Frequently Asked Questions

Frequently Asked Questions: Cisco Jabber for Mac Release 9.2(1) (WebEx Connect)

FAQs

Q. What is Cisco Jabber for Mac?

A. Cisco Jabber for Mac is a unified communications and collaboration application for the Mac platform that provides instant messaging, video, presence, audio, visual voicemail, and web conferencing capabilities all from a single application.

✎

Note   Access to these capabilities varies, based on how your organization sets up the product.

Basics

Q. Why do I see a server field in the Password Sign-In step?

A. You chose Cisco Unified Presence as your Service Type. If this is not what you intended, go back a few steps in the sign-in process and choose **Cisco WebEx Connect**.

Q. Is Cisco Jabber compatible with the Mountain Lion operating system OS X 10.8.1?

A. Yes! Cisco Jabber is supported on Mac OS X 10.7.4 (Lion) and 10.8.1 (Mountain Lion), but will not launch in any release prior to 10.7.4.

Q. The contacts from my Address Book do not appear when I perform a search. Why not?

A. A known Apple defect in the 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 10.7.4 and later versions. If you enable the Address Book, it might cause stability issues. This defect does not affect the Address Book plug-in, which you can install separately, allowing you to dial using Cisco Jabber directly from the Mac Address Book if you have phone services deployed in your environment.

To install the Address Book plug-in, choose **Cisco Jabber > Install Mac Address Book Plug-in**. To enable the Address Book plug-in, choose **Cisco Jabber > Preferences > General > Enable "Mac Address Plug-in"**, you need to restart the client for this to take effect.

Q. Can I access Cisco Jabber features while I use another application?

A. When Cisco Jabber is running, even if you are currently using another Mac application, you can open the global Cisco Jabber menu to access several key Cisco Jabber features, including the predictive search interface. To open the menu, click the Cisco Jabber status item or press **CONTROL-COMMAND-Space**. You can also use this menu to search for a user, change your status, start a chat, or dial a phone number.

Cisco Jabber supports telephony (tel:) and chat (xmpp: and jabber:) links that you can find in many documents and web pages. For example, if you click a telephone number that appears with a tel: link, or an IM address that appears with an xmpp: link, you initiate a Cisco Jabber call to that number or open a Cisco Jabber chat window to that user, respectively.

Q. How do I change or disable notifications for events, such as a received chat message or meeting invitation?

A. Choose **Cisco Jabber > Preferences > Events** to modify event notifications.

Q. What keyboard shortcuts can I use with Cisco Jabber?

A. The following table lists a selection of available shortcuts:

Shortcut	Description
CONTROL-COMMAND-Space	Open the global Cisco Jabber menu.
COMMAND-/	Bring the main Cisco Jabber window to the front, if you have another window active, such as a chat window.
COMMAND-,	Open the Preferences window.
COMMAND-F	Search from the main window.
SHIFT-COMMAND-N	Dial from the main window.
COMMAND-D	Add a contact.
SHIFT-COMMAND-H	Toggle between showing and hiding offline contacts.
SHIFT-COMMAND-0 (zero) or COMMAND-)	Dial selected text. **Note** Can be used within any Mac application. Just highlight a series of digits and use the shortcut to dial with Cisco Jabber.

✎

Note The Cisco Jabber menus contain additional keyboard shortcuts. For a more complete list of Cisco Jabber keyboard shortcuts, refer to the *Cisco Jabber for Mac Accessibility Guide*.

Q. Can I customize any of the Cisco Jabber keyboard shortcuts?

A. Yes, you can specify your own key combinations for the following keyboard shortcuts:

Default Key Combination	Description
CONTROL-COMMAND-Space	Show the global Jabber menu.
CONTROL-COMMAND-L	Answer an incoming call.
CONTROL-OPTION-COMMAND-Down Arrow	Toggle between mute and unmute for the active call.

1   Choose **Jabber > Preferences > General**. Then, click **Global Shortcuts**.

2   Click the **X** beside the current keyboard shortcut.

3   Create your own keyboard shortcut, using a letter or number, along with any combination of SHIFT, CONTROL, OPTION, and COMMAND.

Setup

Q. Where do I enter my phone services and voicemail information?

A. To enter your account information:

1   Choose **Jabber > Preferences > Accounts**. Then, select an account.

     Where possible, Cisco Jabber attempts to autopopulate account information provided by your system administrator.

2   Fill in any remaining information, such as username and password, and click **Apply** to connect to your accounts.

     Contact your system administrator if you require assistance retrieving your username and password.

Q. How do I set up my web meeting account?

A. 1   Choose **Jabber > Preferences > Accounts**.

2   Choose **WebEx Meeting** in the Accounts Preferences window.

3   Click the Meeting Site drop-down menu. Then, choose **Edit Meeting Site**.

4   In the window that appears, click the + button.

5   Enter the site URL (go.company.com)

6   Enter the username and password.

7   Click **Verify**.

     If all your information is correct, Cisco Jabber verifies your meeting site account.

8   Click **Done**. Otherwise, check that you have entered your account information correctly.

9   Click **Apply** to activate the new Meeting Site account.

If all your information is correct, a green check mark beside **WebEx Meeting** in Accounts indicates that you have a successful connection to the web meeting account.

Q. What kind of privacy options can I set?

A. Cisco Jabber lets you specify how to manage incoming requests from users who want to add you to their contact lists. You can view and update your profile, view settings, and manage blocked contacts.

     • People in your company

     • People outside your company

To set privacy options:

1   Choose **Jabber > Preferences > Privacy**.

2   Choose **Policies**.

3   For the group, *People in my company*, choose either **Automatically accept requests** or **Prompt me for each request**.

4 For the group, *People outside my company*, choose either **Automatically accept requests** or **Prompt me for each request**.

5 If you want to limit who is allowed to view your profile, choose the appropriate group from the drop-down menu.

6 Click **Manage Blocked People** to add the individual IM account addresses that are the exception to your general privacy policy. Click + to add an account address and then **Done** when you have finished your changes.

7 Choose **Observers**, if this option is supported by your organization's set up of the product, to view a list of users who have added you to their contact lists but who are not on your contact list. If you want to add an observer to your contact list, click the **Action** menu button and choose a group for the contact.

Q. How do I set up my headset or other audio device?

A. You might need to set up your audio device for use with Cisco Jabber if your audio device is not the currently configured device.

To set up a headset or other audio device to use with Cisco Jabber:

1 Plug in your headset or other audio device to the appropriate USB port.

2 Choose **Jabber > Preferences > Audio/Video**.

3 Choose your audio device from drop-down lists after the hardware is recognized. You can adjust the volume of your microphone. You can also adjust the volume of the audio call output and the ringer.

> **Note** Cisco Jabber works with your computer speaker and microphone, and does not require a headset or other audio device.

Q. What do the buttons do?

A. After you sign in, the main window opens. The icons on the main window provide easy access to several features.

Button	Description
	Contacts—Displays your contact list. To add contacts, select **Jabber > Contact > Add Contact** or you can use the keyboard shortcut COMMAND D.
	Chats—Displays your chat history, including missed chats. **Note** Only 1:1 IM chat history is shown.
	Calls—Displays your call history: incoming, outgoing, and missed calls.
	Voicemail—Displays visual voice messages. Click the **Play** button to listen to your voice messages directly from Cisco Jabber. If your administrator enabled text transcription for your voicemail account, you can also view these from the Voicemail tab.

Button	Description
	Meetings—Displays your scheduled Cisco WebEx meetings. By default, the calendar displays your meetings for the current day. Click the **Today** button to display a calendar, so that you can browse meetings for another day. To start an instant meeting, click **Instant Meeting**.
	Search—Opens a search field that allows you to predictively search for people within contacts, recent conversations, your personal contacts stored in your Address Book, and your corporate directory. You can also enter a phone number to place a call.
	Phone and Call Forwarding Preferences—Allows you to choose your computer or desk phone to place and receive calls. You can also forward your calls and open the Calls Preferences window, with which you can view information about your phones.

Q. How do I control the sounds and notifications I receive?

A. You can specify the sound and dock bounce for all events that send a notification.

    1 Choose **Jabber > Preferences > Events**.

    2 Choose an event and specify if or when a sound is played. You can also choose the dock bounce behavior and Growl notification for each event.

       Growl is a third-party application that displays notifications for applications in Mac OS X.

Q. There is information that I want to change in my profile. How do I edit that information?

A. You can add or change your picture, add a contact number, or edit the other profile information, if your system administrator enabled this feature.

    1 To view your profile, choose **File > View My Profile**.

    2 To open the Edit window, click **Edit**.

    3 Make any of the following changes. Then, to save all your changes, click **Save**:

       • To add or change your picture, double-click the picture (or picture icon, if you have not added a picture yet). Then, browse to the picture file you want and click **Open**.

       • To add a contact number, click the green **Plus** icon and type a new phone number. Then, click the drop-down menu beside the Phone Number field to choose the type of contact number (for example, home or work).

       • To edit any of the fields, such as the address, click inside the field and edit the information as you wish.

Presence Status

Q. What is presence status?

A. Presence status information lets you know if your contacts are available for chat, on the phone, in a meeting, or away from their desk. The icon beside a contact name or the status message allows you to quickly determine status.

Presence status information helps reduce communication delays by helping you determine the best time and method to communicate with your contacts.

Q. How do I change my status?

A. 1 Click the drop-down menu next to your own status message at the top of the Cisco Jabber window, or open the global Cisco Jabber menu.

2 Choose from the list of default status selections. You can also choose one of the **Custom** options from the drop-down menu on the Cisco Jabber window to create your own status message.

Note To open the global Cisco Jabber menu, press CONTROL-COMMAND-Space on your keyboard.

Q. Does my status ever change automatically?

A. Yes, Cisco Jabber changes your status automatically when, for example, you begin a phone call, enter a WebEx Connect meeting, or are inactive on your computer for a period of time. See the following table for details.

Q. What are all the possible status indicators I might see in Cisco Jabber?

A. The following table describes all the possible status indicators that can appear beside a contact:

Icon	Status Description
	Available—Indicates that the user is available to contact. A user can also choose to design a custom Available message to display beside the icon (for example, "Focusing on team meetings today").
	This indicator displays automatically with the following messages: • **Away**—When the user is idle for a period of time • **On a call**—When the user is in an active phone call • **In a WebEx meeting**—When the user is in a WebEx Connect meeting • **In a meeting**—When the user is busy, according to the user's Microsoft Outlook calendar A user can also manually change their status to Away, or design a custom Away message to display beside the icon (for example, "Out to lunch").

	This indicator can display with the following status information: • **Do Not Disturb**—Indicates that the user does not want to be contacted. A user can also choose to design a custom Do Not Disturb message to display beside this icon (for example, "Working on a 5 p.m. deadline"). • **Presenting**—Displays automatically when the user is sharing in either a desktop share session or a WebEx meeting.
	Offline—Indicates that the user is not signed in to Cisco Jabber. Offline users cannot receive any chat messages.

Q. How long does it take before Cisco Jabber displays Away status?

A. By default, your status changes to Away after 15 minutes of computer inactivity. Use the timer settings to turn off the automatic status change or to change the timer value.

To change the away timer value:

1 Choose **Jabber > Preferences > Status**.

> **Note** If you uncheck the **Show me as Away** check box, your status will not automatically change to Away. The check box is checked by default.

2 Use the arrows or enter a value to change the timer value.

Q. How do I create and delete custom status messages?

A. Custom status messages let you display specifics about your availability.

To create a custom status message:

1 Click your status in the Cisco Jabber window.

2 Click **Custom Available**, **Custom Away**, or **Custom Do Not Disturb**.

3 Enter a message to display.

4 Press **Return**. The new message appears as your new status. The message is also appears in your drop-down list to use again.

To delete a custom status message:

1 Click your status in the Cisco Jabber window or click the Cisco Jabber status item.

2 Choose **Edit Status Menu**.

3 Choose the message to delete.

4 Click **-** (Minus) button.

5 Click **Done** to close the window and save your changes.

Note You can also create a new custom status message by clicking the + (Plus) button in the Edit Status Menu.

Q. My status is set to Do Not Disturb; how do I see missed messages?

A. The status Do Not Disturb continues delivery of incoming messages and invitations, but does not display notifications and turn off sounds.

Contests

Q. How do I add a contact?

A. Cisco Jabber allows you to add contacts to your contact list from your company directory.
To add a contact from your company directory:

1 Choose **Contacts > Add Contact**.

2 Start typing a name to begin a search of your company directory.

3 Choose the name from the search results.

4 (Optional) In the Display Name field, edit how you want the name to appear in your contact list.

5 (Optional) Click the **Add to Group** drop-down menu to choose one of your existing groups for this contact or click **Add New Group** from the menu to create a new one.

6 Click **Add**.

Note You can also add a contact when you are using the Search feature. When you find your desired contact in the search results, position your cursor on the name or picture. Then, from the menu, choose **Add to Group** and, from the submenu, choose the group in which this contact will be listed.

Q. Can I add a contact from an external IM service?

A. Yes. Cisco Jabber allows you to add a contact from AOL. Just add a contact as you normally do (for example, choose **Jabber > Contacts > Add Contact**). In the IM field, enter the IM username of your new contact (for example, *myfriend@aol.com*), and check the **This is an AOL contact** check box. If you wish, also enter a display name for this contact and assign the contact to a group.

Note Cisco Jabber cannot display status information for an AOL contact (or any other external IM service).

Q. On the contact card, how do the communication options work?

A. Position your cursor over the picture of a contact in your contact list. Depending on the services you set up, the Contact Card displays with buttons that let you choose from a variety of communication methods. You can make a call, start a meeting, chat, or send an email message to your contact.

For calls, Cisco Jabber can display multiple phones numbers. Click the **Phone** button and choose a number from the submenu to make a call to the contact phone number. If available, this number might represent a desk phone, a mobile phone, or another designated number. If you are not already in a web meeting, you also have the option to start a meeting with a contact.

Q. Can I hide the pictures in my contact list?

A. If your administrator enabled this feature, you can toggle picture display on and off from the View menu. If your contact list is long, you can save space by turning off the picture display.

Choose **View > Show Expanded Contacts View** to toggle picture display on and off.

Q. How do I search for a contact?

A. To display the search field, you can open the global **Cisco Jabber** menu or use the **Search or Call** bar.

Note To open the global Cisco Jabber menu, press **CONTROL-COMMAND-Space** on your keyboard.

Q. I renamed one of my contacts to a nickname; can Search find the contact?

A. Search finds contacts in your list, even if you rename them. You can also find contacts by entering an email address in the Search field.

Q. I often minimize Cisco Jabber to use other applications. Is there a way for me to initiate a search and contact someone when I don't see the application?

A. Yes. Cisco Jabber provides an icon in the Mac menu bar for that purpose. Click the global **Cisco Jabber** menu, which allows you to predictively search for people within contacts, recent conversations, personal contacts stored in your Address Book, and your corporate directory. You can also enter a phone number to place a call.

Note Alternatively, you can use the CONTROL-COMMAND-Space keyboard shortcut to open the global Cisco Jabber menu.

Q. How can I organize my contacts?

A. Create groups to better organize your contacts. You can also assign groups when you add contacts. By default, Cisco Jabber displays contacts alphabetically within each group. After you create the group, start a group chat by choosing the option from the shortcut menu.

> ✎
> **Note**   Groups appear alphabetically in your contact list.

To add a new group:

1 Click the **Action** button in the lower left corner of the window and choose **Add Group**. Alternatively, choose **Contacts > Add Group**.

2 Enter a name in the **Group name** field.

3 Click **OK**.

   The group name appears in the contact list.

4 Add existing contacts into the group by dragging them from your list to the group. You can also choose this new group when you add a contact.

Q. Can my contacts appear in more than one group?

A. Yes, contacts can appear in multiple groups.

To add a contact to another group:

1 Choose a contact name.

2 From the Contacts menu, choose **Add to Group** (which copies the contact into an additional group) or **Move to Group**.

3 Choose the group name.

Q. If I delete a contact from a group, does Cisco Jabber remove that contact from the contact list?

A. If you remove a contact from the predictive search results, Cisco Jabber automatically removes the contact from any group the contact is in. If you remove a contact by choosing the contact name from the contact list, Cisco Jabber removes only that instance of the contact you chose. That is, if the contact is in more than one group, Cisco Jabber removes the contact only from the group where you selected this person.

Q. How do I block a contact?

A. If you block an individual contact, Cisco Jabber prevents you from sending or receiving instant messages to or from that contact. Cisco Jabber can only block users from a different organization or domain.

To block a contact:

1 Choose the name on your contact list.

2 Choose **Contacts > Block**.

Q. Can Cisco Jabber search for contact information in my Mac Address Book?

A. Cisco Jabber uses information in your Address Book in the following ways:

- There is a known Apple defect in the Mac OS X 10.7 (Lion) Address Book framework that can cause Cisco Jabber to become unstable and quit unexpectedly. For this reason, Cisco Jabber disables Address Book integration by default in Lion.

- Cisco Jabber provides an Address Book Plug-in, which you install separately, the plug-in allows you to dial using Cisco Jabber directly from the Mac Address Book, if you deployed phone services in your environment. To install the Address Book plug-in, choose **Cisco Jabber > Install Mac Address Book Plug-in** and to enable the Address Book plug-in, choose **Cisco Jabber > Preferences > General > Enable "Mac Address Plug-in"**, you need to restart the client for this to take effect.

Chat

- [Instant Messages](#)

- [Group Chat](#)

Instant Messages

Q. How do I start a chat?

A. When you double-click a contact in your contact list, Cisco Jabber opens a chat window, where you can start chatting immediately. Or, you can find your contact, first, by using Cisco Jabber search, which automatically searches your contact list, company directory, Address Book, and recent conversations:

1 Click **Search** and enter a name or email address in the Search field in the main window. You can also search with the global Cisco Jabber menu.

2 Double-click the contact name in the search results to start your chat.

Q. How do I turn off the sounds that alert me when I receive a chat request?

A. By default, chat alert sounds are turned on for those events that support sounds. Make changes in the Events Preferences menu (choose **Jabber > Preferences > Events**) to choose when and how to play the chat alert sounds.

You can specify the sound, dock bounce, and Growl notifications for all events that send a notification.

Q. How do I see a missed chat request?

A. If you are currently signed in to the application, an icon appears on the application, and on the Chat tab within the main window, noting that you missed chats.

Q. What do the buttons in the chat window do?

A. The buttons in the chat window allow you to add audio and a web meeting to your conversation.

Button	Description
📞	**Place Call**—Initiates an audio call.

Button	Description
	Start Meeting—Launches Cisco WebEx Meeting Center and sends a meeting invitation to your chat participants.
	Start Desktop Share—Sends a desktop share invitation to your chat participants.
	Send Email—Opens a new email message window, addressed to chat participant(s).
	Action—Displays a menu with the following options: • Send File • Add to Group • Block • Get Info
	Invite Contact—Allows you to search for a person and invite that person to your current chat.
	Participant Panel—Opens and closes a panel that lists the participants in the chat.
	Font attributes—Allows you to choose a font, font size, and color.
	Font color—Allows you to choose a color for your text.
	Emoticons—Allows you to choose from a palette of emoticons.
	File transfer—Allows you to browse for a file and send it to your contact.

Q. Can I start a chat from a Growl notification?

A. When you see a notification that a contact is online or that you received a message, click the Growl notification and Cisco Jabber comes to the foreground and opens a chat window with that contact.

Q. Where can I see my chat history?

A. If your company supports this feature, whenever you start a new chat with a contact, you see your previous chat message there in the chat window. Select **Jabber > Preferences > Chat** to adjust how many previous messages Cisco Jabber shows in a chat window. You also archive a chat to a file or view chat history from the Chats tab in the main Cisco Jabber window.

Note Only the system administrator can activate chat archiving. Some organizations choose not to activate this feature. To be sure, ask your system administrator.

Q. Can I change the appearance of my chat text? Does Cisco Jabber have emoticons?

A. In the conversation window, choose from a variety of fonts, colors, and emoticons to apply during your chat. You can also set a format option for all of your chat messages, whether they are incoming or outgoing.

    1 Choose **Jabber > Preferences > Chats**.

    2 Click **Set Font** to choose a font for messages. You can choose a chat theme, font size, and color.

Q. How do I see my recent file transfers?

A. Choose **Window > File Transfers** to open the File Transfers window. This window lists the files you received or sent in your Cisco Jabber chat sessions, and the names of the senders or recipients. Double-click the file name to open the file. You can also click the search icon beside the file to open the Downloads folder, where the file resides.

Group Chat

Q. What's a group chat?

A. Chats that use instant messages are either person-to-person or group chats. Three or more people constitute a group chat. Group chats remain active as long as at least one person is in the chat. When all participants leave, the group chat ends.

Q. How do I start a group chat?

A. You can start a group chat in several ways.

- Choose **Jabber > File > New Group Chat**. Then, in the People field of the Invite to Chat window, enter names of the contacts you want to invite to the group chat.

- Select multiple contacts in the Contacts list, right-click, and then choose **Start Group Chat**.

Tip To invite everyone in a group to a group chat, right-click a group name in your contact list and choose **Start Group Chat**.

Calls

- Make and Receive

- Redirect

Make and Receive

Q. How does it differ when I use my computer or my desk phone for phone calls in Cisco Jabber?

A. Cisco Jabber can use your computer as a phone (including use of microphone, speakers, and USB headset), or it can control your Cisco IP Phone to make and receive phone calls. When you use Cisco Jabber in desk phone control mode, some call control options are not available from the application itself, and you need to use your desk phone to complete these actions:

  • Send the call to a mobile device

  • Mute your microphone

  • Adjust the volume at which you receive audio

Q. What are the different methods available to initiate a call?

A. To make a call, use any of the following methods:

  • Use the Search field in the Cisco Jabber window to find the desired user and choose one of the phone numbers from the submenu.

  • Open the global Cisco Jabber menu and use the Search field to find the desired user. Then, choose one of the phone numbers from the submenu.

  • Click the **Phone** icon for a contact in your contact list and choose one of the phone numbers to call.

  • Right-click a contact in your contact list and choose **Call** from the context menu. Then choose a phone number to call.

  • Move your mouse to hover over one of the contacts in your list and click the **Phone** icon when the contact card is displayed.

  • Click to select a contact in your list. Then, choose **Contacts > Place Call**.

  • Click the **Keypad** button to enter the number. To dial, press **Return** or click the **Call** button.

Q. Can Cisco Jabber work with my Mac Address Book?

A. Cisco Jabber provides two levels of native Address Book integration. Cisco Jabber collects the information from your Address Book and adds it to an existing contact if it finds a match (Mac OS X 10.6, only). Cisco Jabber also shows Address Book entries in search results.

In addition, Cisco Jabber provides an Address Book plug-in (which you install from the Cisco Jabber menu by choosing **Cisco Jabber > Preferences > General** and click **Install Mac Address Book Plug-in**). After you install the Address Book plug-in, you can make a call through Cisco Jabber directly from the Address Book. Click a phone number and choose **Address Book > Services > Dial with Cisco Jabber**.
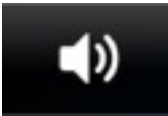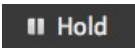
✎

Note   A known Apple defect in the Mac OS X 10.7 (Lion) Address Book framework can cause Cisco Jabber to become unstable and quit unexpectedly. For this reason, Cisco Jabber disables Address Book integration by default in Lion. This defect does not affect the Address Book plug-in.

Q. Can you describe the icons in the Active Conversation window?

A. The icons in the Active Conversation window provide access to your calling features.

Icon	Description
	Mute—Mutes your microphone in the active call.
	Video Stop/Start—Stops sending video in your call, if you are currently sending video. If you and your call participant are both video-enabled, you can click this to initiate video if you are not currently sending it.
	Adjust Call Volume—Opens a slider, with which you adjust the active call volume.
II Hold	**Hold Call**—Places the active call on hold. Access the Hold feature from the More button.
	Keypad—Opens a keypad that allows you to enter tones into an active call. Use this keypad to enter PINs, passwords, or voice menu navigation. You can also use this keypad to place a call when, for example, you use the Add Call feature from the Call Actions menu.
	Contact Options Menu—Opens a menu that gives you access to the following features: • Send Email: Opens a new email message, addressed to this contact. If you are in a conference with several contacts, all of the participants will receive the message. **Note** The Contact Options Menu button is active only when you are in an active phone call with someone in your company directory.
	End Call—Ends the active call. You can also end the call by closing the Active Conversation window. If you want to end a call that is on hold, you must resume the call (by clicking the **Hold** icon) before you can end the call.
	More—Opens a submenu that provides access to the following features: • Hold: Creates a phone conference with one or more other callers • Merge: Sends the call to the mobile device listed in your profile
	Merge—Merges two active calls into a single conference call. Access the Merge feature from the More button.

Icon	Description
	Phone and Call Forwarding Preferences—Allows you to choose your computer or desk phone to place and receive calls. You can also forward your calls and open the Calls Preferences menu, with which you can view information about your phones.
	Chat—Opens a chat with this contact. If you are in a conference with several contacts, all of the participants will be in the chat.
	Start WebEx Meeting—Initiates a WebEx Meeting Center meeting with this contact. If you are in a conference with several contacts, all of the participants are invited to the meeting.
	Start Screen Share—Initiates a screen share with this contact, which begins after your contact accepts the screen share session. If you are in a conference with several contacts, all of the participants are invited to the screen share.
	Send Email—Opens a new email message, addressed to this contact. If you are in a conference with several contacts, all of the participants will receive the message.
	Audio Video Preferences—Opens a the Audio Video Preferences window, in which you can make selections and adjust volume for your camera, microphone, speaker, and ringers .

Q. How do I call "offline" contacts, if they don't show up in my contact list?

A. You have two options:

- Search for your contact. The search results display all the contacts in your contact list, even those that are offline. From the results, you can call your contact.
- Choose **View > Show Offline Contacts**.

Q. What are my options when I receive a call?

A. When you receive a call, choose one of the following options from the notification window that appears:

- Answer with audio
- Divert the call to your voicemail service
- Answer with chat
- Silence the ringer

Q. How do I create a conference call?

A. 1 Start a call with your first contact. Inform your caller that you will initiate a conference and that the callers will be on hold while you add other callers.

2 Click the **Show Actions** button. Then, click **Add Call**.

3 Type the name of the next participant in the Search field or manually enter a phone number. The search results display all the contacts in your contact list that have a phone number associated with their profile, even those that are offline.

4 Click the name of the desired contact and then, from the contact information, choose the number you want to dial.

Note When Cisco Jabber initiates the call to the new contact, your original call participant is placed on hold and the new contact is on the line with you only. This person cannot join the conference until you complete the next step.

5 After you establish calls to all your desired participants, click **Show Actions > Conference**. You and all of your callers can now communicate in the same call.

6 (Optional) Add another caller to the conference by clicking **Show Actions > Add Call** again. In this manner, you can add as many participants as you need.

Q. How do I put a call on hold?

A. While on an active call, click **Hold** in the Active Conversation window.

Q. When I multitask during a call, I sometimes cannot find my call window. How do I display it again?

A. If Cisco Jabber is not the active application, click the Cisco Jabber icon in the dock. If you still don't see the phone window, just choose **Window > Phone** to make it visible again.

You can also set Cisco Jabber to keep the phone window visible at all times. Choose **Jabber > Preferences > Calls** and then click the **Advanced** button. Check the option **Keep phone window on top of all other windows**.

Q. How do I see my missed calls?

A. If you have missed calls, a red missed-event counter with a number appears on the Calls icon in the main window.

1 Click the **Calls** icon on the main window.

2 Click the **Missed** toggle button to show only missed calls.

By default, your call history displays all your incoming and outgoing calls.

3 Click a call in the list to highlight it. Click **Call** to return the call or **Delete** to remove the call from your list.

Q. Why can't I hear anything in my call, and the other call participant can't hear me?

A. Check to see if you're in the correct audio mode. Click the **Phone and Call Forwarding Preferences** menu in the lower right corner of the main menu. Also check your settings in Audio Preferences within Cisco Jabber (choose **Jabber > Preferences > Audio**).

Q. Where did the Volume and Mute buttons go?

A. You need to switch to the correct audio mode. When you are in desk phone mode, Cisco Jabber cannot change the volume or mute your desk phone. These controls are available only when Cisco Jabber sends audio through your computer. To change the setting, click the **Phone and Call Forwarding Preferences** menu in the lower right corner of the window.

Q. How do I switch my phone mode?

A. The icon at the bottom of the Cisco Jabber main window indicates your current mode.

To switch from one mode to another, click the **Phone and Call Forwarding Preferences** menu and choose a new mode:

- **Send Audio through Desk Phone**
- **Send Audio through Computer**
- **Disable phone services**

Q. How do I make a call from the chat window?

A. To call your chat participant:

1 Click the **Phone** button in the chat window.

2 From the submenu, choose the number to call.

Q. Can I make a phone call with Cisco Jabber while I work in another application?

A. Yes. If Cisco Jabber is running, even if another Mac application is the active application, you can open the global Cisco Jabber menu to access several key Cisco Jabber features, including to make a phone call.

Cisco Jabber supports telephony (tel:) and chat (xmpp: and jabber:) links that appear in many documents and web pages. For example, if you click a telephone number that displays a tel: link, Cisco Jabber initiates a call to that number.

To make calls from the global Cisco Jabber menu:

1 Open the global Cisco Jabber menu and use the Search field to find the desired user.

2 Choose one of the phone numbers from the submenu.

A. To make calls directly from an application:

If the telephone number appears as a link, click the link to initiate the call with Cisco Jabber. If a telephone number does not display in a link, use one of the following methods to place the call:

- From the application menu of the current application (for example, if you are using Safari, this would be the Safari menu) choose **Services > Dial with Cisco Jabber**.
- Press **SHIFT-COMMAND-0** (zero).
- Highlight a phone number in an application, right-click, and choose **Dial with Cisco Jabber** directly from the menu.

Redirect

Q. How do I transfer a call?

A. 1 Start a call with your contact. Inform the person that, while you transfer the call, they will be on hold.

2 Click the **Show Actions** button. Then, click **Transfer**.

3 Enter the phone number of the transfer recipient in the Search field. Then, press **Return.**

> ✎
>
> **Note** Alternatively, search for the name of the transfer recipient in the Search field. The search results display all the contacts on your contact list, even those that are offline.
>
> Click the name of the desired contact and then, from the contact information, choose the number you want to dial.

4 When the transfer recipient answers, inform the person that you will transfer the call.

5 To complete the transfer, click **Transfer**.

Cisco Jabber transfers the call to the recipient.

Q. How do I transfer a call to my mobile phone?

A. You can transfer a call from Cisco Jabber to your mobile phone, if your system administrator enables this feature.

1 Start a call with your contact. Inform the person that you will transfer the call to your mobile phone and continue the conversation there.

2 Click the **Show Actions** button. Then, click **Send Call to Mobile**.

When you end the call on your mobile phone, the call returns to Cisco Jabber as an active call until you or the call participant disconnects.

Q. How do I forward my calls?

A. Use Cisco Jabber to forward your calls to any other number. To begin forwarding your calls:

1 Click the **Phone and Call Forwarding Preferences** button.

2 Choose **Forward Calls To** and select a number from the submenu.

Q. How do I add to my list of phone numbers for call forwarding?

A. 1 Choose **Jabber > Preference > Calls**.

2 Click **Call Forward**.

3 Click **Forward Calls to**.

4 To add an additional number to the forwarding list, click the **Add Number** (plus) button.

5 Enter a phone number, including country and area codes.

Q. Why does Cisco Jabber fail to forward my calls to the number I have chosen?

A. The call forwarding feature might not be configured for your system.

To verify, try to forward a call from your desk phone. If you cannot forward calls from the desk phone, then you cannot use Cisco Jabber to forward calls, either. Contact your administrator for information about your Cisco Unified Communications Manager configuration.

Video

Q. Can I make video calls only to Cisco Jabber for Mac 9.2 users?

A. You can also have video calls with a user who has the following video phones:

- Tandberg EX90
- Cisco 9971

Q. My calls always start with video. How do I set Cisco Jabber so that calls start only with audio?

A. Cisco Jabber for Mac automatically enables video for your calls by default. If you would prefer to start calls with audio only, choose **Jabber > Preferences > Calls**. Then click the **Advanced** toggle button. Uncheck the **Always start my calls with video** option.

Q. What happens when I receive a new call during another active call?

A. Cisco Jabber for Mac allows you to manage more than one call. If you are on an active call and you receive a new call, you can accept the incoming call and the Cisco Jabber places the active call on hold. Your active call is also placed on hold if you initiate a new call.

Q. Can I merge my calls?

A. Yes. Cisco Jabber displays an orange bar with the name or number of the caller for every call that is on hold. Choose **More > Merge** to add the held call to the active call. If you have more than one call on hold, you add each held call, one at a time, to the active call.

Cisco Jabber adds the image of the new caller to video window, either beside or under the other call participants.

Q. Does the volume control in the video window adjust the volume for my Mac or just Cisco Jabber?

A. Use the volume control to adjust the volume for Cisco Jabber only. To adjust the master volume for your computer, open the audio preferences on your Mac.

Q. I can only see my held calls and the Mute button. Where are the other call controls?

A. Cisco Jabber hides the call controls, except for Mute and held calls, after a few seconds. Hover your cursor over the call controls to make them appear again.

Q. Can I see my video call in full-screen mode?

A. Yes. Click the **Full Screen** button to expand the video window. To return the video window to its original size, press the **Escape** key or choose**View > Exit Full Screen**.

Q. Can I use my desk phone in a video call?

A. In Desk Phone mode, if the desk phone supports video calls the desk phone will display the video call.

Q. Can I switch back and forth between my desk phone and the computer during a call?

A. If you are using your phone or computer and want to switch modes, you must first end the active call. After you switch modes, initiate the call again.

Q. Do I need to end my current call to change my video device?

A. No, you can switch your audio or video device during a call. Choose **Jabber > Preferences > Audio/Video** to open the Audio and Video Preferences window, where you can select a new audio or video device. Cisco Jabber for Mac initiates the change when you click **OK**.

Voicemail

Q. How do I know if I have new voice messages?

A. After a caller leaves a message, a missed-event counter (a number) appears in red on top of the Voicemail button in the main window. This counter indicates the total number of new voice messages.

Q. How do I listen to my voice messages?

A. Click the **Voicemail** button to access your voice messages.

Cisco Jabber lists your voice messages in a similar way to your email messages. You can use the Visual Voicemail feature to play, pause, skip back, and delete your messages.

To respond to the caller, click **Call** in the playback window. If the caller is in your directory, hover your cursor over the profile picture to display the caller's contact card. This allows you to contact this person with a call, email message, chat message, or invitation to a WebEx meeting.

Q. My voicemail server is not connecting?

A. This is likely due to a server or network related issue. Please contact your voicemail server administrator. Once you determine the server or network issue is resolved then re-apply the voicemail settings to reconnect or sign out and sign in again.

Q. What other actions can I take on a voice message?

A. Cisco Jabber lists your voice messages in a similar way to your email messages. You can perform the following tasks:

- **Mark a message as new**—Right-click the message, and then choose **Mark as Unread** from the menu. When you do this, Cisco Jabber returns the message to the missed-event counter on top of the Voicemail button in the main window.

- **See any new voice messages**—Any new message appears in bold font with a dot beside it.

- **Respond to a voice message**—Hover your cursor over the name of the caller and choose a contact method from the business card that appears.

- **Delete a message**—Click **Delete** to discard the message. You can the **Trash** toggle button to view a list of any deleted voice messages.

Note   If you enabled the voicemail text transcription option for your account, then you can view text transcripts for voice messages you receive in Cisco Jabber.

Q. How do I delete a voice message?

A. When you delete a message, you do not permanently delete it. Rather, Cisco Jabber moves the message to the Trash folder. After you move a message to the Trash, you can still restore the message to your list of voice messages. You can also purge all deleted messages permanently.

  • **To delete a message**: Click on the message and then click the **Delete** button. You can also press **Delete** on your keyboard.

  • **To permanently delete a message**: Click the **Trash** toggle button to view deleted messages. To delete all messages in the Trash, choose **Edit > Empty Voicemail Trash**.

Depending on how your system administrator configured Cisco Jabber, you might not be able to restore a deleted message, or delete a message permanently.

Q. I accidentally deleted a voice message. How do I get it back?

A. 1   Click **Voicemail**.

  2   Click the **Trash** toggle button to display your deleted voice messages.

  3   Select the message and choose **Undelete** to move it back to the Inbox.

Q. Where do I enter my voicemail username and password?

A. 1   Choose **Jabber > Preferences > Accounts**.

  2   Enter your username and password.

  3   Click **Apply**.

Meetings and Desktop Share

Q. How do I annotate my desktop while sharing?

A. Position your cursor at the green sharing tab at the top of the window to open the Desktop Sharing button bar. Then, click the **Annotate** (Pencil) button to annotate during your desktop share session.

Use the following tools to draw attention to items on your desktop while sharing:

Tool	Description
	Pointer—Points out text and graphics on your desktop. The pointer displays an arrow with your name and annotation color.

Tool	Description
T	**Text**—Enters text on the desktop.
/	**Line tool**—Draws lines and arrows on your shared desktop.
▢	**Shape tool**—Draws shapes, such as squares and circles, on your shared desktop.
/	**Highlighter**—Highlights objects on your shared desktop.
■	**Color tool** —Provides colors for shared desktop annotations.
◇	**Eraser**—Erases annotations from shared desktop.

Q. How do I end the desktop sharing session?

A. Position your cursor at the green sharing tab at the top of the window to open the Desktop Sharing button bar. Then, click the **Stop Sharing** button.

Q. How do I give control of my cursor to my contact when I'm sharing my desktop?

A. While sharing your desktop, you can give your contact control of your cursor:

   1 Position your cursor at the green sharing tab at the top of the window to open the Desktop Sharing button bar. Then, click the **Options** button.

   2 Choose **Offer Control of Cursor**.

   3 To regain control of your cursor, click your mouse button.

Q. During my desktop sharing session, how do I invite another participant to share his or her desktop?

A. 1 Position your cursor at the green sharing tab at the top of the window to open the Desktop Sharing button bar. Then, click the **Options** button.

   2 From the menu, choose **Invite guest to share desktop**.

Q. How do I start or join scheduled meetings from Cisco Jabber?

A. You can start or join scheduled meetings either from meeting reminders or from the meetings listed in your Meetings tab.

Q. I clicked the Instant Meeting button, but the WebEx Meeting Center did not launch. Why not?

A. The Meeting Options in Cisco WebEx might be set incorrectly for instant meetings. To check your settings:

   1 Click **Preferences** > **Accounts** > **WebEx Meeting**. Then, under User Settings, click **Configure**.

2 On the Cisco WebEx On-Click Setup page, in the Meeting Options section, check the Service type setting. Click the drop-down menu and choose **Meeting Center Pro meeting** to ensure that the Instant Meeting button functions correctly.

Q. Why can't I see all of my meetings?

A. Cisco Jabber only displays WebEx Meeting Center meetings that were scheduled on the meeting site you configured in Cisco Jabber.

Troubleshooting

Q. My system administrator requested my call statistics—where do I find them?

A. When you use your computer for phone calls, select **Help > Show Call Statistics** to view statistics about how Cisco Jabber sent and received audio traffic for an in-progress call.

After you gather the information you need, create a problem report to send to your system administrator. For information on creating the problem report, see "What is a problem report and how do I create one?".

Q. Cisco Jabber for Mac behaves strangely when I use the Dial with Cisco Jabber feature.

A. This problem can occur when you have several versions of Cisco Jabber for Mac on your system. When you use the Dial with Cisco Jabber feature, Mac OSX can choose randomly from amongst the various versions of Cisco Jabber that you have on your Mac. Consequently, if it finds and uses an older version of Cisco Jabber for Mac, the resulting behavior might not be what you want or expect.

To fix this issue, delete all instances of Cisco Jabber for Mac except for your latest version. The easiest way to identify all your Cisco Jabber versions is by searching with the Mac OSX Spotlight feature.

Q. One of my features does not work correctly. What should I do?

A. To begin, check your connection status. Select **Jabber > Preferences > Accounts** to view the status of servers. For example, if you can't access your voice messages, check the status of your voicemail server.

1 Choose **Help > Show System Diagnostics**.

2 If your connections seem to be set up correctly (the accounts displays with green check marks), click **Save to Logs** to capture the information.

3 To send the information to your system administrator, create a problem report. For information on how to the problem report, see "What is a problem report and how do I create one?".

Q. My profile picture does not display in the proper orientation (my face is on its side or upside down) in Cisco Jabber for Mac. However, I did verify that my picture displays properly in one of my graphics applications.

A. Not all graphic applications behave in the same way in regard to photos. Cisco Jabber for Mac uses the same picture display technology as other Apple programs, such as Preview and Finder. When Cisco Jabber displays a photo, the software uses the Orientation setting that was saved with the photo. However, occasionally, the Orientation setting for a photo is inaccurate, which causes programs like Preview and Cisco Jabber for Mac to display a photo incorrectly.

The application that displayed your photo correctly was not using the Orientation setting.

To fix the problem, rotate and save the file in Preview to adjust the Orientation setting:

1 Open the photo file in Preview.

2 In the Preview menu, choose **Tools > Rotate**.

3 When the photo appears properly, press **Ctrl-S** (Save a version).

Q. What is a problem report and how do I create one?

A. If you encounter a problem with the Cisco Jabber for Mac, create a problem report. Enter a description of the problem, which is included in an automatically generated report.

The Problem Reporting Assistant guides you through the reporting process and helps you to generate a relevant email message.

The report contains logs from your computer and Cisco Jabber saves it to your desktop. Send this file to your system administrator to help analyze your problem.

Ask your system administrator whether you should enable detailed logging before you create the problem report. To begin to capture log information, select **Help > Enable Detailed Logging**.

1 Choose **Help > Report a Problem**. Then, click **Continue**.

2 Enter detailed information about your problem in the Collect Problem and System Information field.

3 Click **Continue** and then click **Generate**.

Cisco Jabber saves a copy of the report to your desktop.

4 Click the **Send Report** button in the Problem Reporting Assistant, which creates a pre-filled email Problem Report that you can send to the system administrator.