Getting Started with Cisco Jabber

Jabber is a collaboration platform designed to centralize and converge instant messaging, voice and video calls, voice messaging, desktop sharing, conferencing, and presence. In this tutorial, we will walk through setting Jabber up on your Windows device and provide a brief overview of Jabber features.

What’s covered in this tutorial (click on the title to jump to the section)
Installing Jabber ............................................................................................................................................ 1
Getting Started .............................................................................................................................................. 6
Contacts .................................................................................................................................................... 6
Chats ......................................................................................................................................................... 6
Recents ...................................................................................................................................................... 8
Meetings ................................................................................................................................................... 9
Voicemail ................................................................................................................................................... 9
Configuring Cisco Jabber ............................................................................................................................. 10
Questions? .................................................................................................................................................. 11

Installing Jabber

2. You will be directed to the page shown below. Click “Download.”

3. Next, you will select whether you are a student, staff member, or instructor and which department you belong to. Then, enter your UCID and password and click “Submit.”

4. Click on the “CiscoJabber-Install...zip” file at the bottom left corner of your browser.
5. Open the “CiscoJabber-Install-ffr.12-1-0” file folder.

6. Click on the *CiscoJabberSetup* installer.
7. Next, read the notices and disclaimers before clicking “Accept and Install.”

8. You may have to wait several minutes while Cisco Jabber is installed. Once the installation is finished, click “Yes.”

9. Then, click “Finish.”
10. Then, you will want to enter your NJIT email address in the window shown below. Click “Continue.”

11. Finally, sign in using your UCID and password.
Getting Started

Let’s look at some brief overviews of each tab in the Jabber menu: Contacts, Chats, Recents, Meetings, and Voicemail.

Contacts

Under “Contacts,” you can see your contacts’ status (whether they are available or not), add new contacts, and begin a call or instant message.

Chats

Under “Chats,” you can view all of your recent messages, both send and received.
Right-click any recent chat message to view alternate communication methods.

You can hover over a message to reveal the chat icon and continue the chat.
To begin a new chat, click on the “New chat” icon.

Recents

Under “Recents,” you can see your placed, received, and missed calls. You can also return calls.
Meetings

Under “Meetings,” you can view your calendar, see upcoming events, join meetings, and start WebEx meetings.

Voicemail

Under “Voicemail,” you can listen to your voicemail messages, manage them, and call your voicemail to change your settings. You can right-click a message to delete it.
Configuring Cisco Jabber

Click on the gear icon and then “Options.”

This will summon a menu of settings for Chats, Audio, Video, Calendar, Status, Notifications and more. Simply click on the settings in the left navigation panel, adjust your settings and click “Apply” when you are done.
Questions?

If you are still in need of assistance, please contact the IST Service Desk. You can reach the IST Service Desk 24/7.

Phone: (973) 596-2900 | Toll-free: (877) 899-7685
Location: Student Mall, Room 48 | Monday to Friday, 8:30 AM to 4:30 PM (Drop-in support for computing devices).
Request Help Online: https://ist.njit.edu/