



Cisco Jabber v12.7.1 Setup for Seattle U-Owned MacOS Device Updated 4/22/2020

Jabber is a soft phone application that extends Seattle U phone service to your Seattle U-Owned MacOS computer. The application provides the services below based on the user's office phone number:

- receive calls made to your Seattle U phone number, including putting a call on hold
- make calls from your Seattle U phone number and display your number in Caller ID
- access your voicemail to listen to messages, delete messages, or change your voicemail greeting

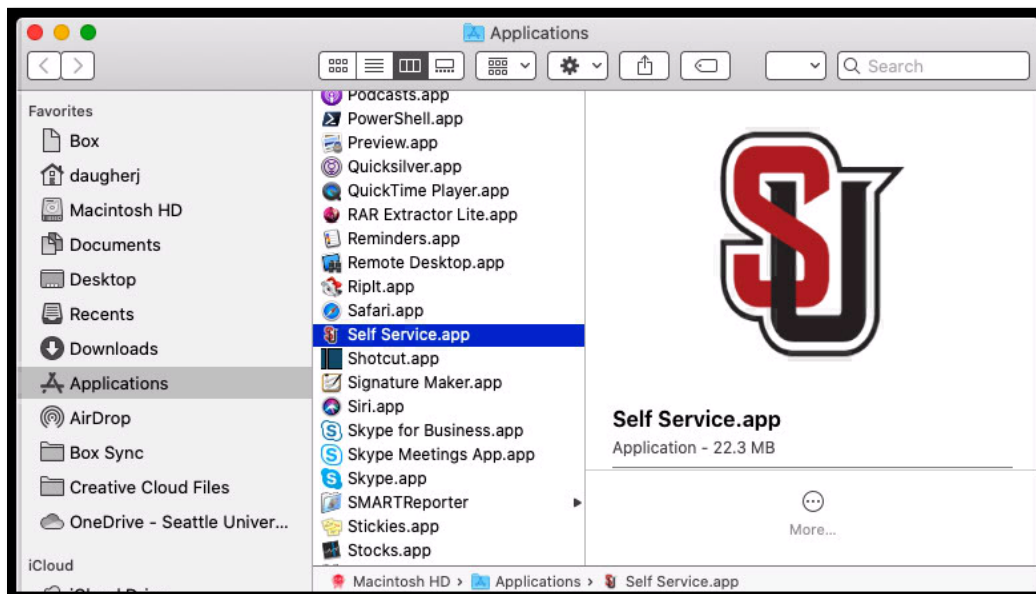
While other functions may appear in Jabber menus, the Seattle U deployment is licensed and configured for the functions above for a single phone line only.

Installation Requirements

1. MacOS 10.11 or later
2. Seattle U Global Protect VPN or Cisco VPN connected. To setup a VPN connection, please refer to the Seattle U ITS [Virtual Private Network \(VPN\) webpage](#) for instructions.

I. Installation of Software

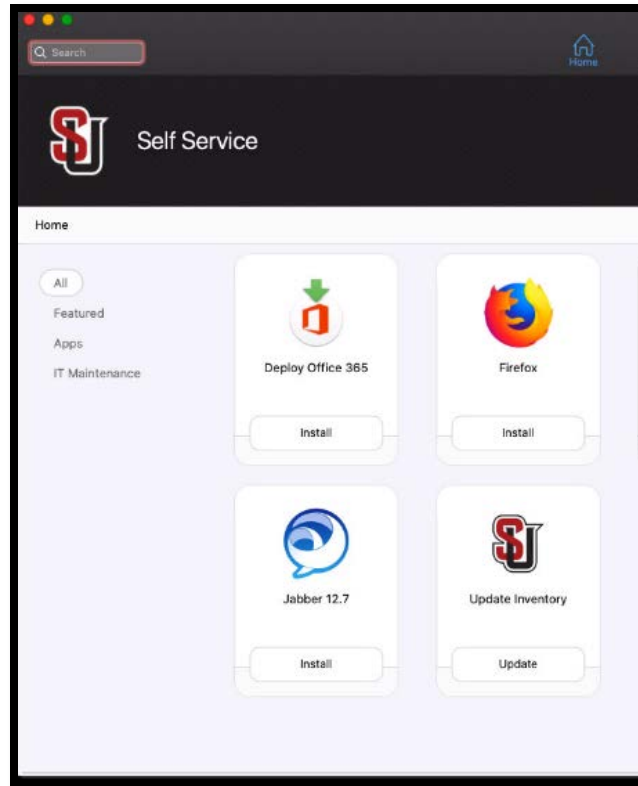
Step 1: With a VPN connected to the Seattle University network, open the Self Service application from the Applications folder.



Step 2: When the program opens, locate Jabber 12.7 from the available applications for download and click on the "Install" button.



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Step 3: Proceed through the introduction screen, license agreement, and following prompts to continue the installation.

Step 4: When the software has finished installing, click **Close**.

II. Signing In

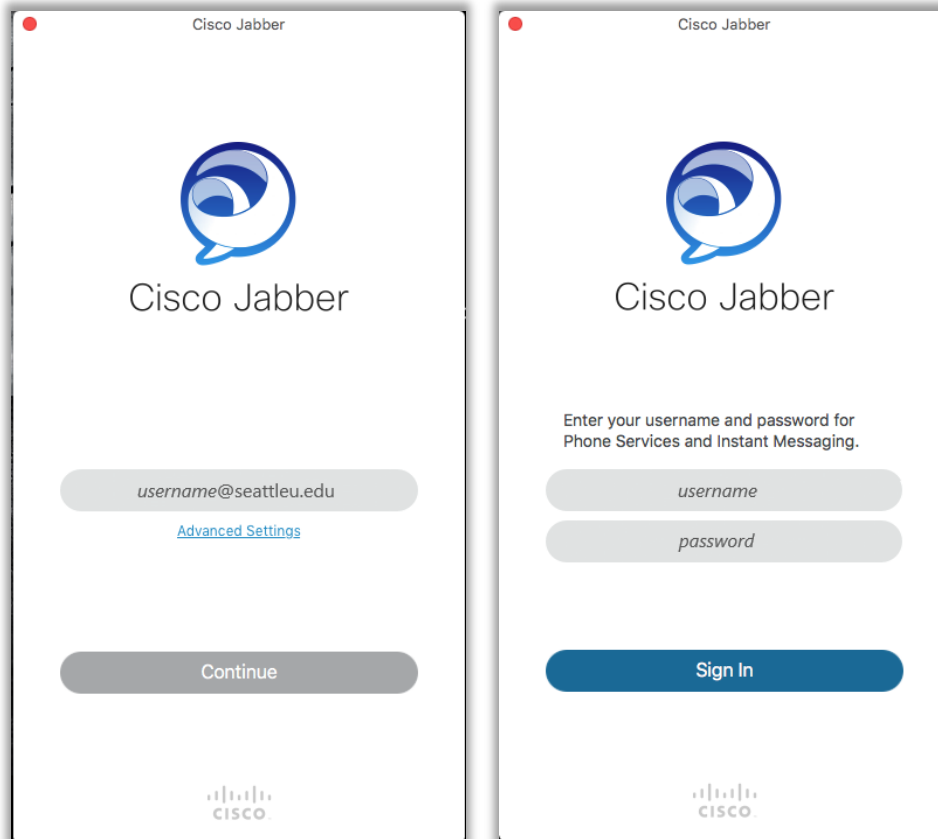
Step 1: To launch Jabber, open your **Applications** folder and double-click the **Cisco Jabber** icon.

Step 2: (*One-time setup*) At the Cisco Jabber sign in screen, enter your Seattle U email address (xxxxxx@seattleu.edu) and click **Continue**. When prompted enter your password and click Sign In as shown below.

Note: All subsequent logins will only require the second prompt for your username and password.

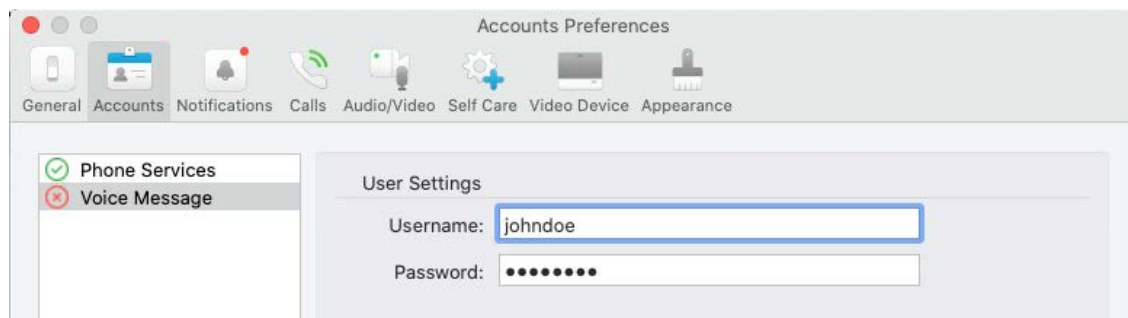


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Step 3: Jabber may request you allow it access to specific services on your Mac such as screen sharing, capture, etc. You do not need to enable these services as they are used by services that are not available in the Seattle U implementation of Jabber.

Step 4: If prompted to Update Credentials for the Voicemail Service, select Update then enter your username, not your email address, and your password as shown below. Click Apply.



The Voice Message indicator will turn green when it is correctly configured.



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III. Using Jabber

Please review the Jabber User Guide for Windows at the [ITS softphones website](#).

IV. Signing Out

Step 1: Click **Jabber** in the Apple menu bar then click **Sign Out**.

Note: Signing out is required to turn off Jabber completely and no longer accept or make calls.