Cisco Jabber for Mac 12.x

Getting Started Guide

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About Jabber for Mac

Jabber is a new, next generation Unified Communication and collaboration client designed natively for the Mac OS X platform that brings together key Cisco technologies - Enterprise IM, presence, telephony and visual voicemail.

Jabber is an all-in-one communications tool that improves productivity by utilizing Presence and IM to reduce communication delays. It is a pivotal component of the Cisco UC Suite and includes best of breed IP telephony that helps transform business transactions into real-time, personal interactions.

Set Up Account Preferences

Your phone and voice mail accounts should be automatically configured for your device. If you have any issues with set up please contact your local IT Help Desk for assistance.

Recommended set up options:

When setting up Jabber on your computer, it is best to select these options:

- Go to Jabber, Preferences
  - General: Start Jabber when computer starts
  - Audio: Test speaker and microphone, then 'apply'
  - Calls: Never start calls with video
  - Self-Care Portal: This option is not available from the Jabber Client; browse to it via phone.harvard.edu/selfservice
  - Calendar: Integrate to Microsoft Exchange or Google Calendar
Jabber Quick Tour

Contacts

In the contacts tab you can:

- Change your presence status
- See your Contacts’ presence status
- Add contacts
- Use your computer as a softphone or control your desk phone from Jabber.
- Start a call or IM.
## Calls

When working with calls you can:

- Send a call directly to voicemail or answer the call.
- Mute/Un-mute the call.
- Control call volume.
- Place call on hold, display a keypad, merge or transfer calls.
- From any application on a Mac, select a phone number to dial. Go to the application’s Application menu > Services > Dial with Jabber.

**Important Note**: Please do not dial 911 from the Jabber client. When calling 911, use the dialer native to your cell phone or use a desk/home phone.

### 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 of Harvard
- +1+ area code + any number outside of Harvard
Chats

In the Chats tab you can:

- See a list of people you have chatted with recently.
- Start an IM
- Escalate a person to person IM chat to a call, meeting, desktop share or email.
- Send files.
- Send a screen capture.
- Add emoticons.
- Invite others to join a group chat.
Recents
In the Recents tab you can:
- View all your recent calls
- Caller ID, time and date of call, and status availability of the caller
- Missed call will be displayed in red.
- Select the call button to directly call back.

Voicemail
In the Voicemails tab you can:
- Manage your voicemail messages.
- Play, pause or restart a message.
- Right click and select Delete to remove a voicemail message.

Need Help?
For assistance, please contact your local support desk.