

## How to install, login, and use Cisco Jabber softphone

Prior to using this guide, [please request](#) Cisco Jabber softphone to be added to your computer from the UIS Service Desk.

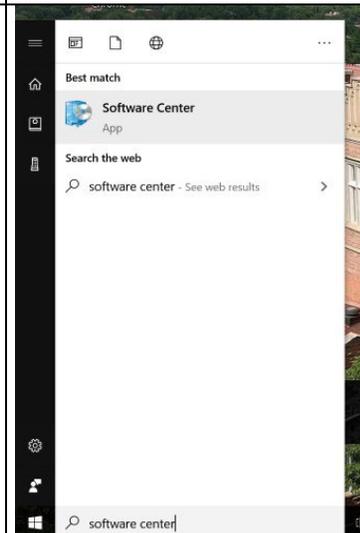
- [How to install Cisco Jabber](#)
- [How to login to Cisco Jabber](#)
- [How to make a call in Cisco Jabber](#)
- [How to check your voicemail in Cisco Jabber](#)

### How to install Cisco Jabber:

From the desktop, press the Windows key on your keyboard.



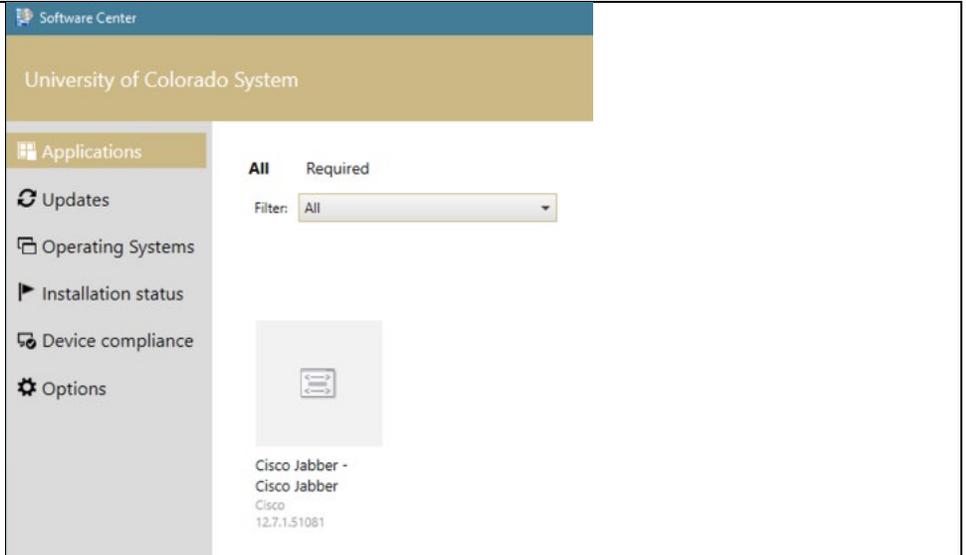
Once the Windows search bar has populated search for software center, Click and open this application.



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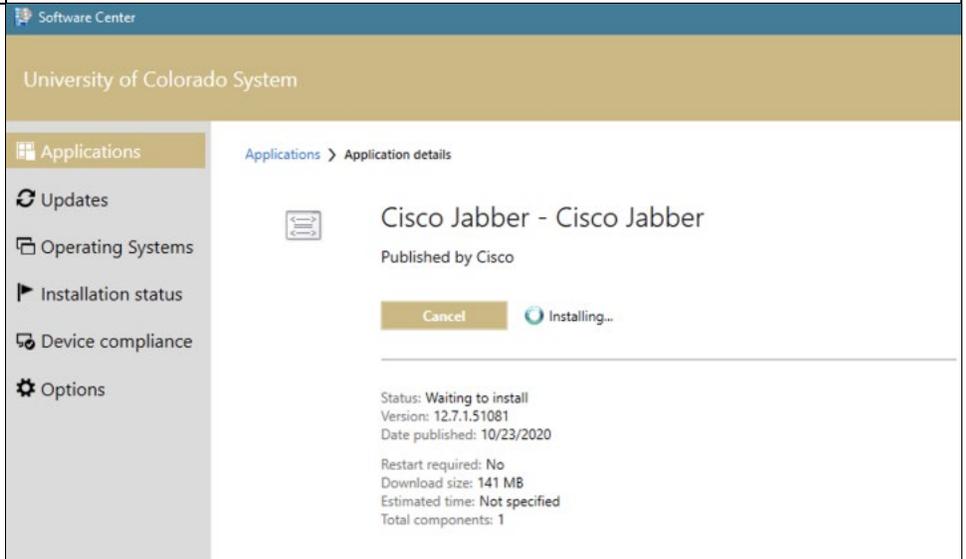
## PHONE

Search for Cisco Jabber and double click.



The screenshot shows the 'Software Center' interface for the 'University of Colorado System'. On the left, a navigation menu includes 'Applications', 'Updates', 'Operating Systems', 'Installation status', 'Device compliance', and 'Options'. The 'Applications' section is active, displaying a search result for 'Cisco Jabber - Cisco Jabber' by Cisco, version 12.7.1.51081. The interface includes a filter dropdown set to 'All' and a 'Required' status indicator.

Click install



The screenshot shows the 'Application details' page for 'Cisco Jabber - Cisco Jabber'. The status is 'Installing...' with a progress indicator. Below the application name, it lists 'Published by Cisco' and provides a 'Cancel' button. Further down, technical details are listed: 'Status: Waiting to install', 'Version: 12.7.1.51081', 'Date published: 10/23/2020', 'Restart required: No', 'Download size: 141 MB', 'Estimated time: Not specified', and 'Total components: 1'.



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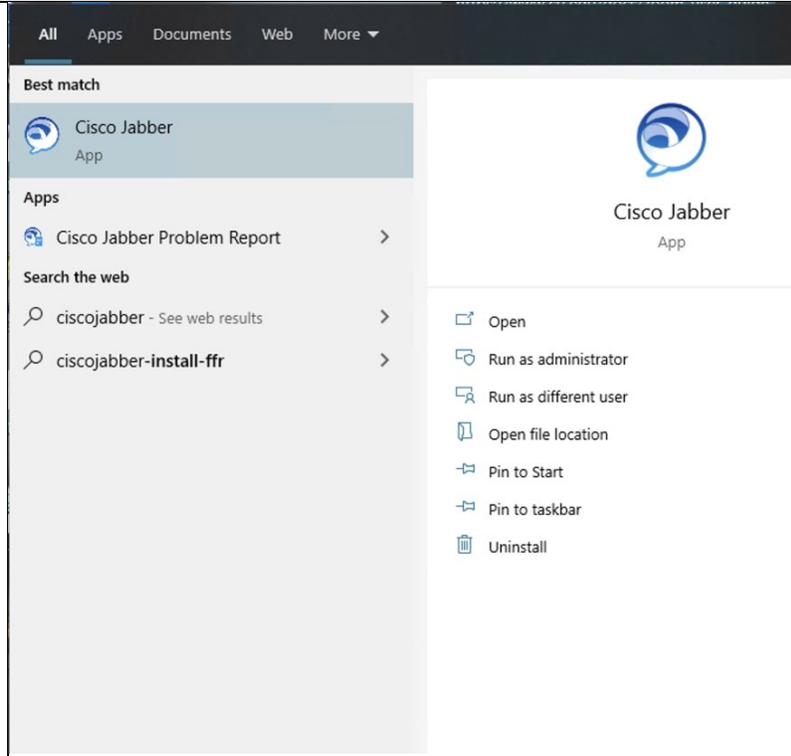
Call: (303) 860-4357

Email: help@cu.edu

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# PHONE

After Cisco Jabber has finished installing Open Jabber



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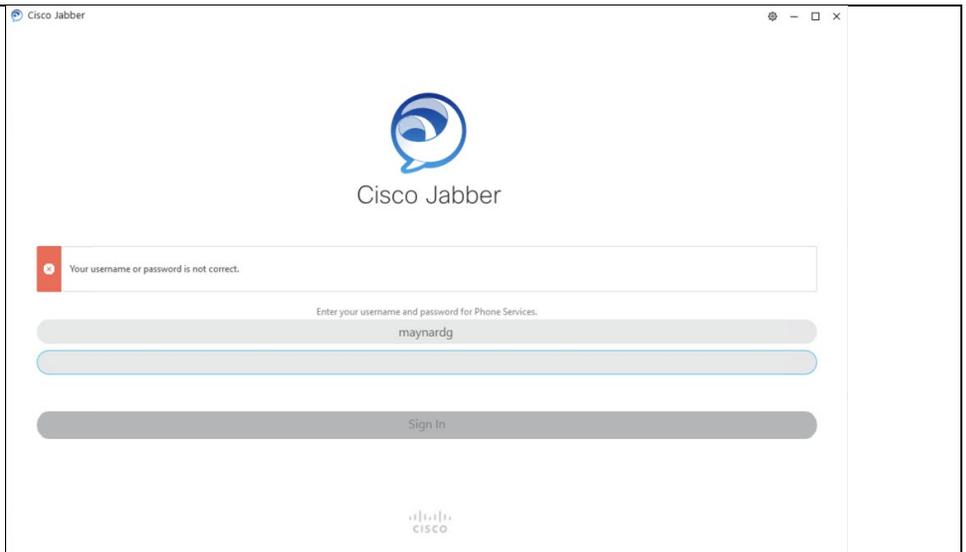
Email: [help@cu.edu](mailto:help@cu.edu)

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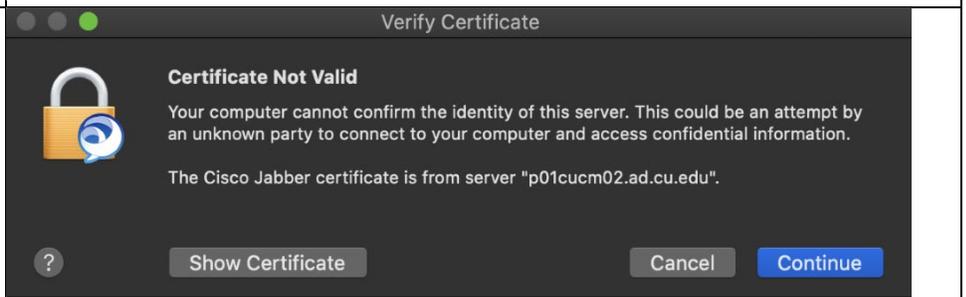
# PHONE

## How to login to Cisco Jabber:

Enter your username and password  
(Note: if your username is already filled in please enter your password and login



Once you are logged in two pop-ups will show asking you to confirm the Certificates for the phone server.  
(ALWAYS press allow or continue)



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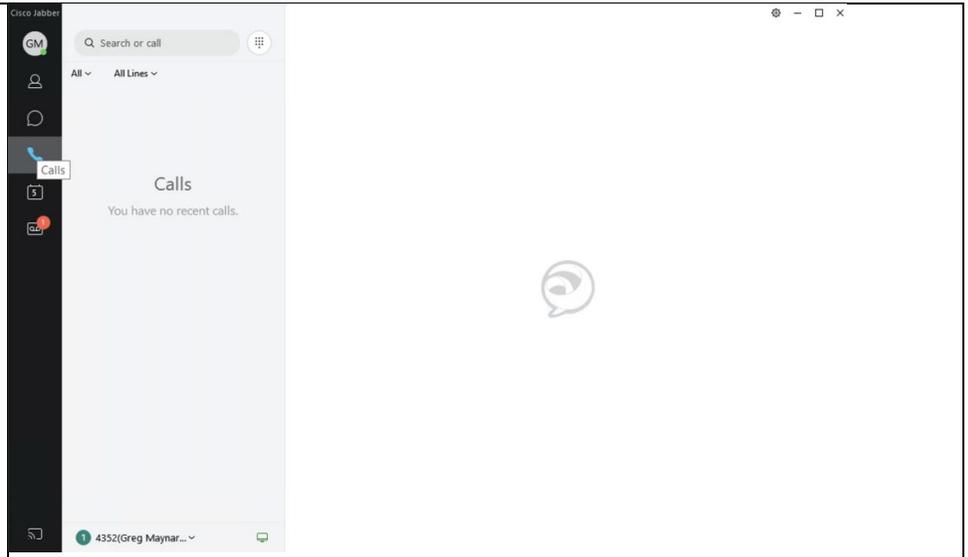
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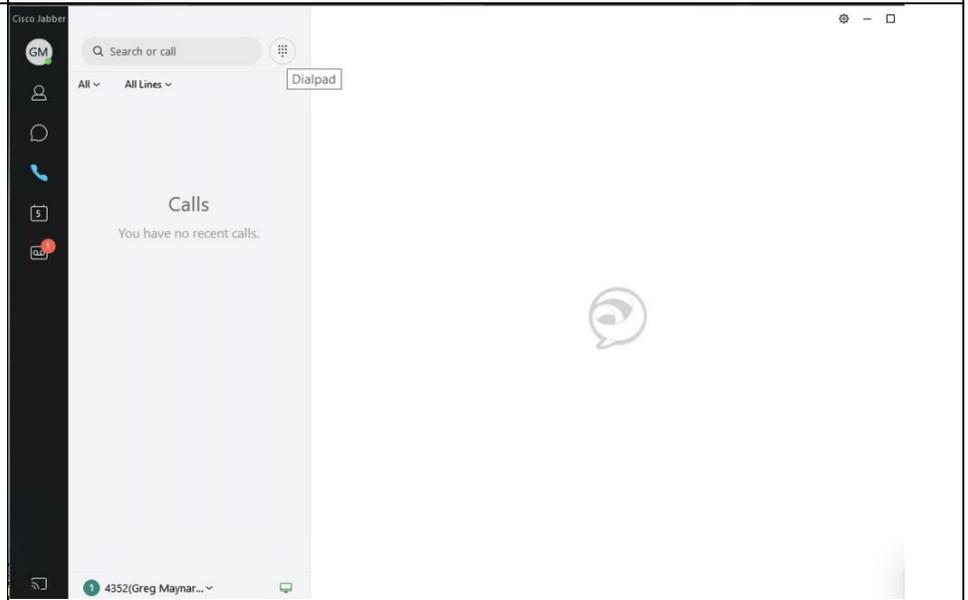
## PHONE

### How to make a call on Cisco Jabber:

To make a call click on the Phone icon on the left-hand side menu



Click the Dialpad next to the search bar



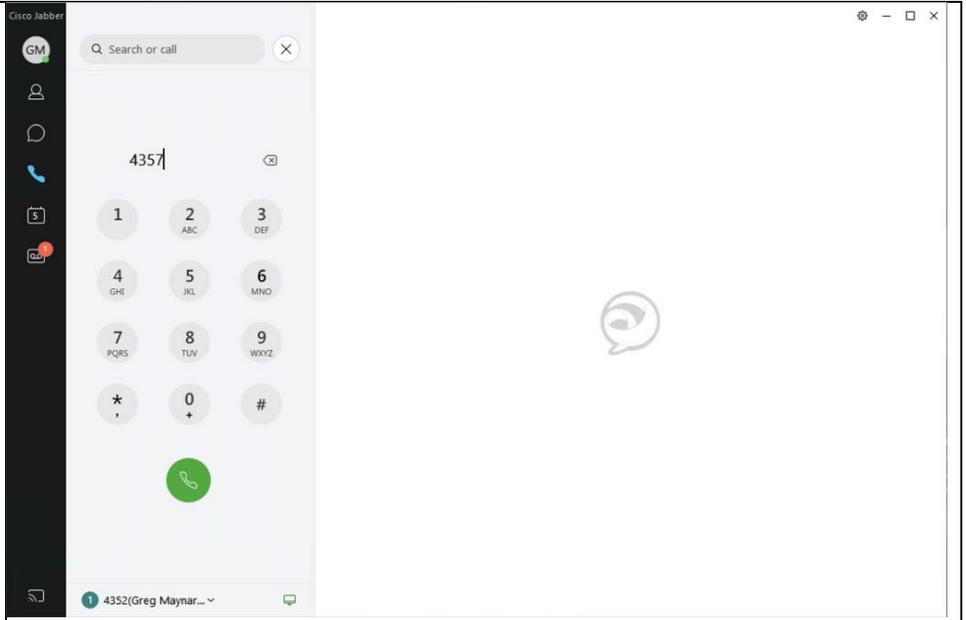
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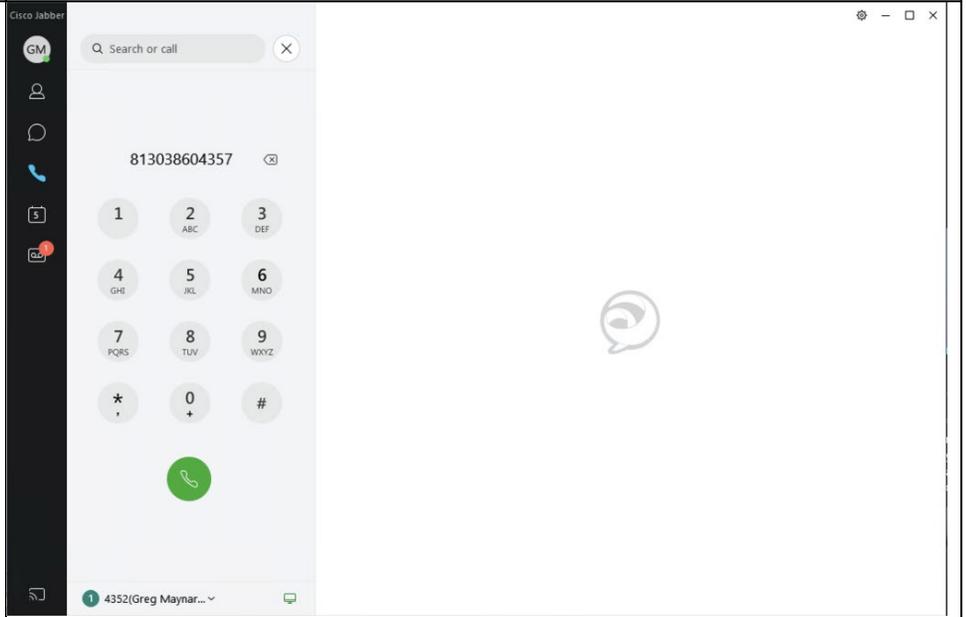
## PHONE

If dialing an internal extension just enter the extension of the user, you wish to call



If dialing an external number, please dial 81 then the full did like so 8130308604357

Press the green call button to make the call



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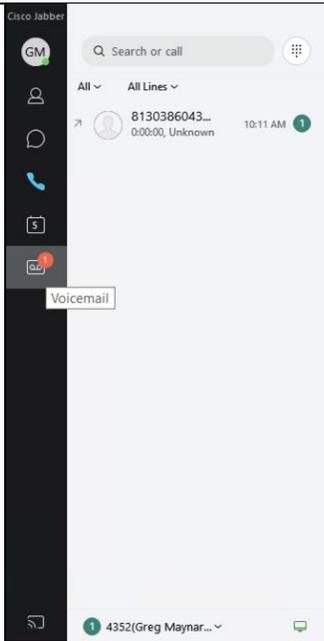
Email: [help@cu.edu](mailto:help@cu.edu)

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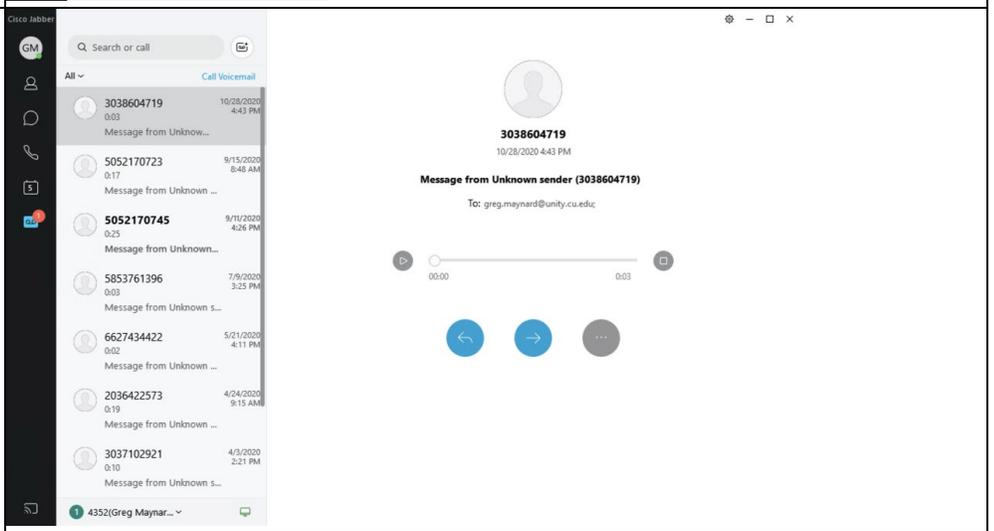
# PHONE

How to make a check your voicemail on Cisco Jabber:

To make a call click on the Voicemail icon on the left-hand side menu



Click on the voicemail you would like to listen to



The image consists of two panels illustrating the steps to check voicemail on Cisco Jabber. The top panel shows the left-hand side menu with the Voicemail icon highlighted, and the main window displaying a search bar and a list of voicemails. The bottom panel shows the same interface with a voicemail selected, displaying a list of voicemails and a selected voicemail player.

Number	Date	Time
3038604719	10/28/2020	4:43 PM
5052170723	9/15/2020	8:48 AM
5052170745	9/11/2020	4:26 PM
5853761396	7/9/2020	3:25 PM
6627434422	5/21/2020	4:11 PM
2036422573	4/24/2020	9:15 AM
3037102921	4/3/2020	2:21 PM



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Click the play button to listen

The screenshot displays the Cisco Jabber interface. On the left is a navigation sidebar with icons for home, messages, calls, and contacts. The main area shows a list of messages from unknown senders. The selected message is from 3038604719, dated 10/28/2020 at 4:43 PM, with a duration of 0:03. Below the list, a play button is visible, indicating that the message is a voicemail. The play button is a small circle with a right-pointing triangle and the word 'Play' below it. The duration '0:03' is shown on either side of the play button. Below the play button are three circular navigation buttons: a back arrow, a forward arrow, and a menu icon.

Phone Number	Date	Time	Duration	Sender
3038604719	10/28/2020	4:43 PM	0:03	Message from Unknown...
5052170723	9/15/2020	8:48 AM	0:17	Message from Unknown ...
5052170745	9/11/2020	4:26 PM	0:23	Message from Unknown...
5853761396	7/9/2020	3:25 PM	0:03	Message from Unknown s...
6627434422	5/21/2020	4:11 PM	0:02	Message from Unknown ...
2036422573	4/24/2020	9:15 AM	0:19	Message from Unknown ...
3037102921	4/3/2020	2:21 PM	0:10	Message from Unknown s...



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