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Introduction

Cisco has designed Cisco Jabber for Mac to be intuitive and easy to use. The purpose of this guide is not to describe every feature that Cisco Jabber offers. This guide provides task-based help for some features for which you might need some help or explanation.

Objectives

This guide helps you learn how to:

Share Your Status with Others

Let your contacts know if you are available to chat, in a meeting, or too busy to talk.

Organize and Add Contacts

Adjust your contact list and add your friends and family.

Use Chats to Communicate

Learn how to quickly create group chats and control your privacy settings.

Make Calls and Adjust Your Settings

Forward calls and use other numbers. Change the volume on calls and organize your video camera.

Use Meetings

Add a meetings account to instantly start and join conferences.
Availability

- Create Custom States, page 3
- Use Grayscale Status Icons, page 3

Create Custom States

Cisco Jabber has three default messages to show availability status:
  - Available
  - Away
  - Do not disturb

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

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Select the status message field on the main window.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select Custom Available, Custom Away, Custom Do Not Disturb, or Edit Status Message.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter a message to display.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press the Return key on your keyboard. Cisco Jabber displays your personal status message.</td>
</tr>
</tbody>
</table>

Use Grayscale Status Icons

The following table shows standard and grayscale status icons:

<table>
<thead>
<tr>
<th>Standard Status Icon</th>
<th>Grayscale Status Icon</th>
<th>Status Description</th>
</tr>
</thead>
</table>
You can show grayscale status icons:

**Procedure**

**Step 1** Select Jabber > Preferences.
**Step 2** Select Status.
**Step 3** Select Use accessible presence icons.
Contacts

• Contacts from Address Book, page 5

Contacts from Address Book

Dial contacts using Cisco Jabber directly from the Mac Address Book.

A known Apple defect in Mac OS X 10.7.4 (Lion) Address Book framework can cause Cisco Jabber to become unstable and quit unexpectedly. Cisco Jabber disables this feature by default for Mac OS X 10.7.4 and later versions. This defect does not affect the Address Book plug-in, which you can install separately to allow you to use Cisco Jabber to dial contacts directly from your Mac Address Book.

Install the Address Book plug-in.

Procedure

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

- Group Chat, page 7
- Transfer Files, page 7
- Privacy Options, page 8

Group Chat

Group chats let you send instant messages to two or more contacts at the same time.

Procedure

Start a group chat in either of these ways:

- Select Jabber > File > New Group Chat. In the People field enter the names of the contacts you want to invite into the group chat.
- Select multiple contacts in the Contacts list, right-click, and then choose Start Group Chat.
- Invite everyone in a group, right-click a group name in your contact list and choose Start Group Chat.

Transfer Files

Transfer files to quickly and easily share information.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Select the file transfer icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select a file on your computer to send to your contact.</td>
</tr>
</tbody>
</table>
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.

To set privacy options:

Procedure

Step 1 Select Jabber > Preferences > Privacy.
Step 2 In the Policies section, select one of the following:
   • For people in my company, select either Automatically accept requests or Prompt me for each request.
   • For people outside my company, select either Automatically accept requests or Prompt me for each request.
   • Select Manage Blocked People to specify individuals or domains, to either allow or block, as exceptions to your general privacy policy.
Step 3 Select Done to apply the changes.
CHAPTER 5

Calls

- Audio Devices, page 9
- Forward Calls, page 9
- URI Dialing, page 10
- Transfer Calls, page 11

Audio Devices

You can set up your audio device for use with Cisco Jabber.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Plug in your headset or other audio device to the appropriate USB port.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Jabber &gt; Preferences &gt; Audio/Video.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select your audio device from the drop-down lists after the hardware is recognized.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Adjust the volume for the audio device.</td>
</tr>
</tbody>
</table>

Forward Calls

You can forward calls from Cisco Jabber.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Select Jabber &gt; Preferences &gt; Calls.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Call Forward.</td>
</tr>
<tr>
<td>Step 3</td>
<td>In the Forward Calls to section, select an option from the available list or add a new number.</td>
</tr>
<tr>
<td></td>
<td>a) Add a new number in the available list by selecting the + (plus) button.</td>
</tr>
</tbody>
</table>
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. Refer to *Contacts from Address Book* for information on the Address Book Plug-in.

### Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the user in your mac address book and select <strong>Edit</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>Within the phone section of the contact card, add the SIP URI for your contact.</td>
</tr>
<tr>
<td>3</td>
<td>Select <strong>Done</strong>.</td>
</tr>
</tbody>
</table>

## 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.
Step 2 The call bricklet will display the results.
Step 3 Select Call in the bricklet to call the contact using their SIP URI.

Transfer Calls

You can transfer an active call using Cisco Jabber.

Procedure

Step 1 Select the more menu icon and select Transfer Call. The existing call is put on hold.
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. |
| 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 |