



Cisco Jabber v12.7.1 Setup for User-Owned Windows Device

Updated 4/22/2020

Jabber is a soft phone application that extends Seattle U phone service to your Windows 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. Microsoft Windows 7 Service Pack 1 or later, 32 and 64 bit
2. You must have Administrator access to your computer in order to install. Instructions to determine if you have such access are [here](#).

I. Installation of Software

Step 1: Go to the [Seattle U ITS Downloads](#) page and click the Jabber v12.7.1 Windows Client. A Zip file will be copied to your computer's Downloads directory.

Step 2: Locate file **JabberWin-12.7.1.zip**, right click the file, select Extract All. Select the location you would like the folder to be unzipped so that you can access the install file.

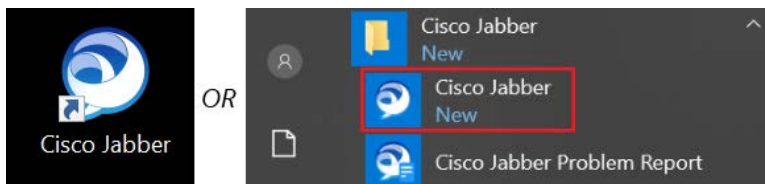
Step 3: Double-click the file **CiscoJabberSetup** to begin the installation.

Step 4: Proceed through the license agreement and following prompts to continue the installation.

Step 5: When the Cisco Jabber installer has completed, click **Finish**.

II. Signing In

Step 1: Open the Cisco Jabber application via the desktop shortcut or through your Applications folder.





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Step 2: (*One-time setup*) On the Web Login screen, enter your Seattle U email address (xxxxxx@seattleu.edu) and your Seattle U password then click “Sign In” as shown below.

Note: All subsequent logins will only require your username and password.

Cisco Jabber

Enter your username and password for Phone Services.

username@seattleu.edu

Password

Sign In

CISCO

Step 3: Confirm voicemail and phone services are configured. Click on the Menu gear in the top right or the User Profile & Setting icon on the navigation pane. Click on Account and enter your username, not your email address, and your SU password as shown below. Click Apply.

Settings

General

Audio

Video

Calendar

Calls

Notifications

Video Device

Accounts

Self Care Portal

Appearance

Phone services [Server settings >>](#)

Username: testerj

Password: *****

Voicemail [Server settings >>](#)

Username: testerj

Password: *****

OK Cancel Apply



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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 the **Settings** icon in the upper right-hand corner or on the **My Profile & Settings icon** on the left navigation pane, and then click **Sign out**.

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