Contacts

In the *Contacts* tab you can see the 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, hover over their name, then right arrow, then select *Add to Group, Contacts*.
- To add a person outside of your organization, click *File* in the top menu bar, then *Add Contact*. A pop-up window will appear where you may enter the contact's information.

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

Availability Status

To change your availability status, click the drop-down list to the right of your name in the Jabber console and select the appropriate status.

You can also set up custom status messages.
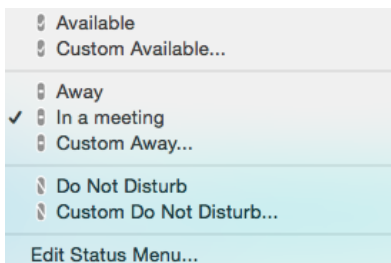
Calls

Make a Call

To initiate a phone call, do one of the following:

- Hover your cursor over the name of a contact in your contact list, then click *Call*. If the contact has more than one phone number, select the appropriate number you wish to dial.
- Hover over the name of a contact in your contact list, then click *Call* and the number for that contact you wish to dial.
- Enter the name of a contact in your *Search and Dial Bar*, then highlight the contact, click *Call* and select the appropriate phone number to dial.
- Enter a phone number in the *Search and Dial Bar*, then press *Enter* on your keyboard.

Receive a Call

When you receive a call, a window will pop up with the caller's information.

Click *Answer* to accept the call, or *Decline* to send the call directly into your voicemail.

Mid-Call Features

During an active call, you can:

- Expand a video call to full screen.
- Enable *Self-View* mode.
- Open the *Keypad* to enter digits in an automated attendant.
- *Mute and Unmute* your end of the call.
- Adjust your volume.
- Access more in-call options, like Merge, Hold and Transfer.
- End a call.

Video Calling

If you have a camera connected to your computer, you can use it to make video calls with your Jabber client. To change your video calling preferences, click the *Settings* icon, then *File, Options, Video, Calls*.

Voice Messages

Use the *Voice Messages* tab to manage your voicemail messages. You can *Play*, *Pause*, or *Restart* a message.

To delete a message, select the message and press the *Delete* key on the keyboard. From the top menu bar, click *Contacts, Empty Voicemail*.

Client Controls

You can choose to use your computer as a softphone, or have the Jabber client control your desk phone. To change your selection, click the the computer image in the bottom left corner of the client, then select how you wish to control calls.

You can also forward all your calls to another phone or divert all calls to voicemail by selecting *Forward Calls to* in the list. Call forward settings will remain in effect even when the client is closed. To turn off call forward, 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 of an incoming call.

Chats

To initiate a chat, do one of the following:

- Hover your cursor over the name of a contact in your contact list, then click *Chat*.
- Enter the name of a contact in your *Search and Dial Bar*, then highlight the contact and click *Chat*.

Drag and drop a contact from your Contacts list to an existing chat to invite another participant and create a group chat.

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

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

Cisco Jabber for Mac