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**
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

Contacts
Set your status here

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

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
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.

**Call Handling Options:**
- Hold
- Transfer a call
- Merge calls
- Conference calls
**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.