



User Guide for Cisco Jabber for Mac 11.6

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Revised: April 20, 2016,

User Guide

New and Changed Information

Description of Change	Date	Where Documented
Presence and accessibility icons are updated.	April 20, 2016	Accessibility Icons, on page 14
Updates to Shortcuts for Active Calls and Instant Messages.	April 20, 2016	Keyboard Shortcuts, on page 14

Availability

Create Personal Status Message

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** Enter a message to display.
 - Step 3** Press the **Return** key on your keyboard.
Cisco Jabber displays your personal status message.
-

Locations

Enable Locations

Procedure

- Step 1** Select **Jabber > Preferences**.
- Step 2** In the **Preferences** window, select the **Locations** tab.
- Step 3** Select **Enable Locations**.
- Step 4** (Optional) Select **Tell me when new locations are detected**.

You are alerted when the client detects a new location.

Add a Location

You can create a location for your contacts to see.

Procedure

- Step 1** Select **Jabber > Preferences**.
 - Step 2** In the **Preferences** window, select the **Locations** tab.
 - Step 3** Select the + icon.
The **Create Location** window opens.
 - Step 4** Select **Share this location** if you want your contacts to see your location.
 - Step 5** In the **Name** and **Address** fields, enter information about your location.
 - Step 6** Select **Create**.
-

Edit a Location

You can edit the locations you have created to add additional information.

Procedure

- Step 1** Select **Jabber > Preferences**.
 - Step 2** In the **Preferences** window, select the **Locations** tab.
 - Step 3** In the **My Locations** window, select a location from the list and select the pen or edit icon to edit your location details.
 - Step 4** Update your location information and select **Save**.
-

Remove a Location

You can remove any location that you configure.

Procedure

- Step 1** Select **Jabber > Preferences**
- Step 2** In the **Preferences** window, select the **Locations** tab.
- Step 3** In the **My Locations** window, select the location that you want to remove.
- Step 4** Select the - icon.

The location is removed from the list.

Reassign Location

You can reassign your current network location to a location you have already created.

Procedure

- Step 1** Select **Jabber > Preferences**.
 - Step 2** In the **Preferences** window, select the **Locations** tab.
 - Step 3** In the **My Locations** window, select a location from the list and then select the **Reassign** button.
-

Contacts

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.
-

Add Directory Groups

You can add a directory group into your contact list.

Procedure

- Step 1** Select **Jabber > Contacts > New Directory Group**
 - Step 2** Enter the name of the directory group.
 - Step 3** Select **OK**.
-

Chats


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.
-

Send a Broadcast Message

You can easily send a single message to a group of your contacts. Recipients receive broadcast messages in the same way as a 1:1 chat.

Procedure

- Step 1** From your contact list, select all the contacts that you want to send a broadcast message.
If you want to send a message to an entire group, select the header for the contact group.
 - Step 2** Right-click on the selected contacts and select **Send broadcast message**.
The **Send broadcast message** window displays.
 - Step 3** Enter your message in the text box.
If you want to add more people to the broadcast message, you can search for them in the People field and add them.
 - Step 4** Select **Send**.
-

Chat Rooms

Chat rooms are enabled if there is a Chat Rooms icon on your main window. You use chat rooms to join or read discussions on the theme of the room with the other chat room members.

Join in Chat Rooms

Joining a chat room allows you to participate in the conversation or read what is being said, where multiple chat room members share information in a common chat window. All of the rooms that you are a member of are listed in your **My rooms** tab. If an administrator adds you to a chat room, it is displayed immediately in your **My rooms** tab.

Procedure

- Step 1** Click the Chat rooms icon in the main window, and select **All Rooms**.
 - Step 2** Browse for a room, which are listed alphabetically.
If a room is restricted to specific members, you cannot join the room unless you are added by an administrator. For the restricted rooms that you are not a member of, you see a lock icon instead of the **Join** button.
 - Step 3** Select **Join** beside the room that you want to join. The rooms where you are already a member have a checkmark beside them.
-

Participate in Chat Rooms

When you are added as a member to a chat room, you can participate in the persistent chat room and view the discussion history.

Procedure

- Step 1** Select the **Chat rooms** tab.

All the chat rooms that you are a member of are listed.

Step 2 Double-click on the room that you want to enter.

Step 3 View the current participant list on the right side of the chat window.

Step 4 Read the discussion and enter your own chat messages. The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in. From the chat room, select **Show More** to view older messages.

Search Chat Rooms

You can search for instances of keywords in your chat rooms. Only rooms that you are a member of will be searched.

Procedure

Step 1 Enter a search term in the **Search or call** field in the client.

Step 2 Select **Search chat room messages** option in the list.
A search results window is displayed.

Step 3 Select **Enter** to go to the chat room in the list or you can refine your search using the advanced search icon.

Calls

Start a Jabber to Jabber Call

You can make a call to another Cisco Jabber client using Jabber to Jabber calls. There are some differences using Jabber to Jabber calls:

- You can make a Jabber to Jabber call with only one contact at a time.
- When you are on a Jabber to Jabber call, if you call another contact your ongoing call will end.
- When you start a Jabber to Jabber call with a contact and your contact starts a Jabber to Jabber call with you at the same time, your call is connected and you don't get any incoming call notice.

Before You Begin

This feature is enabled by your administrator.

Procedure

Step 1 Select the call icon for your contact. For example in the contact list or in the chat window.

Step 2 Select **Jabber Call** from the menu.

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.
-

Create Ad-hoc Conference Call

You can create an ad-hoc conference with your contacts, simply merge your calls to create a conference call.

Procedure

- Step 1** Start a call with your first contact.
 - Step 2** Start a second call with another contact, the first call is automatically put on hold.
 - Step 3** Select **More > Merge** and the two calls are merged into a conference call.
-

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 Mavericks 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.
-

Meetings

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**
-

Bridge Escalations

Configure Bridge Information

You can specify an alternative number to use for your conference calls.

Procedure

- Step 1** Select **Jabber > System Preferences**.
The preferences window opens.
 - Step 2** Select the **Calls** tab.
 - Step 3** Select the **General** tab.
 - Step 4** Select **Use my conference service** option.
 - Step 5** Enter the number or the URI for your bridge.
If your administrator has added a bridge pattern you won't be able to edit this field.
 - Step 6** (Optional) Enter a Host PIN.
 - Step 7** (Optional) Enter a Guest PIN.
-

Create Conference Call Using My Bridge

Before You Begin

You have configured your bridge information. For more information, see *Configure Bridge Information*.

Procedure

- Step 1** In the group chat window, select the call icon to start a conference call.
 - Step 2** You are connected into your bridge and your participants are sent an invitation to join your conference call.
-

Start a Meeting Using my Personal Room

Before You Begin

Ensure that **Use Personal Room for all my instant meetings** is selected in your **"Meet Now" Settings** on Cisco WebEx.

Procedure

- Step 1** Select one or more contacts.
- Step 2** Right click and select **Meet Now**.

You are connected into your personal room and your participants are sent an invitation to join your meeting.

Escalate to a Collaboration Meeting Room

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR) Cloud.

Procedure

- Step 1** Ensure **Use my bridge for conference call** option is not selected. For more information, see *Configure Bridge Information*.
- Step 2** When you are in a group chat with participants, select the call icon.
You are connected into the conference call and your participants are sent an invitation to either enter the meeting using a video link or enter the meeting using Cisco WebEx.
-

Add DTMF in your Meetings

You can copy and paste dual tone multi frequency (DTMF) digits into a conference call.

Procedure

- Step 1** Copy the meeting ID, attendee ID, or PIN from your meeting invitation.
- Step 2** When in a call, select the keypad icon.
- Step 3** Paste the information directly into the keypad (Command + V).
-

Control Far End Cameras

Before You Begin

This feature is available to you if it is supported by the system you are calling, and if it is enabled for you by your administrator.

Procedure

- Step 1** After you have started a video call, select the **Show Far End Camera Control** icon.
- Step 2** Use the pan, tilt, and zoom button to control the call.
- For direct calls to devices, use the controls to pan the camera left or right, tilt the camera up or down, and zoom the camera in and out.
 - For calls to bridges, use the controls to select the conference layout that you want to use.

You can also use the following keyboard shortcuts to manually control the camera:

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign
Zoom out	Minus sign key

Custom Tabs

Create Custom Tabs

You can create custom tabs to show HTML content in the main window.

Procedure

- Step 1** Select **File > New Custom Tab**
The Create new custom tab dialog window opens.
- Step 2** Add details for your custom tab in the following fields:
- **Tab name**—Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.
 - **Page URL**—Enter the URL of the content for your custom tab.
- Step 3** Select **Create**.
The custom tab is added to the main window.
-

Remove Custom Tabs

You can remove the custom tabs that you create.

Procedure

-
- Step 1** Select the tab to remove.
- Step 2** Select **Jabber > File > Remove Custom Tab..**
- Step 3** Select **Remove**.
The tab is removed.
-









Accessibility

Accessibility Icons

Accessibility status icons use symbols to show availability.

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

The following table shows standard and accessibility status icons:

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Keyboard Shortcuts

Navigate Hub Window

To navigate through the tabs on the hub window, select **Command** and the number of the tab. For example, to navigate to the first tab select **Command + 1**.

Action	Keyboard access
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
Call Control Strip auto-fade toggle On/Off. Only available when VoiceOver is enabled.	COMMAND + OPTION + SHIFT + H

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.
Answer a Call and see the caller ID	<ol style="list-style-type: none">1 CONTROL + COMMAND + J to open the Cisco Jabber Status Menu2 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

Action	Keyboard Shortcut
Switching between chat tabs.	CONTROL + TAB
Close chat.	COMMAND + W
Exit the messaging text entry field.	SHIFT + 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

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 +)
Answer a Call and see the caller ID	<ol style="list-style-type: none"> 1 CONTROL + COMMAND + J 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

Action	Keyboard Shortcut
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

Use COMMAND + number to move to each tab. For example to move to the first tab, use COMMAND + 1. Use the Tab key and arrow keys to navigate through the main window.

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 **Email** to create an email that you can send to your system administrator.
-

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