**Did You Know Repository for Jabber for Mac Clients**
(Version 11.8 and higher)

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Did you know you can create a custom status message in your Jabber client?

**Create Personal Status Messages**

Cisco Jabber has three default messages to show availability status:

- Available
- Away
- Do not disturb

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance.

**Here is how you do it...**

1. **Step 1.** Choose the Presence color you would like to reflect using the default status. (Available, Away, or Do Not Disturb)
2. **Step 2.** Click the default status under your name to display a blank window.
3. **Step 3.** Type your personal status message, then press Enter on your keyboard.

Jabber now displays your custom status message to all who can view your presence.

Jabber will keep the 3 most recent custom status messages for each state. You can select your status messages from the dropdown list on the main window.
Did you know you can change the way your contact list appears in your Jabber client?

**Adjust Contact Lists**

You can arrange and organize your contacts.

Here is how you do it...

Select View and then choose from the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show offline contacts</td>
<td>Select this option to show all contacts. Deselect this option to show only contacts who are logged in.</td>
</tr>
<tr>
<td>Sort contact by name</td>
<td>Select this option to arrange contacts alphabetically by name.</td>
</tr>
<tr>
<td>Sort contact by status</td>
<td>Select this option to arrange contacts by their availability states.</td>
</tr>
</tbody>
</table>
Accessible Presence Icons

Did you know you can use accessible presence icon in your Jabber client?

Here is how you do it.

Step 1. Select Options from the Jabber menu.
Step 2. Select the Status tab
Step 3. Check the box next to Use accessible presence icons.

The following table shows standard and accessible status icons:

<table>
<thead>
<tr>
<th>Standard Status Icon</th>
<th>Accessible Status Icon</th>
<th>Default Availability State</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Standard Available" /></td>
<td><img src="image2" alt="Accessible Available" /></td>
<td>Available</td>
</tr>
<tr>
<td><img src="image3" alt="Standard Away" /></td>
<td><img src="image4" alt="Accessible Away" /></td>
<td>Away</td>
</tr>
<tr>
<td><img src="image5" alt="Standard Do Not Disturb" /></td>
<td><img src="image6" alt="Accessible Do Not Disturb" /></td>
<td>Do Not Disturb</td>
</tr>
<tr>
<td><img src="image7" alt="Standard Unavailable" /></td>
<td><img src="image8" alt="Accessible Unavailable" /></td>
<td>Unavailable</td>
</tr>
</tbody>
</table>
Did you know you can have more than one person in a chat in the Jabber client?

**Starting Group Chats**

Group chats let you send instant messages to two or more contacts at the same time. All parties within a group chat can see all messages to and from all participants.

Here is how you do it...

Start group chats with any of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select multiple contacts from your contact list</td>
<td>a. Press and hold the Command key on your keyboard.</td>
</tr>
<tr>
<td></td>
<td>b. Select several contacts from your contact list.</td>
</tr>
<tr>
<td></td>
<td>c. Right-click and then select Start Group Chat.</td>
</tr>
<tr>
<td>Drag and drop contacts into the chat</td>
<td>a. Select a contact from your contact list.</td>
</tr>
<tr>
<td></td>
<td>b. Drag and drop the contact into a chat</td>
</tr>
</tbody>
</table>
| Use the Add participants icon on the chat window | a. Select Add participants in the bottom right corner of a chat window.  
b. Enter the name of the contact you want to add to the chat.  
c. Select Start. |
Did you know you can transfer files within a chat in the Jabber client?

**Transfer Files**

Transfer files to quickly and easily share information with colleagues in a chat session.

![Image of file transfer in Jabber client]

**Here is how you do it...**

Use the following options to transfer files:

<table>
<thead>
<tr>
<th>Option</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| Drag and drop files into the chat window | a. Select a file on your computer.  
b. Drag and drop the file into a chat window. |
| Use the Send file icon on the chat window | a. Select Send file in the bottom right corner of a chat window.  
b. Select a file on your computer.  
c. Select Send. |
Did you know you have the ability to block specific people or entire companies from being able to view your presence status or send you messages?

**Block Specific Contacts and Domains**

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.

If you add a contact to your block list, and that contact has you in their contact list, they will not be able to view your presence or send you an instant message.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as cisco.com, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Here is how you do it...

Step 1. Select Jabber > Options.

Step 2. From the Options window, select the Privacy tab, then select Manage Blocked People.

Step 3. Enter a specific contact address or domain in the Block list. (The domain is what comes after the @ symbol in a person’s email address, typically something like ABCcompany.com)

Step 4. Select Done.
Did you know you can specifically allow contacts or domains so you don’t have to accept an invitation from them to view your presence?

**Allow Specific Contacts and Domains**

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.

Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

**Example 1: Allow specific contacts inside your organization**

1. You set your basic privacy settings to block everyone inside your company.
2. You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

**Example 2: Allow specific domains**

1. You set your basic privacy settings to block everyone outside your company.
2. You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

**Example 3: Allow specific contacts from blocked domains**

1. You add a specific domain, such as cisco.com, to your block list.
2. You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Here is how you do it…

Step 1. Select **Jabber > Options**.
Step 2. In the Options window, select the **Privacy** tab and then select **Manage Blocked People**.
Step 3. Enter a specific contact address or domain in the **Allow list**.
Step 4. Select **Done**.
Did you know you can control who can interact with you in the Jabber client?

**Control Who Can Interact with You**

Cisco Jabber lets you control who interacts with you inside your company and outside your company.

**Here is how you do it...**

**Step 1.** Select **Jabber > Options**.

**Step 2.** In the Options window, select the **Privacy** tab.

**Step 3.** Select one of the following options in the **For people in my company** section:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Automatically accept requests</strong></td>
<td>All contacts in your company can view your availability status and send you instant messages.</td>
</tr>
<tr>
<td><strong>Block requests</strong></td>
<td>No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.</td>
</tr>
</tbody>
</table>

**Step 4.** Select one of the following options in the **For people outside my company** section:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prompt me for each request</strong></td>
<td>Cisco Jabber notifies you when people outside your company add you as a contact. When Cisco Jabber notifies you, you can select the following options:</td>
</tr>
<tr>
<td><strong>Allow</strong></td>
<td>Let the person view your availability status and send you instant messages.</td>
</tr>
<tr>
<td><strong>Block</strong></td>
<td>Do not let the person view your availability status or send you instant messages. Add the person to your block list.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Add to my contact list</td>
<td>Let the person view your availability status and send you instant messages. Add the person to your contact list.</td>
</tr>
<tr>
<td>Close the notification window</td>
<td>Ignore the notification temporarily. Cisco Jabber notifies you again the next time you sign in.</td>
</tr>
<tr>
<td>Block requests</td>
<td>No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.</td>
</tr>
</tbody>
</table>
Did you know you can adjust the audio volume for calls and alerts on your Jabber client?

**Adjust Audio Volume**

You can set the volume level for your speakers, microphone, ringer, and alerts. Adjusting the volume within the client does not affect anything but your client, unlike adjusting your computer volume, which changes the volume for all your running applications.

Here is now you do it...

Step 1. Select **Jabber > Options**.
Step 2. In the Options window, select the **Audio/Video** tab.
Step 3. Select the audio device from the drop-down list.
Step 4. Adjust the volume for the audio device with the slider control.
Did you know you can sort video cameras in order of preference in your Jabber client if you have multiple devices connected to your computer?

**Select Video Device**

If you have more than one video camera or device, you can select the one you want to use.

Here is how you do it...

Step 1. Select **Jabber > Options**.
Step 2. In the Options window, select the **Audio/Video** tab.
Step 3. Select the camera you would like to use.
Did you know you can forward your phone number using the Jabber client?

**Forward Calls**

You can forward all calls from Cisco Jabber to voicemail or a different phone.

Here is how you do it...

Step 1. Select the phone control menu in the lower left-hand corner of the main Jabber window.

Step 2. Select **Forward Calls to** and then select the appropriate option.

Step 3. To un-forward your phone from the Jabber client, click the **Forwarding calls to** message at the bottom of the client.
Did you know you can add your WebEx account to your Jabber client to start meetings instantly from your contact list or within an active chat or phone call?

**Add Meeting Accounts**

You can add Cisco WebEx sites to Cisco Jabber to quickly start, join, and manage online conferences.

Here is how you do it...

**Step 1.** Select *Jabber > Options*.

**Step 2.** In the Options window, select the *Meetings* tab and then select *Edit account* in the drop down.

**Step 3.** Select the + in the bottom left hand corner.

**Step 4.** Enter the required information in the following fields:

- **Site URL**
  - The URL of your WebEx site, for example, cisco.webex.com

- **Username**
  - Your WebEx username

- **Password**
  - Your WebEx password

**Step 5.** Click *Apply*. 
**Auto-start Jabber on Login**

Did you know you can have Jabber automatically start when you login to your computer? This way you don’t have to open it manually and can start being productive right away.

Here is how you do it…

Step 1. Select Jabber > Options.
Step 2. Select the General tab.
Step 3. Check the box next to **Start Cisco Jabber when my computer starts**