

Cisco Jabber User Guide for Mac

Cisco Jabber is a unified communication tool to manage phone calls, contacts, and voicemail.

Jabber displays information about your availability status if you are on a call.



Launch the Jabber Software

1. Launch the Jabber software from the shortcut on your desktop or from the Applications folder. The application is named “Cisco Jabber,” and its icon is blue.
2. When you first launch Cisco Jabber, you will be prompted for the following:
 - a. **First time login** requires you to enter your e-mail address example@northwestern.edu. This will be saved automatically and will not be required for future logins.
3. For all future access, enter the following details at the **Sign-In** prompt:
 - a. Username: **NetID**
 - b. Password: **NetID Password**

Cisco Jabber

username@example.com

Continue

[Advanced Settings](#)

Cisco Jabber

Enter your username and password for Phone Services and Instant Messaging.

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Password

Automatic sign-in

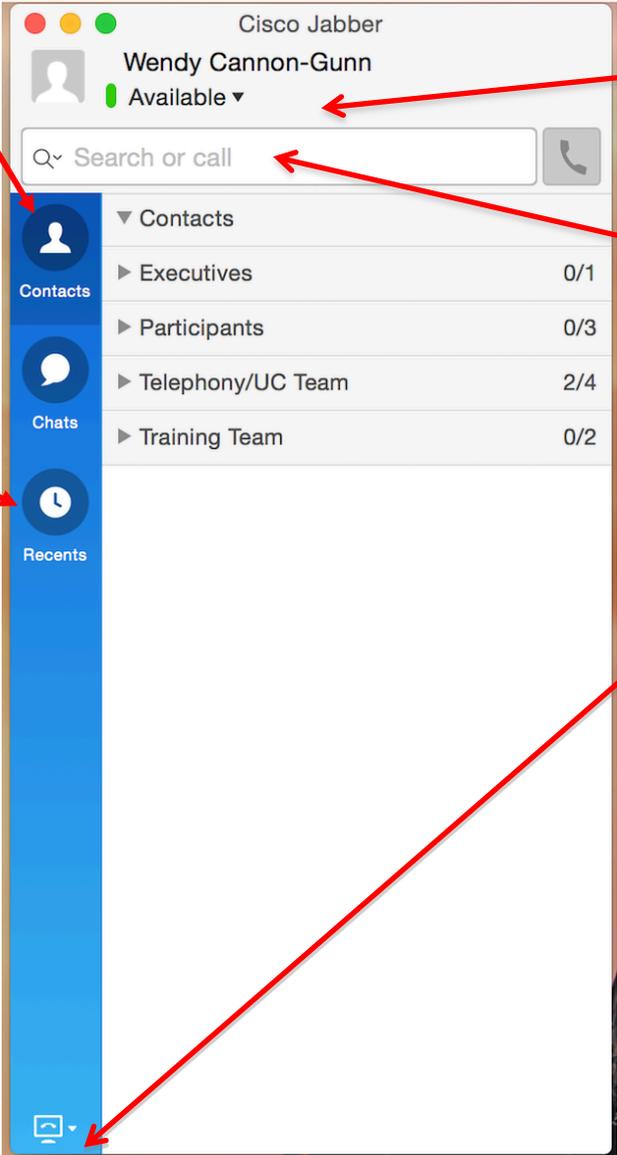
Sign In

Jabber Home Screen

After you have successfully logged in, the Jabber Window will appear. The left-hand sidebar displays the following options:

-  Contacts
-  Call History

HUB Screen



The screenshot shows the Cisco Jabber interface for user Wendy Cannon-Gunn. The left sidebar contains navigation options: Contacts, Chats, and Recents. The main area displays a search bar and a list of contact groups with their respective counts.

Group	Count
Executives	0/1
Participants	0/3
Telephony/UC Team	2/4
Training Team	0/2

STATUS
Set your status here

SEARCH
Allows you to search for a contact in the University directory

PHONE CONTROL
Allows you to change between using your desk phone and softphone, as well as forward your calls

Contacts

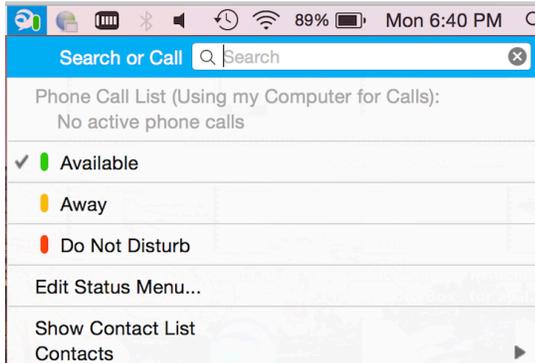
Call History
View the previous missed, received, and placed calls

Dock Jabber



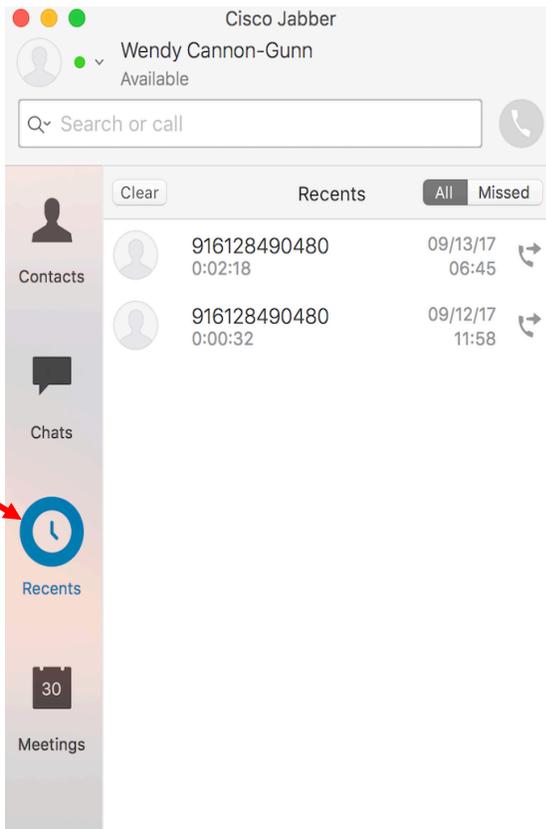
For a more compact view, Jabber will also be docked at the **top-right** of your monitor.

To use Jabber in Docked mode, left click your mouse on the Jabber icon to expand the options.



Call History

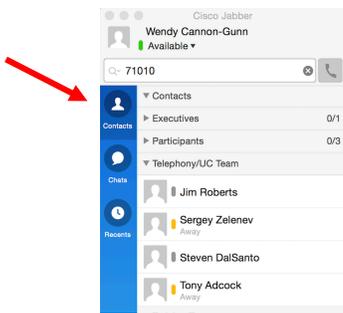
View your list of previous, missed, received, and placed calls.



Contacts



Select the **Contact** icon to see the list of your contacts and their availability.



Add Contacts/Groups to your Contact List

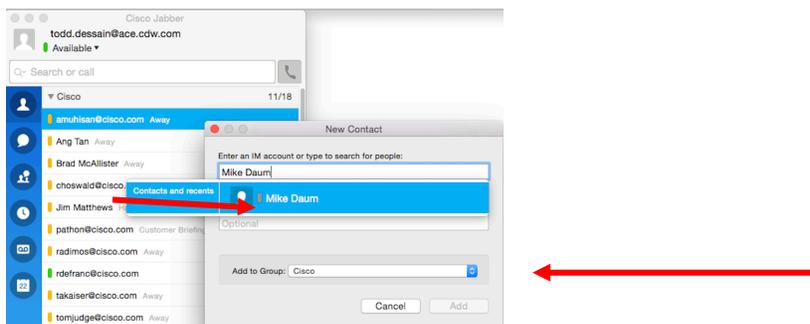
Adding internal contacts allows you to view their status and manage your communication options with that contact.

Add a New Contact

When adding a new contact, you will also need to assign them to a group.

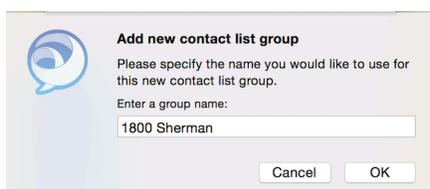
To add a contact:

1. Click the **Contacts** menu,
2. Choose **New Contact** by searching by name.
3. Select a group from the **Add to Group** menu.
4. Click the **Add** icon.



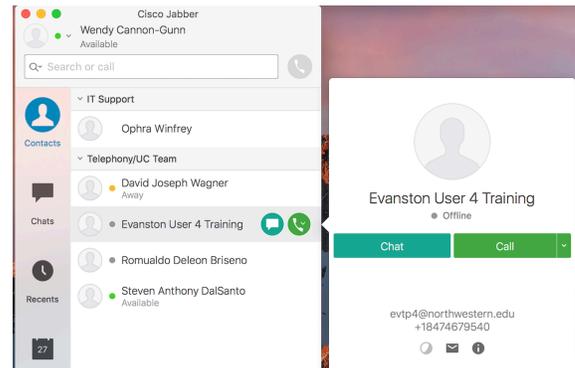
Add a New Contact

1. Select **Contacts > New Group** menu.
2. Enter the name of the group.
3. Select **OK**.



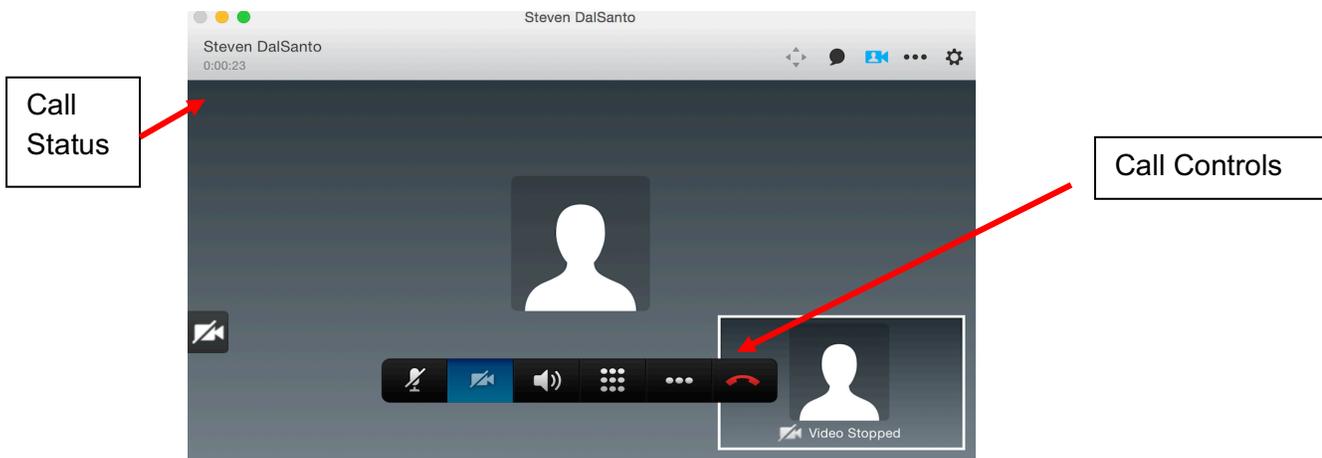
Call People in your Contact List

1. To place a call, highlight the contact and click on the **phone icon**, or, right click, and select **Call**.
- In Desk Phone Mode, your associated desk phone will be used for the call.
 - In Softphone Mode, your speakers/microphone on your PC will be utilized.



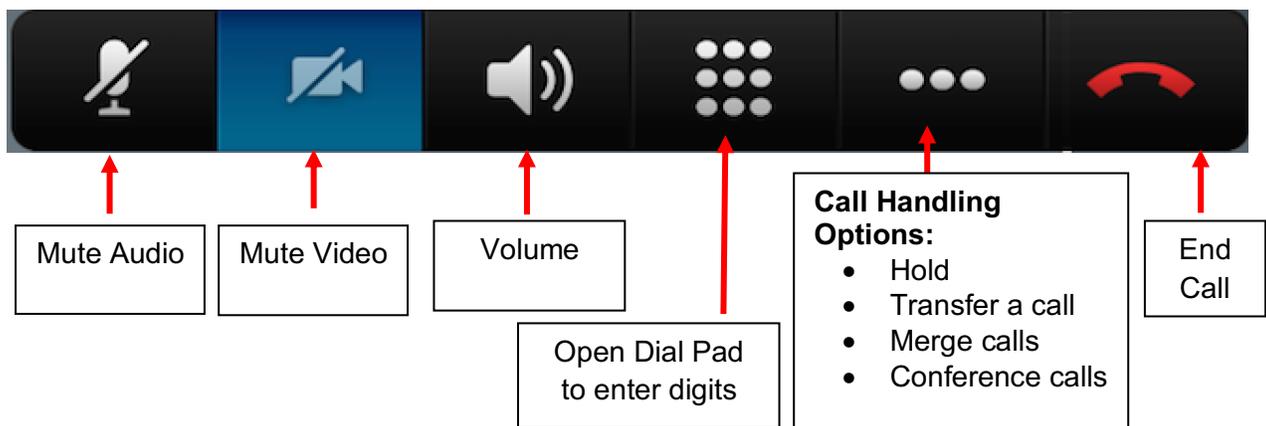
Call Window

- The Call Window will display when the call is answered.
- The call status will display on the left panel (note, you can see many calls simultaneously).



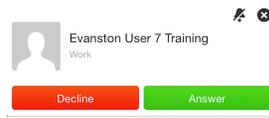
Call Controls

Call Controls will display once the call is connected.



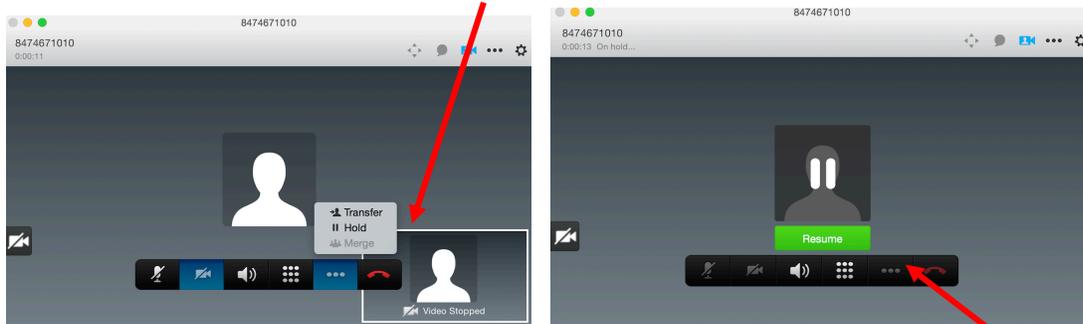
Answer a Call

Choose the **Answer** option from the **Incoming screen pop on the lower right hand of the computer screen**. Choose **Decline** to send the call directly to voicemail.



Place a Call on Hold

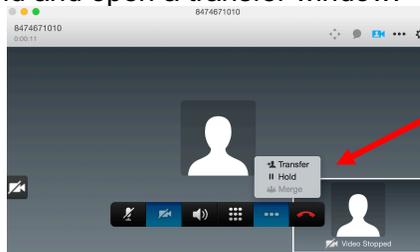
Choose the **Hold** option from the **More Call Handling** icon .



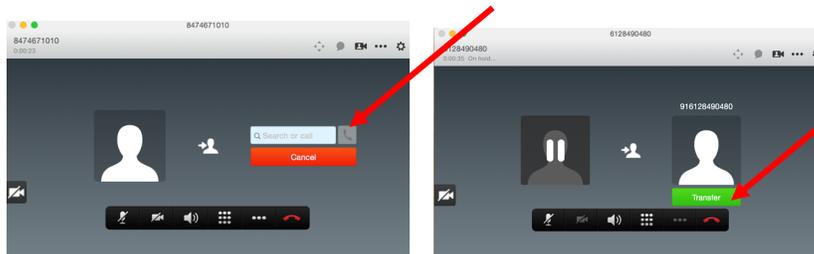
When your call is placed on **Hold**, the call display screen will show a green **Resume** icon. Choose **Resume** to reconnect your call.

Transfer a Call

1. Choose the **Transfer** option from the **More Call Handling** icon . This will place your caller on hold and open a transfer window.



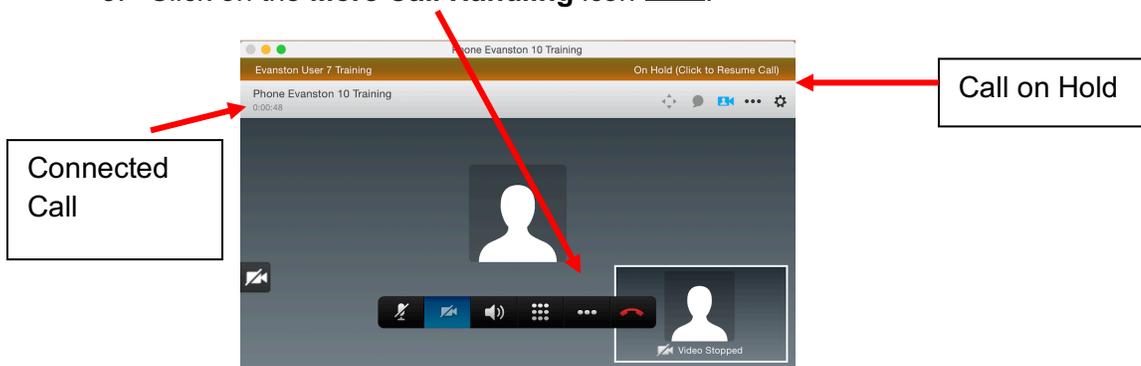
2. The transfer window allows you to search for a contact, or enter the number you want to transfer the call to.
3. Once the number is entered, click on the **Transfer** icon.



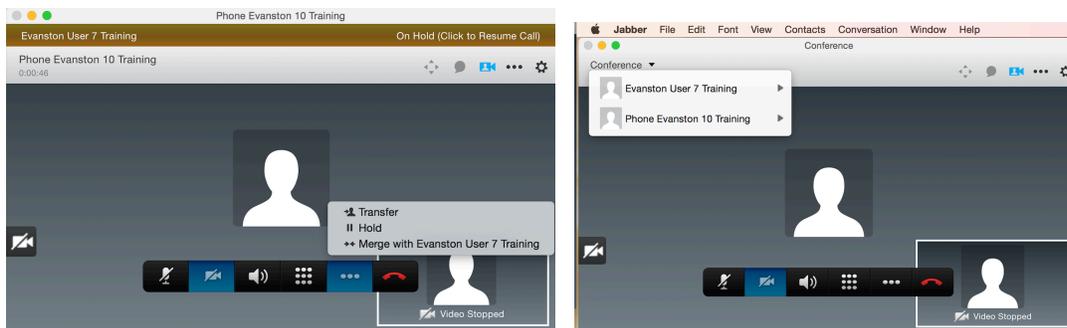
Conference Call (Maximum 4 Calls)

To add additional people to a current conversation:

1. Start a call with your first contact.
2. Start a second call with another contact; the first will be automatically placed on hold.
3. Click on the **More Call Handling** icon .



4. Select **Merge** to create a conference call.



Note: Repeat these steps to add additional callers to the conference.

Voicemail

Jabber may be used to dial into the voicemail system. The process for accessing voicemail through Jabber:

1. Dial your own direct dial 10-digit phone number or the voicemail access number 847-467-7777 or 77777.

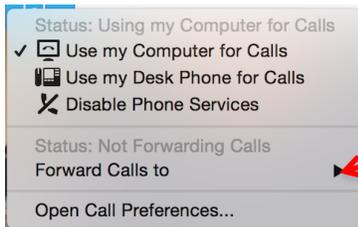


2. Click the **Call** icon.
3. Press the * key when voicemail answers.
4. Enter your **Extension** (10-digit phone number), then press the # key.
5. Enter your **PIN**, then press the # key.

Note: Voicemail messages will continue to be available for listening in your Outlook account.

Forward Calls to Voicemail or External Number

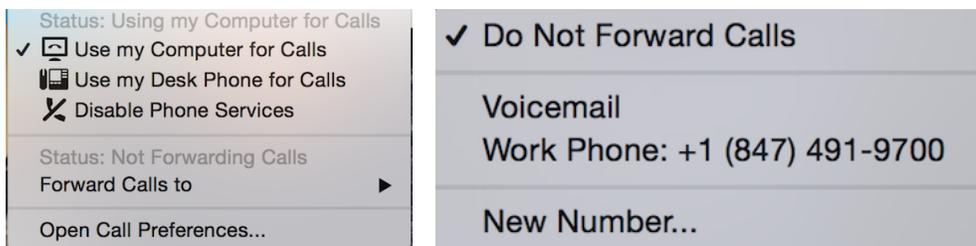
Your softphone can be forwarded to an alternate destination. Do the following:



1. Click the **Call Control** icon on the main Jabber window.
2. Select **Forward Calls To**.
3. Select **Voicemail** to send all incoming calls directly to voicemail.

OR

1. Select **New Number** to open the **Forward Calls to** window.
2. Enter new number.
3. Click on the **Forward** icon. Incoming calls will now be redirected to that number.

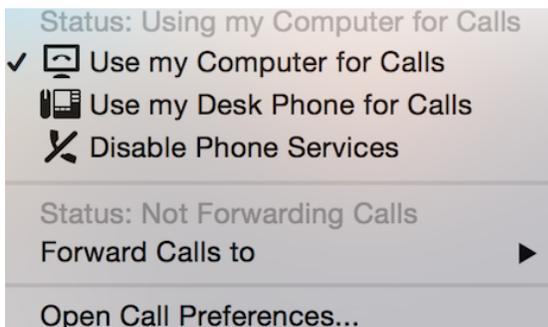


Change Primary Calling Device

If you have a deskphone and one was provided, Jabber will default to use this phone for calls. You may also use your computer and computer headset to manage calls.

1. Click the **Call Control** icon on the main Jabber window.
2. Select **Use my computer for Calls**.

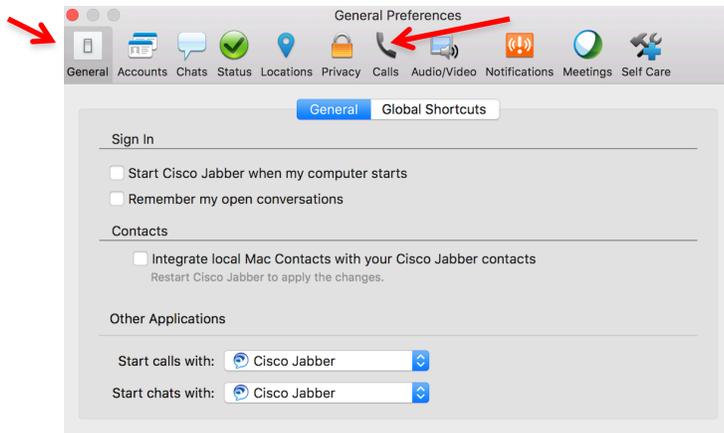
To revert back, repeat steps 1-2 only select **Use my deskphone for calls**.



Preferences

Click **Jabber>Preferences>General**

- Modify start-up preferences.



Click **Jabber>Preferences>Calls**

- Modify Video preferences.
- Change Call Window Behavior.

Close Jabber

Click **Jabber** menu and select **Quit Jabber** to close the Jabber application. A best practice is to log-off each day.

Note: Clicking the red  button on the window leaves Jabber running and enables the Docked mode.

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