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

Jabber is a soft phone application that extends Seattle U phone service to your Seattle U-Owned 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. Seattle U GlobalProtect VPN or CiscoAnyConnect 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, click on the Start Menu and type “Software Center”. Click on the Software Center program that appears.

Step 2: When the program opens, make sure the “Applications” tab on the left is highlighted. This will provide you the list of applications available for install. Double Click on Jabber 12.7 to start installation.
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Step 3: Proceed through the license agreement and following prompts to continue the installation.

Step 4: 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.

Step 2: (One-time setup) On the WebLogin screen, enter your Seattle U email address (xxxxxxx@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.
Step 3: Confirm voicemail and phone services are configured. Click on the Menu gear in the top right or the My Profile & Setting icon on the navigation pane, followed by Settings. Click on Account and enter your username, not your email address, and your SU password. Click Apply.

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.