

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.

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Installing Jabber

1. Visit <https://ist.njit.edu/software/download.php> and click on the Cisco Jabber download.

The screenshot shows the NJIT Information Services and Technology website. The main heading is 'Software Available for Download'. Below the heading is a breadcrumb trail: 'Home » IST Services by Category » Computing Workspace » NJIT Software » Software Available for Download'. There are navigation icons for Linux, MacOS, Solaris, and Windows. A table lists available software with columns for Title, Platform, Downloadable, and Public Computing Site. A red arrow points to the 'Cisco Jabber 12.1.0' entry.

Title	Platform	Downloadable	Public Computing Site
Adobe Creative Cloud	Windows	✓	✓
Adobe Creative Cloud	MacOS	✓	✓
Cisco Jabber 12.1.0	Windows	✓	✓
Cisco Jabber 12.1.0	MacOS	✓	✓
Corel Draw Graphics Suite 2017	Windows	✓	✓
Corel Painter 2018	Windows	✓	✓
Corel Painter 2018	MacOS	✓	✓
Corel PaintShop Pro 2018	Windows	✓	✓

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

Software Details
Home » Software Details

Cisco Jabber 12.1.0

Platform: Windows
Category: Utility > Network Utility

Overview:
Jabber is a comprehensive communication and collaboration tool that's easy to use, reliable, and secure.

Details:
Cisco Jabber gives you instant messaging, voice and video calls, voice messaging, desktop sharing, conferencing, and presence. Find the right people, see whether and how they're available, and collaborate the way you want.

Available to:

- Faculty
- Staff

Installed in the following computing labs:

License Information:
<http://ist3.njit.edu/jabber-installation-instructions/>

Installation Instructions

Download Filesize(s):

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.”**

NJIT Software

Software can be downloaded and installed on your local machine. Titles vary by platform, and license terms vary by vendor and depend on your role at the university (e.g. student, faculty, researcher or staff member). If downloading software while off-campus, you must use Virtual Private Network software (VPN). You also must have a valid UCID and UCID Password to download software licensed by NJIT.

I am:

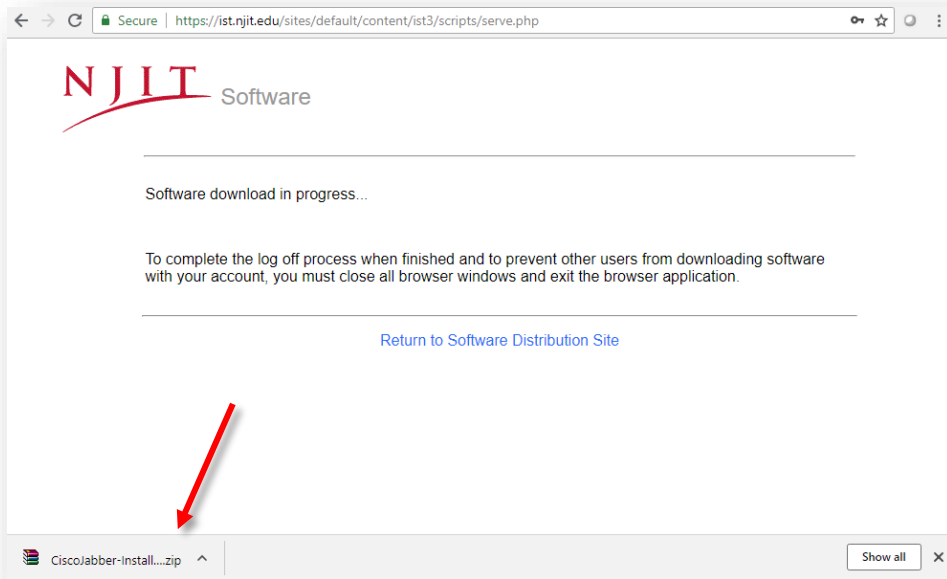
Department:

UCID:

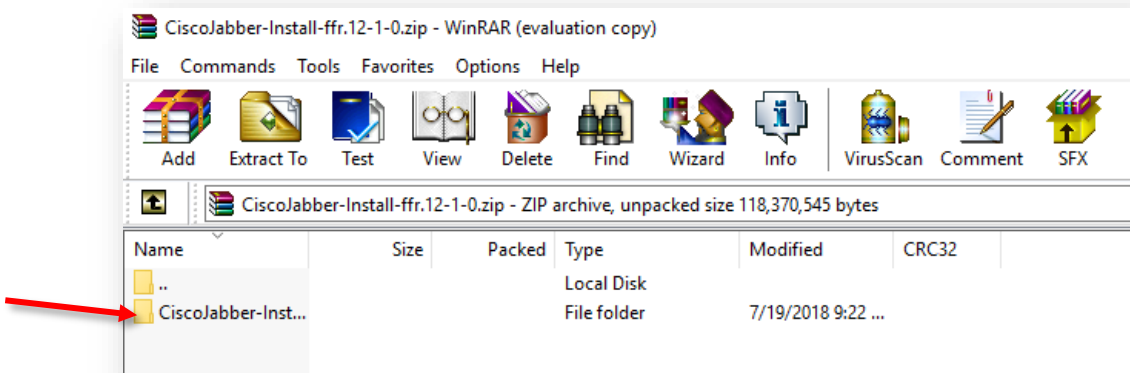
UCID Password:

Cisco Jabber 12.1.0 - Download #1
Your IP Address: 10.204.233.15

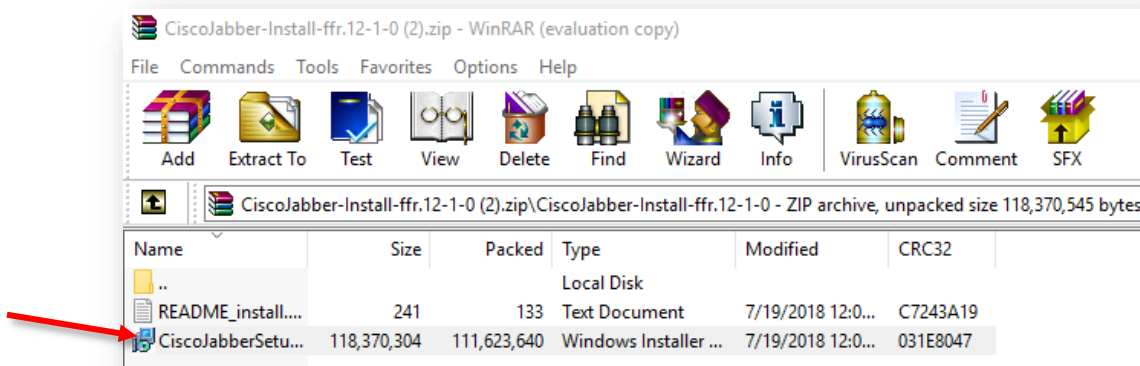
4. Click on the **“CiscoJabber-Install...zip”** file at the bottom left corner of your browser.



5. Open the “CiscoJabber-Install-ffr.12-1-0” file folder.



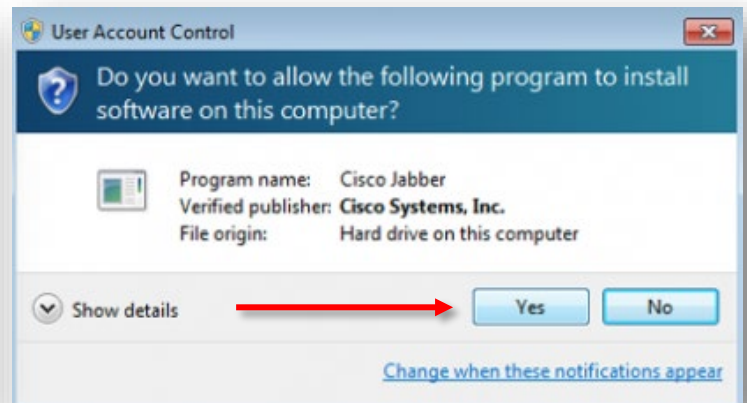
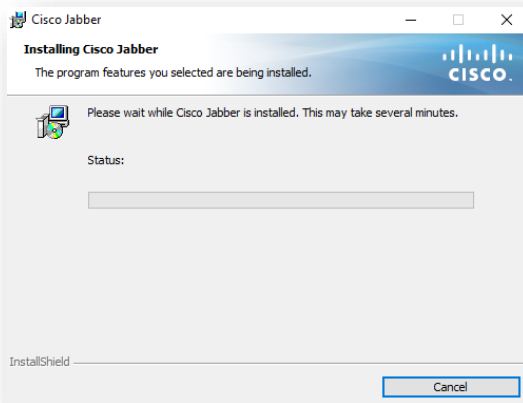
6. Click on the **CiscoJabberSetup** installer.



7. Next, read the notices and disclaimers before clicking **“Accept and Install.”**



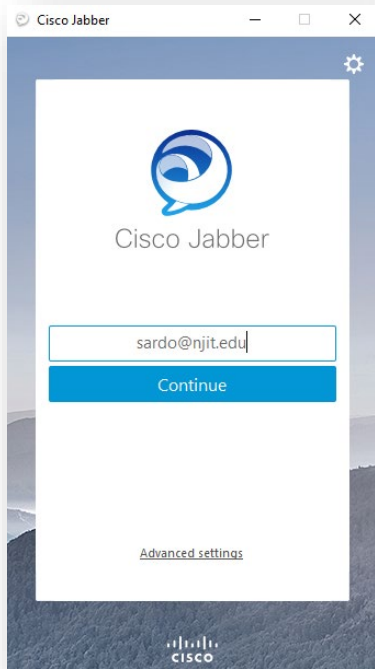
8. You may have to wait several minutes while Cisco Jabber is installed. Once the installation is finished, click **“Yes.”**



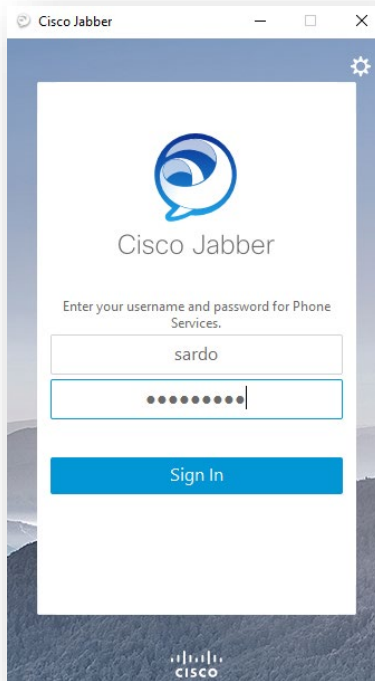
9. Then, click **“Finish.”**



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.

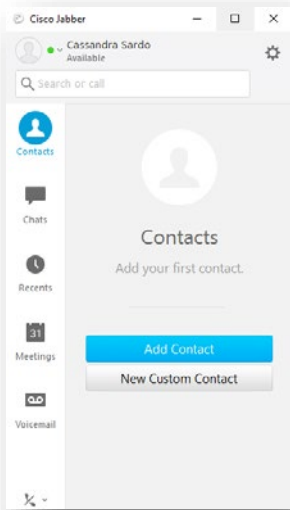


Getting Started

Let's look at some brief overviews of each tab in the Jabber menu: [Contacts](#), [Chats](#), [Recents](#), [Meetings](#), and [Voicemail](#).

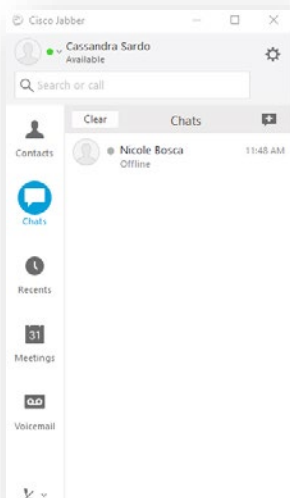
Contacts

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

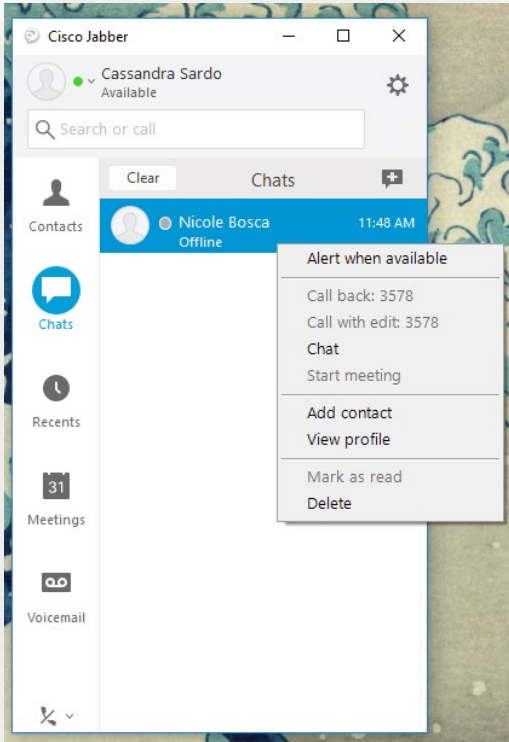


Chats

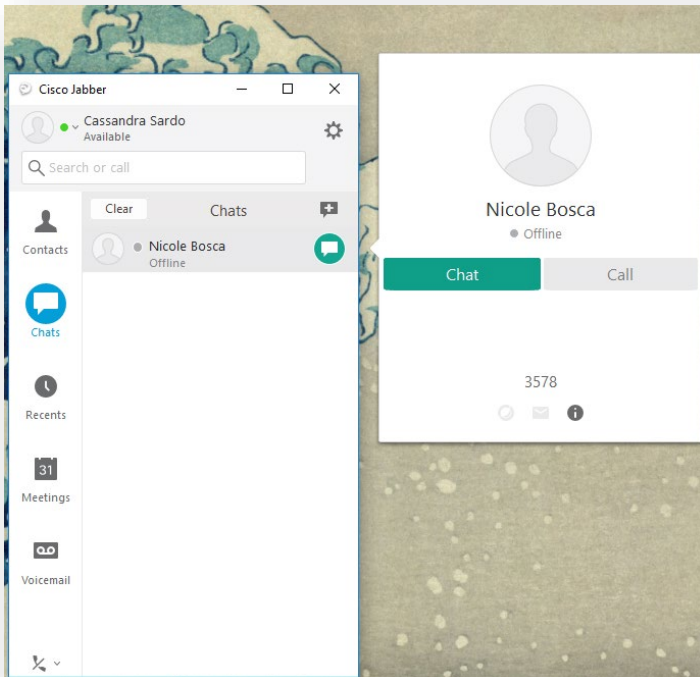
Under **"Chats,"** you can view all of your recent messages, both send and received.



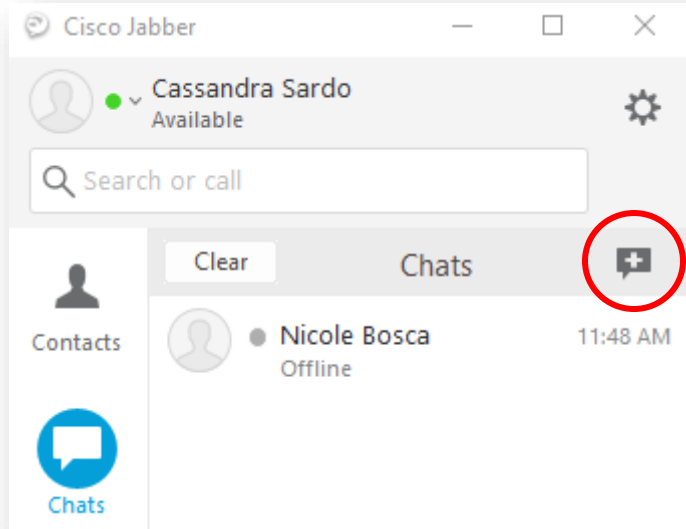
Right-click any recent chat message to view alternate communication methods.



You can hover over a message to reveal the chat icon and continue the chat.

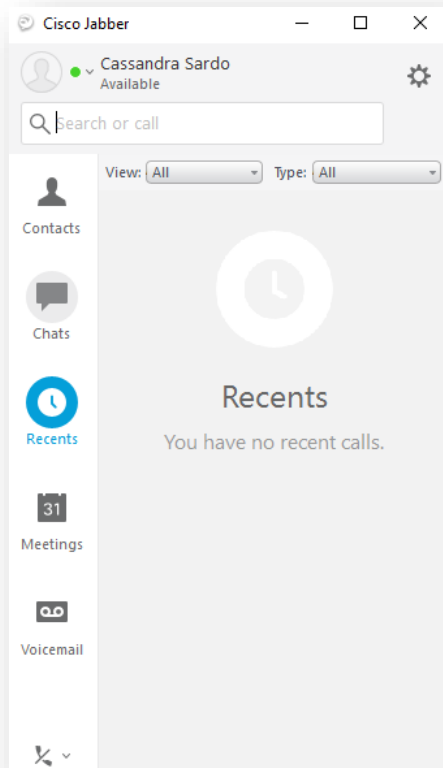


To begin a new chat, click on the “**New chat**” icon.



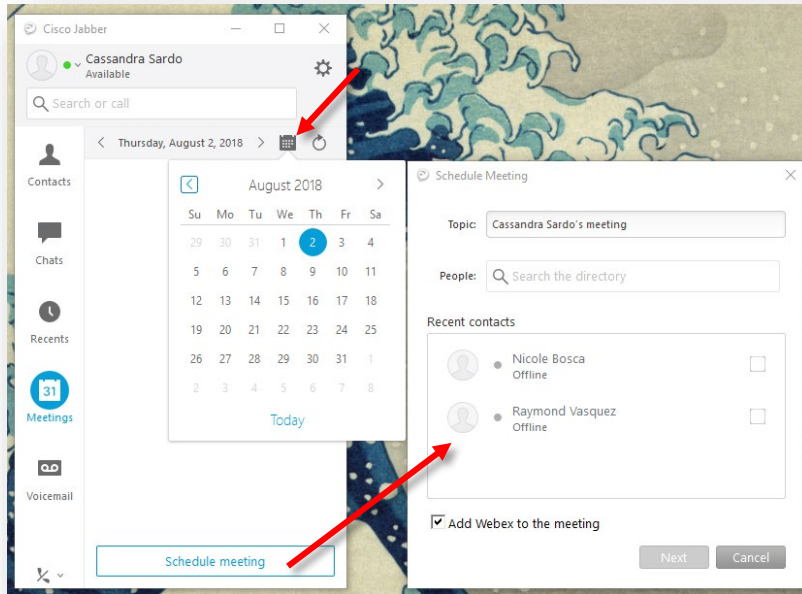
Recents

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



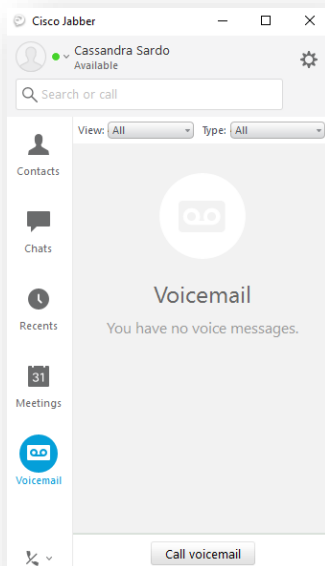
Meetings

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



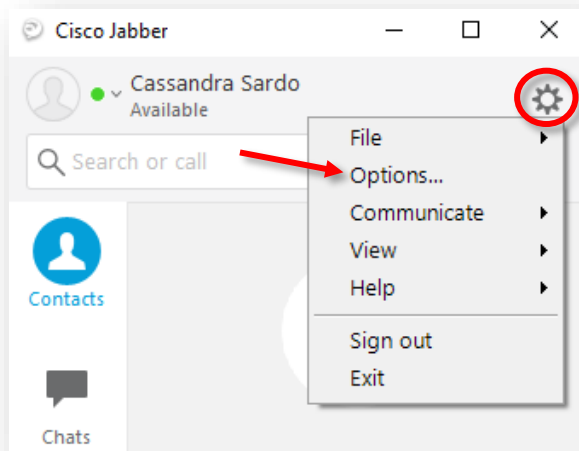
Voicemail

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.

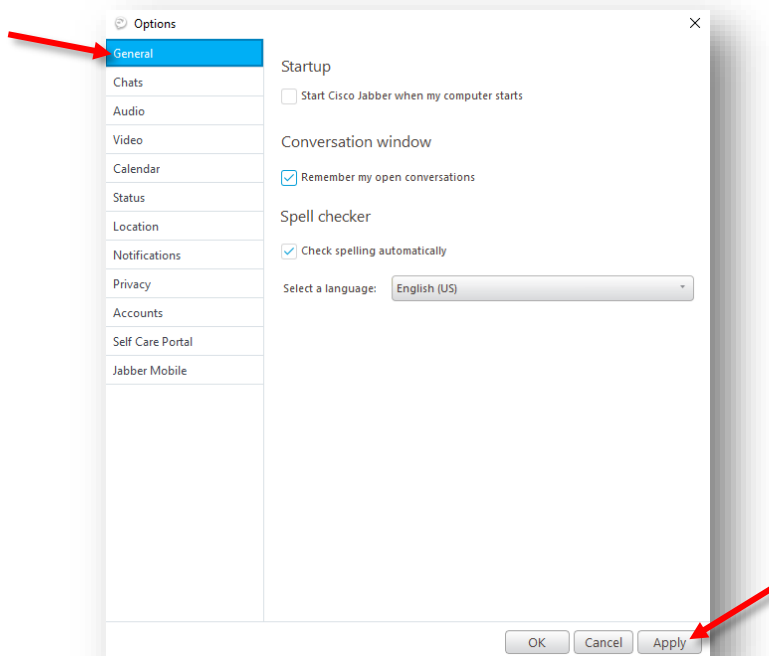


Configuring Cisco Jabber

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/>