



Office of Information Technology

UNIVERSITY OF COLORADO

DENVER | ANSCHUTZ MEDICAL CAMPUS

Cisco Jabber for Mac - Manual Installation Guide v1.1

Target audience: This document is intended for the general Jabber user community. The user is expected to have basic/fundamental Apple Mac Operating System skills and understand Mac terminology.

Pre-requisites:

- Mac OS X personal computer
- Administrative rights on the personal computer upon which the Cisco Jabber client will be installed
- Network access to the Cisco Unified Communications Manager (CUCM) environment
- Properly administered Jabber objects on Call Manager (Request via a Cherwell ticket)
- A CU Anschutz | Denver active directory userid/password and administered Microsoft Teams account. This should be already provided for and no special requests needed.

System specifics used for this documentation:

Apple MacBook Pro (Retina, 13-inch, Early 2015)

Apple Mac OSX v10.14.6 (18G3020)

Apple Safari Web Browser v 13.0.5 (15608.5.11)

Cisco Call Manager: v11.5.1.15900-18

Cisco IM&P: v11.5.1.15900-33

Cisco Unity Connection: v11.5.1.15900-18

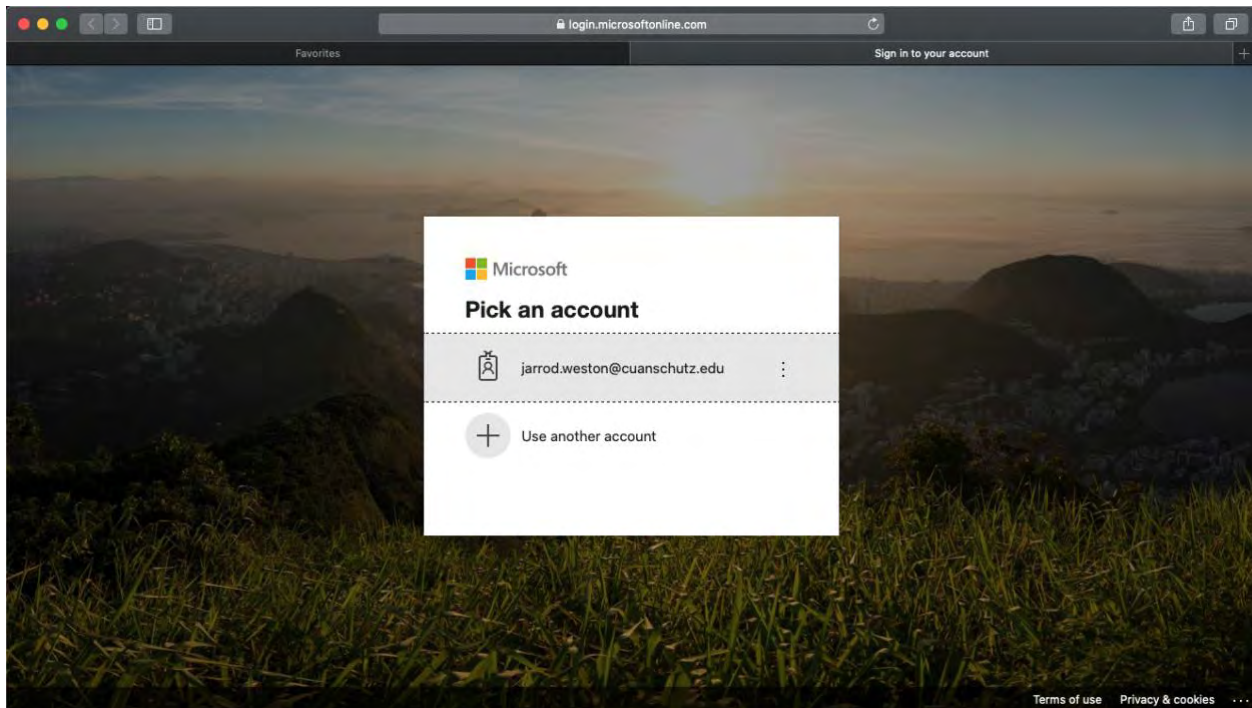
Jabber Client for Mac: v2.8.0 (301920)

Download the Cisco Jabber for Mac client

Click this Link ([Download Jabber Client for Mac](#)).

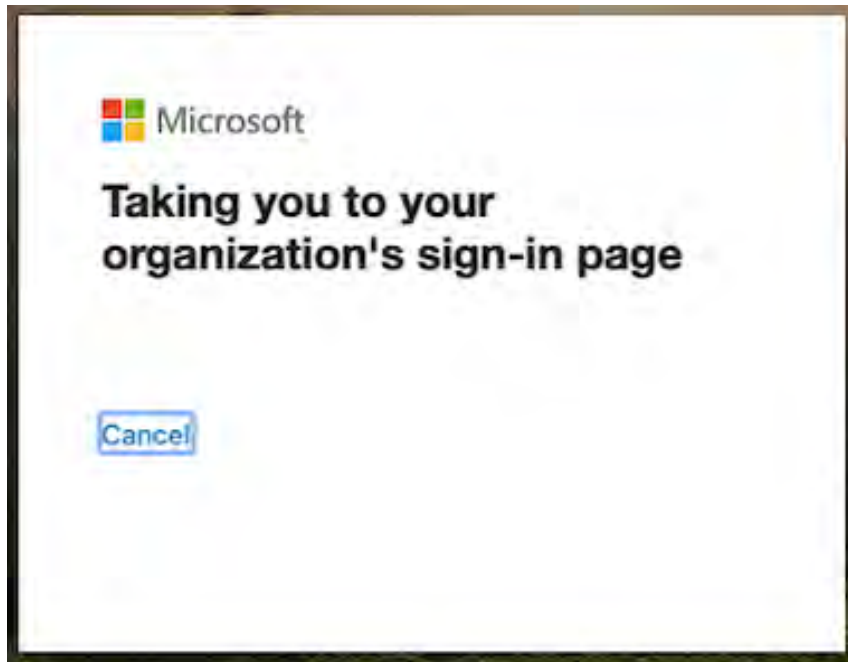
If you are currently logged into Microsoft Teams (or have logged into Teams before) the following screen normally appears pre-populated with your university credentials. If so, choose your university credentials. User another account and follow the instructions entering your university credentials.

Note - This documentation assumes you are logged into Microsoft teams currently or in the past and the browser's cache has NOT been cleared.

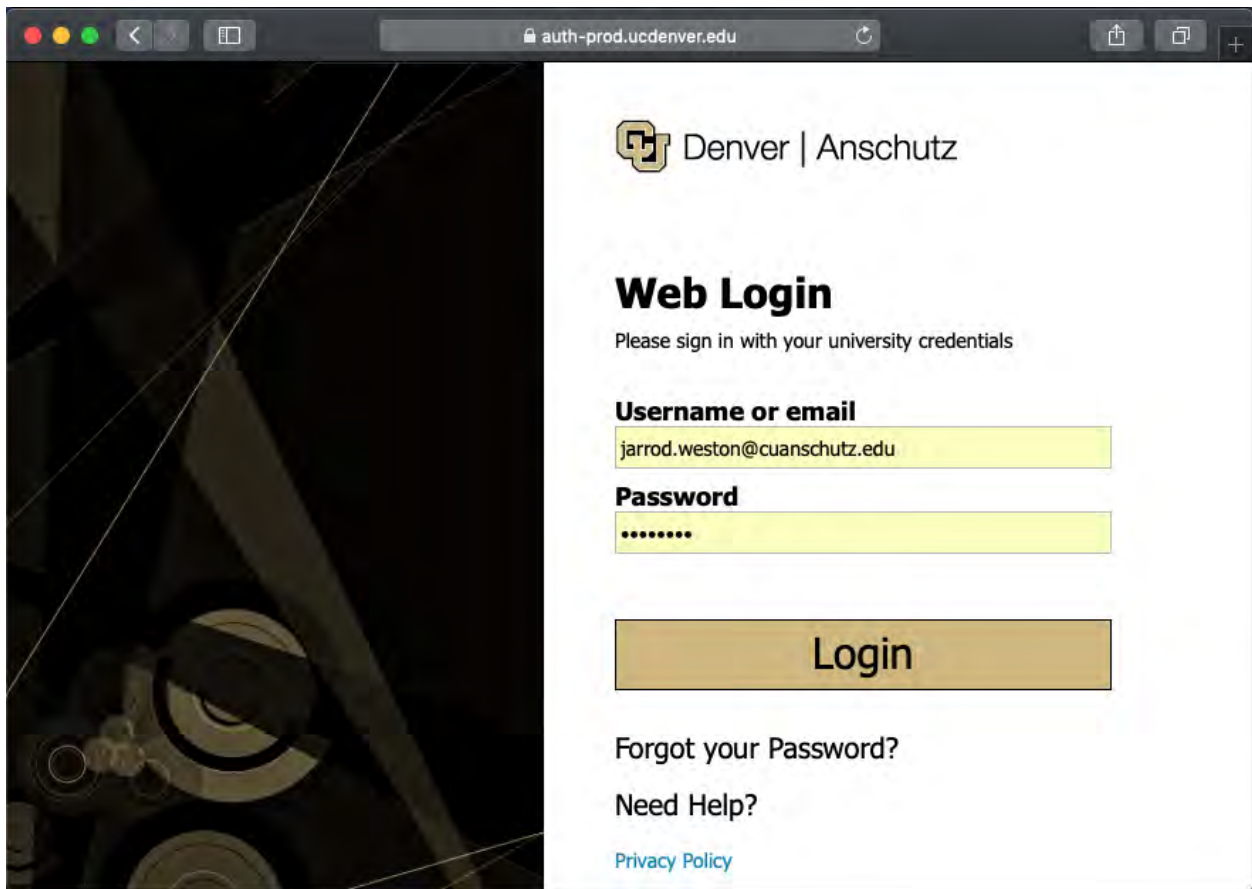


If logged into another account such as a personal account (or you are not logged into Microsoft Teams already) **click** *Use another account*.

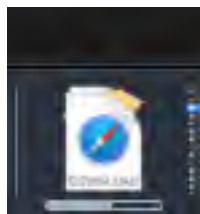
After clicking your account, you will be redirected to the University's sign-in page.



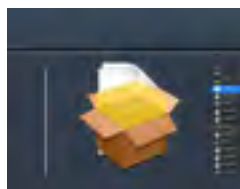
Enter your *University credentials* in the Web login page. **Click** the *Login button*.



You will see the installation file downloading the installation package into your Downloads folder.

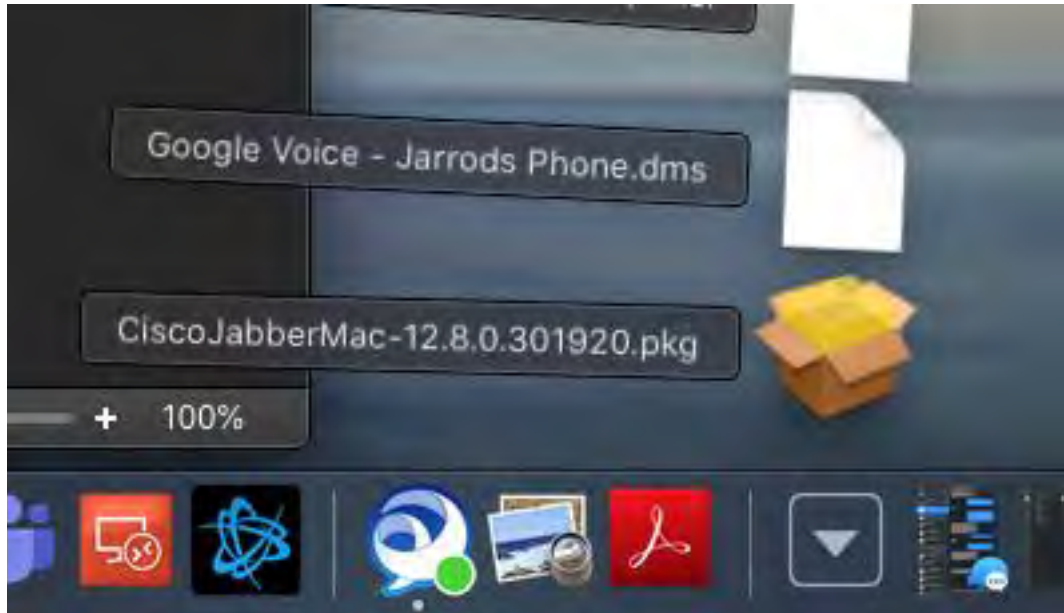


When the download is completed, you will see it on your toolbar. **Click** the *package icon* to expand your latest downloads.

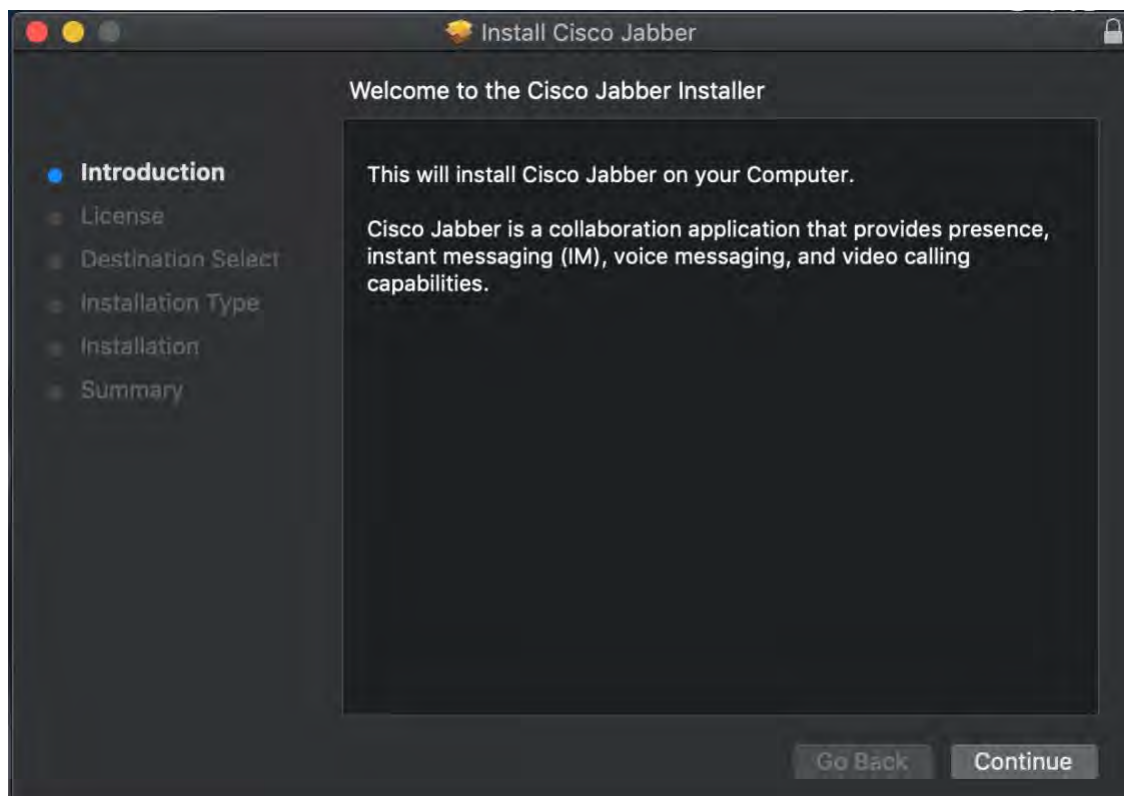


Install the Cisco Jabber software:

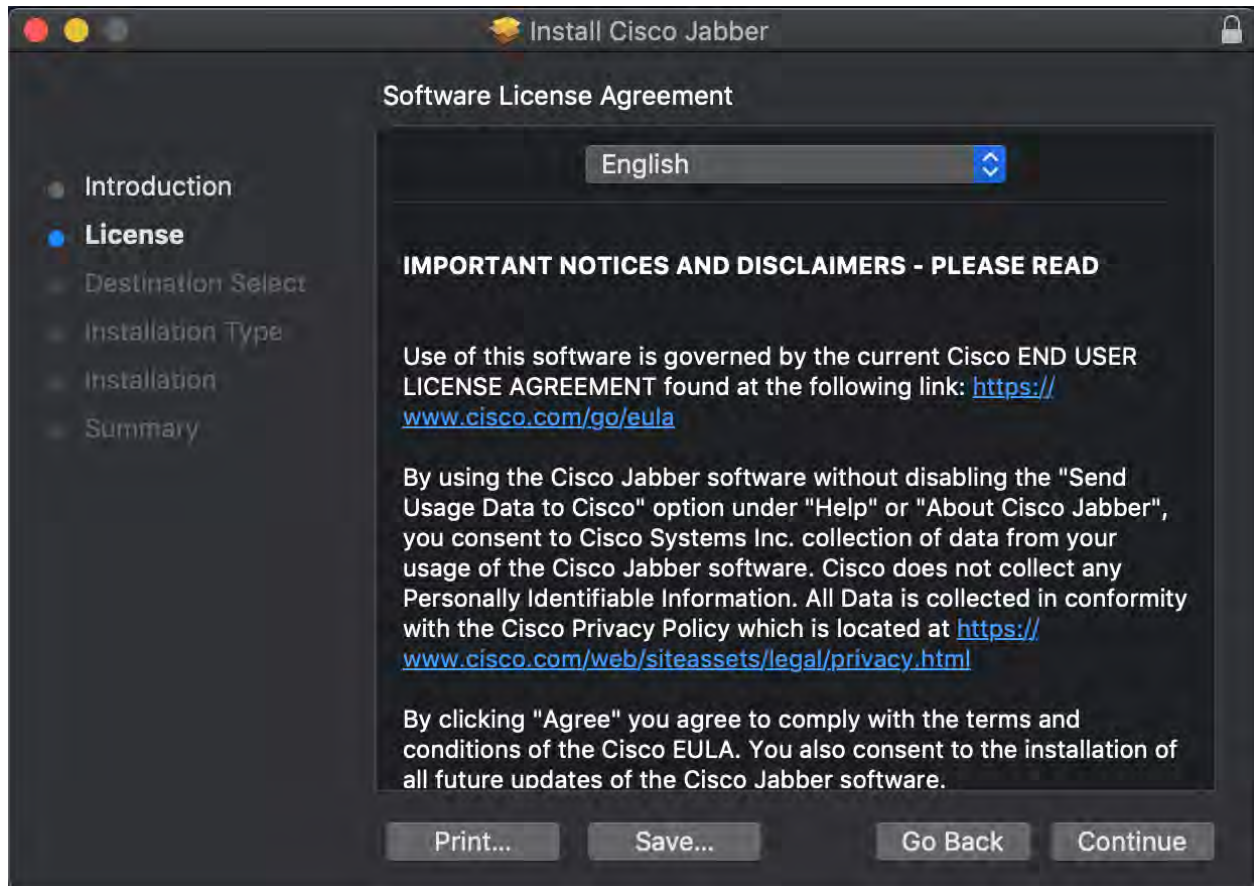
Click on the *CiscoJabberMac-12.8.0.301920.pkg* icon.



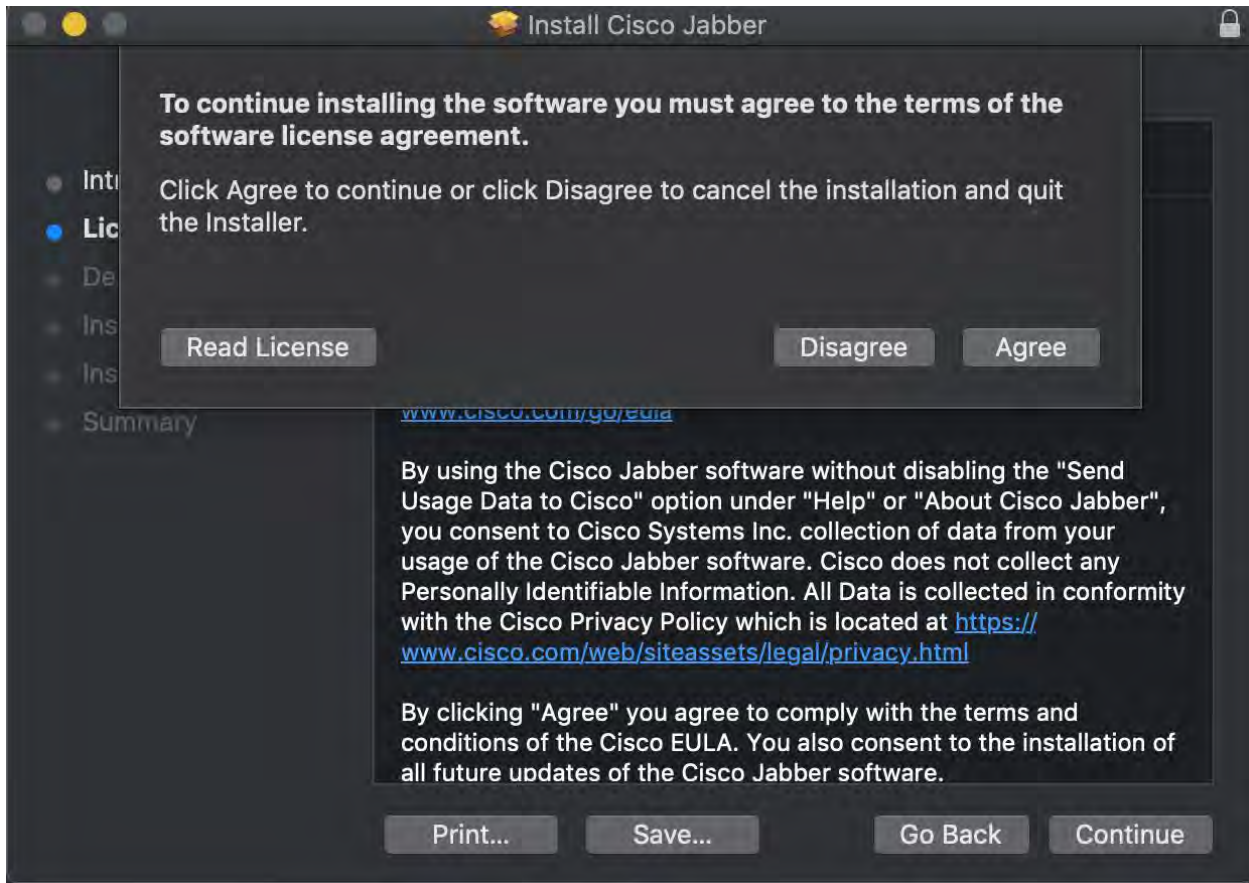
The installation will begin. **Click** the *Continue* button in the Install Cisco Jabber window.



Read the *Software license agreement*. **Click** the *Continue* button.

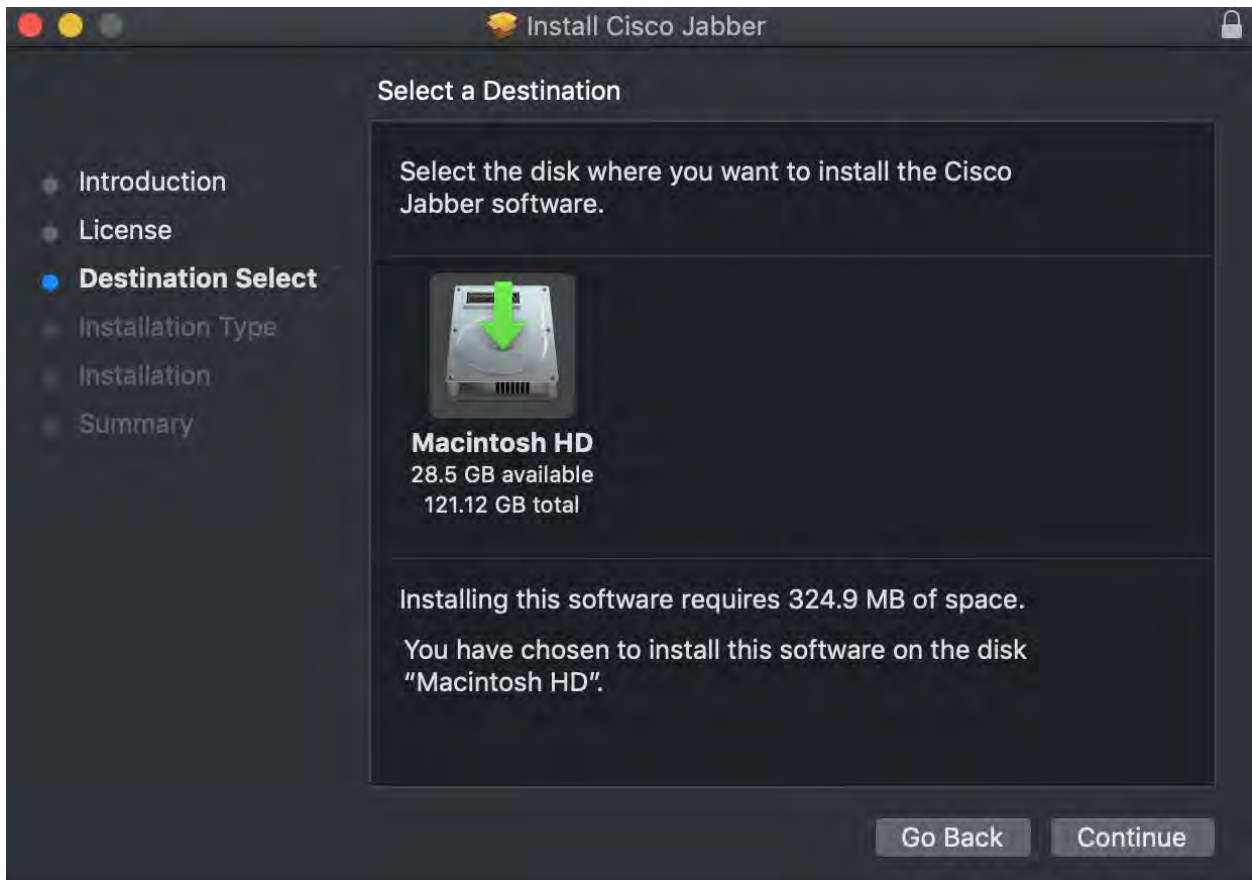


Agree to the software agreement by **clicking** the *Agree button*. The installation will cease if you click the Disagree button.

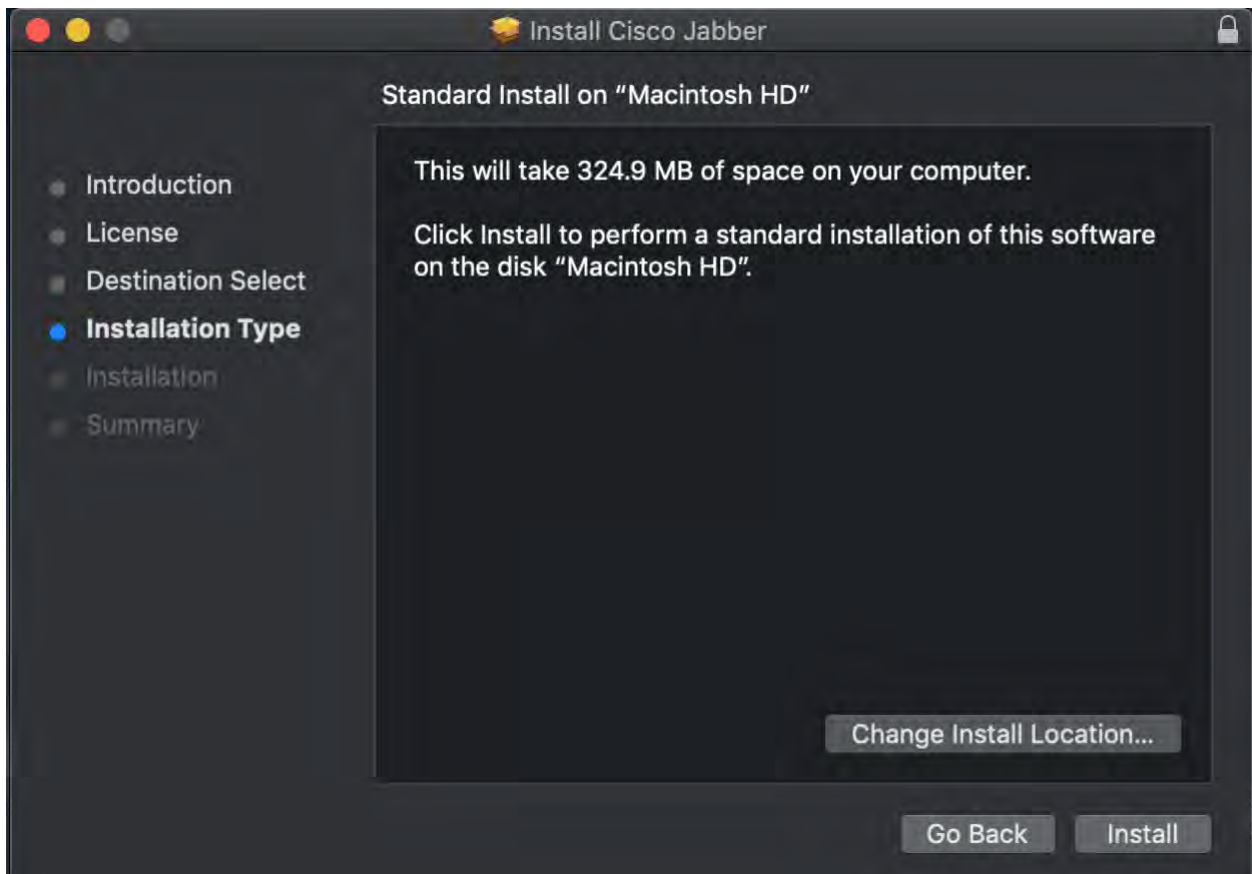


The installation routine will identify available installation locations for the Jabber software. If you have multiple drives or partition, choose what drive you wish to install the software on.

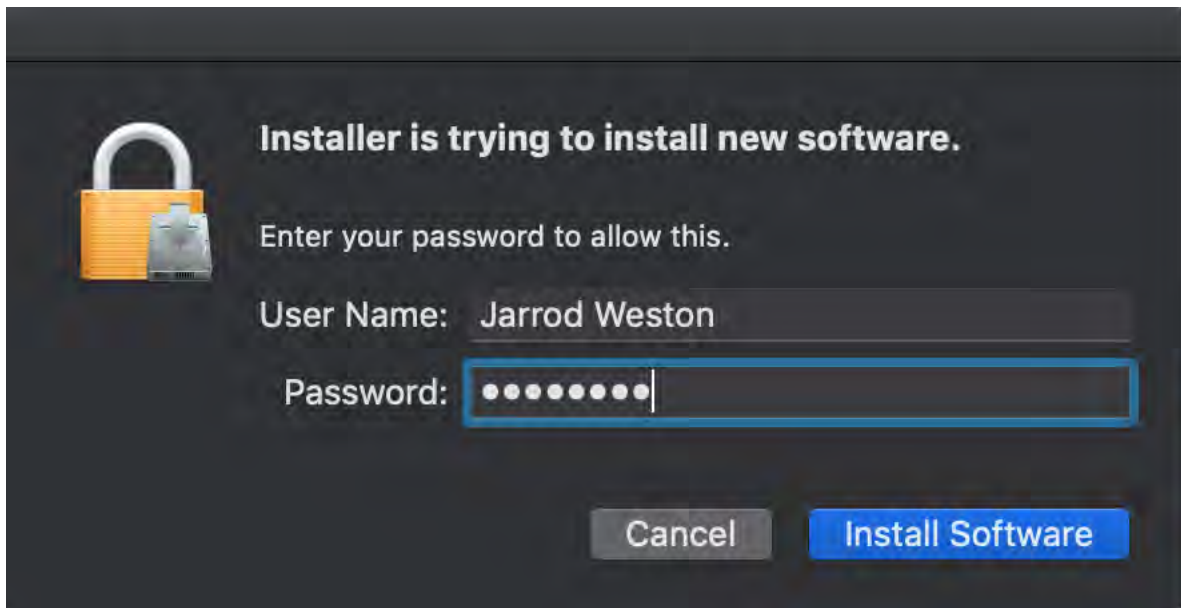
In this example, there is only one drive/partition available. **Click** the *drive icon* once, then **click** the *Continue button*.



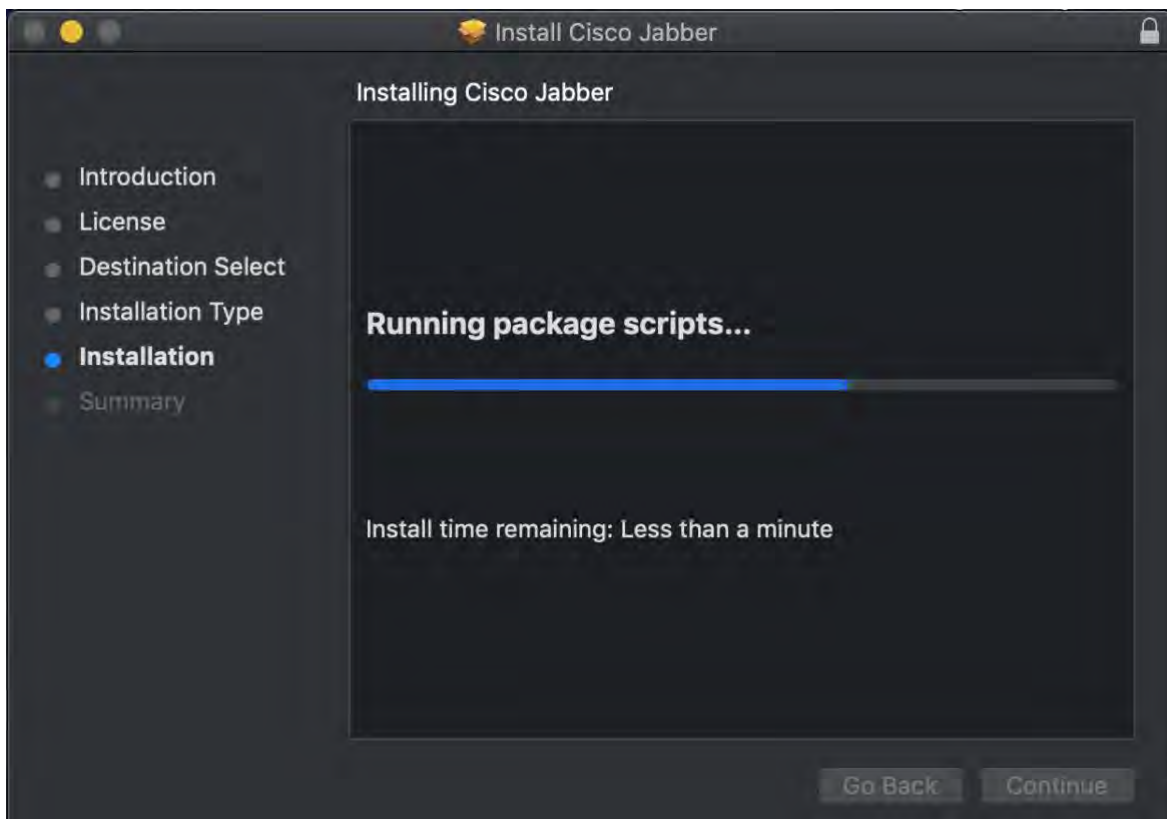
The installation will determine if the chosen drive will support the installation needs of the software. **Click** the *Install button*.



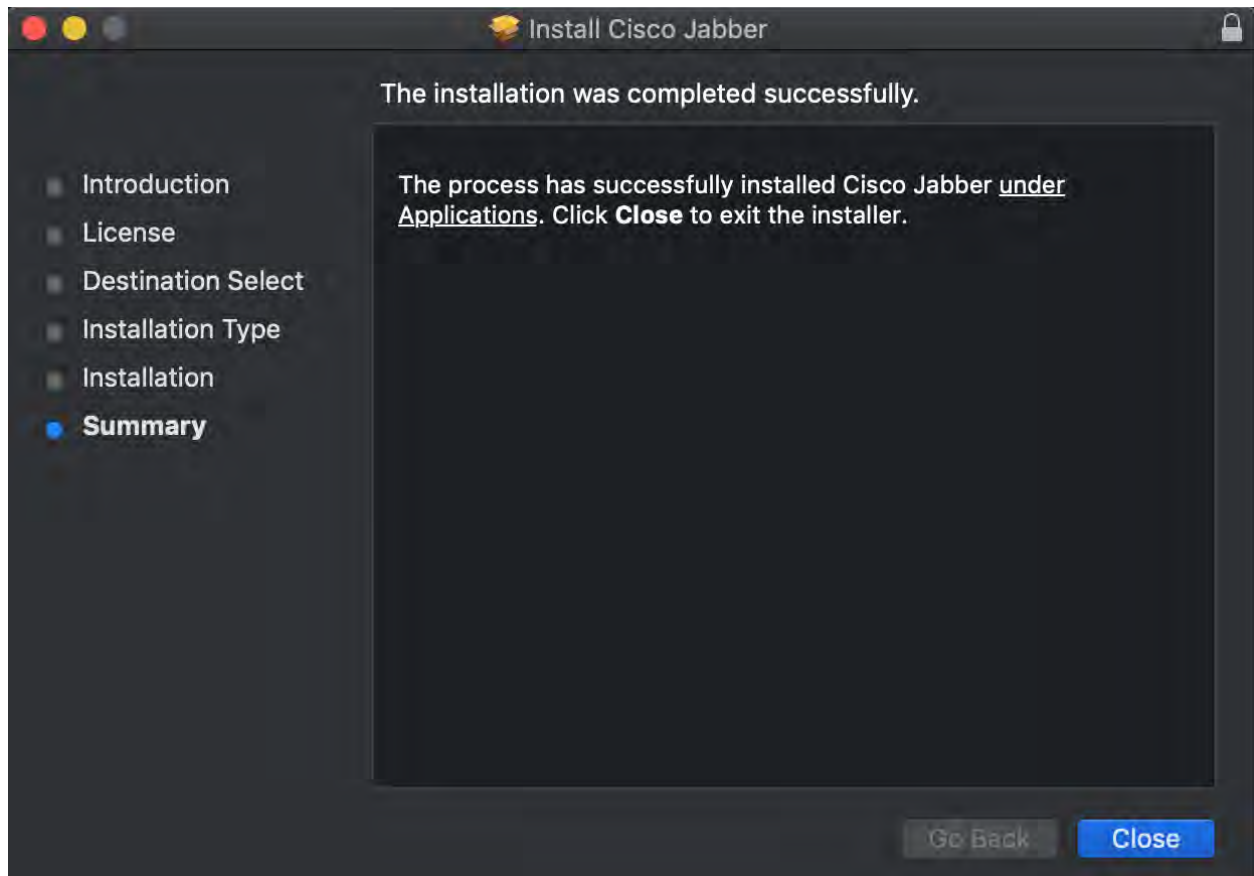
When prompted by the Mac operating system, **enter** your *local system credentials*. **Click** the *Install Software* button.



The installation routine will begin, the progress bar advances, and installation status messages will appear.



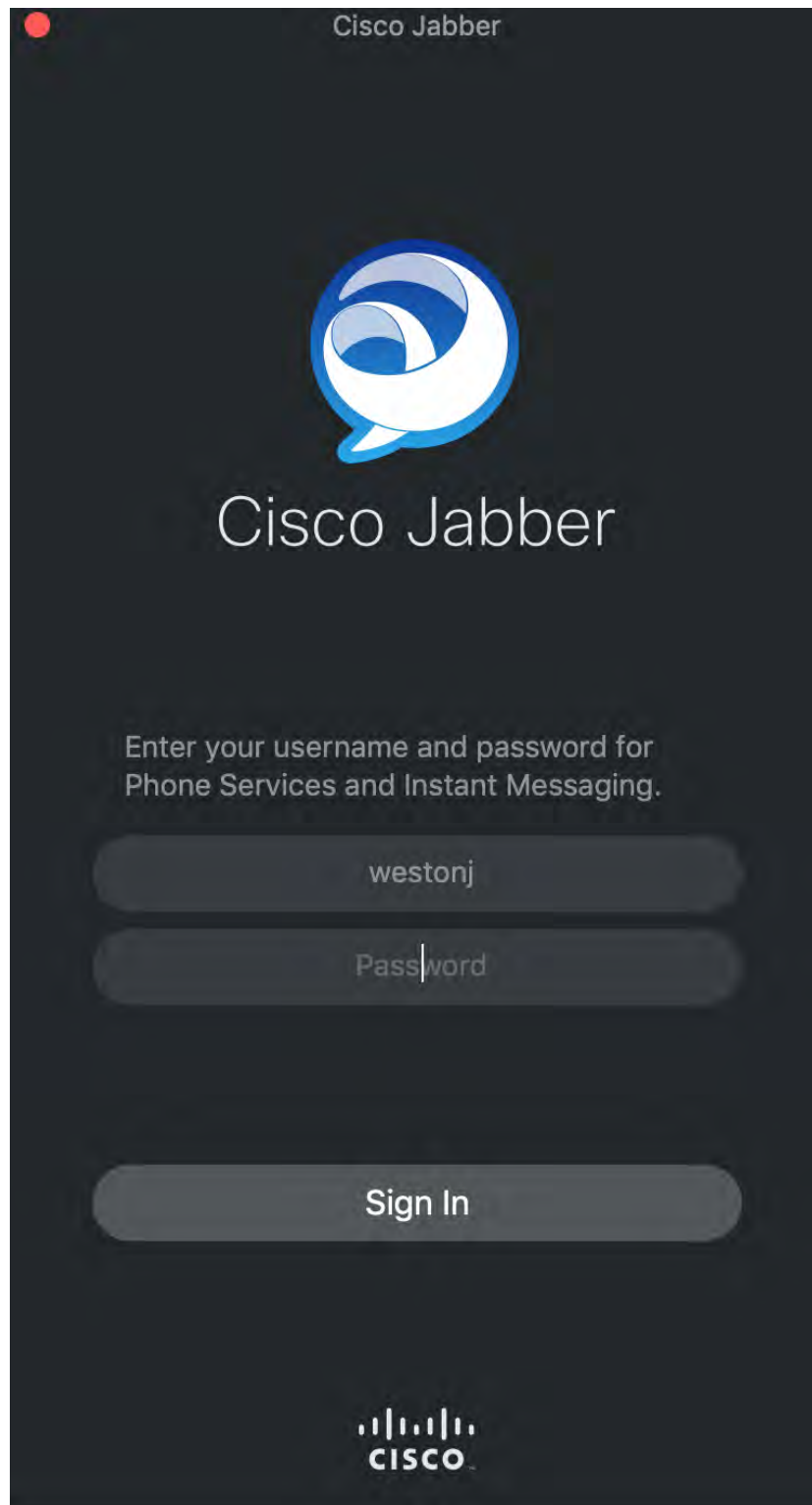
When the installation is completed (or failed), the Summary screen appears with the installation status. **Click** the *Close button*.



Run the Jabber application by **double clicking** the *Cisco Jabber icon* in the *Applications* folder:

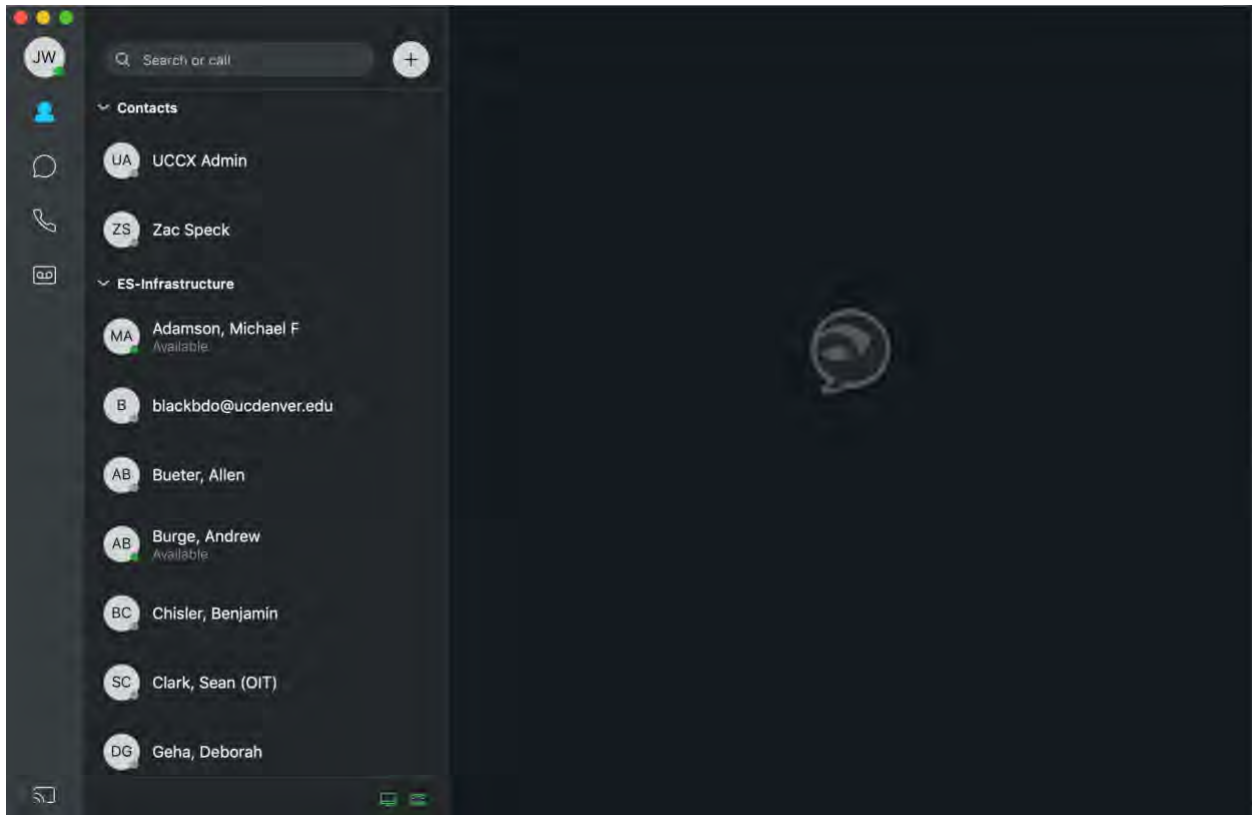


The login screen is presented. At the Login screen, if you've upgraded from a previous version or reinstalled over an existing version, your University userid will be populated in the user field. Leave as is, enter your password. **Click the Sign In button.**



If you have successfully logged in, the application will open. If you had a previous version installed and are upgrading, your settings/data from the previous installation is preserved as this example demonstrates. You may begin using your newly installed software.

Reminder, when attempting to make a telephone call, you MUST dial exactly as if you are using your Cisco VoIP telephone.



For how to use the application and its features, please reference the Cisco Jabber's user guide.