

## Calls

When you receive an incoming call, a notification will appear on your screen. You may choose [Chat](#) to reply with text rather than answering the call with voice. [Decline](#) will send the caller directly to voicemail. Answer will either connect the call via softphone or take your desk phone off-hook in speakerphone mode, depending on your client settings.





While in an active call, you may [Mute](#) the phone, [Mute/Unmute Video](#), adjust call [Volume](#), open the [Dialpad](#) to enter additional digits, or press the Ellipses (...) for [Hold](#), [Transfer](#), and [Conference](#) options.




When you add video, your call window will change to show only a video screen. Self-view will enable by default. If you hold your cursor over the video window, call control options will appear.



To change to full screen video, press the  icon at the top right of the window.

At the top of the call window, you may choose to add [Chat](#) to the phone conversation, escalate to a [WebEx Meeting](#), [Share Your Desktop](#), or [Email](#) the contact. Press the [Actions](#) cog  for more options.

To hang up the call, press the  button.




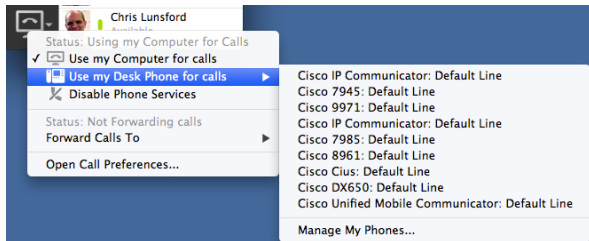
## Cisco Jabber for Mac Quick Reference Guide



# Cisco Jabber for Mac

## Client Controls

You may choose to use your computer as a softphone, or have the Jabber client control your desk phone. To change your selection, click the  button in the bottom left corner of the client, click [Use My Desk Phone for Calls](#), then select the phone you wish to control.



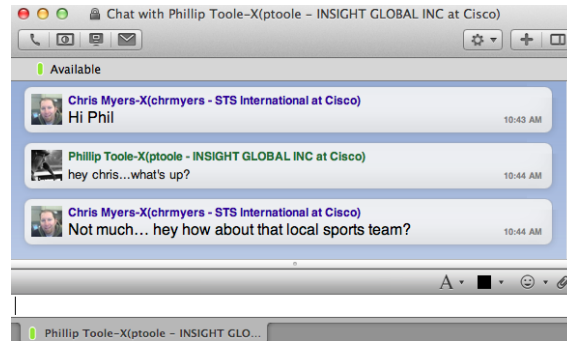
To change back to softphone mode, choose [Use My Computer for Calls](#).

You may also use this button to forward all your calls to another phone, or divert all calls to voicemail by selecting [Forward Calls To](#) in the drop-down list. Call forwarding settings will remain in effect after you exit the client. To turn call forwarding off, select [Do Not Forward Calls](#) from your list of forward options.

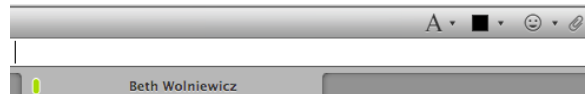
To put the Jabber Client in IM-Only mode, select [Disable Phone Services](#). Your client will not notify you with incoming calls.

## Chats

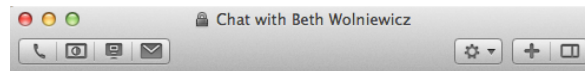
In the [Chats](#) tab you can see a list of previous chat conversations you have had recently, start an [Instant Message](#) conversation, or begin a [Group Chat](#) session.





Use the icons along the bottom of the chat window to change your font style and size, change your font color, insert an emoticon or send a file to the chat participant.

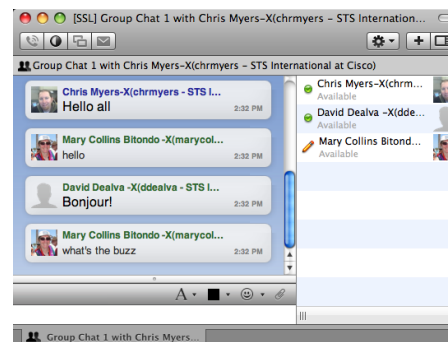


Use the icons at the top of the Chat window to escalate to a telephone call, start a WebEx Meeting, share your desktop, or send an email.



Press the  icon at the top right of the chat window to invite other participant and create a group chat.

Press the  button to open the participant panel.



## Contacts

In the [Contacts](#) tab you can change your presence status and see presence status of your contacts. To add a contact to your contact list, do one of the following:

- To add a colleague, enter the name of the contact in the [Search and Dial Bar](#) at the top of your client. The predictive search functionality will present you with possible matches as you type. When you locate the correct contact, right click on their name and choose [Add Contact](#).
- To add a person outside of your organization, select [Contacts](#) in the top menu bar, then [Add Contact](#). A pop up window will appear where you may enter the contacts information.

**Note:** You may be unable to view an external contact's presence until they approve your request.

## Voicemail

Use the Voicemail tab to manage your voicemail messages. From here you may Play, Delete or Call the person who left the message. You may right-click the message for more options.

