Jabber Soft Phone for Mac

Download the Jabber Client
For instructions on how to download Jabber visit phone.harvard.edu/user-guides-mobile-phones-and-tablets.

Login into Jabber with your HarvardKey.

Chats
In the Chats tab you can see a list of previous chat conversations you have had recently, start an Instant Message conversation, or begin a Group Chat session.

Use the icons along the bottom of the chat window to change your font style and size, font color or insert an emoticon.

Use the icons at the top of the Chat window to escalate to a telephone call, or share your desktop.

Drag and drop a contact from your list to an existing chat to invite another participant and create a group chat.

Press the button to open the participant panel.

Contacts
In the Contacts tab you can change your presence status and see presence status of your contacts. To add a contact to your contact list, do one of the following:

- To add a colleague, enter the name of the contact in the Search and Dial Bar at the top of your client. The predictive search functionality will present you with possible matches as you type. When you locate the correct contact, hover on their name and choose Add Contact from the menu.
  - To add a person outside of your organization, select Contacts in the top menu bar, then Add Contact. A pop up window will appear where you may enter the contacts information.

Note: You may be unable to view an external contact’s presence until they approve your request.

Voicemail
Use the Voicemail tab to manage your voicemail messages. From here you may Play, Delete or Call the person who left the message.
Calls
When you receive an incoming call, a notification will appear on your screen. You may choose Chat to reply with text rather than answering the call with voice. Decline will send the caller directly to voicemail. Answer will either connect the call via softphone or take your desk phone off-hook in speakerphone mode, depending on your client settings.

Add Video to a Jabber Call
When you add video, the call window will change to show a video screen. Self-view will enable by default. If you hold your cursor over the video window, call control options appear.

Harvard Jabber Dialing Rules

Internal Dialing:
Any Harvard 5 digit extension
Area code + Harvard phone number
+1+area code + Harvard number
9+1+ area code + Harvard phone number

External Dialing:
9+1 + area code + any number outside Harvard
+1+ area code + any number outside of Harvard.

Note: 911 calling from Jabber is not supported. Please use a land line phone.

Help
For help or to report a trouble with Jabber, contact your local IT Helpdesk.

To access the Harvard Phone Account portal visit phone.harvard.edu/selfservice.