



Accessibility Guide



Cisco Jabber for Mac Accessibility Guide

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Cisco Jabber for Mac Main Window Navigation and General Controls

This document lists keyboard accessibility procedures unique to Cisco Jabber for Mac. The available keyboard shortcuts depend on your organization's setup of Cisco Jabber for Mac.

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During an active conversation with the Cisco Jabber window active

Action	Keyboard Access
End Call	COMMAND-K
Mute Audio toggle On/Off	OPTION-COMMAND-DOWN ARROW
Increase Volume	CONTROL-OPTION-COMMAND-UP ARROW
Decrease Volume	CONTROL-OPTION-COMMAND-DOWN ARROW Note This keyboard shortcut is valid only if you modify the global keyboard shortcut for Mute on/off. See Global keyboard shortcuts with the Cisco Jabber window in the background, on page 3.
Hold, Conference, Park, Transfer, Send Call to Mobile	Access through the Jabber menus when the Conversation window is active, or TAB or SHIFT-TAB to move through the buttons and objects in the window.

On an incoming call with the Cisco Jabber window active

Action	Keyboard Access
Answer a Call	COMMAND-L

Action	Keyboard Access
Ignore, Answer	When the Conversation window is in focus, TAB or SHIFT-TAB to move to the Ignore or Answer button.
Answer a call and to see the caller ID	<ol style="list-style-type: none"> 1 CONTROL-COMMAND-SPACEBAR to open the Cisco Jabber Status Menu. 2 Press the DOWN ARROW to move through the menu options and select “answer call from > xxx-xxx- xxxx.” 3 Press ENTER.

Global keyboard shortcuts with the Cisco Jabber window in the background

Action	Keyboard Access
Answer an incoming call	CONTROL-COMMAND-L
Mute on/off – in desk phone mode only	CONTROL-OPTION-COMMAND-DOWN ARROW
Dial selected text in an application	SHIFT-COMMAND-0 (zero)
Answer a call and to see the Caller ID	<ol style="list-style-type: none"> 1 CONTROL-COMMAND-SPACEBAR to open the Cisco Jabber Status menu. 2 Press the DOWN ARROW to navigate through the menu options. 3 Choose "answer call from xxx-xxx- xxxx." 4 Press ENTER.

Modify keyboard shortcuts for **Show the global Jabber Menu**, **Answer an Incoming Call**, and **Hide Jabber** with the following steps:

- 1 Choose **Jabber > Preferences > Global Shortcuts**.
- 2 Click the shortcut you want to change.
- 3 Enter the keyboard shortcut you want to use for the task.

Other call functions with the Cisco Jabber window active

Action	Keyboard Access
New Call	SHIFT-COMMAND-N
Redial	SHIFT-COMMAND-R

Action	Keyboard Access
Place a call to the selected contact in the contact list	OPTION-COMMAND-C

Keyboard shortcuts when the main Cisco Jabber window is active

Action	Keyboard access
Navigate to and select Contacts	COMMAND-1
Navigate to and select Chats tab	COMMAND-2
Navigate to and select Calls tab	COMMAND-3
Navigate to and select Voicemail tab	COMMAND-4
Navigate to and select Meetings tab	COMMAND-5
Add a contact	COMMAND-D
Show Expanded Contacts View (toggle open and closed)	SHIFT-COMMAND-T
Show Offline Contacts	SHIFT-COMMAND-H
Bring the main Cisco Jabber window into focus	COMMAND - /

Voicemail keyboard shortcuts with the main Cisco Jabber window active

Action	Keyboard Access
Delete voice message	DELETE
Empty Voicemail Trash	OPTION-COMMAND-DELETE
Play voice message (toggle play and pause)	OPTION-COMMAND-P
View voice messages	COMMAND-4

Messaging – when the Chat window is in active

Action	Keyboard Access
Start a chat with the selected contact	COMMAND-N
Start a group chat with multiple selected contacts	OPTION-SHIFT-COMMAND-N
Close chat	COMMAND-W
Exit the messaging text entry field	CONTROL-Tab

Action	Keyboard Access
Restore default font	OPTION-SHIFT-COMMAND-T
Show All Fonts	COMMAND-T
Bold	COMMAND-B
Italic	OPTION-COMMAND-I
Underline	COMMAND-U
Bigger	COMMAND-+
Smaller	COMMAND-(minus)
Show Colors	SHIFT-COMMAND-C
Copy Style	OPTION-SHIFT-COMMAND-C
Paste Style	OPTION-COMMAND-V

Other useful keyboard shortcuts when the Cisco Jabber window is active

Action	Keyboard Access
Add a contact	COMMAND-D
Add a group	SHIFT-COMMAND-D
Share desktop with the selected contact	OPTION-SHIFT-COMMAND-M
Send file to a selected contact	OPTION-COMMAND-F
View File Transfers window	OPTION-COMMAND-L
Close chat	COMMAND-W
Get info	COMMAND-I
View my profile	SHIFT-CONTROL-COMMAND-I

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Getting More Information About Accessibility and This Product

For more information about accessibility and this product (for example, to request a United States government Section 508 VPAT (Voluntary Product Accessibility Template), contact Accessibility@Cisco.com.

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