Cisco Jabber v12.7.1 User Guide for MacOS
Updated 4/17/2020

Cisco Jabber is an application that allows incoming and outgoing calls to and from your Seattle University telephone number on your MacOS device. When placing outgoing calls from Jabber on your computer, your Seattle University telephone number is displayed as the caller ID to the recipient.

PLEASE NOTE: Seattle U's Jabber configuration will specifically support receiving phone calls, making phone calls, and accessing your voicemail only. Additionally, this version of Jabber can only accommodate these features for one phone line, not multiple.

Primary Functions

To Launch Jabber/Sign In

Launch the Jabber software from either the shortcut on your desktop or from your Applications folder. The application is named "Cisco Jabber,". When you first launch Cisco Jabber, you will be prompted for the following:

- First time login requires you to enter your e-mail address *example@seattleu.edu* along with your SU password.
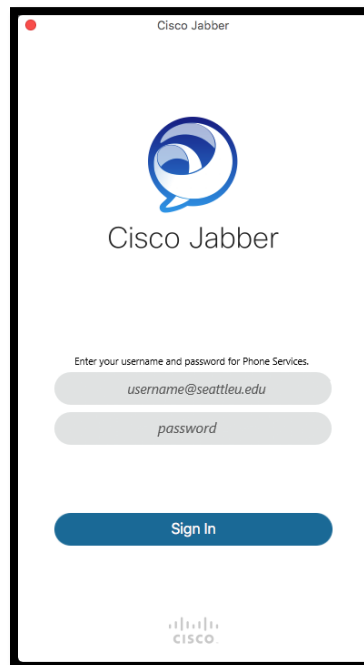
- For all subsequent logins, only your SU username (without "*@seattleu.edu"*) and SU password are required.
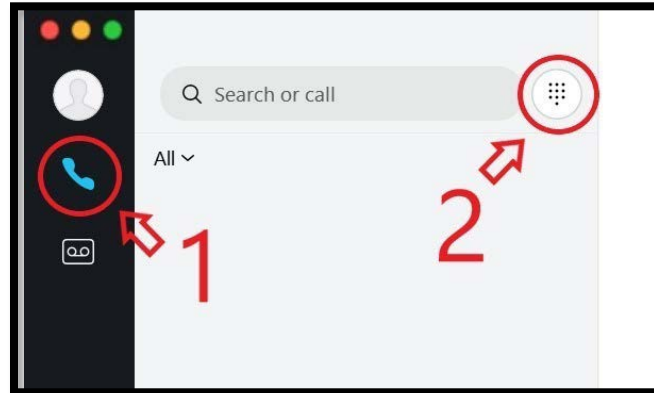
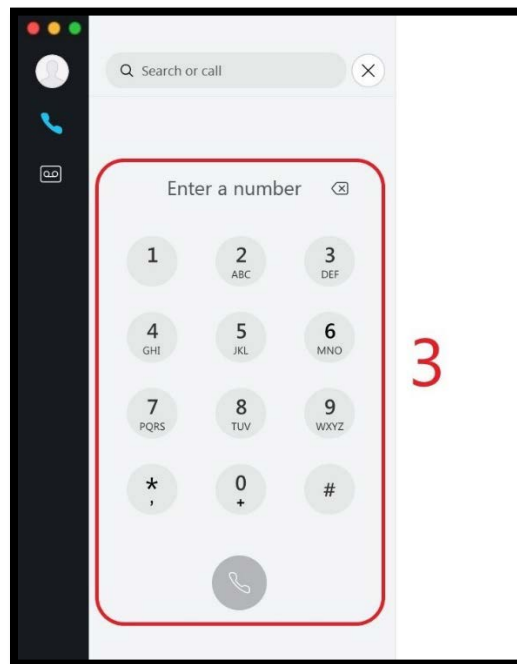# Cisco Jabber v12.7.1 User Guide for MacOS
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To Make a Call

Step 1: Click on the phone icon on the left navigation pane.

Step 2: Click on the keypad icon to open the numeric keypad.

Step 3: For on campus extensions, you can simply dial the extension number and press the green phone button to call. For all outside calls, <u>dial the area code and phone number only</u>. Dialing "9" for an outside line or "1" for long distance should not be used. Jabber will add a "1" if the number requires it, but if added by the user the call will not go through. Once entered correctly, press the green phone button to call.
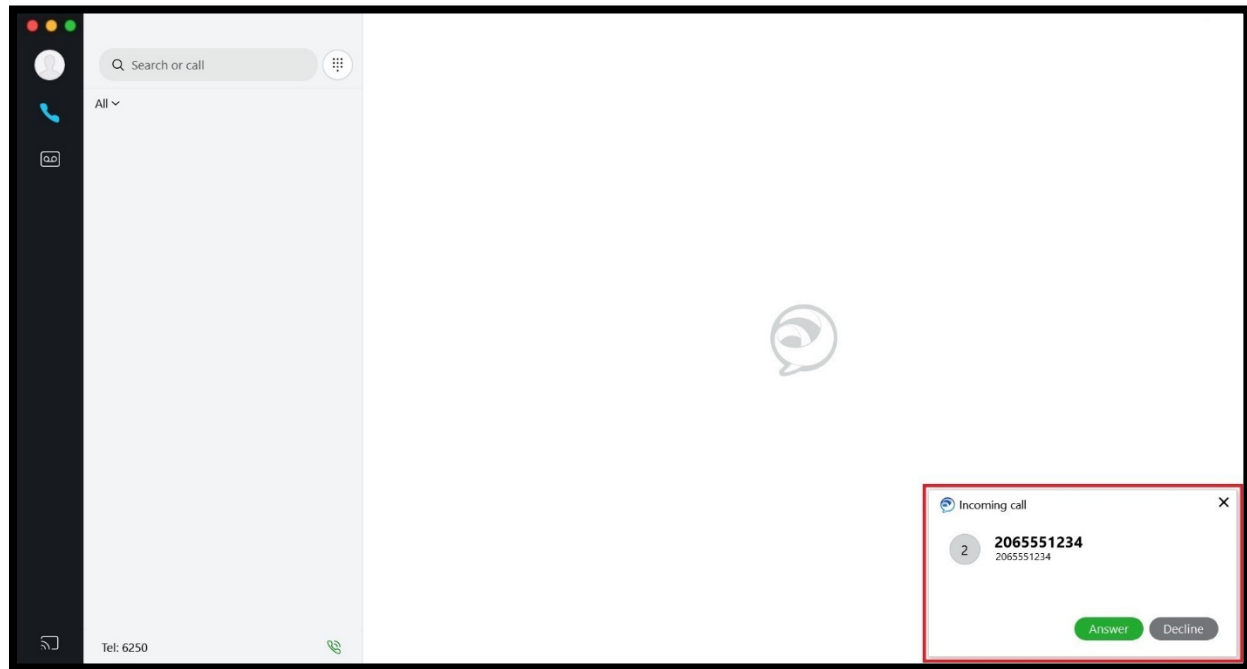
To Receive a Call

Incoming calls will open a small secondary window that shows you the number calling and an option to accept or decline the call.

If you would like to accept the call, click accept and Jabber will open this call in a separate call window.
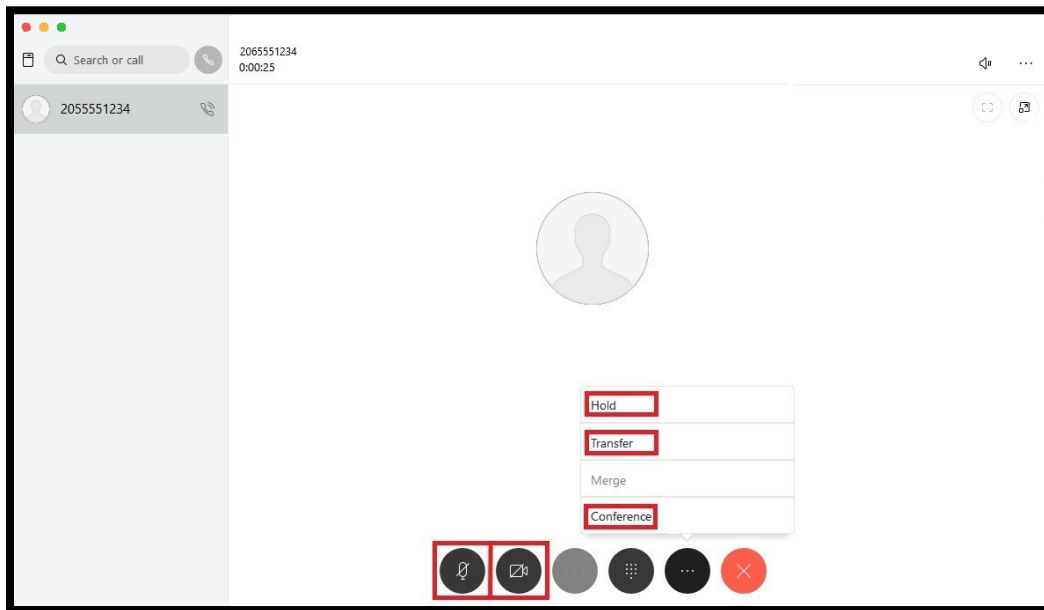
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Live Call Features

While on a call, you can click on the button with the three small dots (ellipsis) to reach these additional features:

Hold

Holds the call the same as your desk phone, allowing you to click resume at any time to continue the call.

Transfer

Allows you to enter an extension or outside number to transfer the caller. After entering the desired number, press the green phone button to initiate the transfer or the cancel button to continue the call without transferring. Follow the "Make a Call, Step 3" instructions when entering a number.

Conference

Extends the call window on the right to allow you to invite other callers to the call. Follow the "Make a Call, Step 3" instructions when adding a number to the call.

Mute & Video

The microphone icon mutes your line so the other caller(s) cannot hear you. The camera icon toggles a camera on or off for video calls if your device has a camera and this feature is available.

Merge

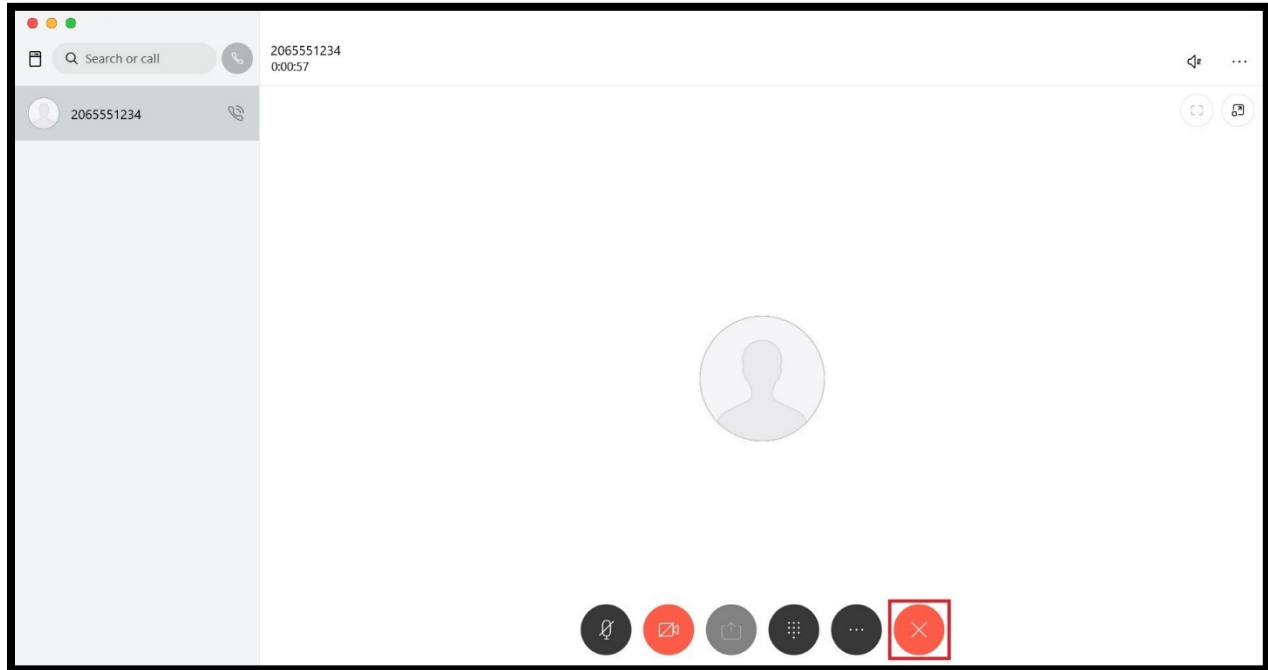Merge is a feature that will not be available in Seattle University's version of Jabber.

To End a Call

Step 1: Click on the "X" on the current call window to end the call.

Note: If you are on the call but have navigated away from the call window, Jabber will place a mini-control bar above all other applications to allow you to end the call, mute your line, or return to the call window.
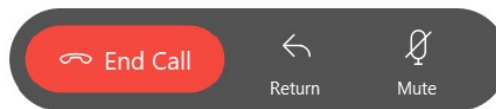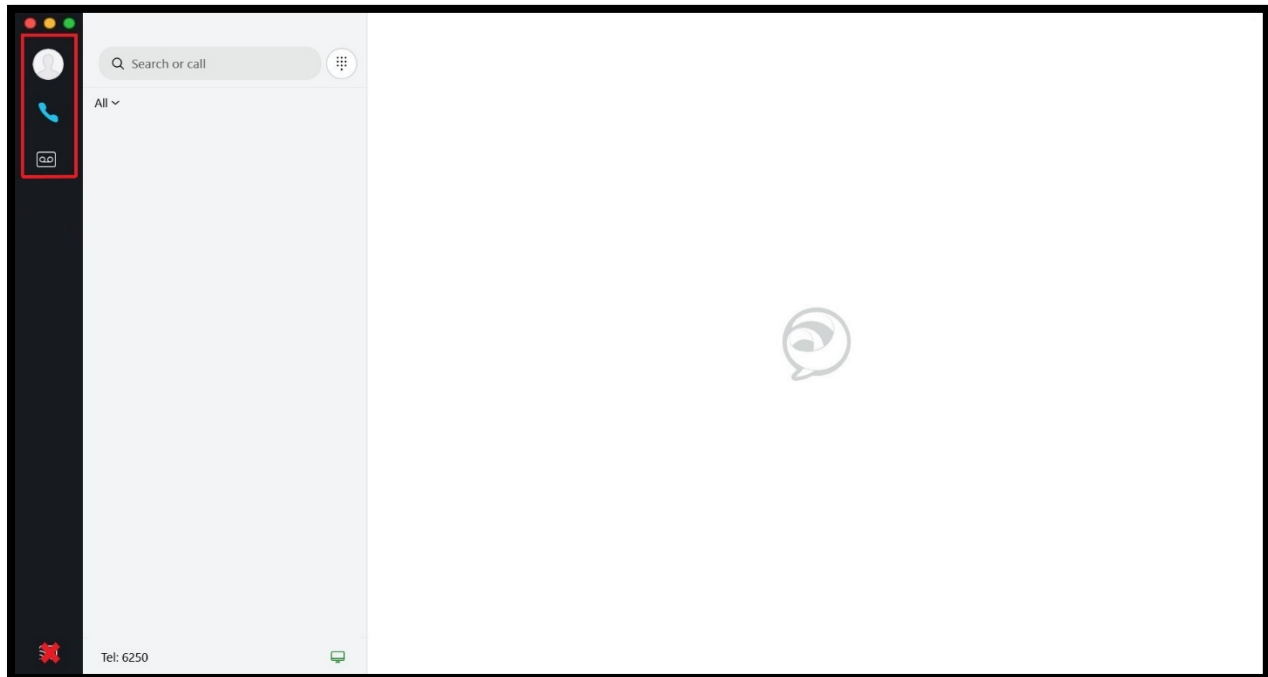
Additional Features & Information

Left Navigation Pane

Connect to a Device

Connect to a Device, located at the bottom of the Navigation Pane covered with a red "X" is a feature that will not be available in Seattle University's version of Jabber.

My Profile and Settings

The meeple icon at the top allows you access to set your preferred settings for Jabber on your system (Audio, Video, Notifications, Appearance, etc) as well as Sign Out of Jabber.

Calls

Calls, represented by a phone icon, will show you your call history including received, placed and missed calls. These will all include the date and timestamp of the occurrence.
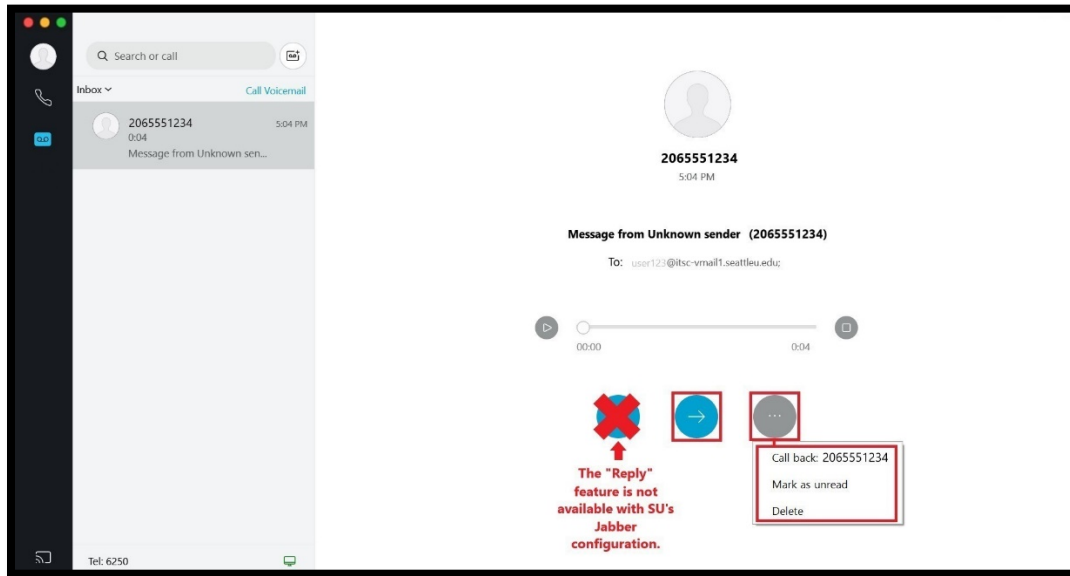
### *Voicemail*

The cassette icon displays any voicemails received and the status of these voicemails (heard, not heard yet) until you delete them from the system.

- You can **Call Back** the number, **Mark as unread**, or **Delete** via the "…" button, or ellipsis.

- You can **Forward** the voicemail directly to another Seattle University voicemail (does not call the number) and leave the recipient your own voice intro to the forwarded voicemail.
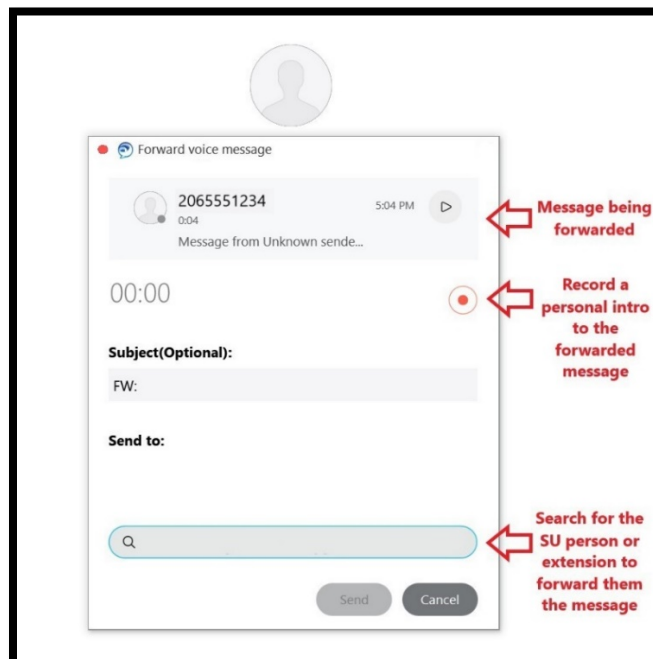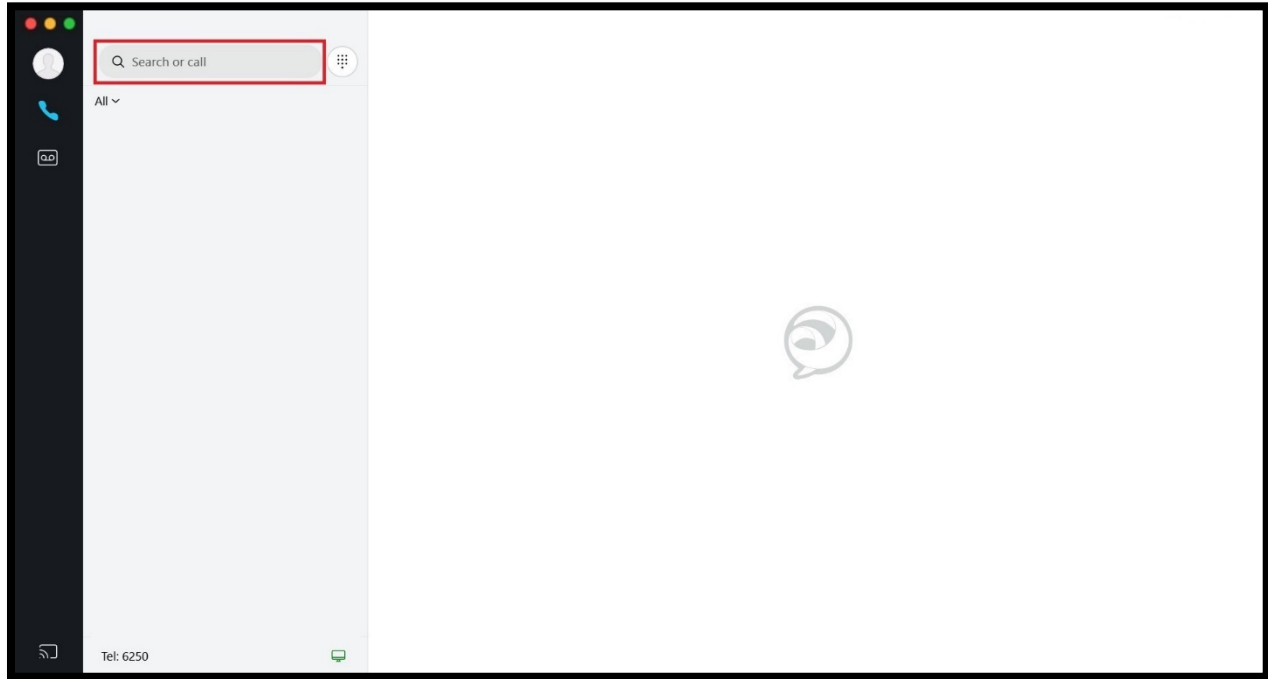
Search or Call Bar

You can type a name or number into the search bar to pull up who you are trying to reach. Be advised that:

- the Jabber application does not have access to the Seattle University Global phone or email list. If you enter a name or a phone number in the Jabber Search or Call bar, the results are limited to your saved Outlook "Contacts" or previously email contacts.

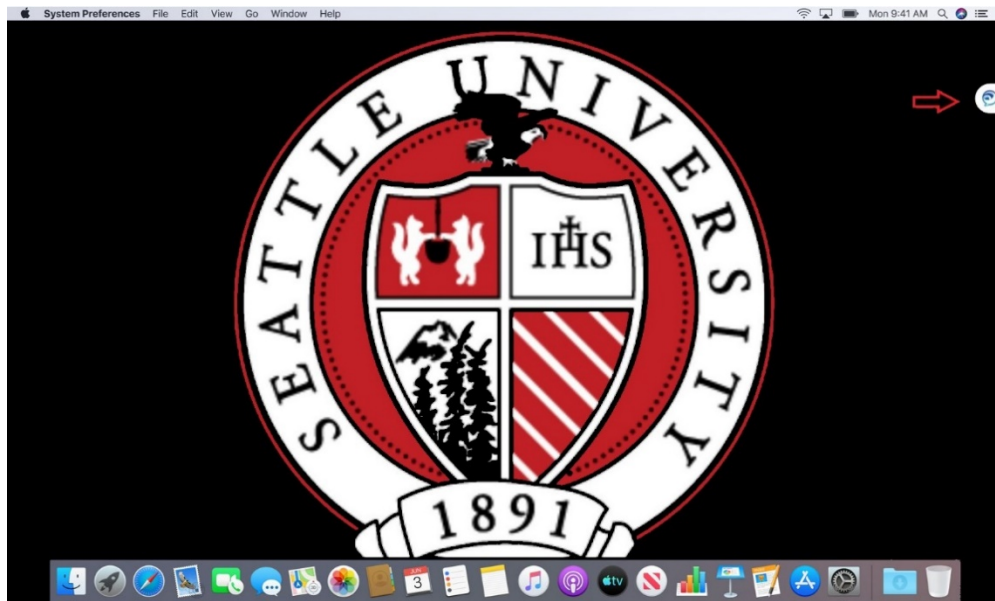- the contact must have a phone number attached to their Outlook profile to place a call to them.
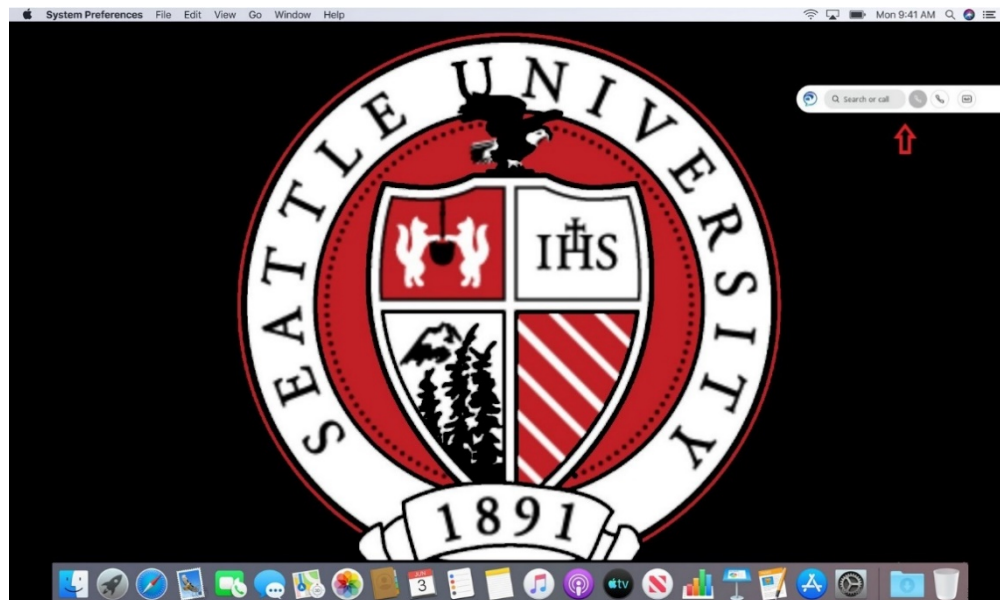
Docking Jabber

If you close the main Jabber application window, Jabber is still online but in a docked version on the side of your screen.

The docked Jabber can be moved around the edge of your screen by clicking and holding your mouse to reposition it where desired.

Hovering over the icon will expand it for access to the Search or Call bar, Calls, or Voicemail.

Clicking on the Jabber icon itself will reopen the main Jabber Application window.

Signing Out

Click on the My Profile & Preferences icon on the left navigation pane, and then click Sign out.

Note: Signing out is required to turn off Jabber completely and no longer accept or make calls.