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.

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 | Ext 44357 | helpdesk@rsccd.edu | webhelpdesk.rsccd.edu | Office Hours: Mon-Fri, 7:30am-4:30pm
Cisco Jabber for Computer

**NOTE:** The majority of screenshots throughout this portion of the guide are extracted from **Cisco Jabber for Windows computer**. The user interface may look slightly different if you are using a Mac computer.
Download & Install Cisco Jabber (for Windows Computer)

**NOTE:** If you are working remotely via Terminal Session -- *Cisco Jabber for Computer* can only be downloaded, installed and used on a “local computer” (e.g., the computer which you have physical access to at home). Voice and sound will not work if Cisco Jabber is installed and used on the remote computer (e.g., the computer you are connecting to at the District).

1. **Download Cisco Jabber for Windows.**
2. Double click the downloaded file from your browser and then double click the *CiscoJabberSetup12.8.1.msi* file to start the installation.
3. Read the notices and disclaimers and then click “Accept and Install”.
4. You may have to **wait for Cisco Jabber to be installed** (“This may take several minutes…”)
5. Click **Yes** to allow Jabber to install software on your computer.

**NOTE:** The installation process may require administrator credentials. If you are on a District issued computer, prompted for administrator credentials, and are unable to proceed -- please contact the ITS Help Desk at 714-564-4357 or helpdesk@rsccd.edu.

6. When the Cisco Jabber installer has completed, click **Finish**.
Download & Install Cisco Jabber (for Mac Computer)

NOTE: If you are working remotely via Terminal Session -- Cisco Jabber for Computer can only be downloaded, installed and used on a “local computer” (e.g., the computer which you have physical access to at home). Voice and sound will not work if Cisco Jabber is installed and used on the remote computer (e.g., the computer you are connecting to at the District).

1. **Download Cisco Jabber for Mac.**
2. Double click the downloaded Install_Cisco-Jabber-Mac.sparkle_guided.pkg file to start the installation (from web browser or Downloads folder).
3. When the Welcome screen displays, click **Continue**. Read the license agreement if you wish and then click **Continue**. 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**. Click **Install** to perform the standard installation.
4. At the prompt, enter your administrator account password for the Mac and click **Install Software**.
5. When the software has finished installing, click **Close**.
Login to Cisco Jabber (for Computer)
For Username, login with your .edu email account.

Examples: LastName_FirstName@sccollege.edu; LastName_FirstName@sac.edu; LastName_FirstName@rsccd.edu

For Password, enter your single-sign on password.

NOTE: This is the same password used for WebAdvisor.

When complete, click “Sign In”.

For Username, login with your .edu email account.
Examples:
LastName_FirstName@sccollege.edu
LastName_FirstName@sac.edu
LastName_FirstName@rsccd.edu

For Password, enter your single-sign on password.
NOTE: This is the same password used for WebAdvisor.

When complete, click "Sign In".
NOTE: Click “Accept” or “Continue” if you are prompted to accept Terms & Conditions, or asked to Verify Certificate for jabber.rsccd.edu.
**Toggle between Phone Lines (for Computer)**
If you have access to more than one phone line (e.g., department line and personal line), you can toggle between them.

1. From your hub window, click the drop-down menu next to the currently selected phone line.
2. Select the desired phone line.

**NOTE:** When wanting to “Send a Phone Call”, “Use My Computer for Calls”, “Check Voice Mail”, etc; please toggle to the desired phone line first using these steps!

**NOTE:** Toggling 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 (for Computer)
You can tell Cisco Jabber for Windows to send calls to your computer or to your phone.

1. Toggle to the desired phone line.
2. From your hub window, open the Phone Controls drop-down menu.
3. 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 (for Computer)

1. Toggle to the desired phone line.

2. Click the Dial Pad button

3. Search for, type in, or click the dial tone buttons to enter the phone number you want to dial.

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

4. Click the Send Call button
Receive a Phone Call (for Computer)
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.

Receive a Phone Call
When receiving an Incoming call, 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 Computer)**
When on an active phone call, you can use the following options.

- **Phone Call Options**
  - When on an active phone call, you can use the following options.

- **More Options:**
  - Hold, Transfer, Conference and Park

- **Mute / Unmute**

- **End Call**

- **Keypad**
Check Voice Mail (for Computer)
Check your Voice Mail using Cisco Jabber.

1. Toggle to the desired phone line.
2. Type in “Voicemail” in the search bar
3. Double click the “Voice Mail” contact to dial the Voice Mail line.
Search Employee Directory (for Computer)

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

**NOTE:** Search results for “Contacts and Recents” are pulled from your Contacts and Recent calls.

**NOTE:** Search results for “Directory” are pulled from the District Employee Directory.

2. Click the Send Call button to send phone call

   OR

3. Right click the result and click “View profile” to see the Profile information for that search result.
Change Ringtone and Notification Settings (for Computer)

1. Click the Gear icon and click **Settings**
2. Click **Notifications**
3. Notification Options
   a. Checkbox for **“All incoming calls”**: When unchecked, calls can still be answered on desk phone or headset.
   b. Checkbox for **“Show incoming call notifications from the bottom left corner”**: This will show call notifications on the left corner of the computer screen (instead of the right corner).
4. Ringtone Options
   a. Select your **phone line**
   b. Select your **ringtone**
      NOTE: Select “– No Ringtone –” to silence the selected phone line.
      
      NOTE: Use the Play button to preview the ringtone.
5. When done, click **Apply and OK** to finalize your settings.
Exit Cisco Jabber (for Computer)
To Exit Cisco Jabber:

1. Click the Gear icon ☰
2. Click “Exit”.

Exit Cisco Jabber
To Exit Cisco Jabber:
1. Click the Gear icon ☰
2. Click "Exit".
**Reset Cisco Jabber (for Computer)**

To Reset Cisco Jabber:

1. Click the Gear icon 🛠
2. Click “Sign Out”
3. Click “Reset Jabber”
4. Confirm “Are you sure you want to reset Jabber?” by clicking “Reset”.

![Reset Cisco Jabber](image)
Cisco Jabber for Mobile Device

**NOTE:** The Cisco Jabber for Mobile Devices app only supports your primary phone line.

If you support multiple phone lines (e.g., secondary line, department line), the Cisco Jabber for Mobile Device app DOES NOT support that. Please use the desktop Cisco Jabber desktop app for computers if you need to take and receive phone calls from multiple phone lines.
Download & Install Cisco Jabber (for Mobile Device)

Android mobile device (e.g., phones and tablets): Open the Google Play Store app, search for “Cisco Jabber”, and Install.

Apple iOS mobile device (e.g., phones and tablets): Open the App Store app, search for “Cisco Jabber”, and click Get / Install.
NOTE: Click "Accept" or "Continue" if you are prompted to accept Terms & Conditions, or asked to Verify Certificate for jabber.rsccd.edu
**NOTE:** 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, etc.

**NOTE:** For Android and iOS devices, you may also be prompted to allow biometric identification options such as fingerprint or facial recognition.
**Login to Cisco Jabber (for Mobile Device)**
For Username, login with your .edu email account.

**Examples:** ab12345, OR LastName_FirstName@sccollege.edu; LastName_FirstName@sac.edu; LastName_FirstName@rsccd.edu

For Password, enter your single-sign on password.

**NOTE:** This is the same password used for WebAdvisor.

When Complete, click “Sign In”.

For Username, login with your .edu email account.

Examples:
LastName_FirstName@sccollege.edu
LastName_FirstName@sac.edu
LastName_FirstName@rsccd.edu

For Password, enter your single-sign on password.

**NOTE:** This is the same password used for WebAdvisor.

When complete, click "Sign In".
**Toggle between Phone Lines (for Mobile Device)**

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

If you need access to send/receive calls to a secondary or tertiary line (e.g., department line), please use *Cisco Jabber for Computer* instead, and refer to the section in this guide for “Toggle Between Phone Lines (for Computer)”.
Send a Phone Call (for Mobile Device)

1. Click “Calls”

2. Type to Dial the phone number on your keypad or touchscreen

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

3. Click the Send Call button
**Receive a Phone Call (for Mobile Device)**
When receiving an Incoming call, 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 Device)
When on an active phone call, you can use the following options.

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

Phone Call Options
When on an active phone call, you can use the following options.
**Check Voice Mail (for Mobile Device)**

1. Go to Calls
2. Type in “Voice Mail” in the search bar
3. Click the Send Call button
4. Choose a Number (18997 or 18997@rsccd.edu) to dial the Voice Mail line.
Search Employee Directory (for Mobile Device)

1. Go to Calls
2. Click the Search Icon
3. Use the search bar to type in the name, phone number or email address.
4. Select the desired search result

NOTE: Search results for “Contacts and Recents” are pulled from your Contacts and Recent calls.

NOTE: Search results for “Directory” are pulled from the District Employee Directory.

5. Click the Send Call button to send phone call
6. Scroll down to view the Profile of the search result (including name, phone number, email address, etc.)
Exit / Sign Out of Cisco Jabber (for Mobile Device)

1. Click the Profile Picture in the top left corner

**NOTE:** If you do not have a profile picture, it may appear as your initials.

2. Click “Sign Out”
**Reset Cisco Jabber (for Mobile Device)**
1. Exit / Sign Out of Cisco Jabber
2. Click “Reset Jabber”
3. Confirm “Reset Jabber” by clicking “Reset”