Cisco Jabber 9.x for Mac – Reference Guide

ICIT Technology Training (Training@uww.edu)

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2 ABOUT CISCO JABBER FOR MAC

Cisco Jabber allows you to effectively and quickly communicate with users through instant message (IM), voice, video, voice messaging, and conferencing.

3 INSTALLING THE JABBER CLIENT

By default, the Cisco Jabber client comes preinstalled on every UWW office machine on campus. If it is not installed on your machine, please contact the TSC Helpdesk (helpdesk@uww.edu) for assistance.
LOGGING IN TO JABBER

NOTE: To log in to Cisco Jabber you must have your Net-ID and password available. For campus users that have a Net-ID that ends with digits, please make note that your username is case sensitive.

NOTE: If you are opening Jabber for the first time, you may be asked to enter in your email address before you see the screen below. Please enter your full uww.edu email address and then press Continue. Follow the steps below to continue logging in to Jabber.

1. Open the Cisco Jabber client and enter in your Net-ID (or full UWW email address) and password.

   NOTE: Check the Sign me in when Jabber starts box if you would like to be automatically signed in to Jabber when you log in to your computer.

2. Click the Sign in button to continue.
Once you are logged in, the main Jabber window will appear.
### 5 Jabber Client Overview

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<td>Status message</td>
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<td>2.</td>
<td>Search or call bar</td>
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<td>3.</td>
<td>Contacts</td>
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<td>Phone Controls</td>
</tr>
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<td>8.</td>
<td>Custom groups</td>
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</table>
6 PHONE PREFERENCES

The phone preferences button allows you to set whether you would like your phone or your Jabber client to be your primary device for answering phone calls. You can also quickly set your call forwarding preferences here.

6.1 MINIMIZE THE SIDE BAR

If you do not like the default size of the Jabber side toolbar, you can drag it to make it smaller by following the instructions below:

1. Place your mouse pointer to the right of the left-hand side toolbar until you see the double-headed arrow.

2. Click and drag the black toolbar to the left until it is at your desired size.
6.2 **Set Your Default Device**

1. To set your default calling device, click the **Phone Controls** button, then select your device preferences.

**NOTE:** If you use your computer to answer and place calls, your calls will use your computer’s speaker/microphone or headset.

6.3 **Call Forwarding**

1. Click the **Phone Controls** button.
2. Select **Forward calls to** and then select your forwarding preference.
3. To forward your call to a new number, select **New number** and enter in the new forwarding number.

4. Click the **Forward** button to save your settings.
7  CONFIGURING JABBER PREFERENCES

To access and configure your Jabber settings, please do the following:

1. Click on Jabber | Preferences in the top Mac toolbar.

**NOTE:** After changing your preferences, click the red exit button in the top right hand corner of the window to close out.

7.1 PREFERENCE OPTIONS

**General:** Allows you to configure Jabber to start automatically when your computer starts as well as enable Mac address book integration.

**Accounts:** This tab allows you to configure your Jabber account and server settings.

This should already be populated with the correct server information and should **NEVER** be changed.
**Chats:** Set your default chat fonts and chat preferences.

**Status:** Configure your status preferences.

**Privacy:** Configure privacy preferences.

**Calls:** Displays the status of your phone, set your call forwarding preferences, and more advanced calling features.
**Audio/Video:** Configure your camera, microphone and audio output configuration settings.

**Events:** Configure your event preferences.

**Self Care Portal:** Access your phone’s Self Care Portal page to configure more advanced phone preferences.
8  CHANGING YOUR STATUS

Cisco Jabber allows you to select your status from a pre-configured list of options or create a personalized status message. If you are on a call or in a meeting, your status message will automatically change.

1. To change your status message, simply click on the drop-down arrow to the right of your current status.

**NOTE:** To create a personalized status message, click the down arrow to the right of the current status, select **Edit Status Menu**, then click the + symbol to enter in a custom message. Click **Done** when finished.
9 CONTACTS

Use the search or call bar to search for UWW contacts or click on the contacts button on the main Jabber window to view your current contacts list. You can search contacts by entering in their extension/phone number, their email address, or their name.

9.1 SEARCH AND ADD UWW CONTACTS

1. Enter the name of the UWW user you would like to find in the search bar.

2. Click on the contact in the list to start a chat with that user. You can also click the arrow to the right and select other options such as start a chat, add to a group, block the user or get more user info.

3. To add the contact to a group, select Add to Group and then select the group name.
9.2 **CREATE A NEW CONTACT GROUP**

1. From the top Mac toolbar, click **Contacts | Add Group**
2. Enter in the name of your new group.
3. Click **OK** to create your new group.

**NOTE:** To delete a group, right click on the name of the group you wish to delete from the main Jabber window and select **Remove Group**.
9.3 Adding External Contacts

Your Jabber client supports adding additional external contacts to your contact groups. Contacts can be phone numbers, email addresses and also some external chat services like Google Chat and UW-Madison’s WiscChat. To add an external contact, please follow the steps below.

1. Click on Contacts | Add Contact from the top Mac toolbar.

2. Fill in the appropriate information in the custom contact fields.

**NOTE:** Select which contact group to add your custom contact to by clicking the down arrow to the right of the Add To Group: box. Select Add New Group option to create a new group for your contact.

3. Click the Add button to save your changes.
9.4 DELETING A CONTACT

1. From the main Jabber window, right click on the contact you wish to delete.
2. Click **Remove** to remove the contact from your list.

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10 CHATS

The Chats windows will show you a list of your current chat sessions. Double-click on the chat option in the list to open the chat window.
11 Call History

The Call History button allows you to view your recently placed and received phone calls. Right click on the call to call the user back, start a quick chat session, send an email or add that contact to your contact list.

12 Voicemail

The Voicemail button allows you to view your past and current voicemails. Double-click on the voicemail to play your voicemail message or right click on the message to return the call, mark your message as read, or delete your message from your phone.
13 PHONE CALLS

You can place a phone call by typing in the user’s extension/phone number, their email address, or their name in the Search or Call field box.

13.1 PLACE A PHONE CALL

1. Enter in the phone number of the person you would like to call in the search box, or right click on a pre-configured contact and select Call.

**NOTE:** The phone number format should be area code, followed by the number. EX: 6084738475.

**NOTE:** Hit the Enter key to place the call.

Once your call is established you will have the opportunity to change your call settings.

<table>
<thead>
<tr>
<th>1. Mute/Unmute microphone</th>
<th>4. Dial pad</th>
</tr>
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<tbody>
<tr>
<td>2. Enable/Disable Video</td>
<td>5. Call functions</td>
</tr>
</tbody>
</table>

13.2 ANSWER A PHONE CALL

When a call comes in, you will receive a pop-up message on your screen notifying you of the call. You can answer the call by picking up the handset of your phone or click the Answer button to pick up the call over your computer. Click the Decline button to send the call to voicemail.
13.3 **Place a Call on Hold**

1. From an active call window, click the button and then select **Hold**.

2. Click the **Resume** button to resume your call.

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14 **Chat (Instant Message)**

1. Double-click on your contact to open the chat window box.

2. Enter in the chat message you wish to send in the text box at the bottom of the window.

3. Hit **Enter** to send your message.

**NOTE:** You can switch between chat conversations by clicking on the tab with the users name at the bottom of the chat window.

The chat preferences toolbar allows you to do the following:

<table>
<thead>
<tr>
<th>1. Send a desktop Screenshot</th>
<th>4. Add emoticons</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Change font</td>
<td>5. Attach file</td>
</tr>
<tr>
<td>3. Change font color</td>
<td></td>
</tr>
</tbody>
</table>
14.1 **GROUP CHAT**

1. Open up a new chat window with a user or display a current chat window.

2. Click on the + symbol in the upper right hand corner of the screen.

3. Enter in the name of the user you would like to add to your chat session. Hit the **Enter** key to select the user.

4. To enter in additional names, start typing in the name of your next contact, then hit **Enter** to select. Continue until all users are added.

5. Enter your invite message in the available text box.

6. Click **Invite** to start the group chat.
15 TROUBLESHOOTING

15.1 WHO TO CONTACT FOR HELP
Campus TSC Helpdesk – Should be able to help in almost all cases

- Email: helpdesk@uww.edu
- Phone: x4357

15.2 USEFUL RESOURCES
- ICIT Website: https://wiki.uww.edu/dept/instructional/index.php/Cisco:_Jabber
- UWW Website – Jabber: http://www.uww.edu/icit/services/emailcomm/jabber.html