



Cisco Jabber Usage Guide

About

Updated July 20, 2022.

Cisco Jabber is a software client that allows you to use your District phone line(s) to send/receive calls, check voicemail, and access other phone related features from your desktop or mobile device.

Cisco Jabber is supported on Windows and Mac computers (e.g., desktops and laptops), and on Android / iOS mobile devices (e.g., phones and tablets).

NOTE: If you manage multiple phone lines (e.g., secondary line or department line), this is only supported on *Cisco Jabber for Computer*.

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Cisco Jabber for Computer – Installation Steps

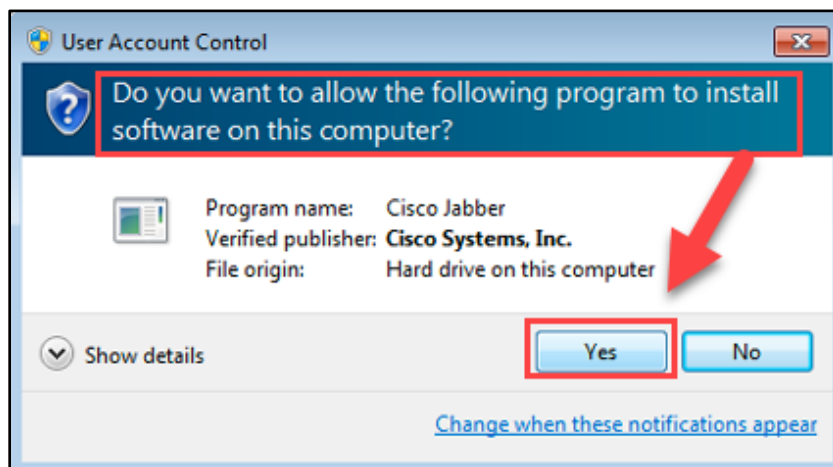
Step 1A – Download & Install Cisco Jabber (for Windows)

Use this link to [Download Cisco Jabber for Windows](#).

NOTE: The installation process may require administrator credentials. If you are unable to proceed, please contact the ITS Help Desk.

Double click the downloaded file from your browser and then double click the **CiscoJabberSetup14.0.2.msi** file to start the installation.

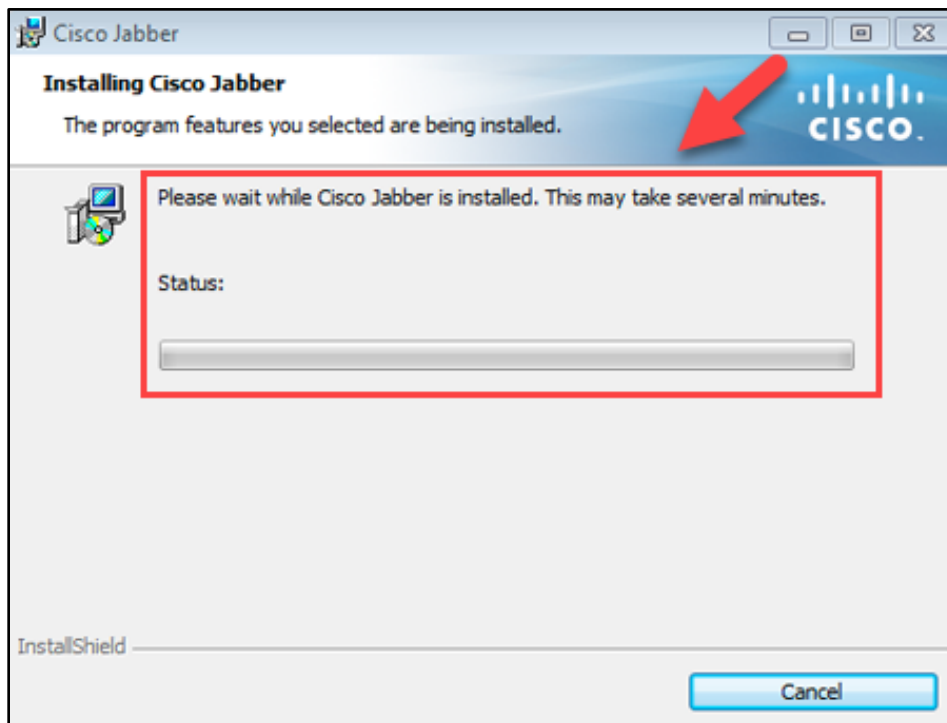
If prompted, select **Yes** to allow Jabber to install software on your computer.



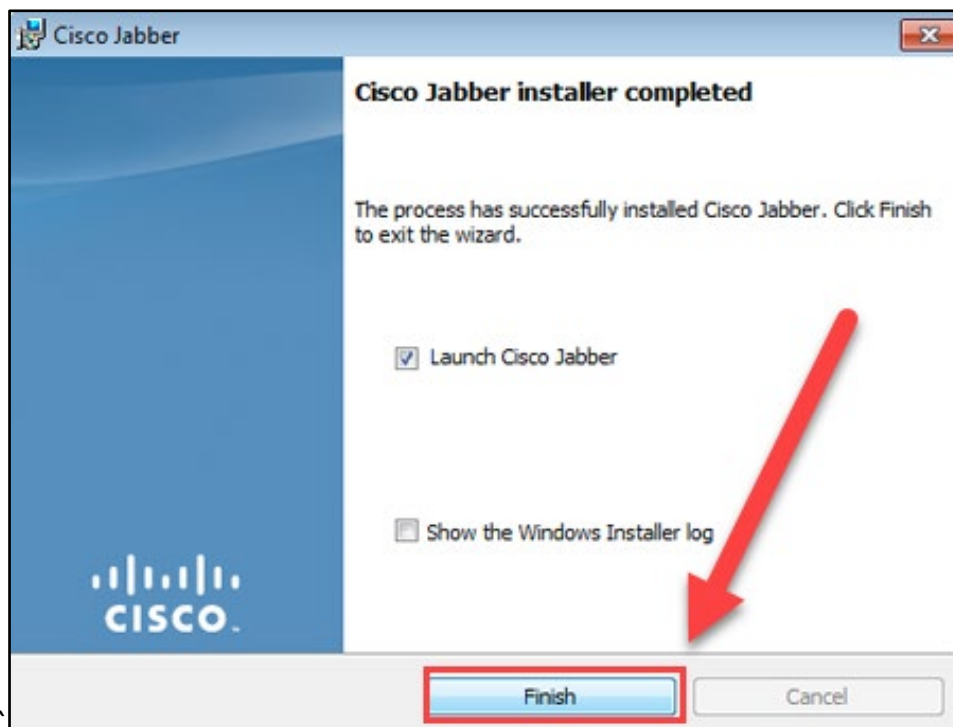
Read the notices and disclaimers and then click **“Accept and Install”**.



You may have to **wait for Cisco Jabber to be installed** (“*This may take several minutes...*”)



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



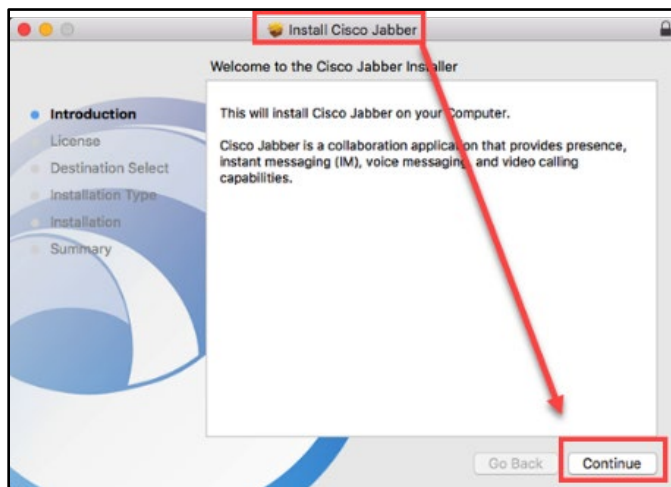
Step 1B – Download & Install Cisco Jabber (for Mac)

Use this link to [Download Cisco Jabber for Mac](#).

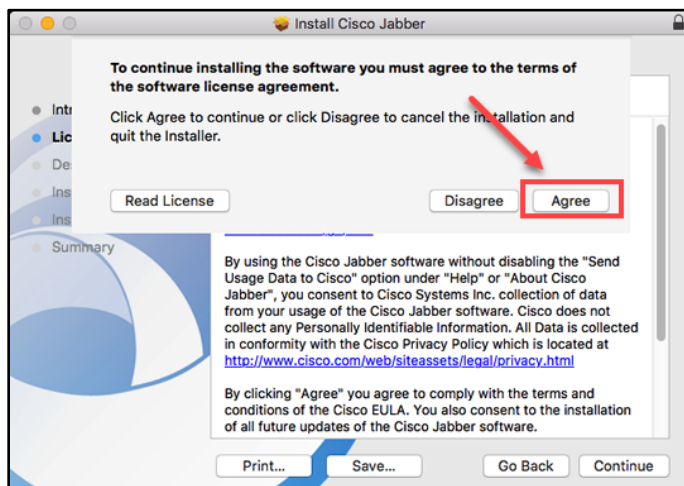
Double click the downloaded **CiscoJabberMac-14.0.2.305994.pkg** file to start the installation (from web browser or Downloads folder).



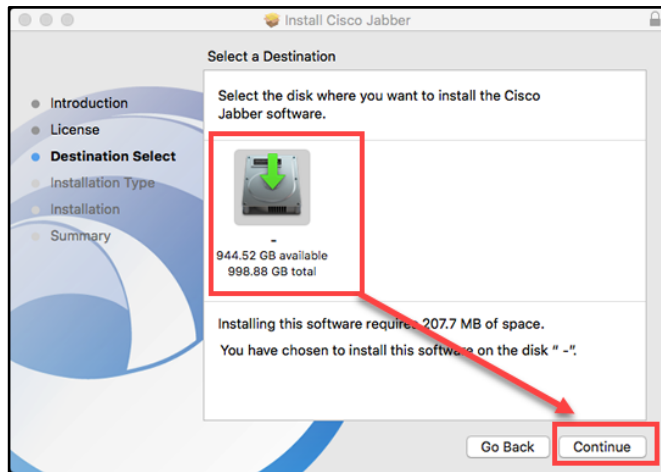
When the Welcome screen displays, click **Continue**.



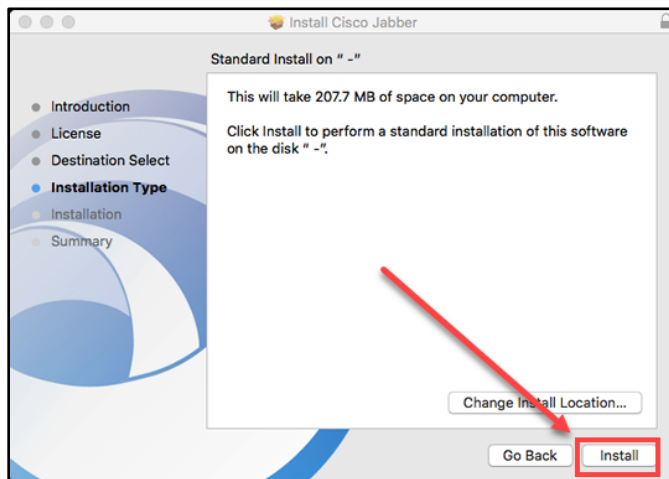
Read the license agreement if you wish and then click **Agree** to accept the terms of the license agreement and continue with the installation.



You may be prompted to **select the disk** where you want to install Jabber. Select your **hard drive** and then click Continue.



Select **Install** to perform the standard installation.



At the prompt, enter your administrator account password for the Mac and select **Install Software**.



When the software has finished installing, select **Close**.

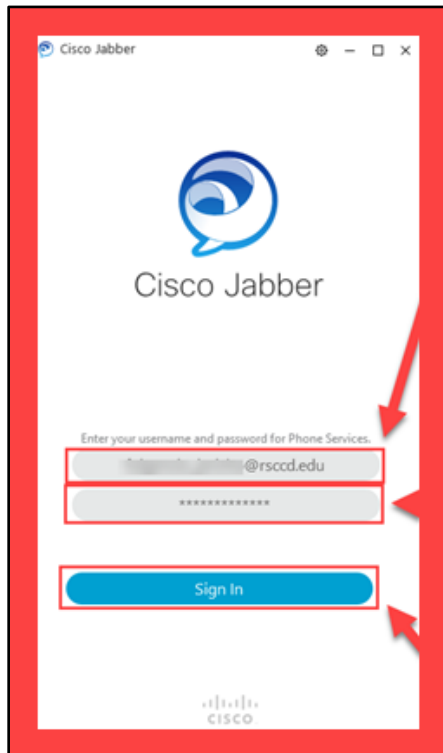
Step 2 – Login to Cisco Jabber

Open the Cisco Jabber app.

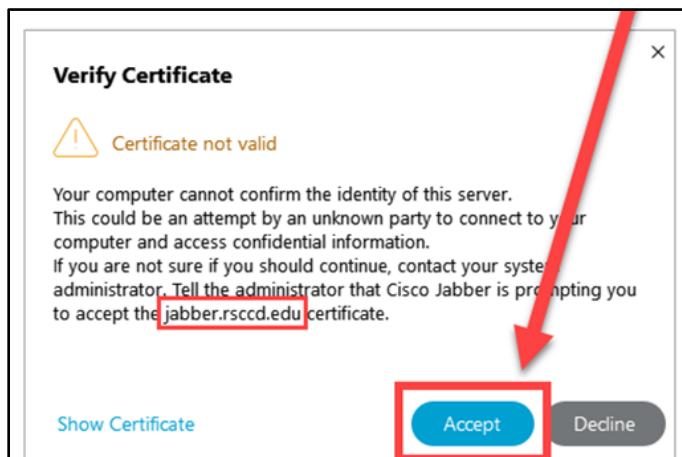
For **Username**, login with your District issued email account.

For **Password**, enter your single-sign on password.

When Complete, select **Sign In**.



If prompted, select **Accept** or **Continue** if you are prompted to accept Terms & Conditions, or asked to Verify Certificate for jabber.rscdd.edu



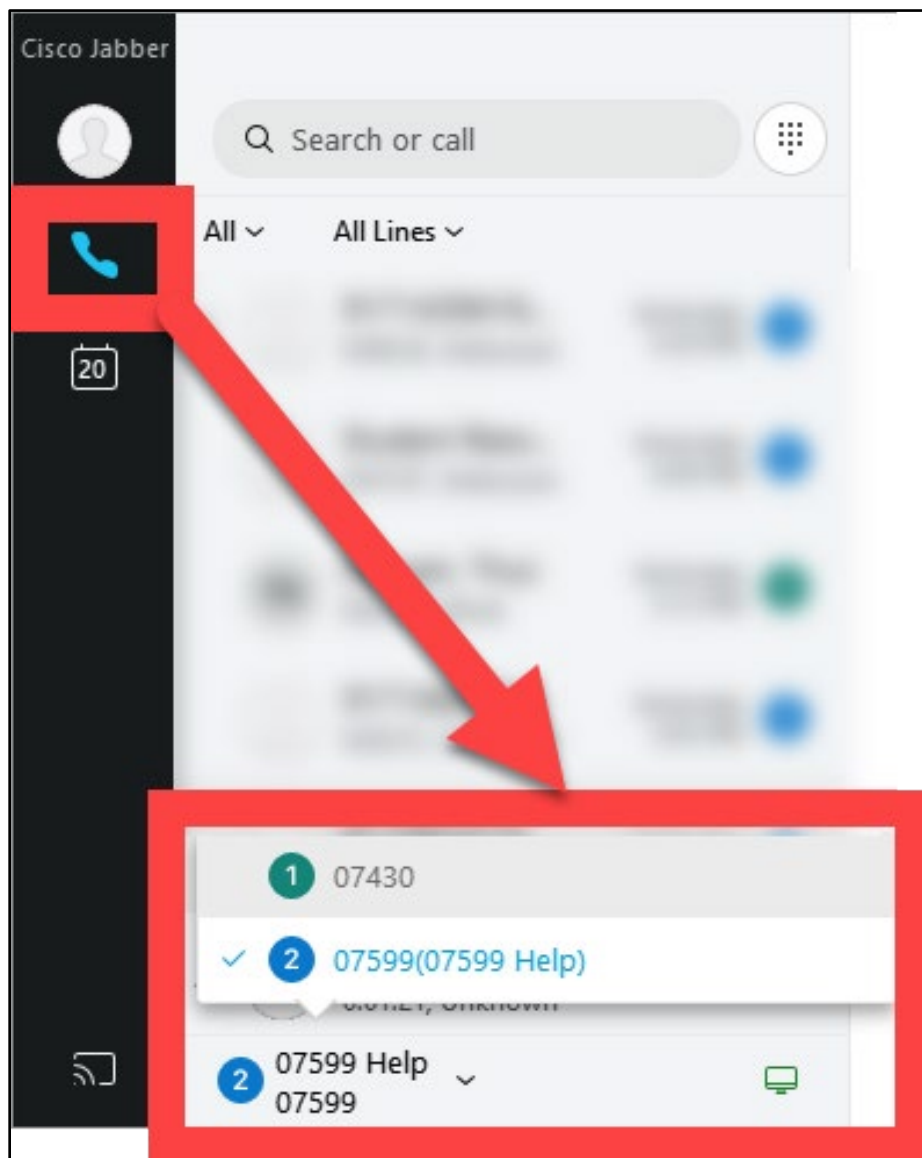
Cisco Jabber for Computer – Features and Functions

Toggle between Phone lines

If you have access to more than one phone line, such as a department line and personal line, you can toggle between them.

From your hub window, select the **Calls button**. Then click the drop-down menu next to the currently selected phone line, then select the desired phone line.


NOTE: Toggle between Phone Lines is only supported on *Cisco Jabber for Computer*. This function is not supported on the mobile app.



Use my Computer for Calls

You can configure Cisco Jabber to send calls to your computer or to your desk phone.

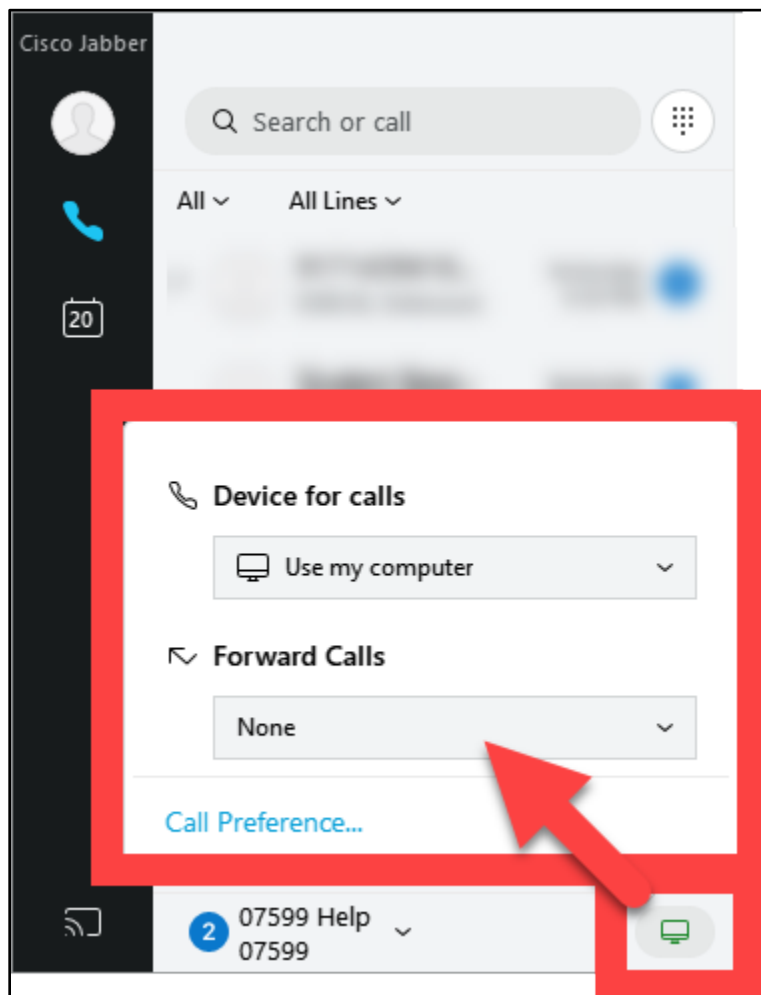
To set this up, first [toggle to the desired phone line](#) in Cisco Jabber.

Then, from your hub window, open the Call Settings drop-down menu. The icon for **Call Settings** appears as an icon for a computer monitor. 

Lastly, select your preference (e.g., Use my computer).

NOTE: ITS strongly recommends NOT to Forward Calls using this method. Instead we recommend using *Cisco Jabber for Computer* to send/receive calls.

NOTE: If you would like to receive calls on your mobile device, use the *Cisco Jabber for Mobile Device* app for Android or Windows.



Send a Phone Call

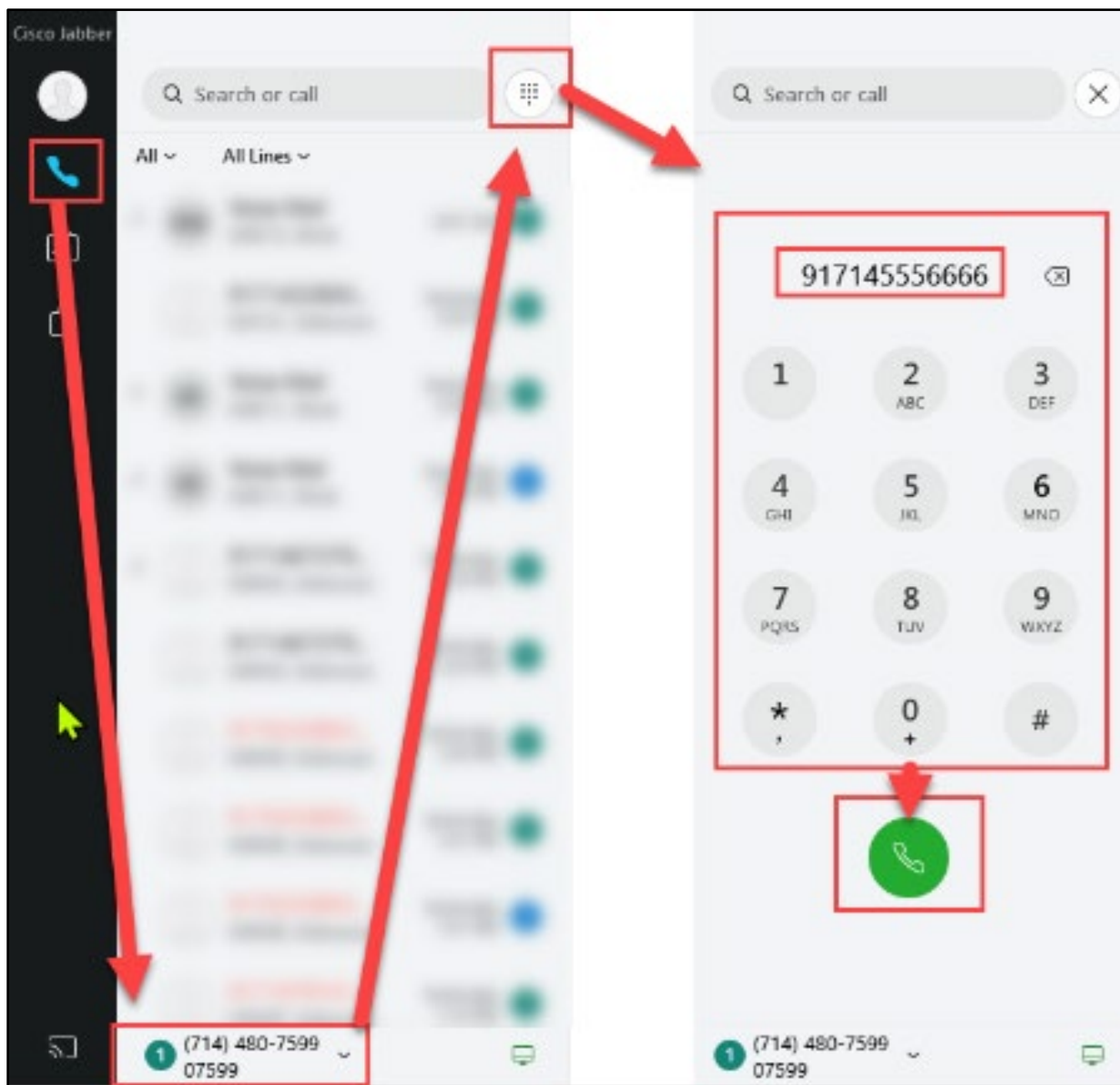
To send a phone call, first [toggle to the desired phone line](#).

Then search for, type in, or select the dial tone buttons to enter the phone number you want to dial.

When you're ready to send the call, select the **Call** button.



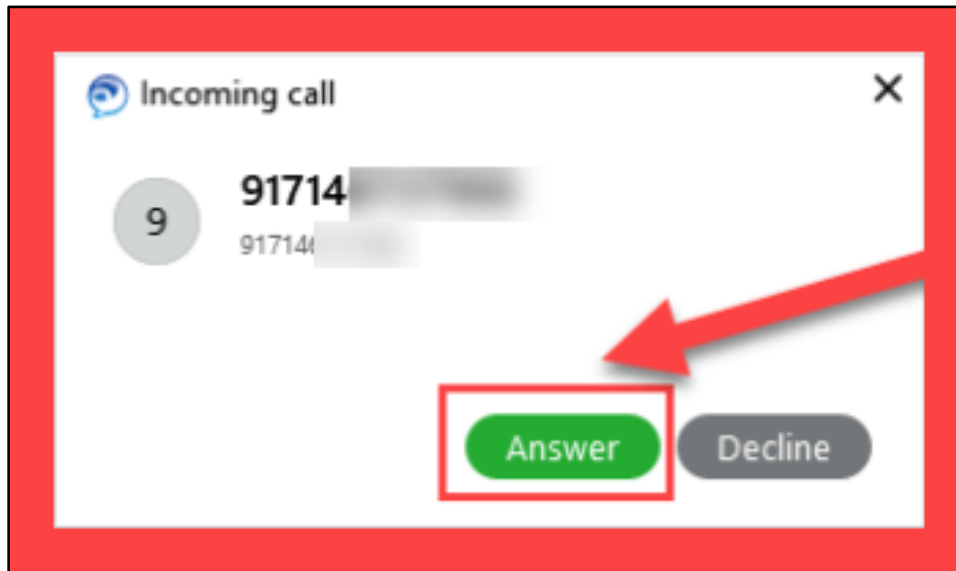
NOTE: Dial +91 before the phone number for outside lines. (e.g., If you want to call out to 7145556666, dial 917145556666)



Receive a Phone Call

When receiving an Incoming call, Cisco Jabber will display a popup window.

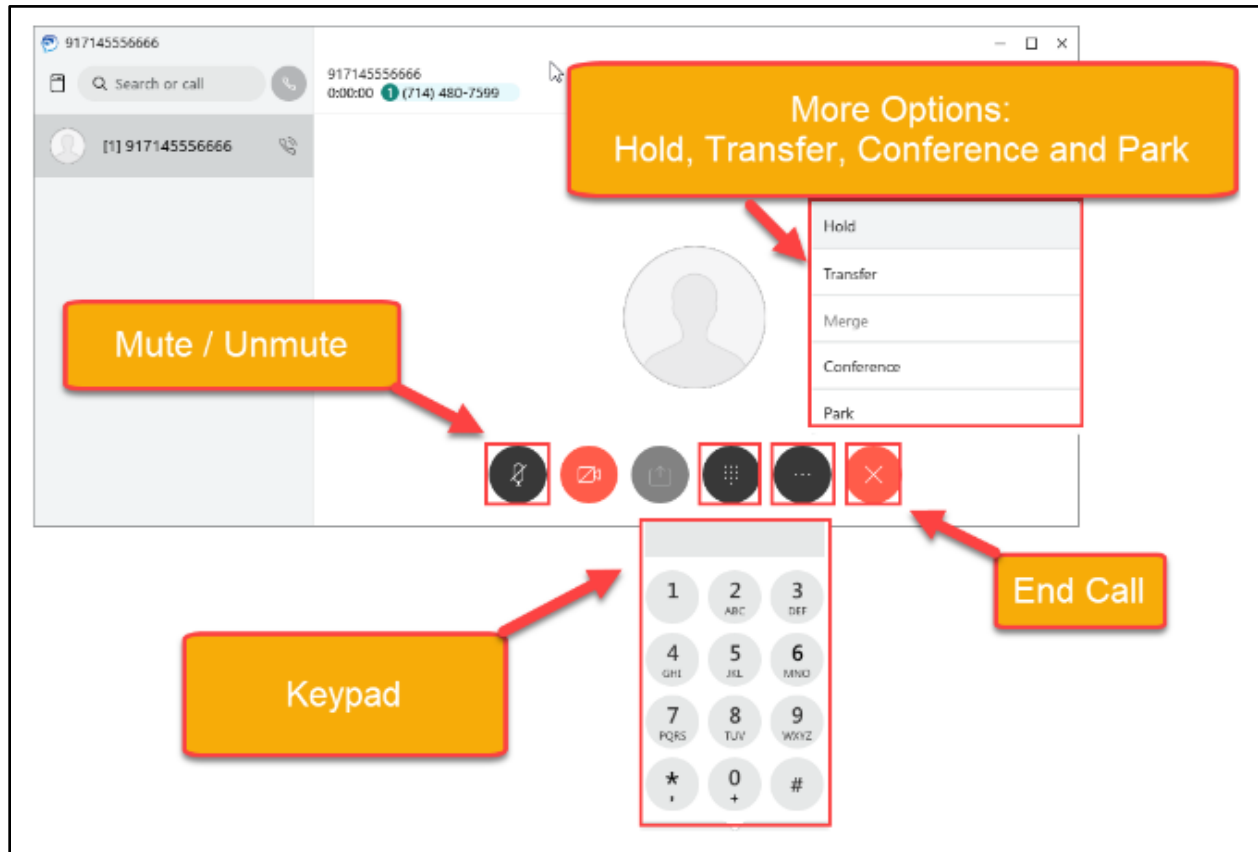
Select **Answer** to Answer the call, or **Decline** to decline the phone call.



Phone Call Options

When on an active phone call, you can use the following options:

- **Mute/Unmute**
- **Keypad**
- **End Call**
- **More Options: Hold, Transfer, Conference and Park.**

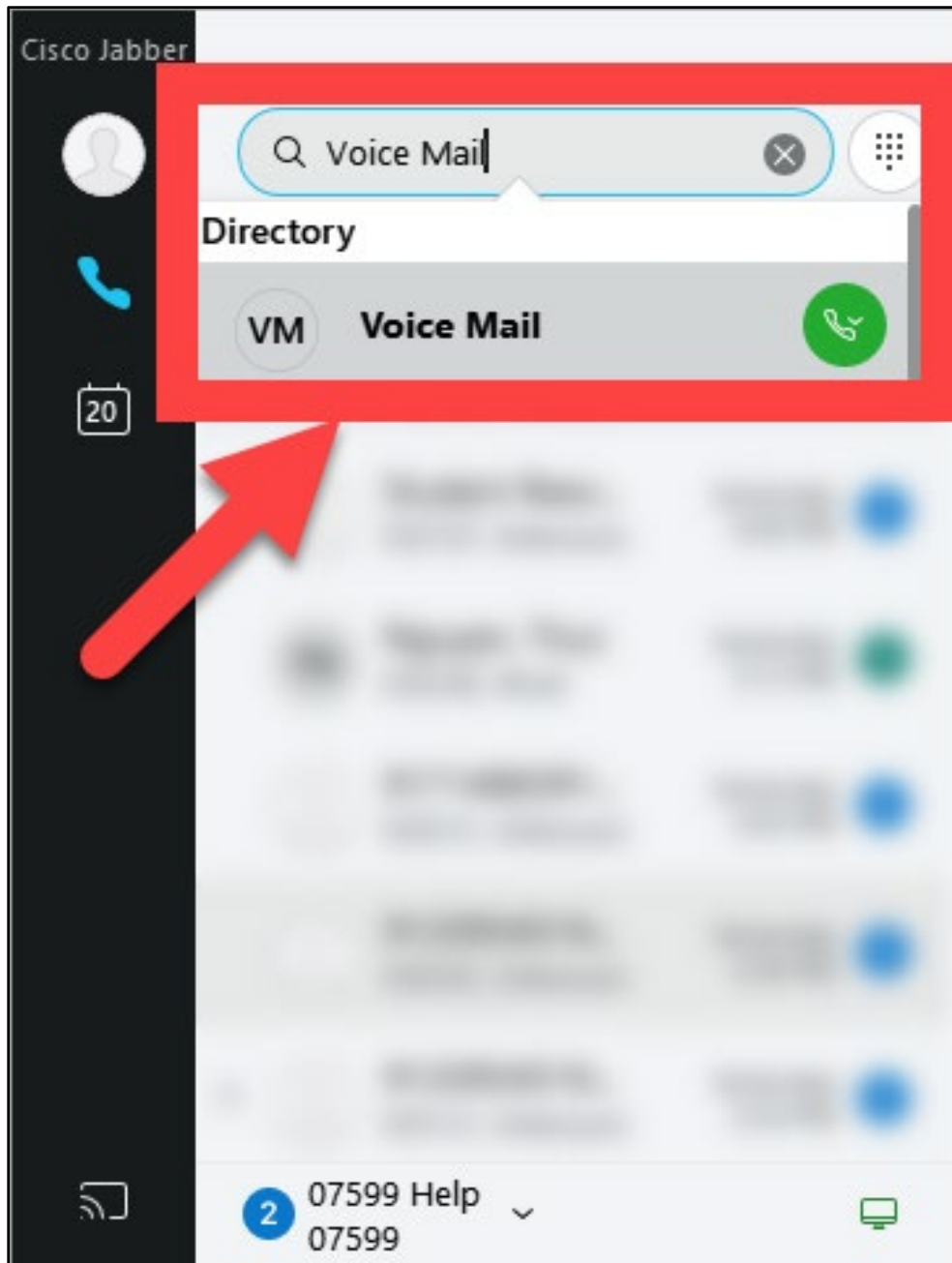


Check Voice Mail

To check your Voice Mail using Cisco Jabber, first [toggle to the desired phone line](#).

Then type Voicemail in the search bar.

Lastly, select the Voice Mail contact to dial the Voice Mail line.

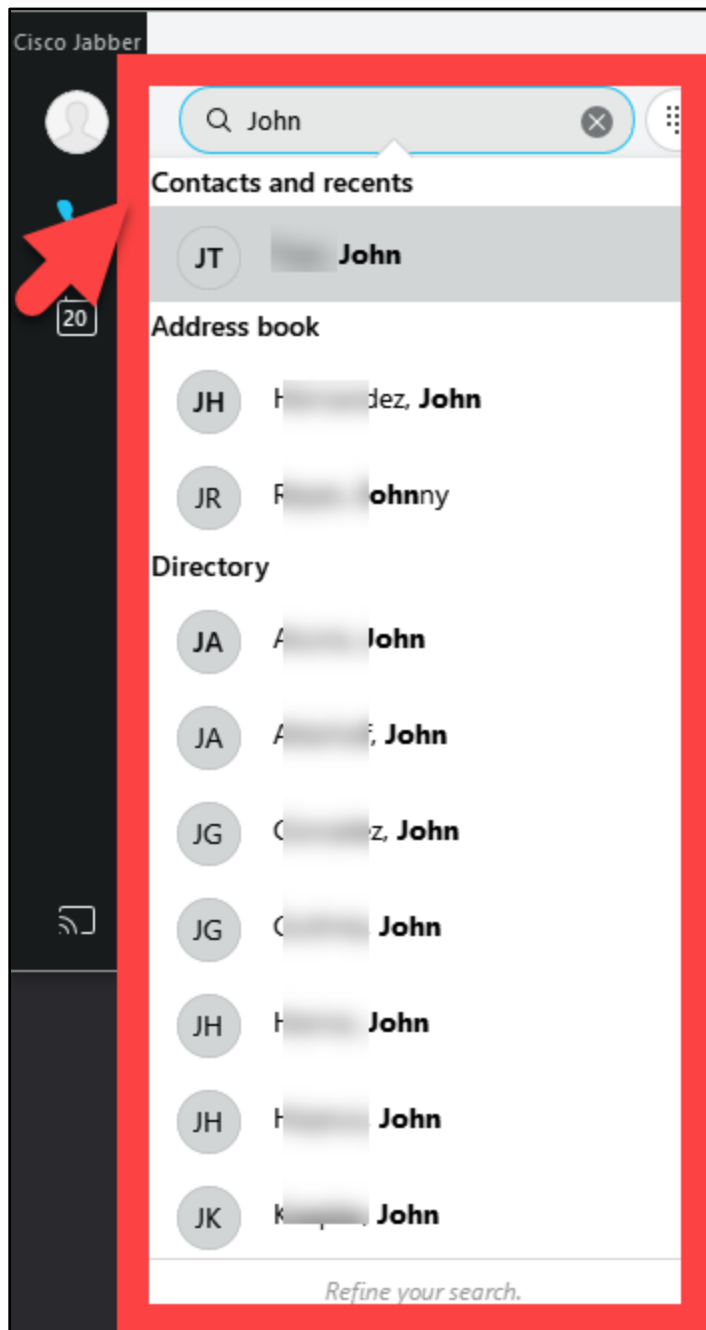


Search Employee Directory

Use the search bar to type in the name, phone number or email address.

Search results for **Contacts and Recents** are pulled from your Contacts and Recent calls.

Search results for **Directory** are pulled from the District Employee Directory.



Change Ringtone and Notification Settings

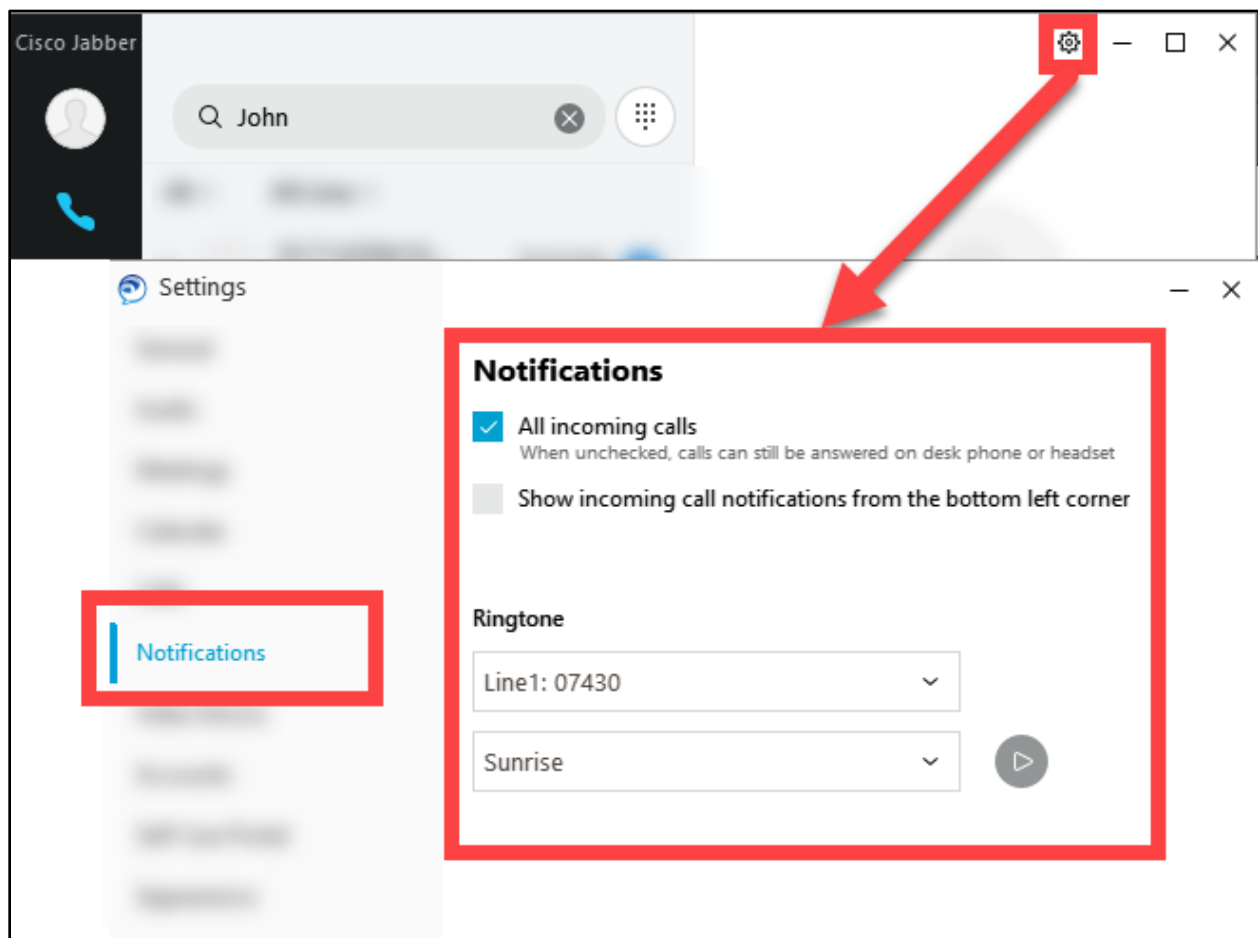
Select the **Menu icon** from Cisco Jabber.

Navigate to **Notifications**.

Under **Notifications**, select the checkbox for All Incoming Calls (When unchecked, calls still can be answered on desk phone or headset).

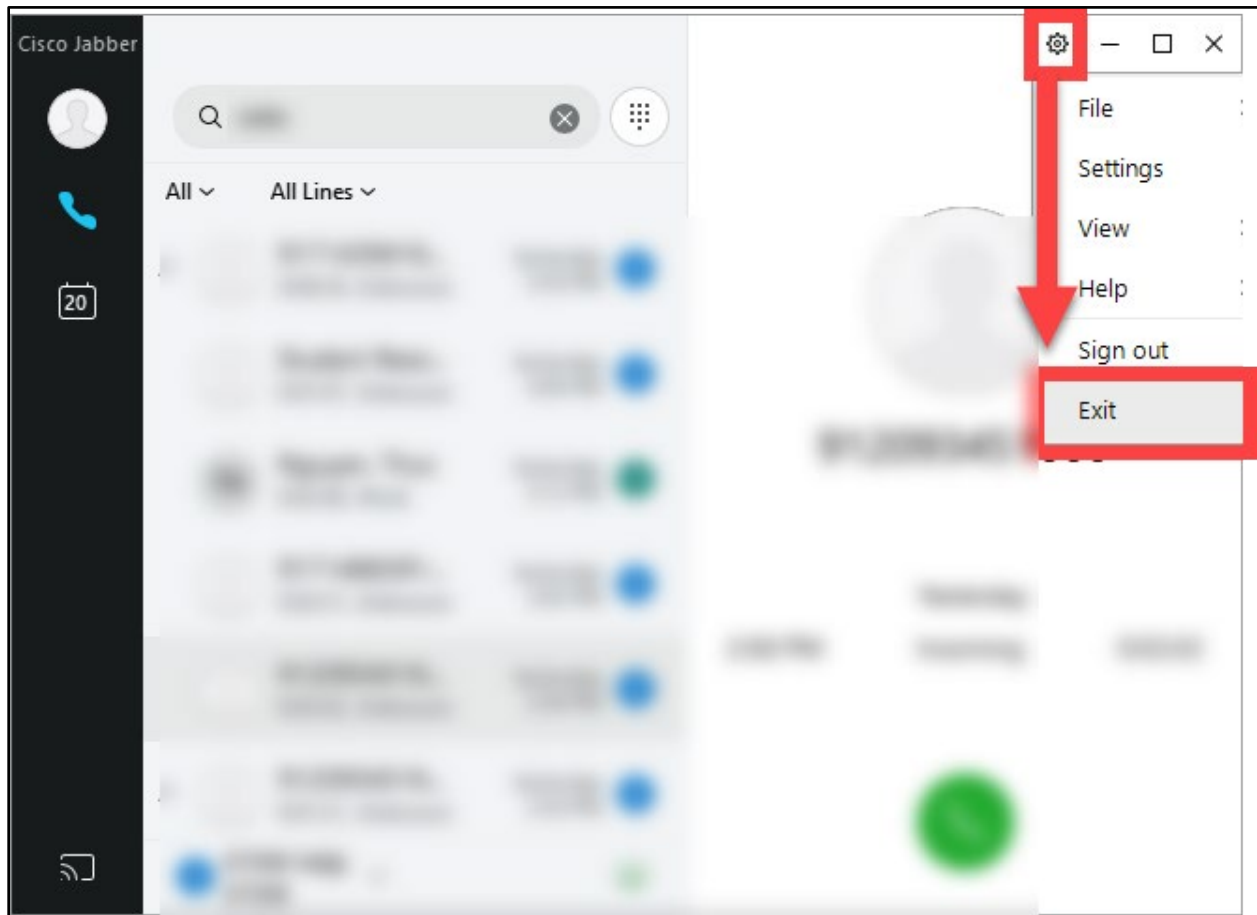
You can also select the checkbox for **show incoming call notifications from the bottom left corner** (by default they show on the bottom right corner).

Under **Ringtone**, you select the desired phone line, then the desired ringtone sound.



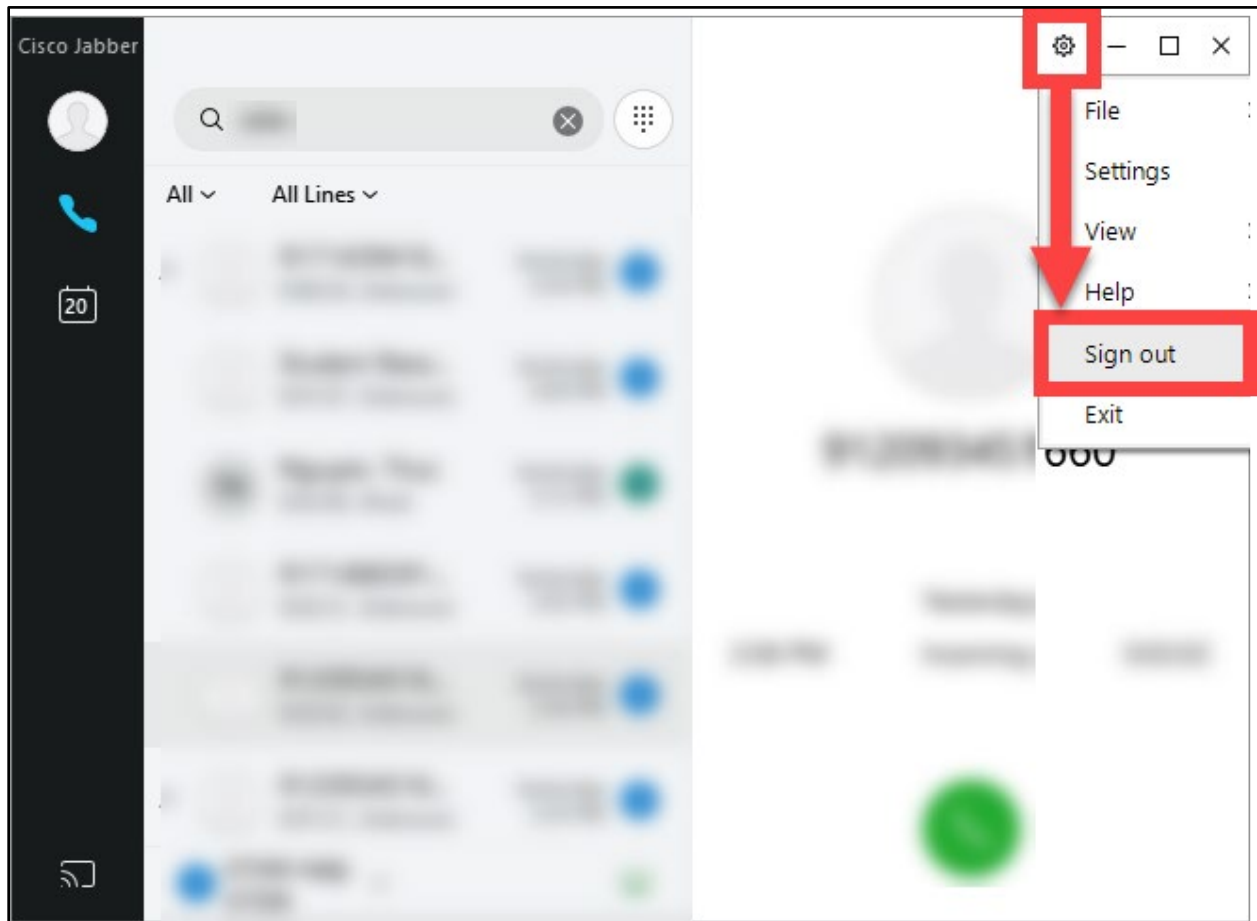
Exit Cisco Jabber

To exit Cisco Jabber, select the Menu icon, then Exit.

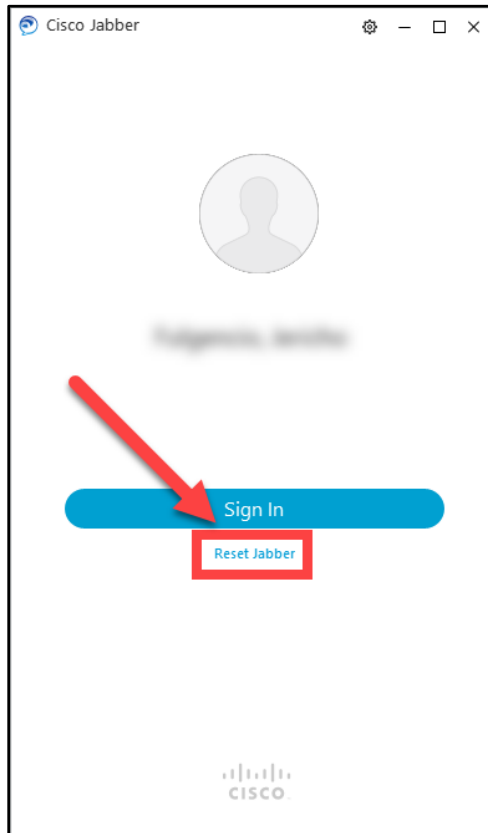


Exit Cisco Jabber

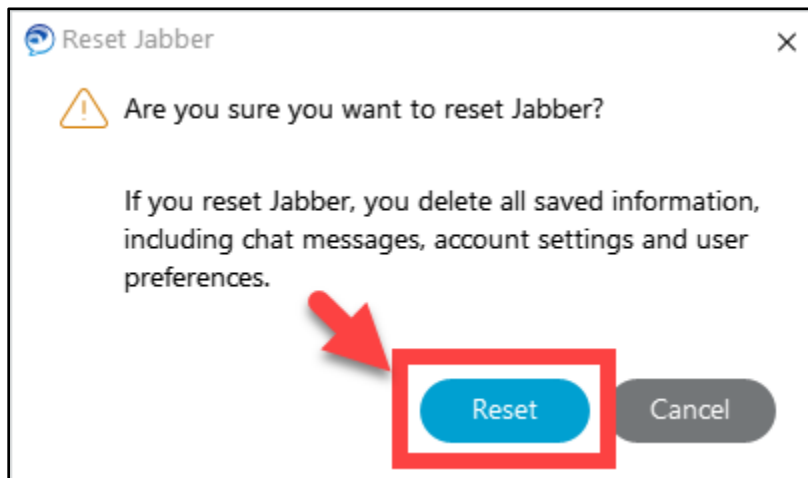
To Reset Cisco Jabber, select the **Menu icon**, then **Sign Out**.



At the Sign In screen, select **Reset Jabber**.



At the Reset Jabber screen, it will ask “Are you sure you want to Reset Jabber?”. If so, select **Reset**.

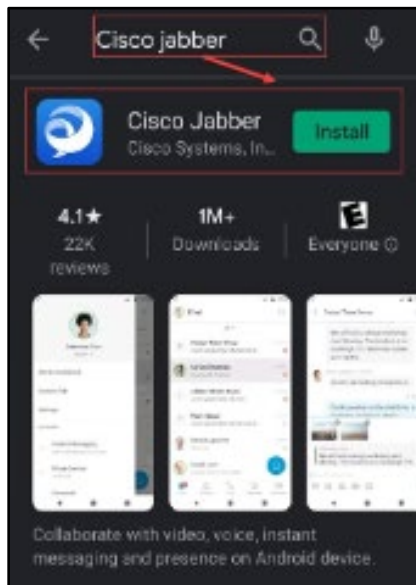


NOTE: Resetting jabber will delete all saved information including chat messages, account settings and other user preferences. But sometimes you need to Reset Jabber in order to troubleshoot a problem.

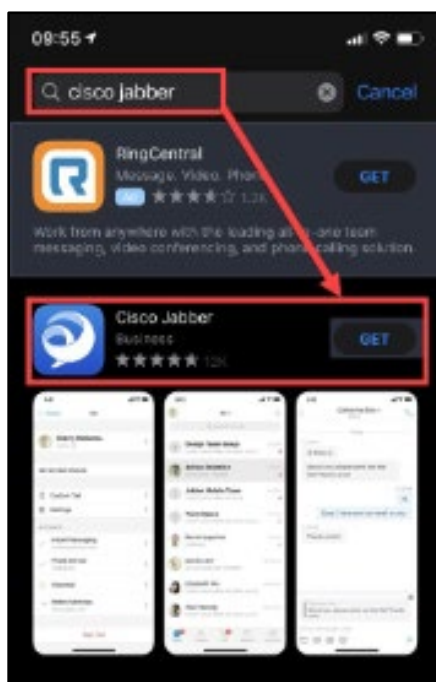
Cisco Jabber for Mobile Device – Installation Steps

Step 1 – Download & Install Cisco Jabber (for Android and Mac)

For Android devices, navigate to the **Google Play Store**, then search for and Install **Cisco Jabber**.

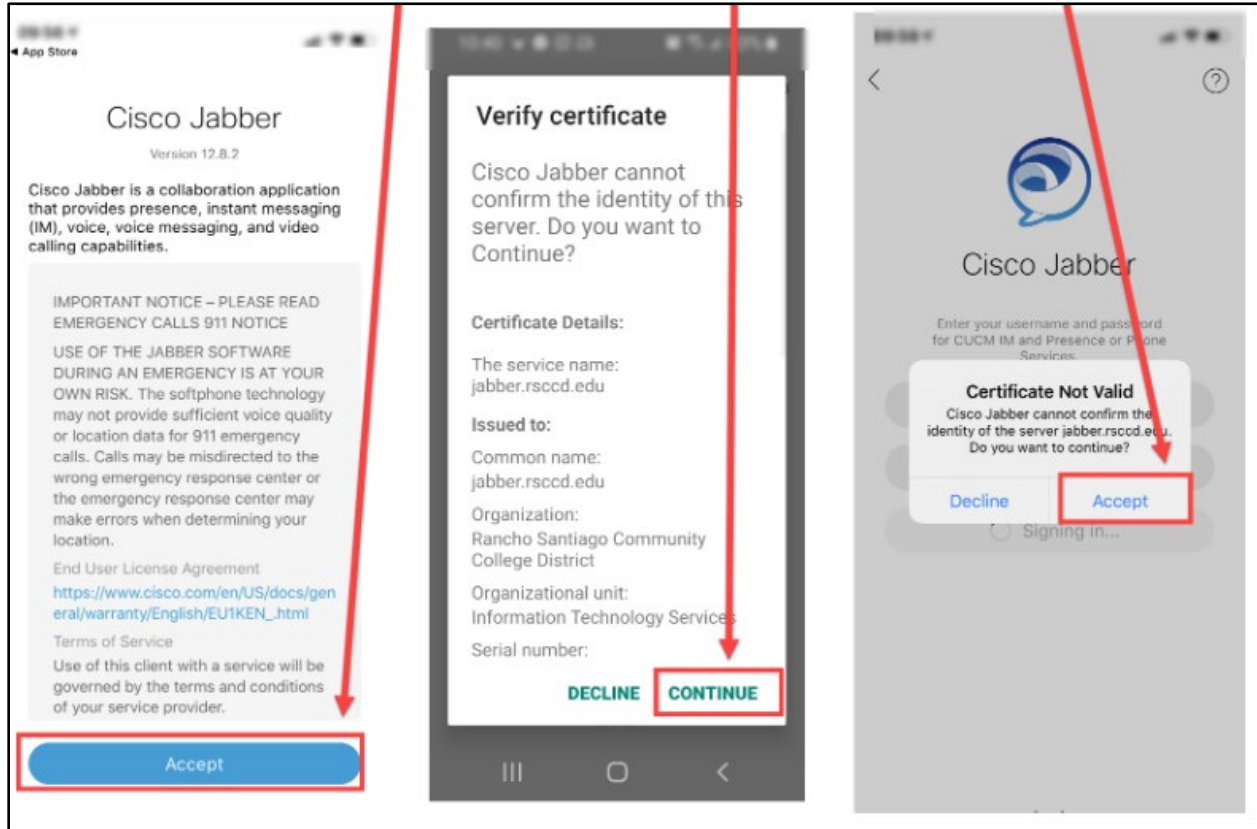


For Apple iOS devices, open the **App Store**, then search for and Get or Install **Cisco Jabber**.



Step 2 – Select Accept or Continue if prompted to Accept Terms & Conditions, or to Verify Certificate for jabber.rscdd.edu

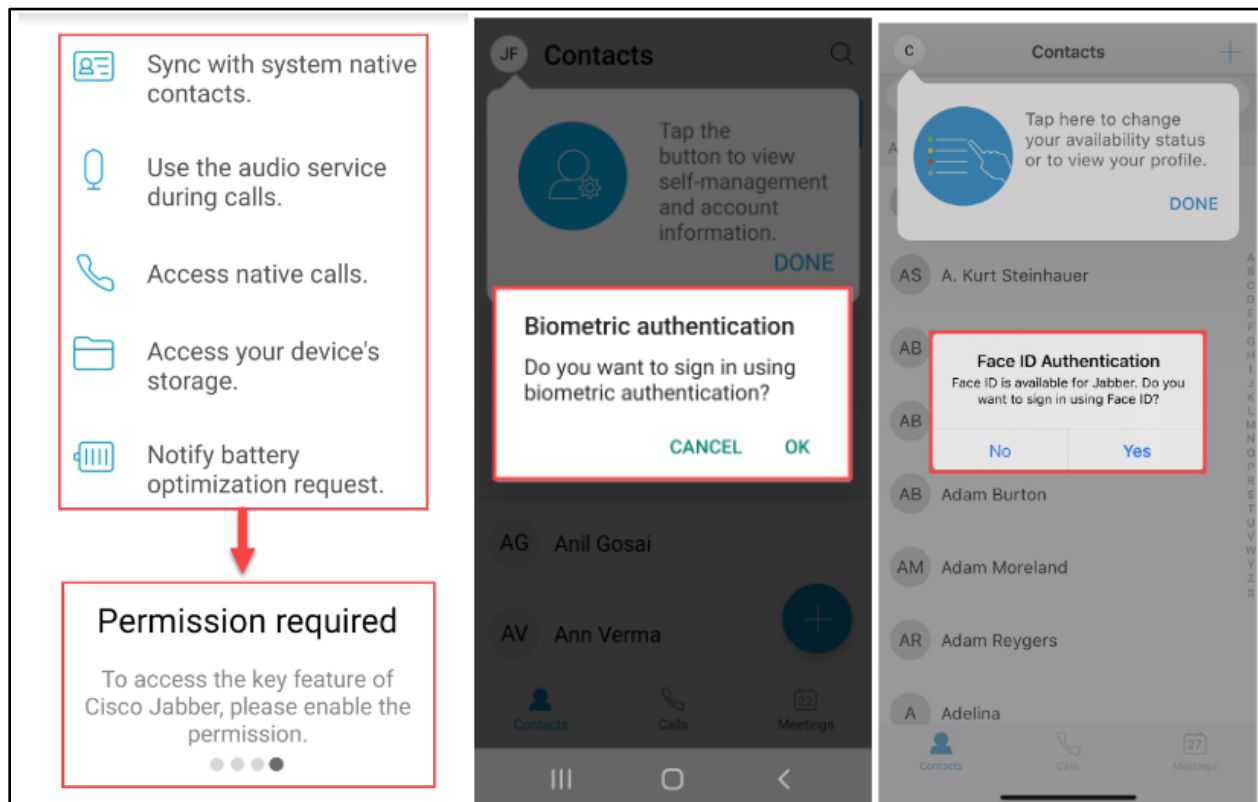
If prompted, select **Accept** or **Continue** if prompted to **Accept Terms & Conditions**, or to **Verify Certificate** for **jabber.rscdd.edu**.



For **Android and iOS devices**, you may be prompted to **Allow Permissions for Cisco Jabber** to do the following on your device:

- *Sync with system native contacts;*
- *Use the audio service during calls;*
- *Access native calls; Access your device's storage;*
- *Notify battery optimization request*

For **Android and iOS devices**, you may also be prompted to **allow biometric identification options** such as fingerprint or facial recognition.



Step 3 – Login to Cisco Jabber

Open the Cisco Jabber app.

For **Username**, login with your District issued email account.

For **Password**, enter your single-sign on password.

When Complete, select **Sign In**.



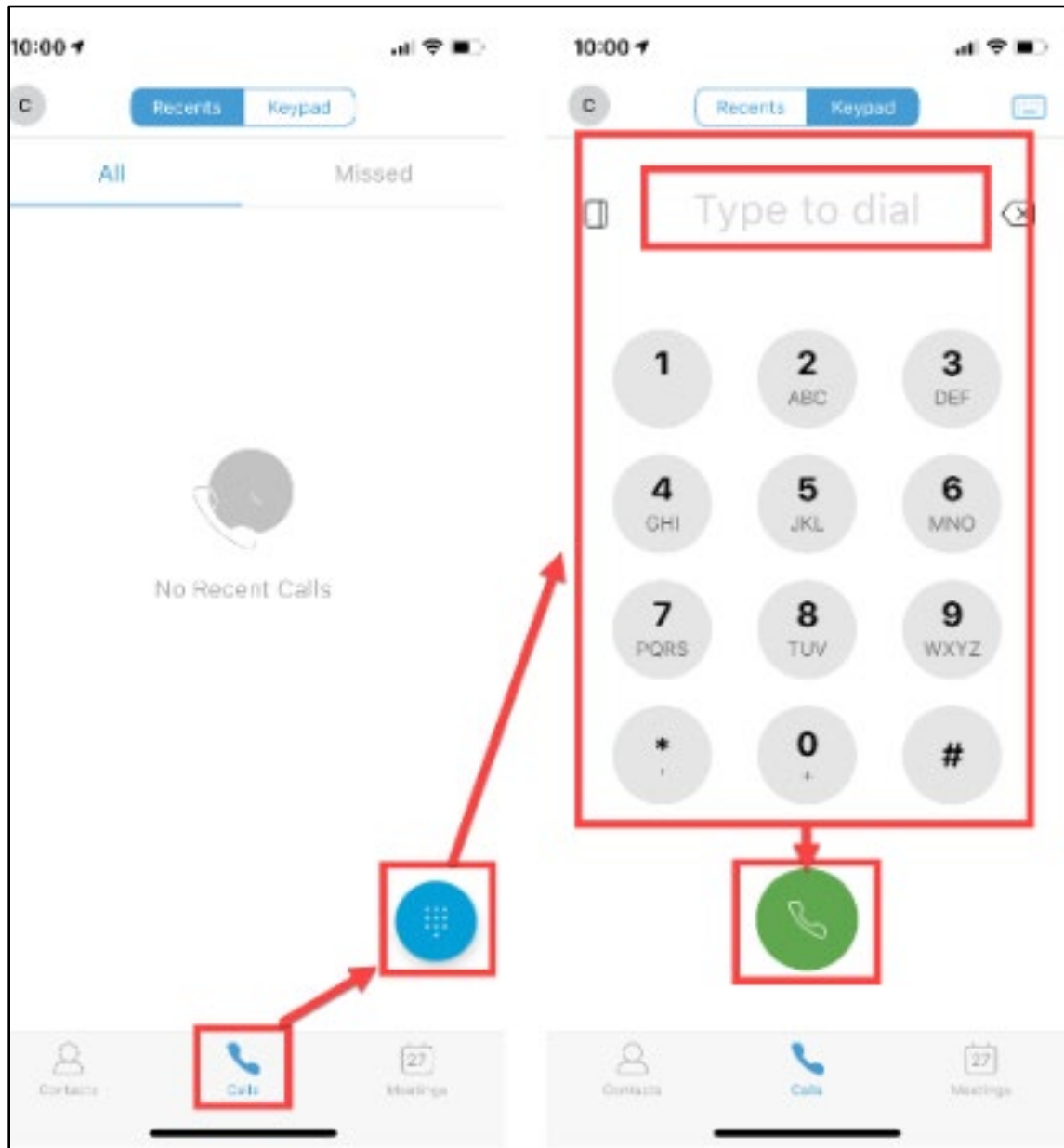
Cisco Jabber for Mobile Device – Features and Functions

Send a Phone Call

Select the **Calls** button.

Then **dial the desired phone number**.

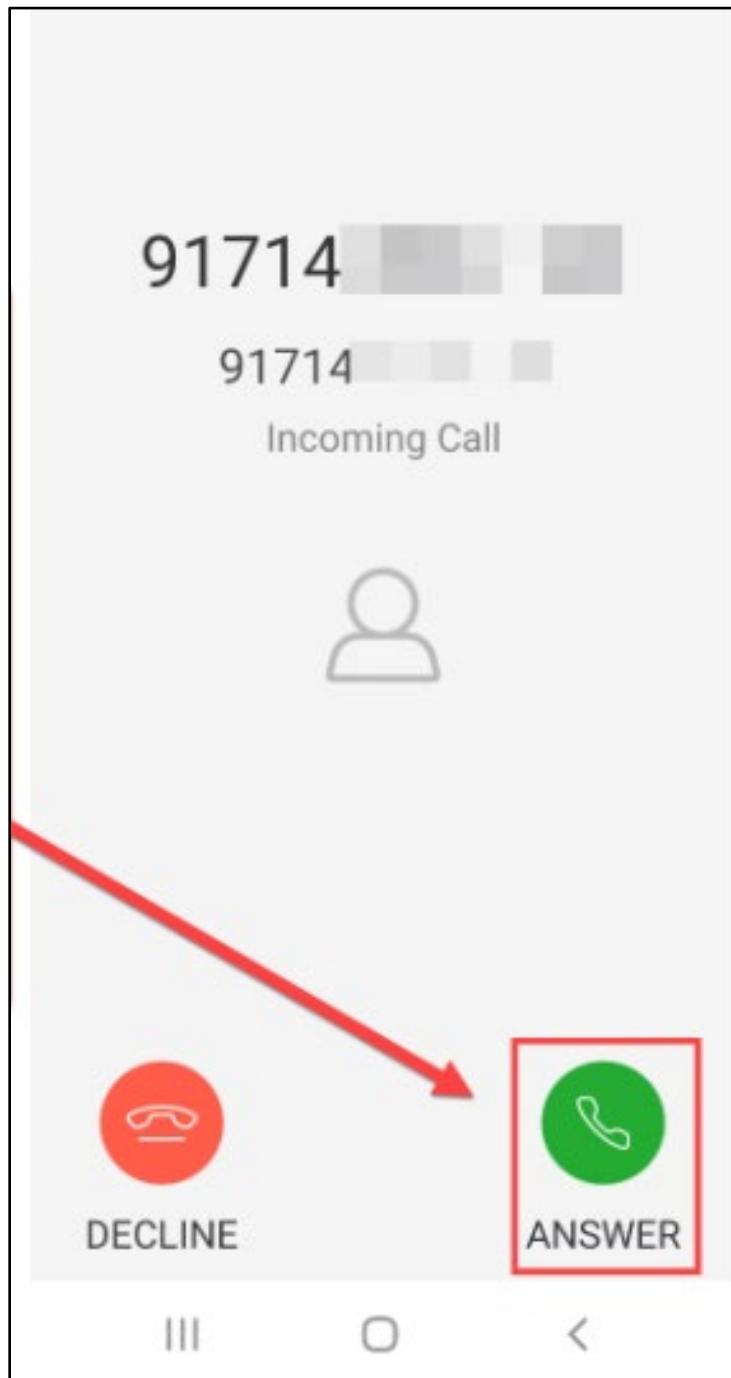
When ready to send the call, select the **Send Call** button.



Receive a Phone Call

When receiving an Incoming call using the mobile app, Cisco Jabber will display a **popup window** with the phone number.

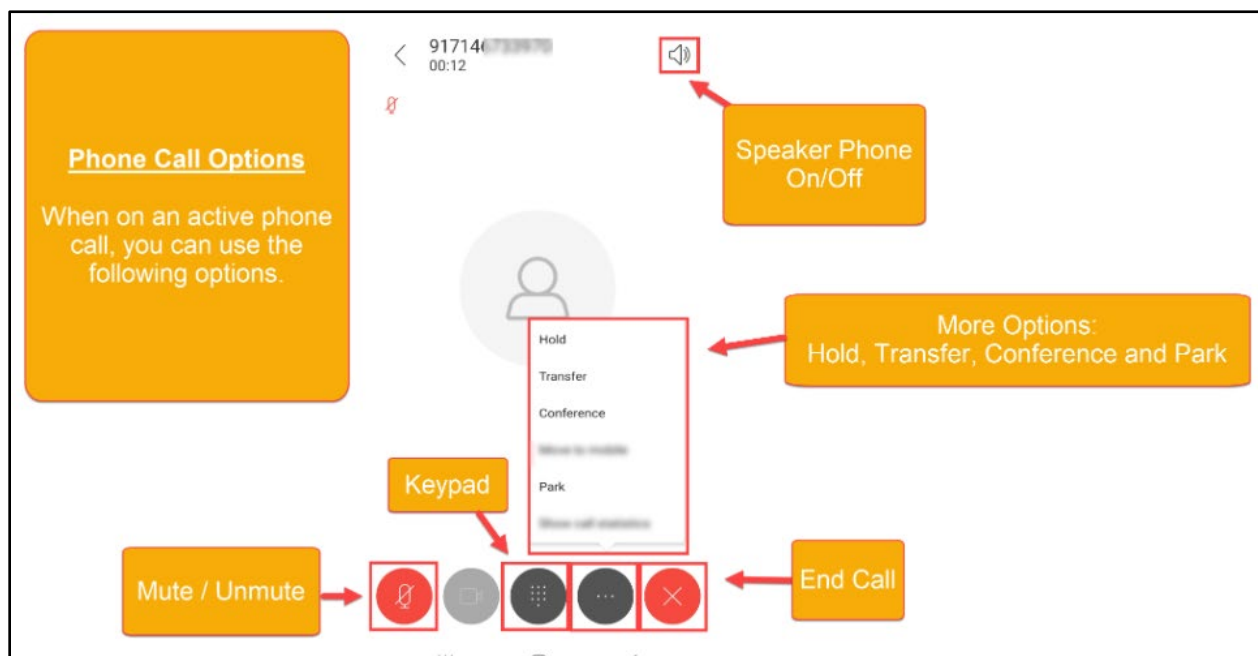
Select **Answer** to Answer the call, or **Decline** to decline the phone call.



Phone Call Options (for mobile devices)

When on an active phone call, you can use the following options:

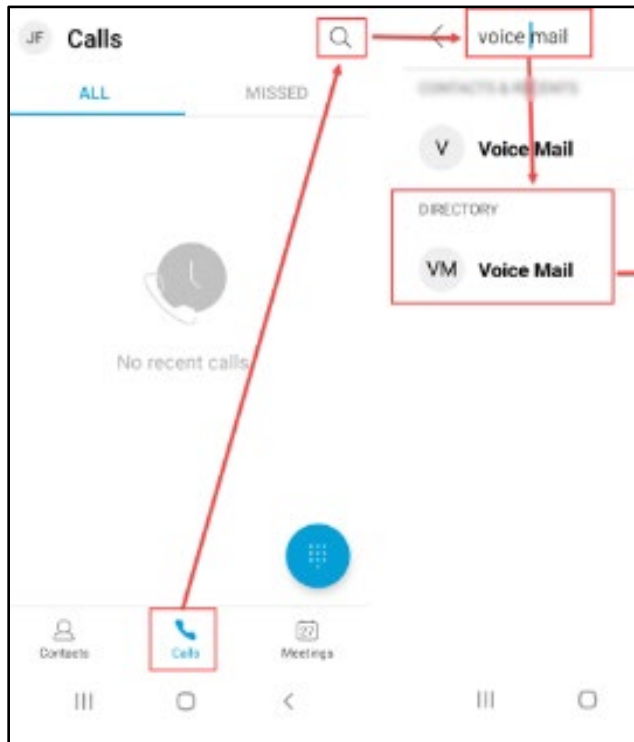
- Speaker Phone On/Off
- Mute/Unmute
- Keypad
- End Call
- More Options:
 - Hold, Transfer, Conference and Park



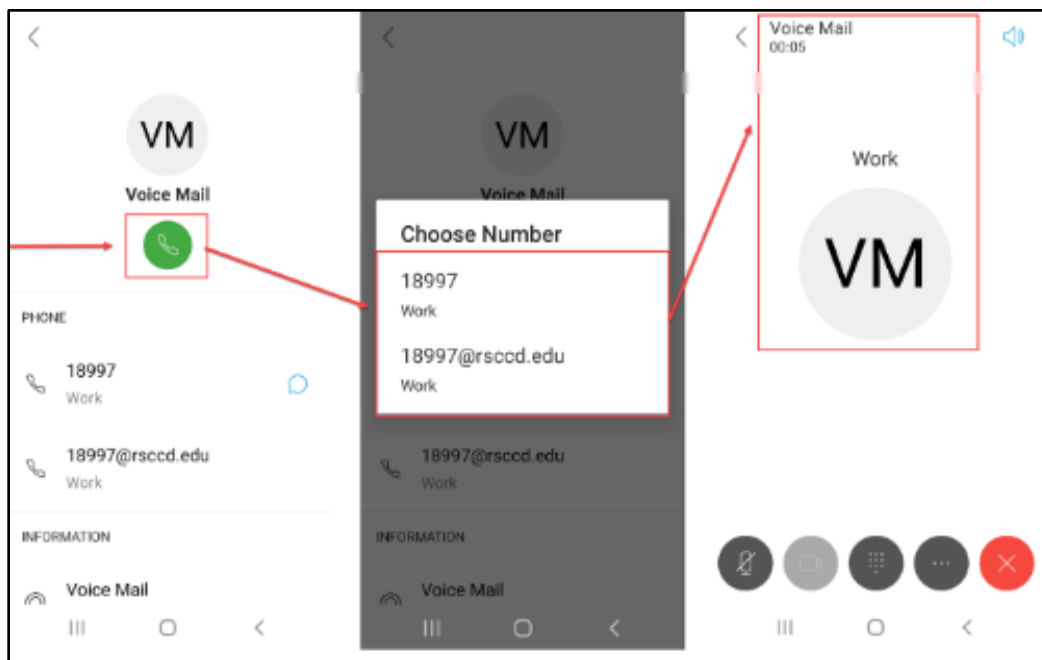
Check Voice Mail for Mobile Devices

To check voice mail while using Cisco Jabber on a mobile device, **select Calls**.

Search for Voice Mail in the search bar, then **select the Voice Mail contact**.



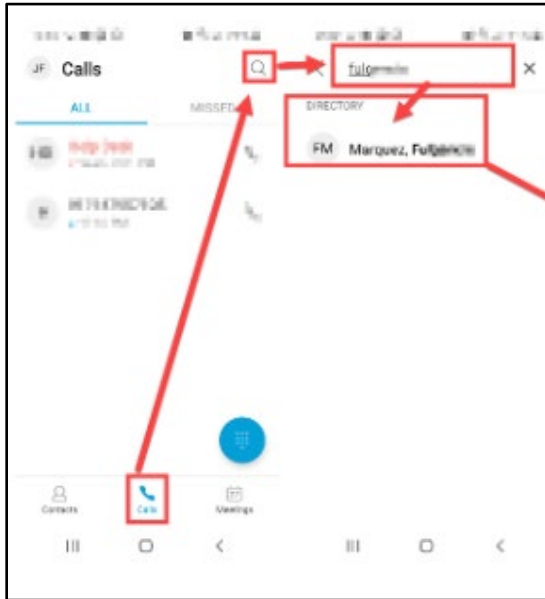
Select the **Send Call** button, then **choose a number to dial the Voice Mail line**.



Search Employee Directory

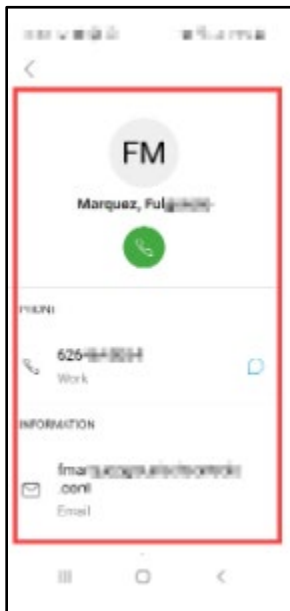
To search the Employee Directory, **select Calls**. Then select the **Search icon**.

Use **the search bar** to search for the contact using, phone number, name, or email address. Then select the desired search result.



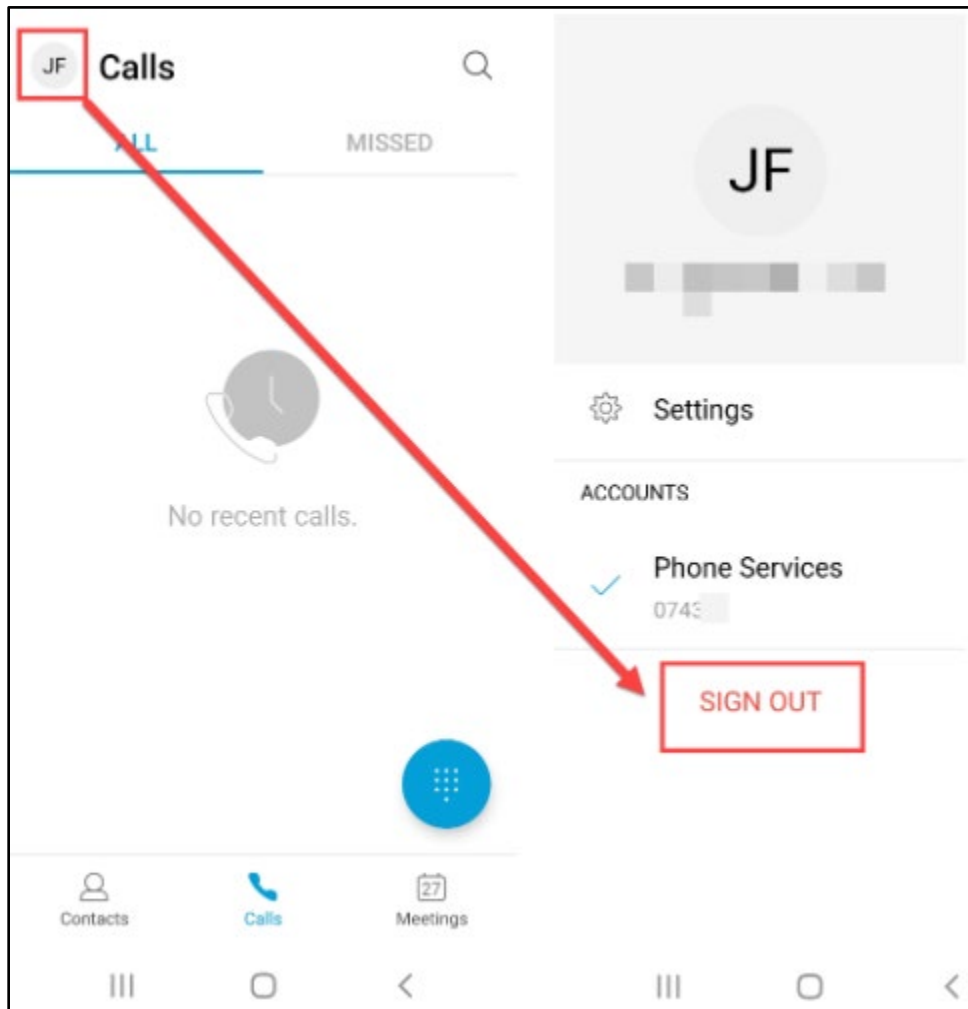
Select the Send Call button to send a phone call.

You can also scroll down to view the profile of the search result, which includes the name, phone number, and email address of the contact.



Exit or Sign Out of Cisco Jabber

To exit or Sign out of Cisco Jabber, **select the profile icon**, then select **Sign out**.

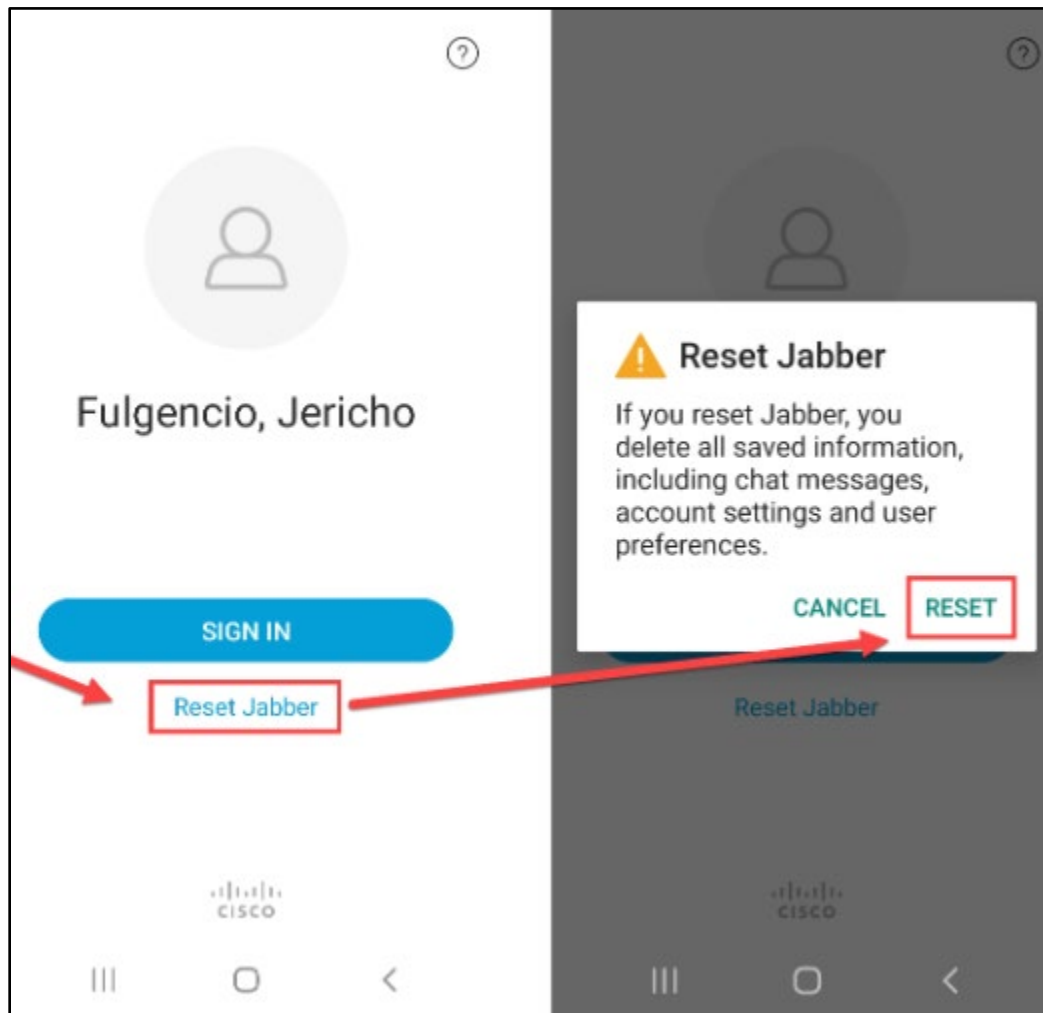


Reset Cisco Jabber

To reset Cisco Jabber, first [exit or sign out](#).

Then select **Reset Jabber**.

Confirm on the Reset Jabber screen by selecting **Reset**.



Troubleshooting problems

Troubleshooting sign-in problems

- Use the [Password Reset page](#) if you've forgotten your password, or need to retrieve your username.
- Use the [Change Password page](#) to create a new password.
- Read the [Single Sign-On FAQs page](#) for other sign in issues.

Contact the ITS Help Desk

- Website: <https://webhelpdesk.rsccd.edu>
- Phone: **714-564-4357 Extension 0**
- Email: helpdesk@rsccd.edu

[\(Select this link to return to the beginning of the document\)](#)