

CISCO JABBER – Softphone Client

What is Cisco Jabber?

Cisco Jabber is a unified communications program that lets you access voice calls through an application (softphone) installed on your computer and/or mobile device* (iOS & Android). With Cisco Jabber you can:

- Use your TAMU business phone number for outgoing and incoming calls, hiding your personal phone number
- Easily connect to TAMU Cisco phone services while roaming on different networks; Public/home WiFi, campus WiFi, and cellular data networks.

In order to use your new Jabber Softphone, you will need to request a softphone to be programmed in advanced and synced with your TAMU NetID. You can submit your request by simply sending an email to: tcom-request@tamu.edu . Make sure to include your Cisco VoIP phone number, TAMU NetID, associated name, and device types required (computer, iOS*, and/or Android*).

*Telecom cannot recommend at this time the use of Cisco Jabber on mobile devices (Android and Apple/iOS) for primary phone calling due to the un-reliability of the application and device settings not always allowing the app to continuously be active and running. You will most likely miss calls depending upon your mobile device's power saving settings and/or hardware version.

How do I Install Cisco Jabber?

Cisco Jabber is available for Windows, Mac, Android, & iOS, this document will focus on the most basic installation steps for Windows and Mac OS. For mobile device like iOS and Android you can find and download the application via your devices app store by searching 'Cisco Jabber'.

The latest Windows and Mac clients are available here:

<https://drive.google.com/open?id=1EgC-f2yz3wiVrBI9NI-B98-uPDsRkPXc>

The mobile device clients (for Android and iOS) are available on their respective Application Stores (Google Play or App Store).

Step 1) Download the installer file required for your operating system (link above).

Step 2) Launch installer and follow installation prompts as appropriate for your needs.

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Step 3) Enter your TAMU NetID username followed by '@tamu.edu'

*Note other sub-domains will not work, it has to be your NetID @ tamu.edu

Step 4) Enter your NetID password once prompted to do so.

How do I use Cisco Jabber?

A quick start guide that explains the user interface and its options can be downloaded here:

https://drive.google.com/open?id=1yMrAyu7rghmxXgScsX2KnT_JEKoPT8Se

Troubleshooting Tips:

- Can't make or receive calls from client-
If your Jabber client is failing to connect to phone services (you client can't make calls or receive calls), first try signing out of Cisco Jabber (gear button at top -> Sign Out), then once at the sign in screen click "Reset Jabber", then follow steps 4 – 7 above to log back in and pull new configuration settings.