Cisco Jabber for Mac
Getting Started Guide

Table of Contents

About Jabber for Mac ........................................................................................................ 2
Starting Jabber .................................................................................................................. 2
Jabber Quick Tour ............................................................................................................. 2
  Contacts ......................................................................................................................... 2
  Calls ............................................................................................................................... 3
  Chats .............................................................................................................................. 4
  Recents .......................................................................................................................... 5
  Voice Messages ............................................................................................................ 5
  Meetings ........................................................................................................................ 6

Configure Your Communications Accounts ................................................................. 7

Need Help? ....................................................................................................................... 10
About Jabber for Mac

Jabber is a next generation unified collaboration client designed natively for the Mac OS X platform that brings together key Cisco technologies - Enterprise instant messaging (chat), presence, telephone services, visual voicemail, and WebEx virtual meetings.

With Cisco Jabber, you can:

- Share Your Status with Others
- Organize and Add Contacts
- Use Chats to Communicate
- Make Calls and Adjust Your Settings
- Use Meetings and Calendars

Starting Jabber

Open your Applications folder and locate Cisco Jabber, or look for the Cisco Jabber icon and double-click it to open.

Sign in to Jabber using the same username and password you use to log in to your email.

Jabber Quick Tour

Contacts

In the contacts tab you can:

- Change your current presence status
- See your Contacts’ presence status
- Add contacts to your Contact List and sort your contacts into meaningful Groups.
- Use your computer as a Softphone or control your Deskphone from Jabber.
- Start a Call or Chat.
Calls
When you receive a call or are in an active call, the Call window appears. In the Incoming Call window, you can:

- Send a call directly to voicemail *(Decline)* or *Answer* the call. For internal callers you may also have the ability to *Chat* a reply.

In the Active Call window, you can:

- *Mute* or *Un-mute* the call.
- Control call *Volume*.
- Start or stop your *Video*, place call on *Hold*, display a *Keypad*, *Transfer* or *Merge* calls.
- Escalate to a *WebEx* Meeting, add *Chat* or begin a *Desktop Share*.

For Click-to-Dial:

- From any application on a Mac, highlight the phone number to dial. Go to the application’s *Application* menu > *Services* > *Dial with Jabber*. 

Incoming Call:
*(External caller)*

**Marci Carpenter**

*Work*

Decline  Answer

*(Internal caller)*

**Marci Carpenter (marcarpe...**

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*Work*

Chat  Decline  Answer

Active Call:

![Active Call Image]
Chats

In the Chats tab you can view your Chat History.

When you are participating in a Chat, you can:

- Escalate a person-to-person chat to a Call, Share Screen to start a desktop share, or Meet Now to start a WebEx meeting.
- Start a File Transfer.
- Send a Screen Capture.
- Add Emoticons.
- Invite others to join a Group chat.
- Both individual and group chats can be escalated to a WebEx meeting.

Note: The options available in your Chat will vary based on the capabilities of the person with whom you are chatting.
**Recents**

In the Recents tab you can:

- View all your *Missed, Placed* and *Received* telephone calls.
- Caller ID, time and date of call, will be displayed for all calls. If the caller is an internal contact, you will also be able to see their current availability.
- Missed call will be displayed in **red**.
- Select the *Call* button in each entry to dial directly from your Recents list.

**Voice Messages**

In the Voice Messages tab you can:

- View your *New* and *Saved* voicemail messages.
- View message *Details*, such as the time and date of message delivery, the length of the message, and caller ID when available.
- For internal calls, you will also be able to view the *Presence* details of the contact.
- *Play, Pause* or *Restart* a message.
- Use the *Slider* during voicemail playback to move *Forward* or *Rewind* your message.
- Right click for additional options, such as *Delete, Mark as Unread, Chat* and *Call Back* options.
Meetings
From the Meetings tab you can:

- View all your upcoming WebEx meetings.
- Toggle the meeting list for future or past dates.
- Join or Start your WebEx meeting.
- Start an Instant WebEx Meeting.
Configure Your Communications Accounts

To configure your Unified Communications and Collaboration services, follow these steps:

Step 1. From the menu at the top of your Mac, chose *Jabber* > *Preferences*.

Step 2. In the Preferences window, select the *Accounts* tab.

Step 3. Select *Phone Services*.

- a. Enter your Notre Dame User ID in the *Username* field.
- b. In the *Password* field, enter your Notre Dame password.
c. Leave the Server Settings set to configure Automatically.

*NOTE:* Your Username and Password should be the same credentials you use to log into your computer.

Step 4. Select *Apply*.

Step 5. Select *Voicemail*.

![Voicemail Settings](image)

a. Enter your Notre Dame User ID in the *Username* field.

b. In the *Password* field, enter your Notre Dame password.

c. Leave the Server Settings set to configure Automatically.

*NOTE:* Your Username and Password should be the same credentials you use to log into your computer.

Step 6. Select the *Meetings* tab in the *Preferences* window.
You will now need to enter your credentials for the Notre Dame WebEx site.

a. Click the *Meeting Site* dropdown, then select *Edit Meeting Site*.

![Edit Meeting Site](image)

b. Click the Notre Dame WebEx site name, *ND.webex.com*.

d. If you do not see your site listed, click the *Plus* symbol to the bottom left of the window, then enter the Site URL manually, followed by your WebEx credentials.

e. Click *Apply* to confirm your settings.
NOTE: You MUST log in to your WebEx account in a web browser and set your password before you attempt to integrate your WebEx account into your Jabber client.

f. If you wish to use the Meet Now instant meeting features of the Jabber client, click the Edit button next to One-Click Meeting Options to be taken to your WebEx website where One-Click meeting defaults are stored.

From the WebEx One-Click setup web page:

Need Help?
(Insert help desk information)