

CISCO JABBER INSTALLATION INSTRUCTIONS

TAMU Division of IT – Telecom

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 via sending an email to: tcom-request@tamu.edu . Make sure to include your Cisco VoIP phone number, TAMU NetID, and associated name.

What is Cisco Jabber?

Cisco Jabber is a unified communications program that lets you access presence, instant messaging (IM), and TAMU voice calls through an application (softphone) installed on your computer and/or mobile device.

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.

The latest Windows and Mac clients are available here:

<https://drive.google.com/open?id=1EgC-f2yz3wiVrBl9NI-B98-uPDsRkPXc>

*The mobile device clients (for Android and iOS) are available on their respective Application Stores (Google Play or App Store). *At this time voice calls on mobile devices are not supported.*

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

Step 2) If not connected to the TAMU network connect into the TAMU network. Ie, if at home use Cisco Any connect VPN and make sure you select “tunnel all traffic”.

Step 3) Launch installer and follow installation prompts as appropriate for your needs.

Step 4) **Before** logging in for the first time (or after Reseting Jabber), click the “Advanced settings” under ‘username@example.com’

Step 5) Select the account type “Cisco Communications Manager 9 or later” , then click “Save”.

**Login server can be left with the default selection of “Use the default server” as long as you are properly connected into the TAMU network during this process. If you experience issues with the client detecting the default server you can manually enter ‘csce-csco-cucm-01.tamu.edu’. If you are using a mobile device on campus WiFi you will have to manually enter ‘csce-csco-cucm-01.tamu.edu’ as the server to use.*

Step 6) 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 7) Enter your NetID password.

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.