

Cisco Jabber for Windows and macOS

Setup and Configuration Guide

Cisco Jabber streamlines communications to unify phone calls, voice messaging, screen sharing, chat, phone conferencing capabilities and video securely into one client on your desktop.

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Cisco Jabber Setup – Personal Computer

Cisco Jabber will need to run in the background to always be available as a phone would be.

Install Cisco Jabber

IMPORTANT: If you are installing Cisco Jabber onto your own personal computer follow these instructions below otherwise follow the instructions for a [Waikato University computer](#).

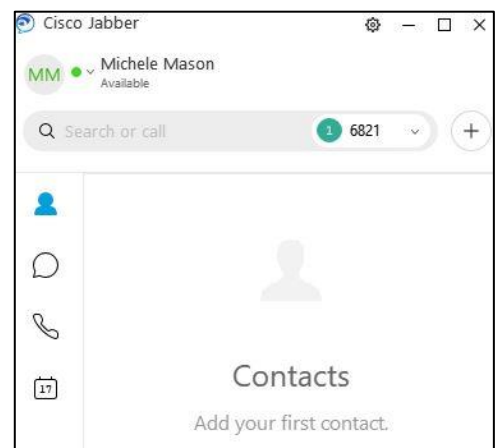
1. Download and install [Jabber for your home Windows or macOS](#) computer.
2. Select Download for and double click the Jabber file just downloaded to install
3. Run and accept all default choices.

Logging on to Jabber

When you logon for the first time you will need to logon with you're your username email address as below.

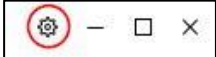
1. From the Start menu select Cisco Jabber
2. When logging on for the first time enter your username@waikato.ac.nz and click 'Continue'
3. Enter your password and click 'Sign In'
4. You should now see the Hub Window (right)

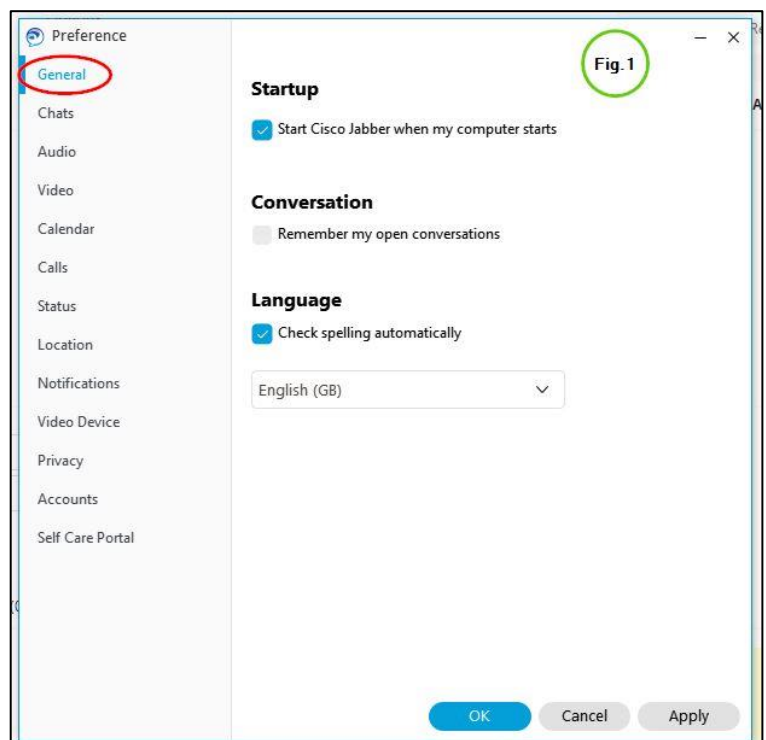
NOTE: After this initial logon you will only be required to use your username and password.



Configuration

General Setting

1. Select the Menu cog from the top right-hand side of the Hub 
2. Select 'Settings' from the list
3. Select 'General' on the left under 'Preferences'
4. Check settings are the same as in Fig. 1
5. Move onto 'Audio' or
6. Click 'OK' when finished.

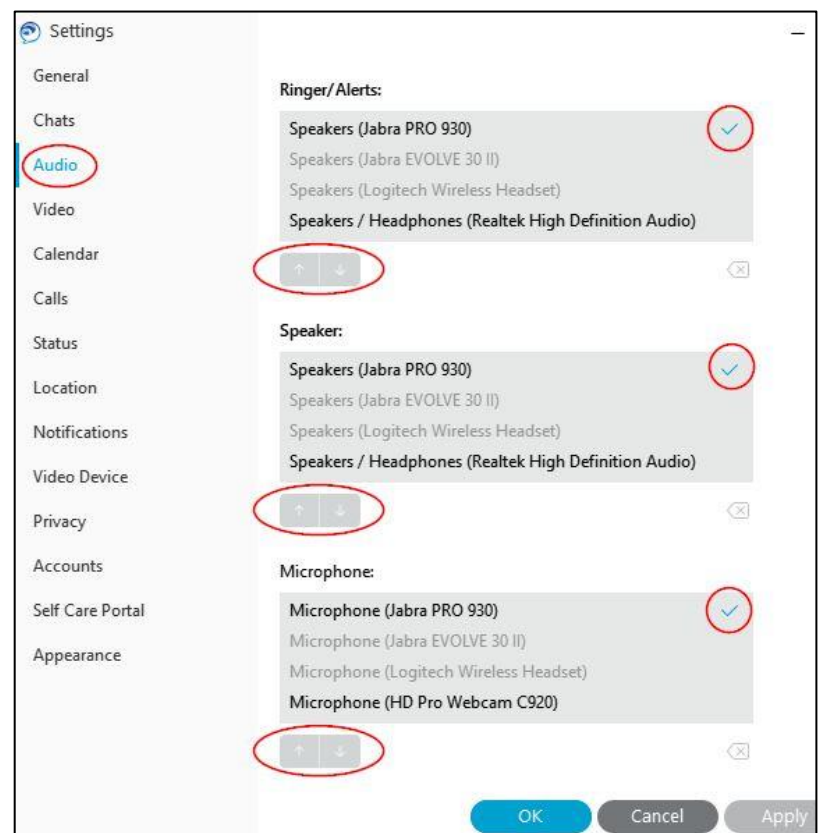
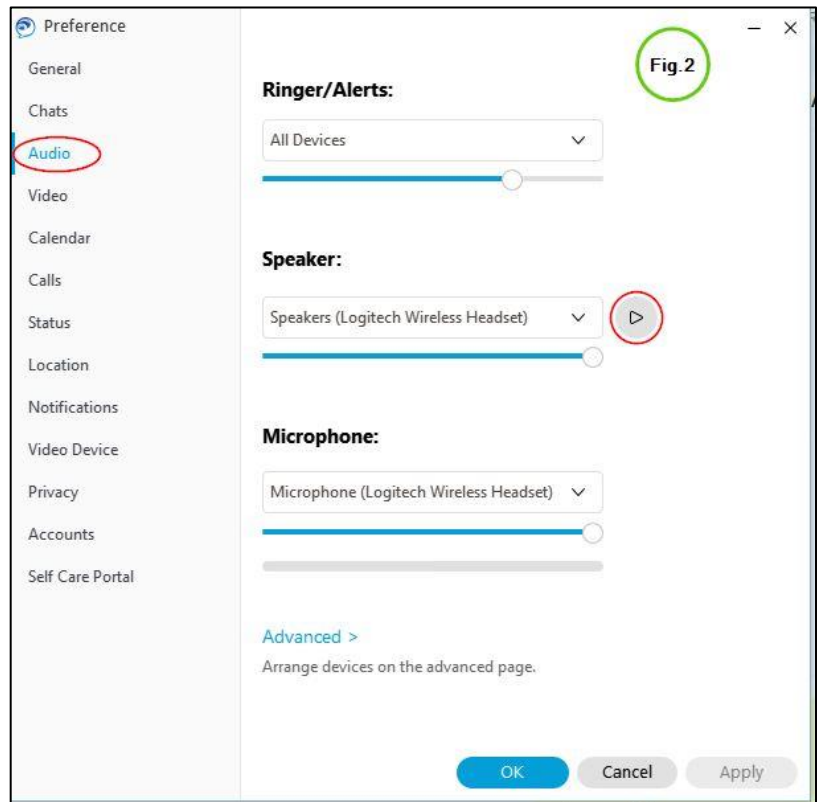


Audio Setting

1. Plug the headset into the computer and put it on yourself, comfortably
2. Still in the Hub Menu, select 'Audio'
3. Choose the settings you prefer
4. 'Fig.2' shows that the computer speaker and the headsets will ring. That way if you don't have your headset on you will still hear your phone ring
5. Select the play button to test the sound
6. Speak into the Microphone to test, you should see back and forth movement on the mic indicator line

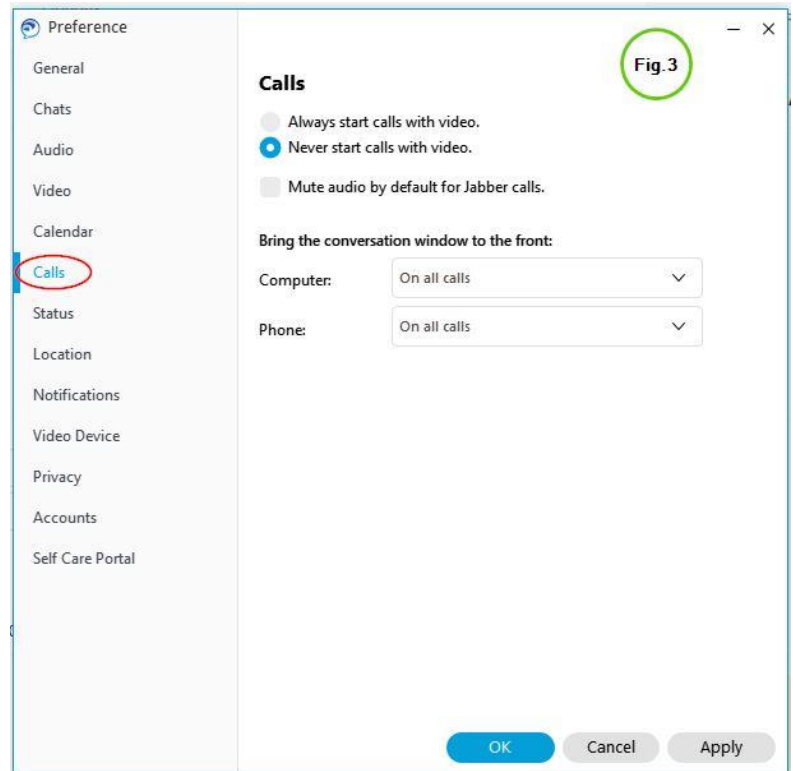
Advanced audio setting

7. Scroll to the bottom and select 'Advanced'
8. Under the 'Ringer/Alerts', 'Speaker' and 'Microphone' use the up and down arrows to select the preferred device in the order required. This will lock them in as default
9. Select 'OK' when finished.



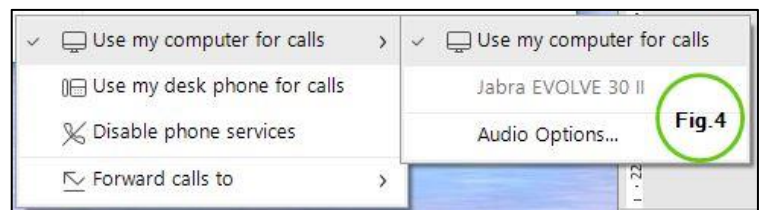
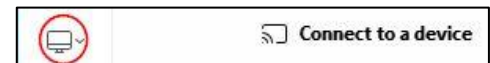
Call Setting

1. Still in the Hub Menu, select 'Calls' and choose the settings as shown in 'Fig. 3'.
2. Move onto 'Audio' or
3. Click 'OK' when finished..



Computer Settings

1. Select the monitor icon at the bottom left of the Hub window
2. Set to use your computer for calls as shown in Fig.4



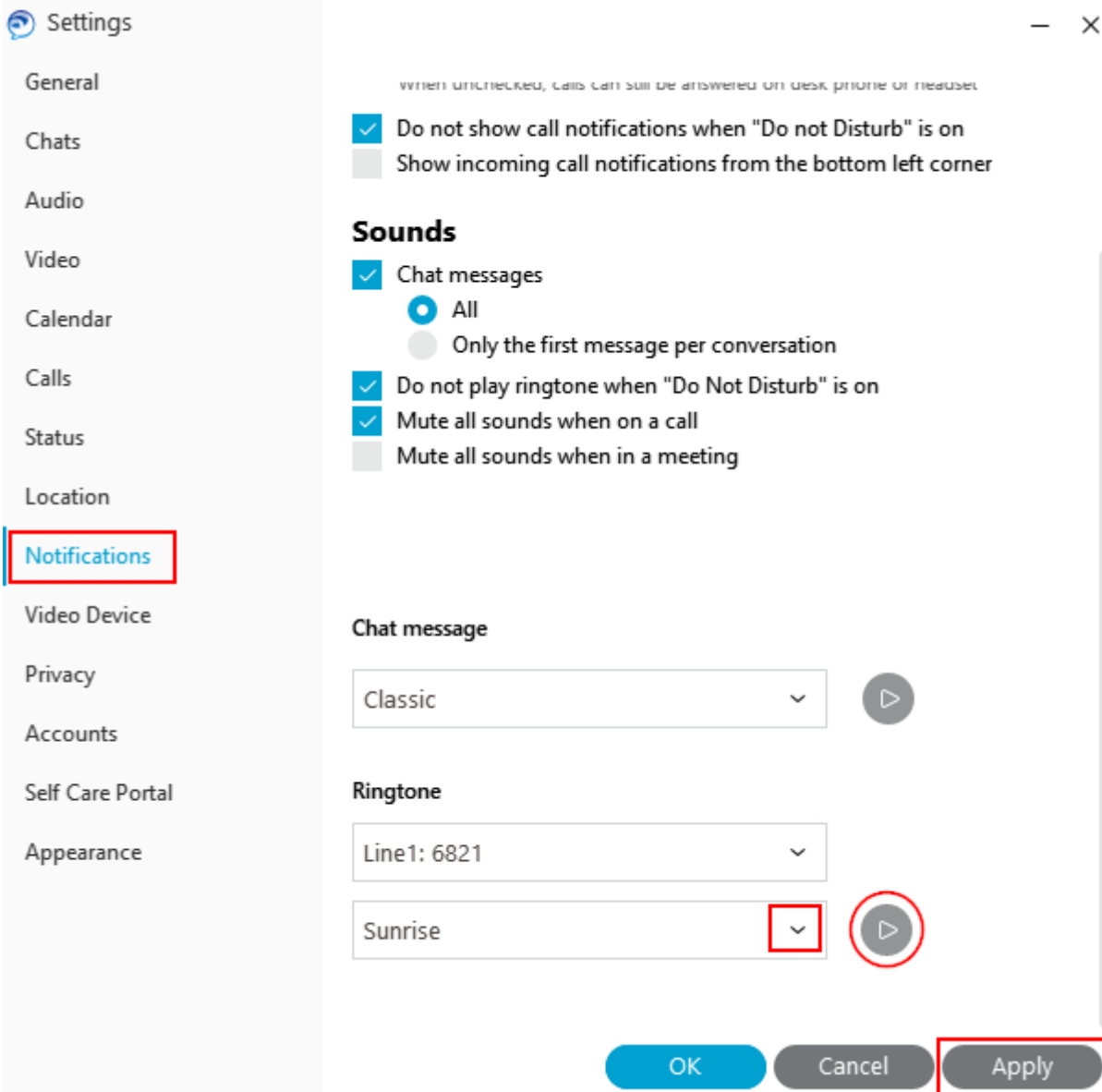
Ringtones

You can change your ringtone if you prefer a different sound to the default.

1. Select the Menu cog from the top right-hand side of the Hub
2. Select 'Settings' from the list
3. Select 'Notifications'
4. Scroll down if needed and select the arrow-head
5. Select one of the wav files, test it by selecting the 'Play' button
6. Once you are happy with the ringtone you would like to use select 'Apply'



See the image below for selections



Settings

- General
- Chats
- Audio
- Video
- Calendar
- Calls
- Status
- Location
- Notifications**
- Video Device
- Privacy
- Accounts
- Self Care Portal
- Appearance

WHEN UNCHECKED, CALLS CAN STILL BE ANSWERED ON DESK, PHONE OR HEADSET

- Do not show call notifications when "Do not Disturb" is on
- Show incoming call notifications from the bottom left corner

Sounds

- Chat messages
 - All
 - Only the first message per conversation
- Do not play ringtone when "Do Not Disturb" is on
- Mute all sounds when on a call
- Mute all sounds when in a meeting

Chat message

Classic

Ringtone

Line1: 6821

Sunrise

OK Cancel **Apply**

Cisco Finesse Users Only

Be sure to log into Cisco Jabber first then log into Cisco Finesse. If you don't log into Jabber first, Finesse will not have a phone associated with your account, and you won't be able to receive calls through your Team phone queue.

Cisco Jabber User Guide

Go to our [online user guide](#) to learn how to use Jabber.