

## University of Missouri Kansas City (UMKC)

### Cisco Jabber for Mac 11.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, visual voicemail, and WebEx meetings.

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.

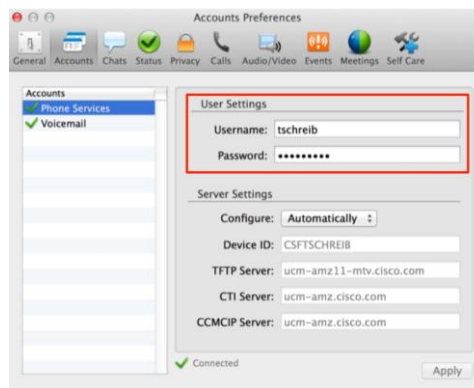
## Set Up Account Preferences

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

Step 1. From the Jabber menu, chose *Preference > Accounts*.



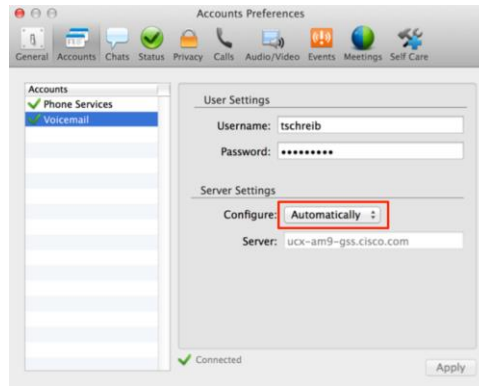
Step 2. Select *Phone Service*.



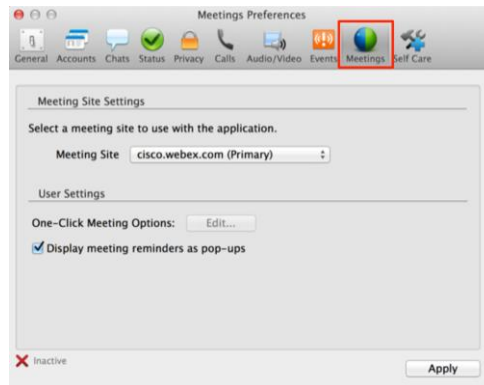
Enter your *Username* and *Password*.

Select *Apply*.

Step 3. Select *Voicemail* and ensure that *Configure* is set to *Automatically*.

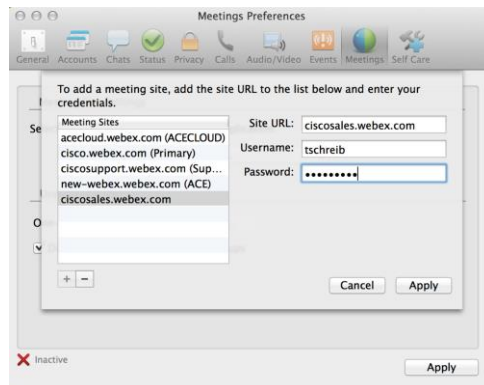


- Step 4. Select Meeting tab and select the Meeting Site drop down menu. Then, click the *Edit Meeting Site...*, then select your WebEx URL from the pane on the left. After entering your *username* and *password*, click *Apply*.



If you do not see your WebEx site listed, you will need to add it manually. Select the *Add Meeting Site* button to set Jabber preferences for WebEx meetings.

- a) In the pop-up that appears, click on the *Add(+)* button.



- b) In the *Site URL*, enter your WebEx Meeting Site URL..  
 c) Enter your *Username* and *WebEx Meetings Application Password*.

- d) Click *Apply*.
- e) Click *OK* if your WebEx meeting account is confirmed. Otherwise, verify your account information is correct.
- f) Click *Apply*.

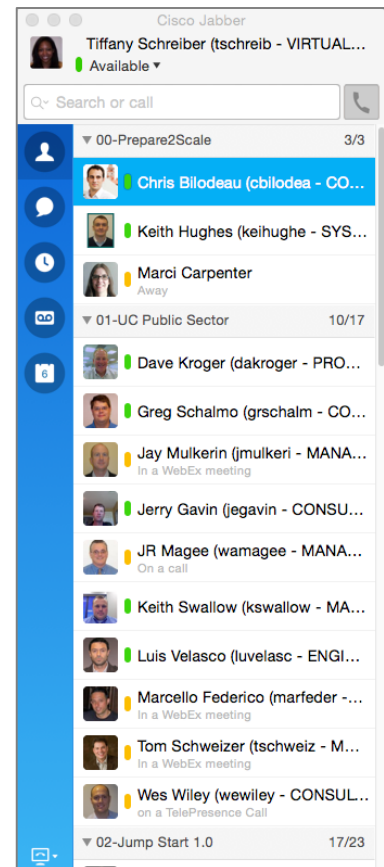
**Note:** A green checkmark beside a service listed in the Accounts panel indicates that your configuration settings are correct.

## 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.

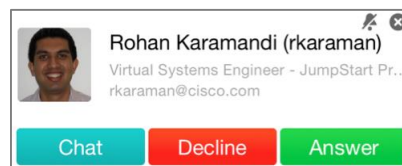


## Calls

In the Calls tab 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*.

## Incoming Call:



## Active Call:

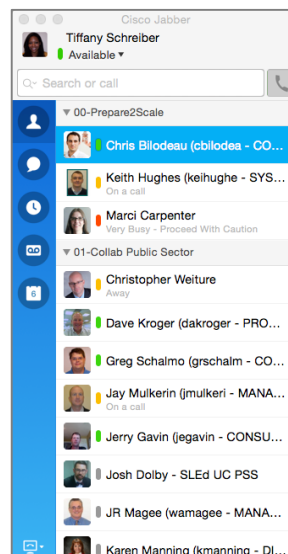


## Chats

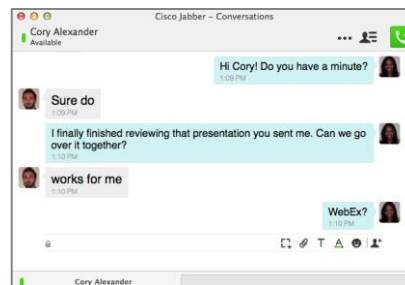
In the Chats tab you can:

- 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.
- Group chats can be escalated to a WebEx meeting.

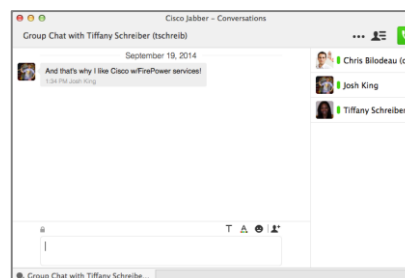
## Chats tab:



## Person to Person Chat:



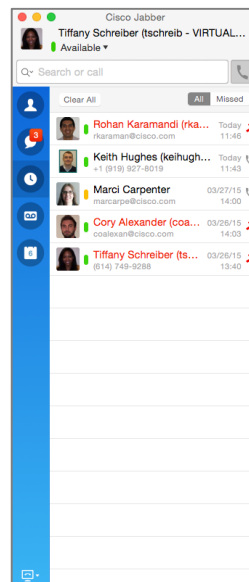
## Group Chat:



## Recents

In the Recents tab you can:

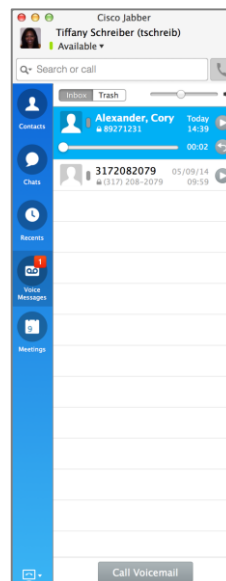
- View all your recent calls
- Caller ID, time and date of call, and status availability of the caller
- Missed call will be displayed in **red**.
- Select the call button to directly call back.



## 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.

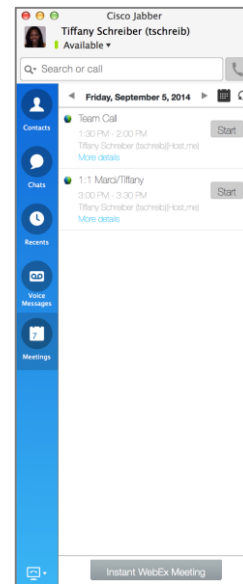




## Meetings

From the Meetings tab you can:

- Start an Instant WebEx Meeting.
- Join a WebEx Meeting.



## Need Help?

UMKC IS Call Center – 816.235.2000  
Monday – Thursday 7:00am – 7:00pm  
Friday – 7:00am – 5:00pm