TEXAS SOUTMOST COLLEGE

Cisco VoIP Jabber Installation

What is Cisco Jabber Unified Communication (UC)

- Cisco Jabber™ UC is TSC's new premier unified communications application for Windows, Mac and mobile clients that provides softphone capabilities to make and receive audio calls or video calls from a single user interface. Please do not confuse Cisco Jabber with Microsoft Teams Jabber as they are not integrated at this time.
- Through the Cisco Jabber application, you can easily locate your contacts within the enterprise, see their presence status and view each other's presence status in real-time.
- The functionality currently supported includes Jabber UC softphone.

What if I don't have a TSC phone number?

If you don't have an existing TSC phone number, you will need to request a new number through your manager.

Does Cisco Jabber work from any network connection?

Yes. Some locations may require VPN connectivity to register and work properly.

System requirements

- Microsoft Windows 8 or later, 32 and 64 bit
- iPhone
- Android

Installation

1. All TSC users with TSC phone extension accounts are configured for Cisco Jabber UC. However, users are required to download and install the appropriate Cisco Jabber UC client for their respective platforms, Microsoft Windows, Apple Mac operating systems or mobile phone.

   For PC or Mac Jabber client. Download link to the software is here: https://www.tsc.edu/assets/documents/helpdesk/

   Alternate download site:

   - https://teams.microsoft.com/_#/school/files/General?threadId=19:3c0b203570514786ae6f76136f5211c2@thread.tacv2&ctx=channel
   - https://drive.google.com/drive/folders/1_p4KxjZQ2e1vOSZGCiqGCqD_p8SXkaWb?usp=sharing).

2. For Apple, you can find "Cisco Jabber" in the App Store. For Android, download and install the Cisco Jabber app from Google Play.
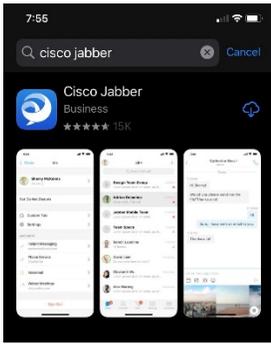
You may need to contact IT during installation because of local admin access on TSC laptop.
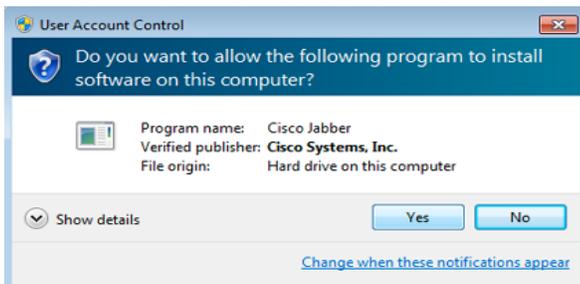

Cisco Jabber

3. Double-click the downloaded **CiscoJabberSetup.msi** file to start the installation.

4. Read the notices and disclaimers and then click **Accept and Install**.

5. Wait for Cisco Jabber to be installed.

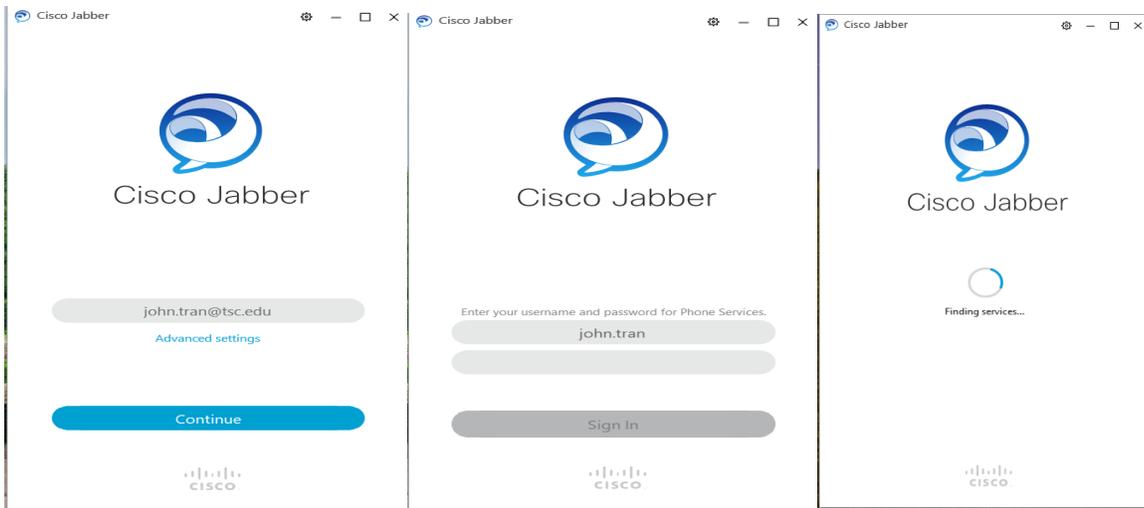6. Click **Yes** to allow Jabber to install software on your computer.

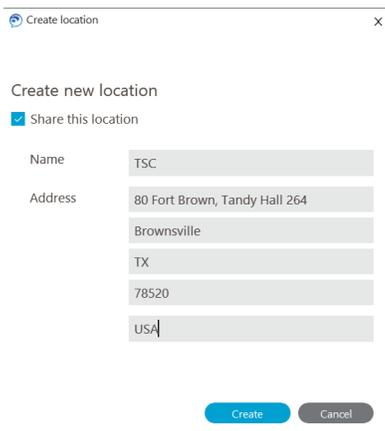7. When the Cisco Jabber installer has completed, click **Finish**.

Sign in

1. After you have opened the Jabber application, the Login screen appears. Enter **your TSC Email** and TSC password and then click **Login**.
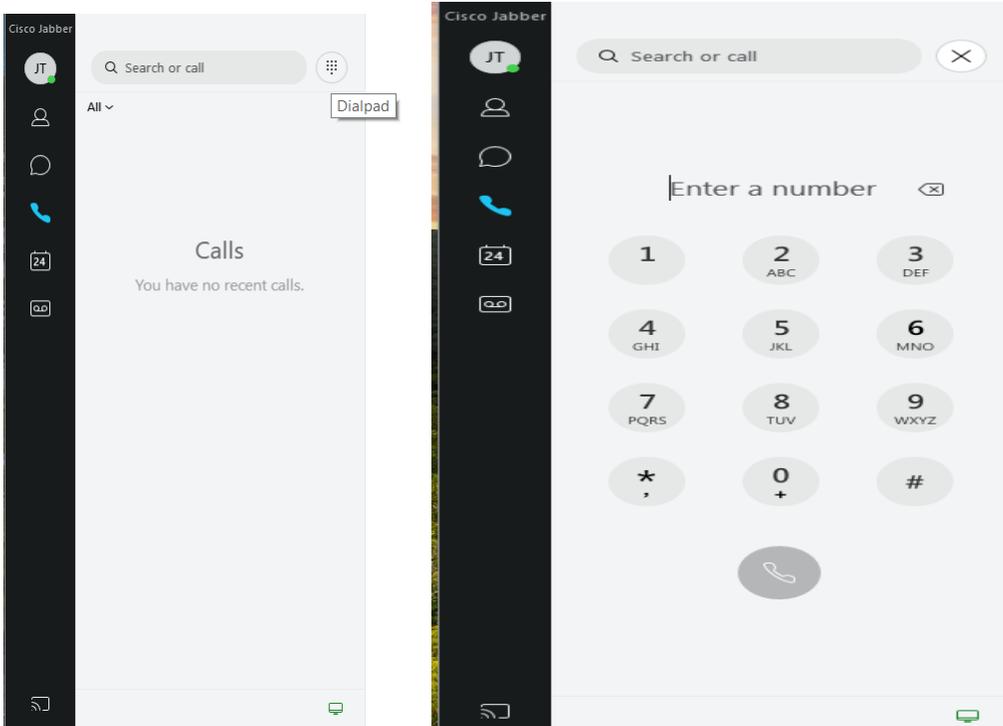

Detect new Location.

Due to Texas E911 requirement, you may be prompted to input your physical address to the address nearest you.
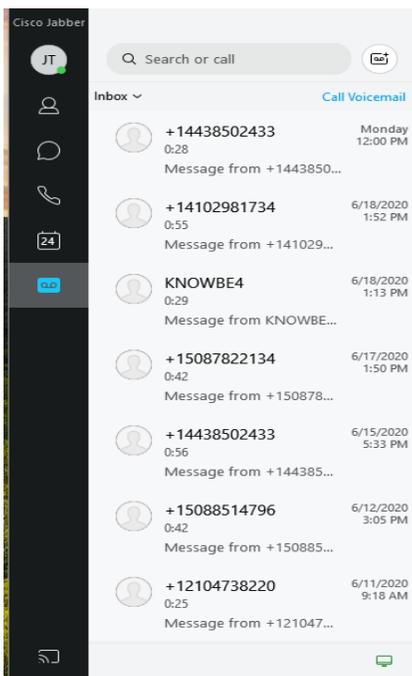

Making calls from Jabber client

Click on **Dialpad** on the upper right-hand corner then enter the number. <mark>You must use 9 to dial outside number like your phone in the office</mark>. Use 4 digits' extension for internal numbers.

Check Voicemail

The Voicemail icon will display all your voicemails.

Sign out

1. Click on your profile icon in the upper left-hand corner and then click **Sign out**.