Cisco Jabber for MAC - Quick Reference Guide

Install Jabber

1. Download Jabber for MAC from:

   https://ucla.box.com/v/JabberDownloads

Sign In

1. Launch the **Jabber** application
2. Logon with your **UCLA Logon ID**:

   e.g. **jbruin@ucla.edu**
3. Enter your **password**

The password is the Cisco Jabber password you initially received from IT Services.
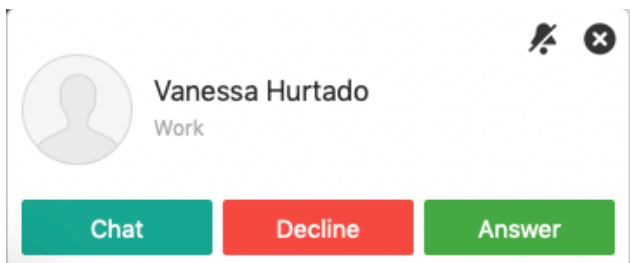
Start a Chat

1. Begin typing a **Name** or **Phone Number** in the **Search bar**
2. Click the **Chat** button

Make a Call

1. Begin typing a **Name** or **Phone Number** in the **Search bar**
2. Hover over the search result or an existing contact and click the **Handset** button
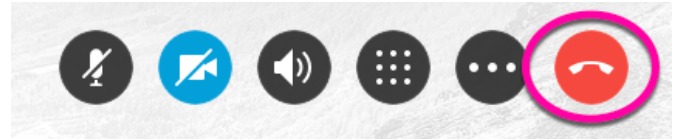3. Select the **Phone Number**

Receive a Call

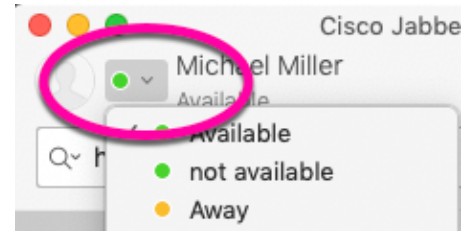1. Click the **Answer** button in the notification window

End a Call

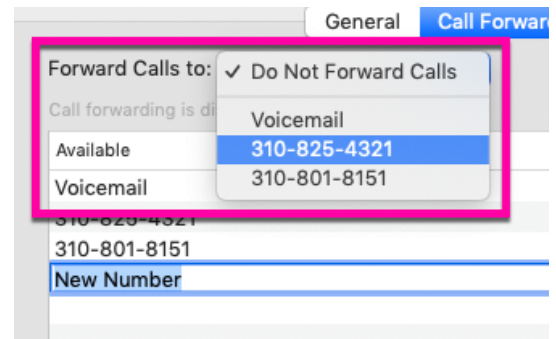1. Click the **End Call** button in the active call window

Set Status

1. Click the **dropdown arrow** to the left of your name
2. Select a specific status (e.g. **Away**)

Forward Calls

1. Click the **Phone and Call Forwarding Preferences** icon located on the lower left of the screen
2. Select **Forward Calls to**
3. Select **New Number...**
4. Enter the **phone number** that you want your desk phone to forward to
5. Click the **plus sign** at the bottom-left of the window
6. In the **Forward Calls to** field select the phone number you entered

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Transfer a Call

1. From the active call window, click the **More...** button
2. From the menu, select **Transfer...**
3. Type in the **Name** or **Phone Number** of the person you would like to transfer the call to
4. Click the **Call** button to the right of the number - The caller is put on hold
5. Click **Transfer** - Wait for the person to pick up the call and introduce the caller while they are on hold
6. Click **Transfer** again to complete the call transfer

Make a Conference Call

1. Type the **Name** or **Phone Number** into the search box at the top of the screen
2. Click the **Call** button to the right of the search box
3. After the recipient answers let them know you are putting them on hold and creating a conference call, then click the **More...** button
4. From the menu, select **Hold**
5. In the Cisco Jabber Search box type in another **Phone Number** and click the **Call** button to the right of the number
6. Inform the next person that you are going to enter them into the conference call
7. Click the **More...** button
8. Select **Merge with <name of person>**
9. The person will join the conference
10. Repeat **steps 5-8** to add another person to the call

Add an incoming call to an already active conference call

1. In the notification pop-up, click **Answer**
2. In the active call window, click the **More...** button
3. From the menu, select **Merge with <name of person>**
4. The person will join the conference

Create a Custom Group

1. In the Jabber client **right-click** on **Contacts**
2. Select **New Group**
3. Type in a **Name** for the group
4. Click **OK**

Set Up Phone Accessories

You can change which **speaker** or **microphone** are used by the client when you have at least one phone accessory for call control.

1. Click the **Phone and Call Forwarding Preferences** icon located on the lower left of the screen
2. Select **Open Call Preferences...**
3. Select **Audio/Video**
4. Select a different **Audio Call Output** in the box to the right
5. Select a different **Microphone** in the box to the right

Jabber Mobile Clients

iPhone:

Download the **Cisco Jabber iPhone client** from the **App Store**.

Android:

Download the **Cisco Jabber Android client** from the **Google Play Store**.

1. Logon with your **UCLA Logon ID**:

   e.g. **jbruin@ucla.edu**
2. Enter your **password**

The password is the Cisco Jabber password you initially received from IT Services.

Get Help/Reset Password

To **get help** or **reset your password** contact:

UCLA IT Services

Call 310-267-HELP (4357) | Email help@it.ucla.edu