

# **JABBER FOR MAC - INSTALLATION & USER GUIDE**

#### INTRODUCTION

Jabber allows you to connect and collaborate with your CSUN colleagues via softphone, using your Windows or Mac. <u>This guide provides instructions for the **MAC OS** operating system for both CSUN-owned devices and personal devices.</u>

Note: Before you install this software you must complete the <u>Jabber Request Form</u>.

### INSTALLING JABBER ON YOUR CSUN-OWNED MAC DEVICE

To install Jabber on your CSUN-owned device, you must be connected to CSUN's GlobalProtect VPN.

1. Under Applications, open Self Service.



2. Search for Cisco Jabber, and then select the Install button.

| CSUN. California<br>Self Service                   | State University, | Northridge       | J.J.          | •                   |
|--|-------------------|------------------|---------------|---------------------|
| Home   |                   |                  |               | Sort AZ 😒           |
| Bookmarks<br>All<br>Featured<br>Adobe Applications | Airtame           | box<br>Box Drive | Camtasia 2019 | Cisco Jabber 12.8.1 |
| Applications                                       | Install           | Install          | Install       | Install             |

3. Jabber will download and install. Once installation is complete, the 'Install' will change to 'Uninstall'.





4. Open **Finder** > go to **Applications** > Double-click on **Cisco Jabber** to launch the application.

| <b>≥</b> • •  |                                | lications  |                  | O Search  |
|---|--------------------------------|------------|------------------|-----------|
| Favorites<br>AirDrop<br>Recents<br>Applications   | App Store                      | AppCleaner | Atom             | Automator |
| <ul> <li>Desktip</li> <li>Cloud Drive</li> <li>Documents</li> <li>Downloads</li> <li>Devices</li> </ul> | Backup and Sync<br>from Google | Calculator | Calendar         | Chess     |
| © Remote Disc<br>☐ Snagit ▲<br>Shared<br>@ All  | Cisco Jabber                   | Contacts   | exec             | Dash      |
| Tags<br>lakers<br>Red<br>Orange   | Dashboard                      | DevDesktop | Aa<br>Dictionary | Docker    |

5. Type in your CSUN Email Address, and then select **Continue**.



6. Enter your CSUN credentials, and then select Login.

| <b>k</b> • | Cisco Jabber                |
|------------|-----------------------------|
| cisco      | Cisco Unified Collaboration |
|            |                             |
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|            |                             |
|            |                             |
|            |                             |
|            |                             |
|            |                             |
|            | Login                       |
|            |                             |



1. The **Jabber** icon now displays in your application list and is ready for use. For instructions on how to use Jabber, see the section titled **Using Jabber**.

# INSTALLING JABBER ON A PERSONALLY-OWNED MAC DEVICE

To install Jabber on your personally-owned device you must be connected to <u>CSUN's GlobalProtect</u> <u>VPN</u>.

- 1. Go to the <u>Software Downloads</u> page and log in with your CSUN credentials.
- 2. Select **Cisco Jabber Smartphone for MAC** and follow the installation instructions.
- 3. The **Jabber** icon now displays in **Applications** and is ready for use. For instructions on how to use Jabber, see the section titled **Using Jabber**.

# **USING JABBER**

You must be on <u>CSUN's GlobalProtect VPN</u> to receive and make calls with Jabber.

### How to Make a Phone Call

- 1. Launch Jabber from **Applications**.
- 2. Select the **Telephone** icon.



- 3. Click on the **Dialpad** icon and dial the number.
  - a. For CSUN internal numbers, use the 4-digit extension.
  - b. For external numbers, use 9+1+phone number.





## Making a Call from a Different Line

If you have multiple lines and wish to place a call from a different line than what is displayed, select the dropdown menu to select a different line.



# How to Receive a Phone Call

1. When a call comes in, a pop-up Jabber window will display on your screen.



2. Select the **Answer** button to accept the call. Select the **Decline** button to send the call to campus voicemail.

#### **NEED HELP?**

Contact the IT Help Center by phone (818-677-1400), online at (<u>http://techsupport.csun.edu</u>) or in person in (Oviatt Library, First Floor, Learning Commons).

