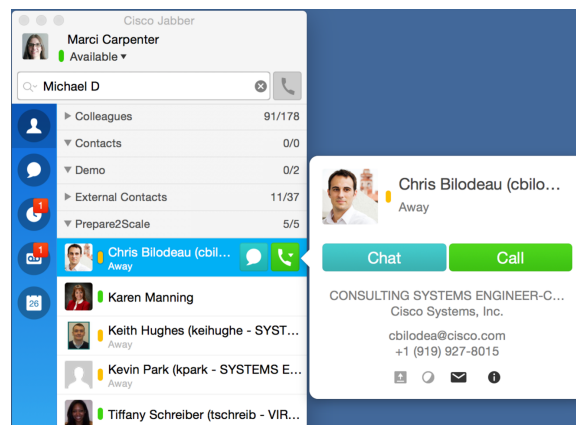
Alternatively, you can control-click the contact in your contact list and select one of the available interaction options.
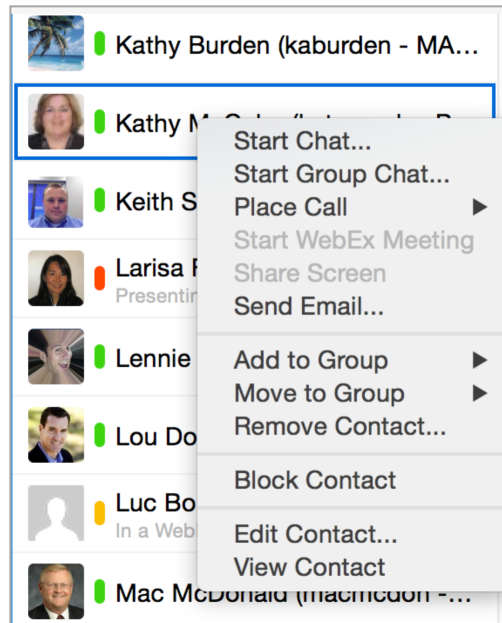
*NOTE*: You will only see interaction options currently available for both you and the contact. If the person you are trying to interact with, for example, is not signed into their client, you will only have the ability to call or email.

The default interaction for double-clicking a contact in your Contact List is to start a *Chat*.

Using Chat

Your active *Chats* will all appear in the same interaction window, separated by tabs along the bottom. Notification of a new message will appear numerically on the tab that contains the unread message.
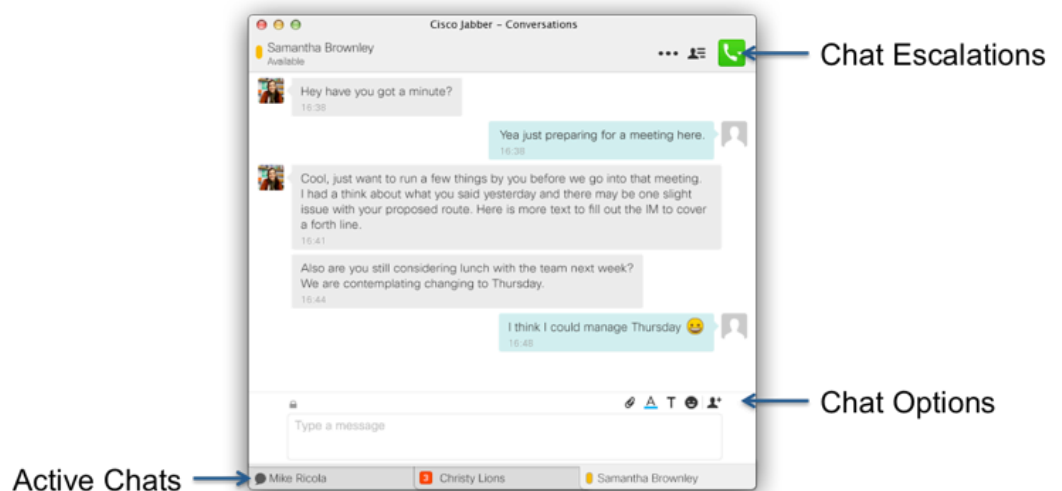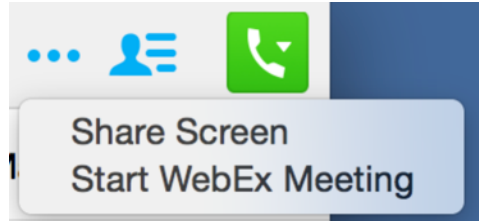

You have the ability to escalate Chat interactions. To escalate to a telephone call, press the green *Call* button at the top of the interaction.

To toggle on or off the list of all participants in the current Chat, select the

 (*Participant List*) icon.

To Share Screen select the (*ellipses*) icon.

Your options for enhancing the Chat message interaction appear just above the text entry window of the Chat. You have the option to:

- Send a *Screen Capture* image

- Transfer a *File*

- Change your *Font* style and size

- Change your font *Color*

- Insert an *Emoticon*

- Add participants to create a *Group Chat*

Chats

Your *Chat History* is saved in the Chats tab of your Jabber Client. Your Chat History is saved for 30 days. To view the conversation history, locate the contact in your Chats tab then double-click to open the history. You may also control-click the contact for additional interaction options.
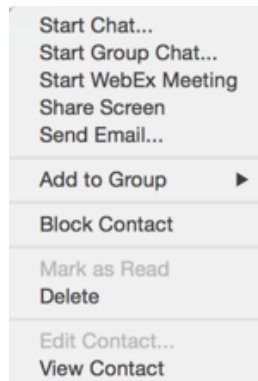
Recents

The *Recents* tab of your Jabber client lists all telephone interactions you have Made ↱, Received ↙ or Missed ↘ while you Jabber client has been logged in.

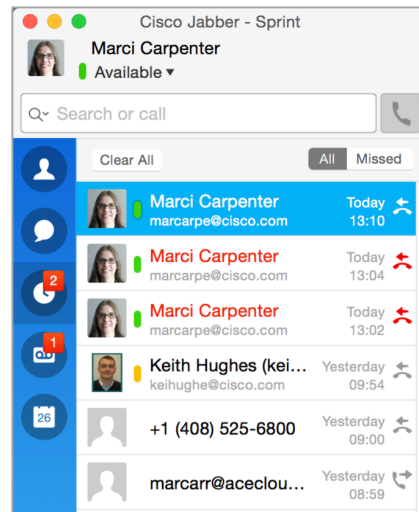Missed interactions are shown in red. The number displayed on the tab itself will increase with each new missed call. For internal callers, presence information will also be displayed.

Control-click any entry to view interaction options for that caller. To call the contact, press the green *Call* button that appears when your cursor is over an entry in your Recents list.

You may *Clear All* your Recents list or sort by only *Missed* calls or *All* calls using the filters at the top of the Recents tab.
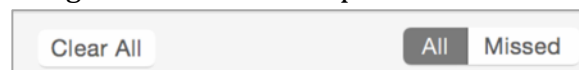
NOTE: When clearing your Recents list, only the Recents displayed in your Jabber client will be cleared. Clearing your Jabber Recents will NOT delete your Call History or Recents on your Cisco IP Phone or any other Jabber clients you may have.

Voice Messages
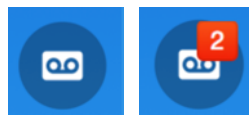
The *Voice Messages* tab displays all your Unity Connection voicemail messages. When you receive a voicemail message, you see an incremental counter appear on the Voice Messages tab displaying the number of unread voicemails you have received.
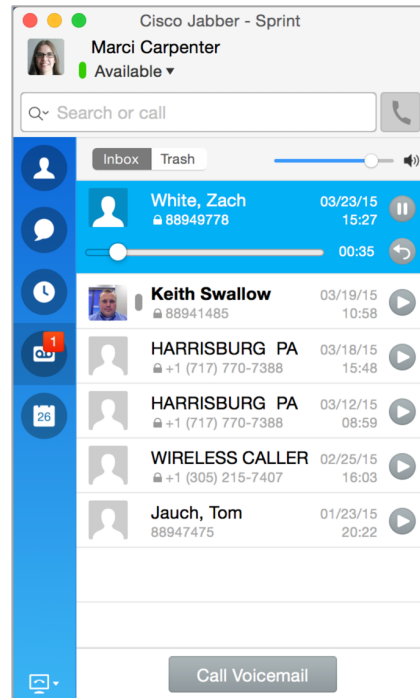
To play a voice message, click the *Play* button to the right of the entry. While playing a message, the *Slider* will appear for you to change position of the playback either forward or backward.
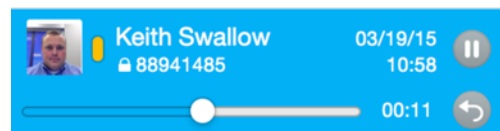
You can also *Pause* or *Restart* the playback using the buttons to the right of the message during playback.

Control-click the message to view options for managing the voice message or interacting with the caller.

Meetings

The Meetings tab will show your upcoming WebEx meetings you are scheduled to either Host or Attend. Use the calendar functions at the top of the tab to view meetings for specific dates or to refresh your Meetings list.
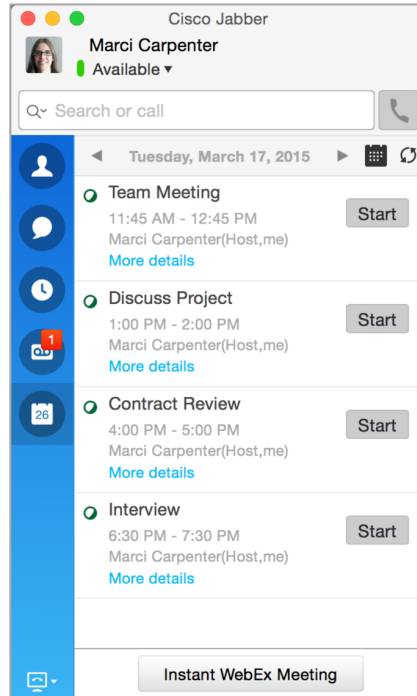
To start an instant WebEx meeting, click the Instant WebEx Meeting at the bottom of the tab.

When it is time to join or start a meeting, if you have reminders turned on in your Jabber preferences, you will receive a pop-up notice.
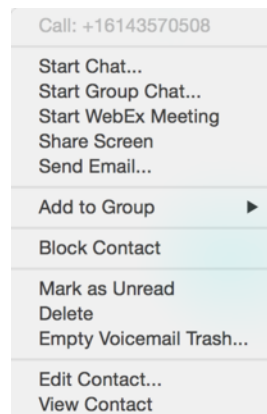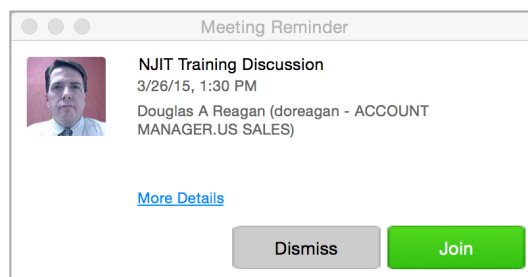

If you click the Join button, you will automatically be taken into your meeting and Jabber will input all the required meeting details into WebEx for you.

Telephone Options

When you log into your client, you will see a symbol in the bottom left corner below the lit of tabs. This symbol indicates the current *Telephone Options* of your client.

When your client is in *Soft Phone* mode, your client will send all calls over the internet and you do not have to be near a physical telephone to make and receive calls.

The audio for all your calls will use the speaker and microphone built in to your Mac, or through any headset currently plugged in to your Mac. Your client will have the *Computer* symbol in the left corner.
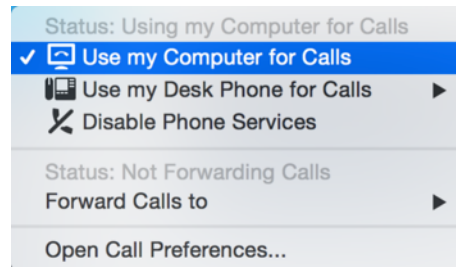
To put your client in Soft Phone mode, click the current *Telephone Options* icon then select *Use my Computer for calls*.

Jabber also has the ability to control your desk phone when you are in your office. This allows you to make and receive calls on your Mac, but sends the audio through your assigned physical telephone. When you make or answer a call, your desk phone will go into speaker phone mode or come through any headset connected to your desk phone. When in *Desk Phone* mode, your client will have a *Telephone* symbol in the left corner.

To put your Jabber client in Desk Phone mode, click the current *Telephone Options* icon then select *Use my Desk Phone for Calls*.

You may also use the Telephone Options in your client to *Forward* your telephone number to another phone or your voicemail, or disable phone services from your client.
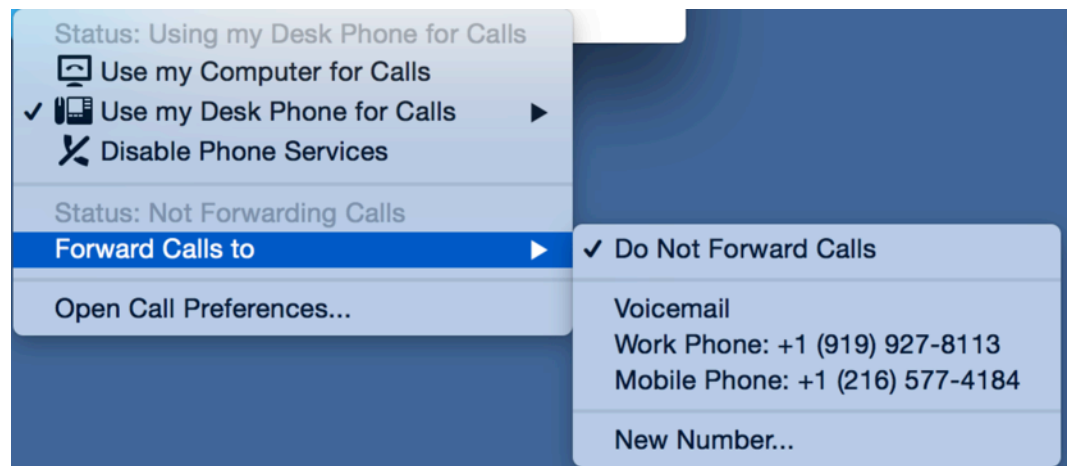
Key Board Shortcuts

Jabber has built-in shortcuts to assist in simplifying some of the common tasks. The following shortcuts are available to you in various Jabber states.

Hub Shortcuts

Shortcut	Description
COMMAND + 1	Navigate to and select Contacts tab
COMMAND + 2	Navigate to and select Chats tab
COMMAND + 3	Navigate to and select Recents tab
COMMAND + 4	Navigate to and select Voice Messages tab
COMMAND + 5	Navigate to and select Meetings tab
COMMAND + D	Add a contact
SHIFT + COMMAND + T	Show Expanded Contacts View (toggle open and closed)
SHIFT + COMMAND + F	Show Offline Contacts (Toggle to show and hide)
COMMAND + /	Bring main Cisco Jabber window into focus

Active Call Shortcuts

Shortcut	Description
COMMAND + K	End Call
OPTION + COMMAND + DOWN ARROW	Mute Audio toggle On/Off
UP ARROW	Increase Volume
DOWN ARROW	Decrease Volume
Access through the menus when the conversation window is active, or TAB or SHIFT+TAB to move through the buttons and objects in the window.	Hold

OPTION + COMMAND + T	Transfer Call

Call Shortcuts

Shortcut	Description
SHIFT + COMMAND + N	New Call
COMMAND + R	Redial
OPTION + COMMAND + C	Place a call to the selected contact in the contact list

Need Help?

For the duration of the Jabber pilot project please call 352-294-2099, or email jabber-pilot-l@lists.ufl.edu