Cisco Jabber 9.6 For Mac

Main Window

1. Status Bar
2. Search or call bar
3. Contacts
4. Chats
5. Missed calls
6. Voicemail
7. Phone Controls
8. Custom groups

Search or Call Bar

Enter in the phone number /extension, email address, or name of the person you wish to contact. From here you can make a call, start a chat message, or add the user to your contact list.

Contacts Button

Click on the contacts button to view your contacts. You can also create custom contact groups by going to Contacts | Add Group.

Status Bar

Create up to three custom status messages. Insert your cursor in the status field and enter your new status.

Chat Controls

Chat controls:
- Take screen captures
- Adjust chat font and size
- Use emoticons
- Send files

Chat Window

Use the chat window to view previous chat messages or start a new message.

Call History

You can view your call history by clicking on the Calls button. You can return a call by double-clicking on the call. To delete the call, right click on the call and select delete.

Voicemail

The voicemail button lets you see, play and delete your voicemail. Right-click a message to delete or call back.
Phone controls allow you to set your primary phone for calls, configure your phone preferences, and forward your calls to another device. Make sure Jabber is set to “Use my Desk Phone for calls” while working in the office.

Making a Call

Enter a number/extension, email address, or name of the person to call in the search box or click on the phone icon next to the contacts name and select the number to dial. If you are calling an outside number you must dial 9, then 1, then the number.

Call Controls

- Go full screen
- Show self view
- Mute your audio
- Put call on hold, transfer, and merge calls
- End calls

Collaboration Controls

- Add people to your contact list
- Share your desktop
- Start a phone call

Receiving a Call

If you receive an incoming call, simply click Answer to pick up the call or Decline to send the call to voicemail. Click chat if you would rather respond by chat.

Desktop Screenshots

Send desktop screenshots quickly through chat by clicking on the Send a screen capture button.

Forwarding Calls

To forward a call to voicemail or a new number, click on the Phone Preferences button and select Forward Calls To.