

Jabber for Mac Download Instructions

UPDATED: 2022-03-12

Overview

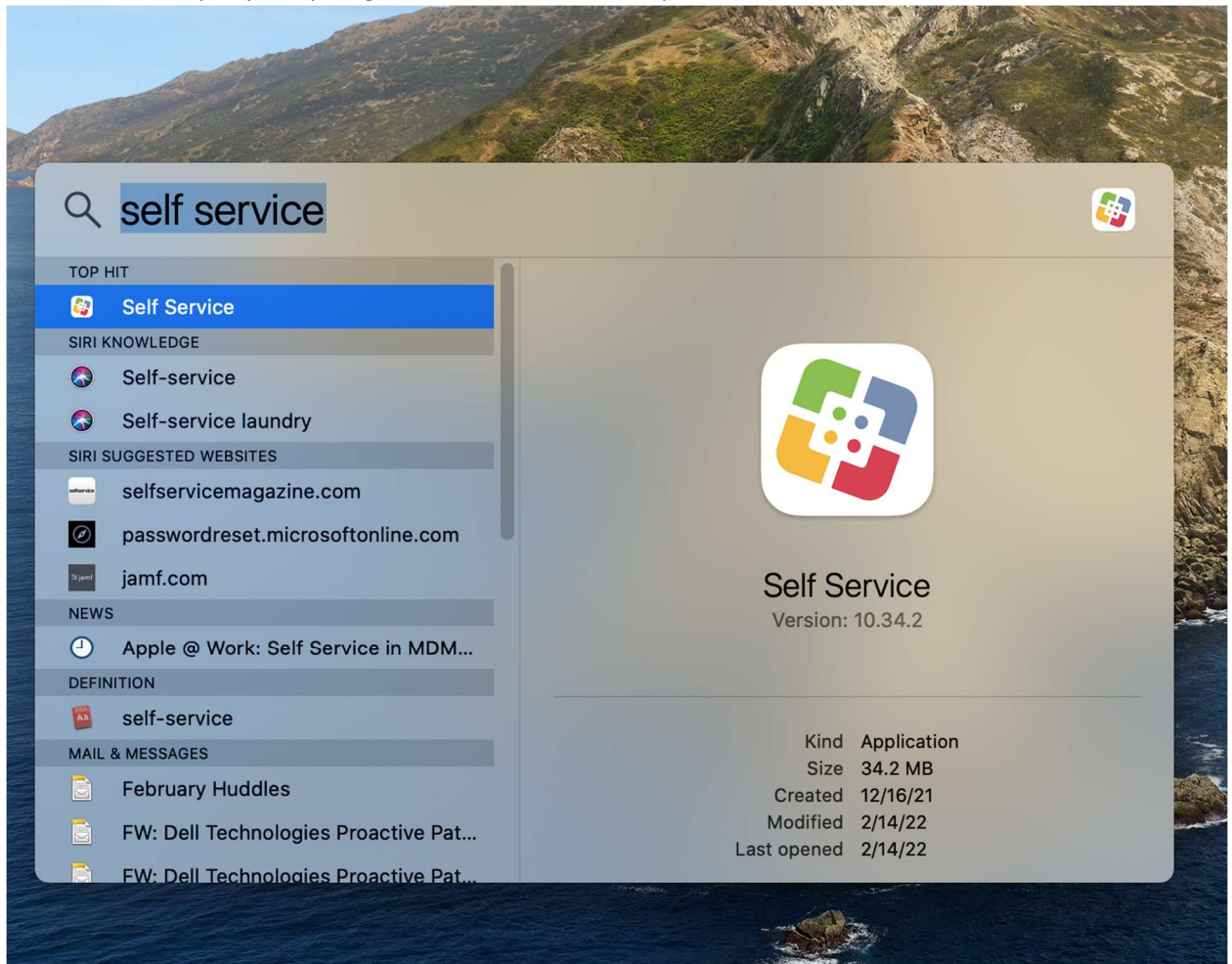
Cisco Jabber is a communications tool that can be loaded on your computer. It allows you to interact with Cisco CallManager in several ways

- Easily access both your Outlook Contacts and the Corporate address book and place calls on your desk phone with the click of your mouse.
- See prompts on your computer screen when you receive a call.
- Allows you to manage (control) a call on your desk phone from your computer screen.
- Upon request from ITS can be used to place and receive calls from your computer.

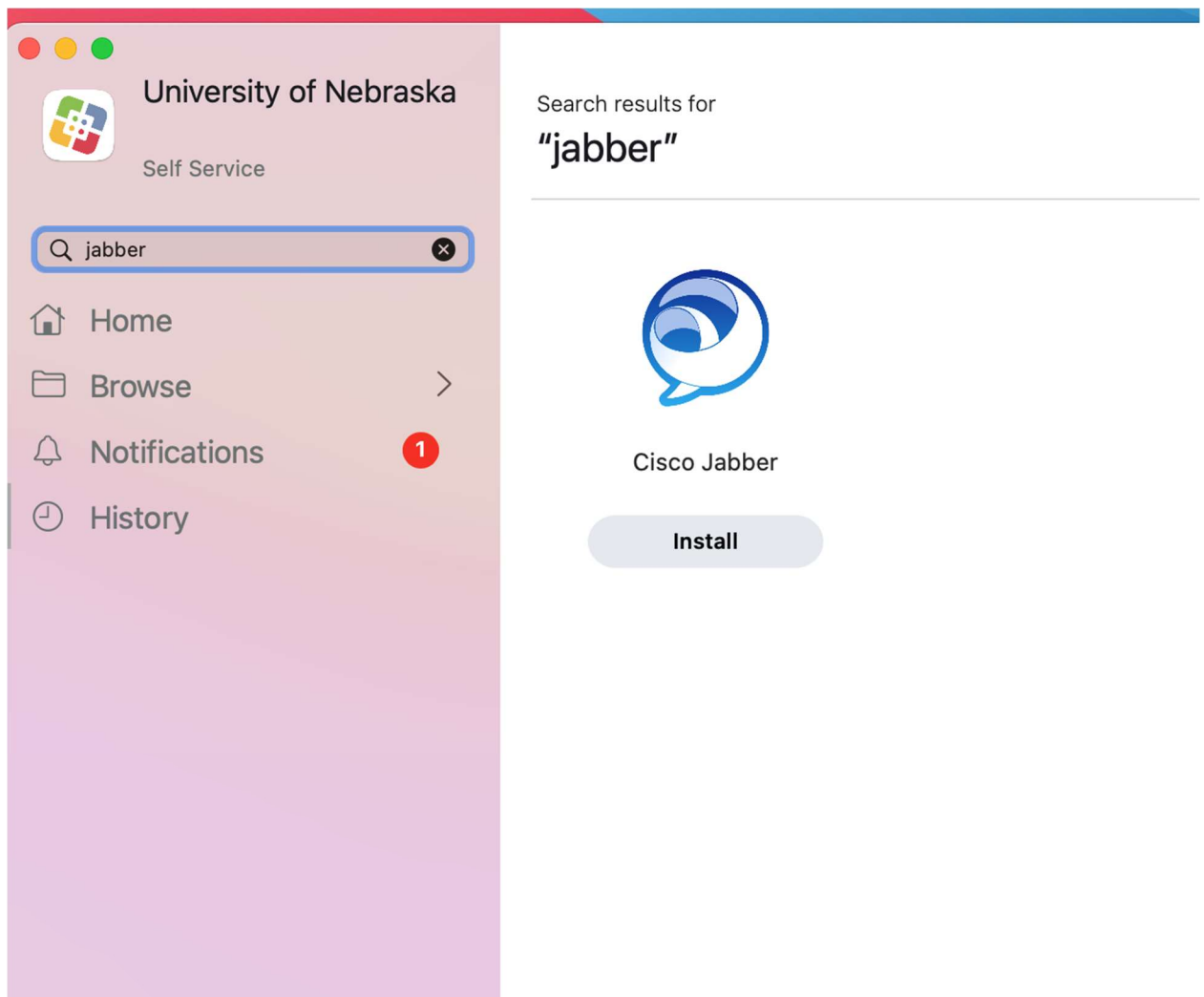
To Download and Install the Jabber client onto your Mac Computer

From a University Computer using Self Service

1. From the desktop, Open Spotlight Search (Command + Spacebar) and search for Self Service



2. Once inside Self Service click the search bar and type Jabber. It should immediately pop up



3. Then press the install button.
4. When the installation is complete exit Self Service.

Manual Installation Process

1. Download the installer from one of the following websites.
 - UNK: <https://www.unk.edu/offices/its/telecommunications/voip.php>
 - UNL: <https://its.unl.edu/services/phone-service/manuals-downloads/#tab6>
 - UNO: <https://www.unomaha.edu/information-technology-services/phones-and-conferencing/devices.php>
2. Open the install package file that you downloaded in your downloads folder, and double click on the file called CiscoJabberMac.pkg, (You may be prompted to enter your computer password)

NOTE: If you see a window that says “The app you’re trying to install isn’t an Apple-verified application”, just click the install anyway button. (You may be prompted to enter your computer password)

3. Step through the typical installation screens to complete the installation process.

Logging into Jabber for the first time

1. Start Jabber
2. If you see a screen like this asking you to enter your email address, use the appropriate address listed here and then press continue.



UNK Campus: <NUID>@unk.edu

example: 12345678@unk.edu

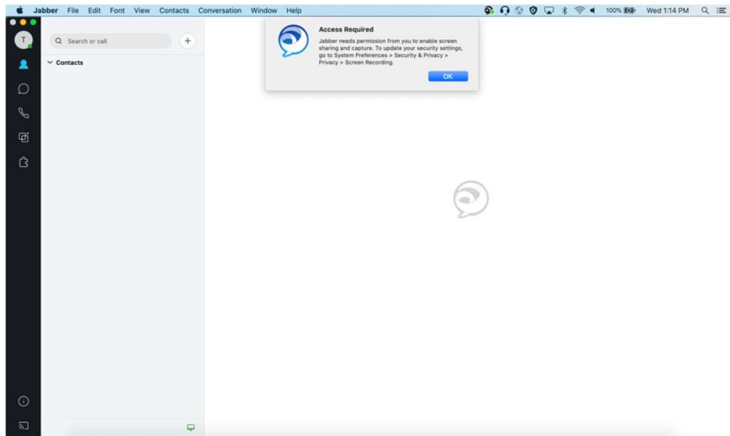
UNL Campus: <NUID>@unl.edu

example: 12345678@unl.edu

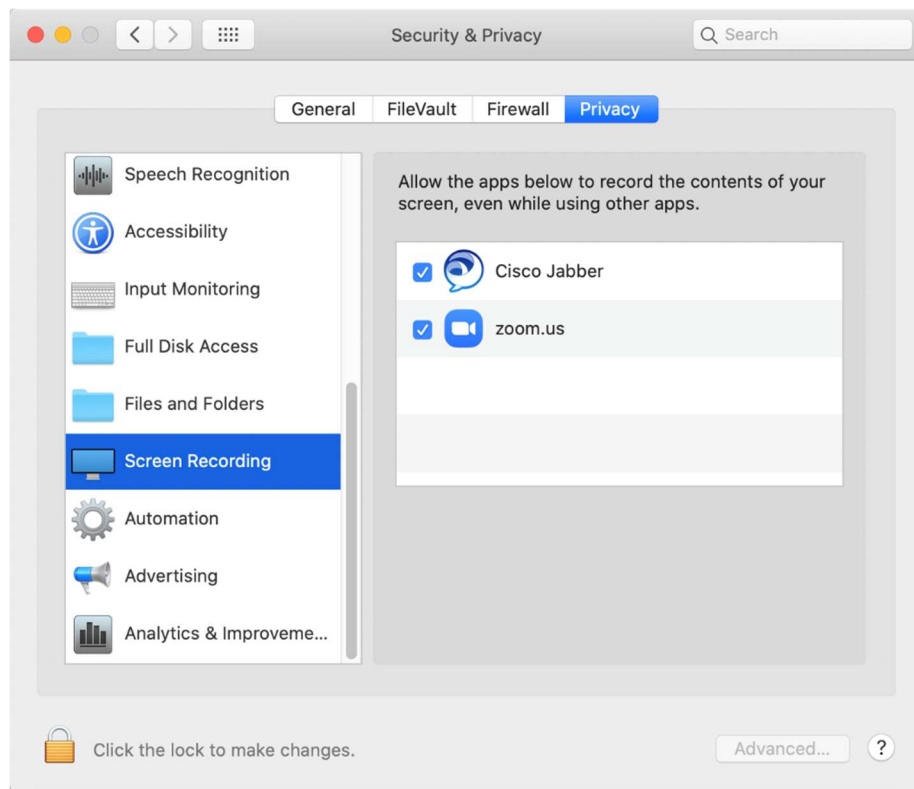
UNO Campus: <NUID>@unomaha.edu

example: 12345678@unomaha.edu

3. You should now see a typical University login window. Use the appropriate username below and password to login.
 - b. UNK: use your 8-digit NUID
 - c. UNL: use your 8-digit NUID
 - d. UNO: use your 8-digit NUID
4. When you log into Jabber for the first time you may run into an access required pop up indicating jabber needing screen sharing settings enabled, to allow this access



- a. Click the Apple logo at the top right, on the drop down menu click system preferences
- b. Inside of the system preferences window, select Security and Privacy
- c. Inside of the Security & Privacy window, Click the Privacy tab towards the top of the window
- d. Inside of the privacy tab, on the left-hand side scroll down until you see screen recording
- e. Inside of screen recording section Cisco jabber should be there, if not press the padlock and enter your password to unlock settings and add jabber manually by pressing the plus button and adding jabber from your applications menu inside of the pop-up finder window.



Once logged in for the first-time contact Telecommunications at 402-472-3434 to help finish the setup process.