



Cisco Jabber for Mac 10.6 User Guide

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User Guide

Advanced Features

Create Custom States

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance.

Procedure

- Step 1** Select the status message field on the main window.
 - Step 2** Select **Custom Available**, **Custom Away**, **Custom Do Not Disturb**, or **Edit Status Message**.
 - Step 3** Enter a message to display.
 - Step 4** Press the **Return** key on your keyboard.
Cisco Jabber displays your personal status message.
-

Configure Mac Address Book Plug-in

Configure the Mac Address Plug-in option to allow users to dial contacts using Cisco Jabber directly from the Mac Address Book.

Procedure

- Step 1** Select **Jabber > Install Mac Address Book Plug-in**.
 - Step 2** Select **Jabber > Preferences > General > Enable Mac Address Book integration**, restart the client for this to take effect.
-


Start a Group Chat

Procedure

- Step 1** Select **Jabber > File > New Group Chat**.
 - Step 2** Enter the contacts you want to invite in the **People** field.
 - Step 3** Enter the subject for your group chat.
 - Step 4** Select **Invite**.
-

Transfer Files

Procedure

- Step 1** In a chat window you can select the file transfer icon .
 - Step 2** Select the file to transfer.
 - Step 3** Select **Send**.
-

Set Privacy Options

You can specify privacy options to control who can see your status and send you messages. When you block a contact, that person cannot view your availability status or send you instant messages.

Procedure

- Step 1** Select **Jabber > Preferences > Privacy**.
 - Step 2** Select your privacy preferences in the **Policies** section.
 - Step 3** Close the **Preferences** window to apply the changes.
-

Change Audio Devices

Procedure

- Step 1** Plug in your headset or other audio device to the appropriate USB port.
 - Step 2** Select **Jabber > Preferences > Audio/Video**.
 - Step 3** Select your audio device from the drop-down lists after the hardware is recognized.
 - Step 4** Adjust the volume for the audio device.
 - Step 5** Close the **Preferences** window to apply the changes.
-

Forward Calls

You can forward calls from Cisco Jabber.

Procedure

- Step 1** Select **Jabber > Preferences > Calls**.
 - Step 2** Select **Call Forward**.
 - Step 3** In the **Forward Calls to** section, select an option from the available list or add a new number.
 - a) Add a new number in the available list by selecting the + (plus) button.
 - b) Enter a phone number, including country and area codes.
-

URI Dialing

You can use URI dialing to make calls and resolve contacts with Uniform Resource Identifiers (URI).

Users that are connected to Cisco TelePresence Video Communication Server (VCS), are only accessible using their associated URI.

For example, a user named Anita Perez has the following SIP URI associated with her directory number: `aperez@example.com`. URI dialing enables users to call Anita with her SIP URI rather than her directory number.

Imported Contacts from Microsoft Outlook

Contacts imported from Microsoft Outlook may contain SIP URIs. For releases prior to Apple OS X Maverick Version 10.9, the Mac address book may not display some characters, for example `aperez@example.com` can display as `aperezexamplecom`. However, you can still search and call using these URIs.

Setup SIP URI

You can create a SIP URI for the contacts in your Mac address book.

Before You Begin

Ensure that you have configured the Address Book Plug-in for Cisco Jabber for Mac.

Procedure

- Step 1** Select the user in your Mac address book and select **Edit**.
 - Step 2** Within the phone section of the contact card, add the SIP URI for your contact.
 - Step 3** Select **Done**.
-

Dialing a Contact using a SIP URI

You can call a contact using their SIP URI.

Procedure

- Step 1** Enter the characters of the URI including the @ symbol and at least two characters after the @. For example aperez@ex. The call bricklet will display the results.
 - Step 2** Select **Call** in the bricklet, to call the contact using their SIP URI.
-

Transfer an Active Call

Procedure

- Step 1** Select the more menu icon and select **Transfer Call**.
 - Step 2** Search for the person you are transferring the call to.
 - Step 3** Select the **Transfer** icon and the call is transferred.
-

Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to quickly start, join, and manage online conferences.

In cloud-based deployments, you cannot add a meeting site that is configured for SSO, this site must be created in the Cisco WebEx Administration Tool.

Procedure

- Step 1** Select **Jabber > Preferences > Meetings**.

Note Sites that are provisioned by your administrator cannot be edited or deleted.

- Step 2** Select the **Meeting Site** drop-down list.
- Step 3** Select **Edit Meeting Site...** from the drop-down list.
- Step 4** Select the plus (+) button to add a new meetings site.
- Step 5** Enter the required settings in the following fields:

Site URL

The name of the Cisco WebEx site, for example, `cisco.webex.com`

Username

Your username

Password

Your password

- Step 6** Select **Apply**
-









Accessibility

Grayscale Status Icons

Grayscale status icons are monochrome and use symbols to show availability.

To use grayscale status icons, select **Jabber > Preferences > Status > Use accessible presence icons**.

The following table shows standard and grayscale status icons:

Standard Icon	Grayscale Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Keyboard Shortcuts

Action	Keyboard access
Navigate to and select Contacts	COMMAND + 1

Action	Keyboard access
Navigate to and select Chats tab	COMMAND + 2
Navigate to and select Recents tab	COMMAND + 3
Navigate to and select Voice Message tab	COMMAND + 4
Navigate to and select Meetings tab	COMMAND + 5
Add a contact	COMMAND + D
Show Expanded Contacts View (toggle open and closed)	SHIFT + COMMAND + T
Show Offline Contacts (toggle to show and hide)	SHIFT + COMMAND + H
Bring the main Cisco Jabber window into focus	COMMAND + /

Active Call

Action	Keyboard Shortcut
End Call	COMMAND + K
Mute Audio toggle On/Off	OPTION + COMMAND + DOWN ARROW
Increase Volume	UP ARROW
Decrease Volume	DOWN ARROW
Hold	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.
Transfer Call	OPTION + COMMAND + T

Incoming Call

Action	Keyboard Shortcut
Answer a Call	COMMAND + L
Decline, Answer	When the Conversation window is in focus, TAB or SHIFT + TAB to move to the Decline or Answer button.

Action	Keyboard Shortcut
Answer a Call and see the caller ID	<ol style="list-style-type: none"> 1 CONTROL + COMMAND + SPACEBAR to open the Cisco Jabber Status Menu 2 DOWN ARROW to move through the menu options and select answer call from xxx-xxx-xxxx. 3 Press ENTER.

Instant Messages

Action	Keyboard Shortcut
Start a chat with the selected contact	COMMAND + N
Start a group chat with multiple selected contacts	OPTION + SHIFT + COMMAND + N
Close chat	COMMAND + W
Exit the messaging text entry field	CONTROL + TAB
Restore default font	OPTION + SHIFT + COMMAND + T
Show All Fonts	COMMAND + T
Bold	COMMAND + B
Italic	OPTION + COMMAND + I
Underline	COMMAND + U
Bigger	COMMAND + + (plus)
Smaller	COMMAND + - (minus)
Show Colors	SHIFT + COMMAND + C
Copy Style	OPTION + SHIFT + COMMAND + C
Paste Style	OPTION + COMMAND + V

Global Shortcuts

Global keyboard shortcuts when the Cisco Jabber window is in the background.

Action	Keyboard Shortcut
Answer a Call	CONTROL + COMMAND + L
Dial selected text in an application	SHIFT + COMMAND + 0 (zero) or COMMAND +)

Action	Keyboard Shortcut
Answer a Call and see the caller ID	<ol style="list-style-type: none"> 1 CONTROL + COMMAND + SPACEBAR to open the Cisco Jabber Status Menu 2 DOWN ARROW to move through the menu options and select answer call from xxx-xxx-xxxx. 3 Press ENTER.

Voice Messages

Action	Keyboard Shortcut
Delete voice message	DELETE
Empty voice message trash	OPTION + COMMAND + DELETE
Play voice message (toggle play and pause)	OPTION + COMMAND + P
View voice message tab	COMMAND + 4

Call

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

Keyboard Navigation

Press the Tab key and arrow keys to navigate through the main window menus.

Troubleshooting

Verify Audio and Video Device Settings

If you have an issue with your audio or video devices, you can verify the selected devices.

Procedure

- Step 1** Select **Jabber > Preferences**.
The **General Preferences** window opens.
- Step 2** Select **Audio/Video**.
The **Audio/Video Preferences** window opens.
- Step 3** Verify the device settings.
-

Check the Connection Status

If there is an issue with a feature, you can check your connection status. For example, if you cannot access your voice messages.

Procedure

- Step 1** Select **Help > Show Connection Status**.
The server connection status window opens.
- Step 2** For each server listed, verify that the status displayed is **Connected**.
- If the server connections are all showing as connected, select **Copy** to capture the information and send to your system administrator.
 - If a server connection shows a different status, select **Open Accounts** to verify the settings are correct for the account. If the issue persists report a problem to your system administrator.
-

Report a Problem

If you encounter a problem with Cisco Jabber, you can create a problem report to assist your system administrator resolve your issue. The Problem Reporting Assistant guides you through the reporting process. The problem report generated contains logs from your computer.

Procedure

- Step 1** Select **Help > Report a Problem**.
- Step 2** Enter information on the issue and select **Continue**.
- Step 3** Select **Generate** to create the problem report.
- Step 4** Select **Send Report** to create an email that you can send to your system administrator.
-

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