



Cisco Jabber 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 Windows Operating System skills and understand basic windows terminology.

Pre-requisites:

- Windows personal computer (non-Citrix or VMware) with a University of Colorado supported image of Microsoft Windows 10
- Administrative rights on the personal computer upon which the Cisco Jabber client will be installed
- Network access to the Cisco Call Center environment
- Properly administered Jabber objects on Call Manager (Request via a Cherwell ticket)
- Microsoft Teams is installed on the user's Windows computer

System specifics used for this documentation:

Dell Latitude E6520 with Windows v10.0.116299 Build 16299 Cisco

Call Manager: v11.5.1.15900-18

Cisco IM&P: v11.5.1.15900-33

Cisco Unity Connection: v11.5.1.15900-18

Mozilla Firefox v 44.0.1

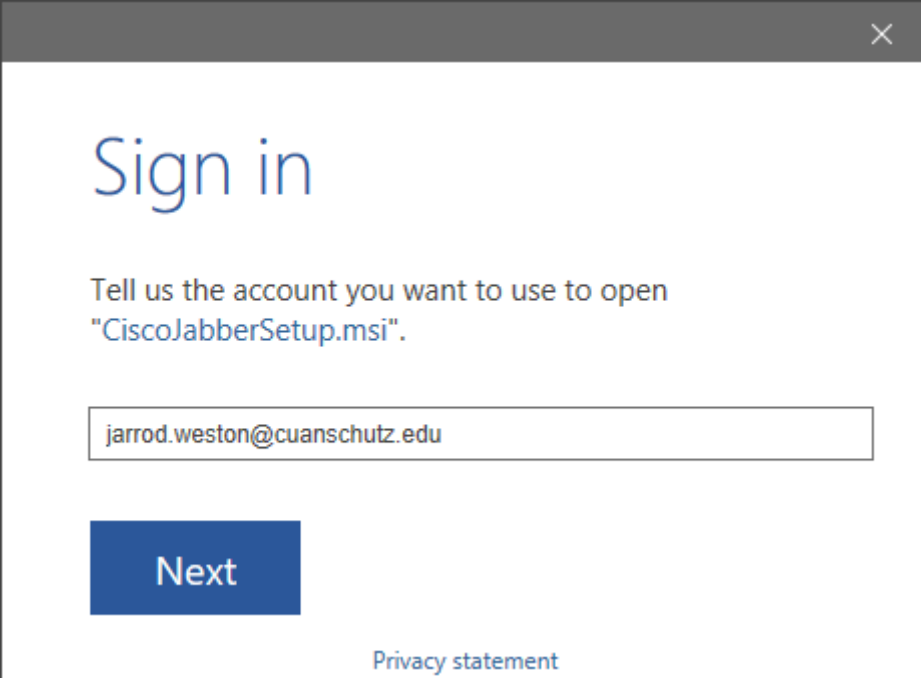
Jabber Client for Windows: v12.8.0.51973 Build 301973

Navigate to and download the installation file(s):

Ctrl+Click [Cisco Jabber Installation Software](#) to access the installation files. No VPN connection is required to download this software.

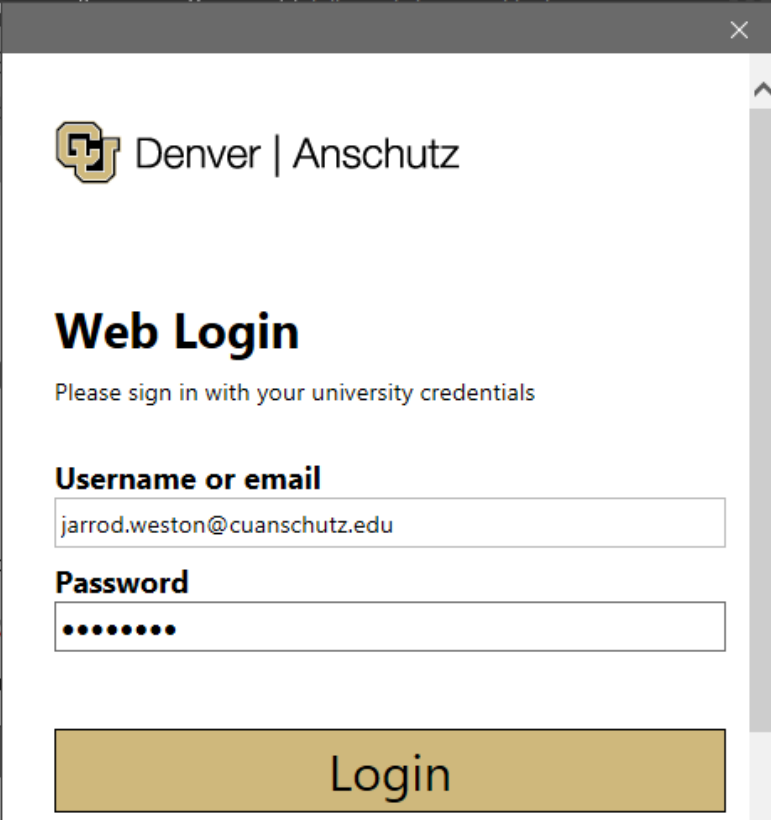
If you are not already connected/logged in to Microsoft Teams (and even if you are already logged in), you may be required to enter your credentials to download the software. If required to log in to download the software, you will be presented with the Sign in window. If not, the installation files will download automatically and will skip the log in process and you can follow the installation instructions below.

If presented with this sign in window, **enter** your university email address. **Click** the *Next button*.

A screenshot of a "Sign in" window. The window has a dark gray title bar with a close button (X) in the top right corner. The main content area is white. At the top, the text "Sign in" is displayed in a large, blue, sans-serif font. Below this, the text "Tell us the account you want to use to open 'CiscoJabberSetup.msi'." is shown in a smaller, black, sans-serif font. Underneath the text is a text input field with a thin gray border, containing the email address "jarrod.weston@cuanschultz.edu". Below the input field is a blue rectangular button with the word "Next" in white, sans-serif font. At the bottom right of the window, the text "Privacy statement" is displayed in a small, blue, sans-serif font, which is a hyperlink.

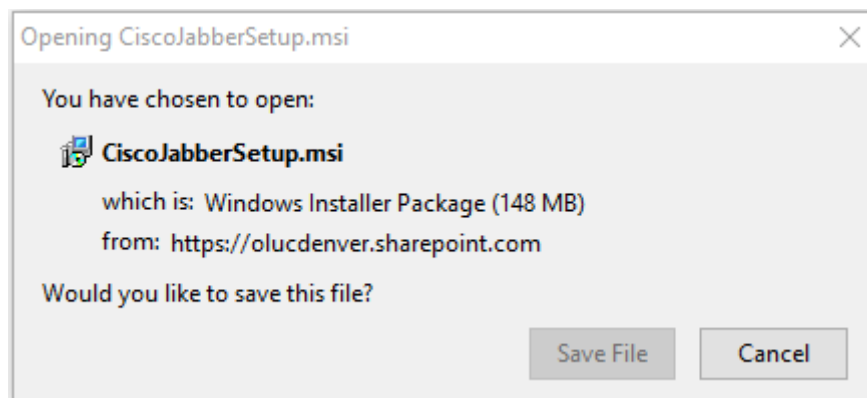
After you click the Next button, you will be redirected to the university Web login window with your login already populated.

Enter your university *password* in the university branded Web Login window. **Click** the *Login* button.

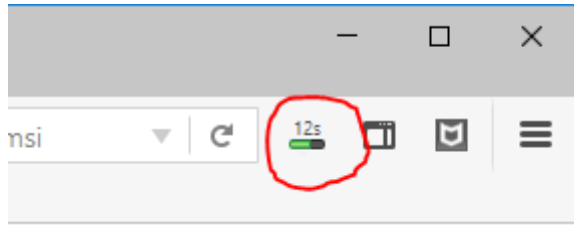


The image shows a web browser window titled "Denver | Anschutz". The page has a header with the university logo and name. Below the header, the title "Web Login" is displayed in a large, bold font. Underneath, a message says "Please sign in with your university credentials". There are two input fields: "Username or email" containing "jarrod.weston@cuanschutz.edu" and "Password" with masked characters. A large, gold-colored "Login" button is at the bottom.

Your system default web browser will open and the Opening CiscoJabberSetup.msi box will appear in a few moments. **Click** the *Save File* button.



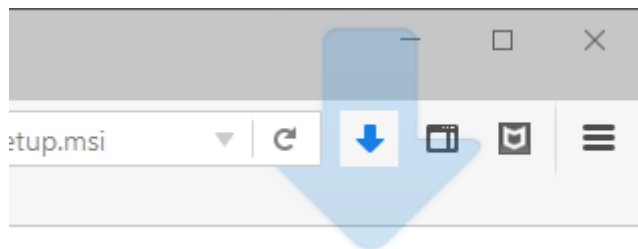
You should see your browser's download status changing as the installation file is being downloaded. This is an example of Mozilla's Firefox v44.0.1 download status.



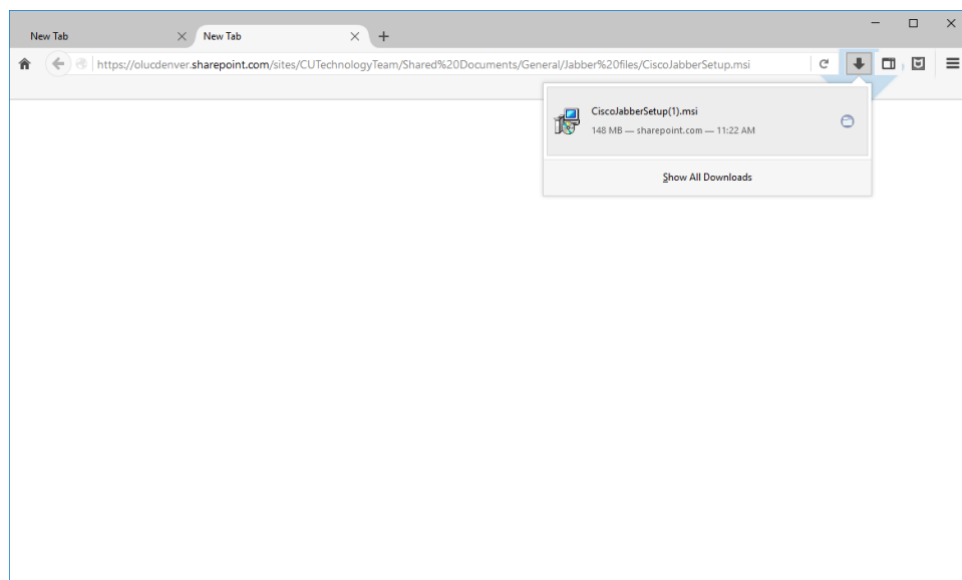
When the download is completed, your browser will provide a sign the browser has completed downloading the files. **Navigate** to the *browser's download folder* where the browser places its downloaded files by default.

Note - This file may change depending on the browser used and the user's preference choices.

In this case, Firefox, **click** the *download arrow button*.

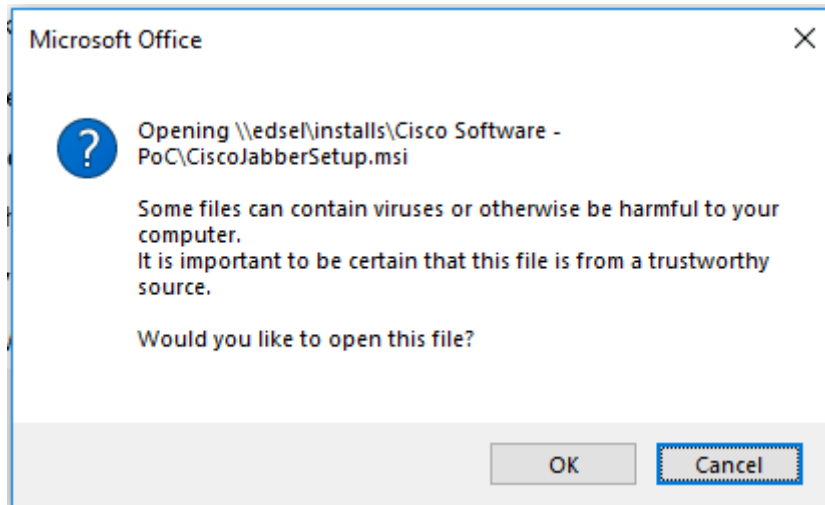


Click the CiscoJabberSetup.msi file from the pop up file listing. This will begin the installation process.



Installation of the software:

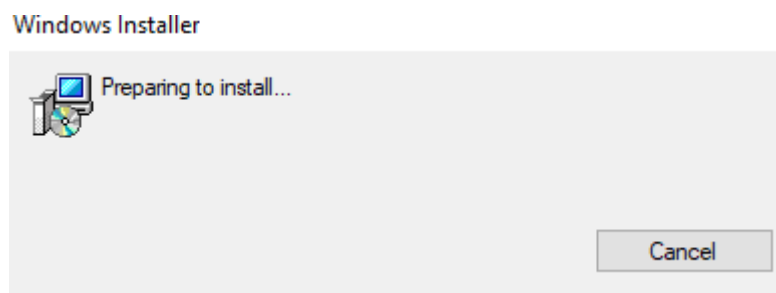
You may receive a security prompt after clicking the link above. If so, **Click** the **OK** button.



Monitor and respond to the installation routine where prompted (the License Agreement).

The rest of the routine is automated.

The Windows installer will initiate the process after a few moments. Please be patient.



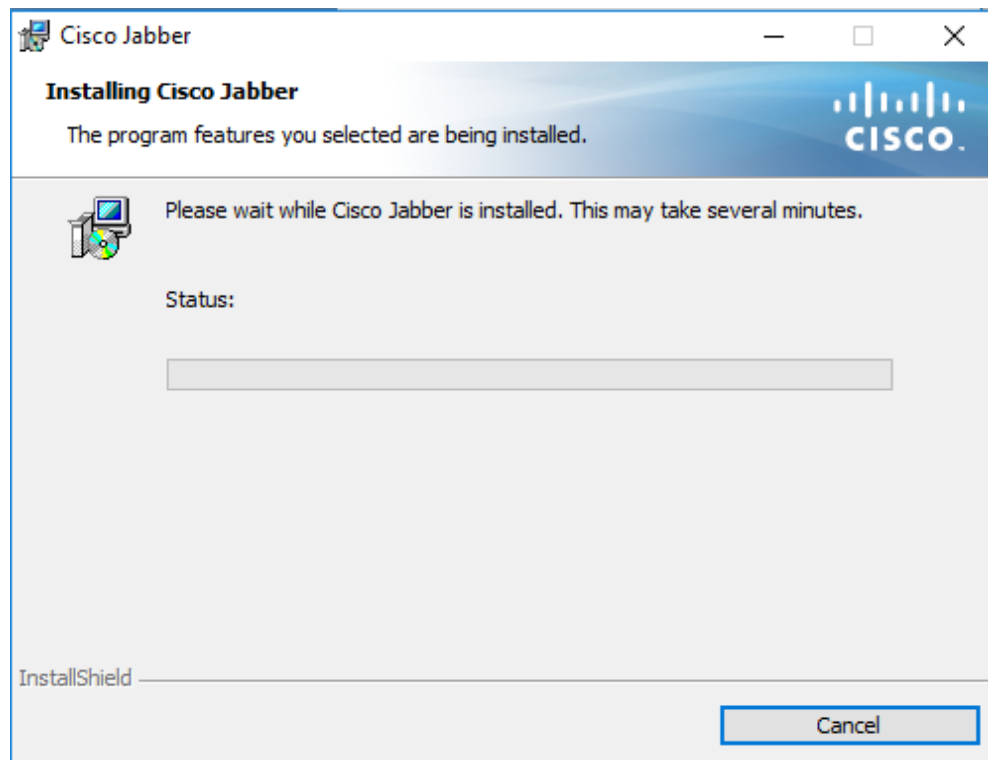
After the installation initiation completes the routine will determine space requirements.



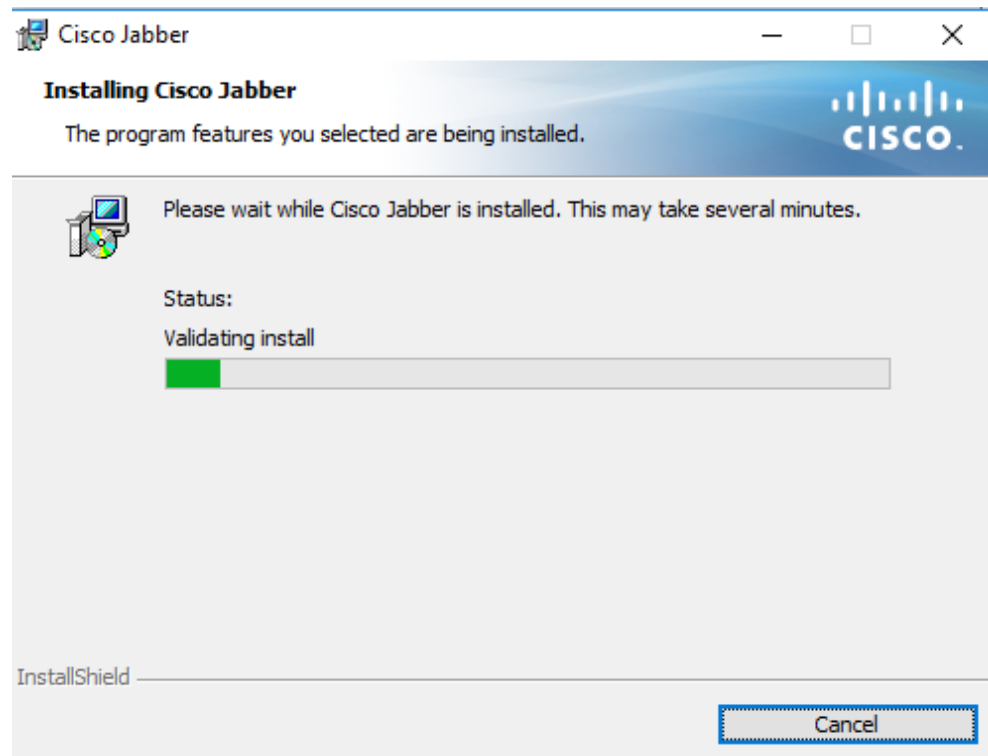
Once space requirements are determined AND the target system will support those requirements, **click** the *Accept and Install* button.



The installation routine will commence.



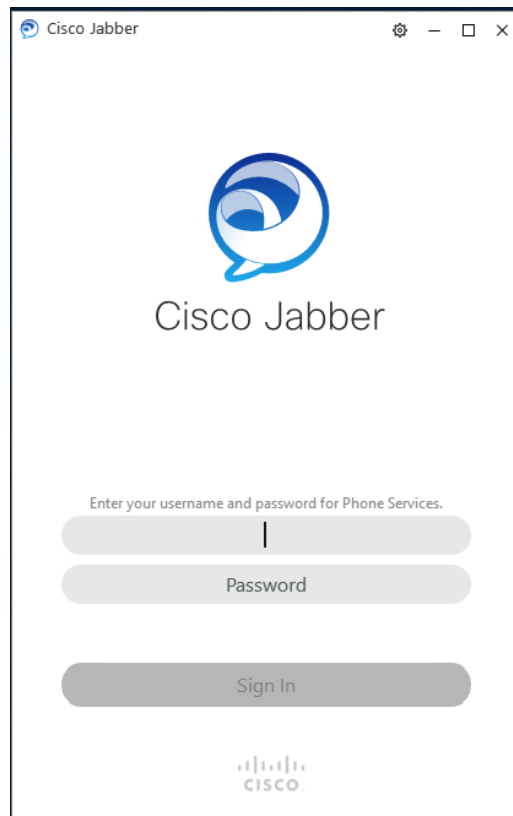
The progress bar will grow and status messages will change during the installation routine.



Once the installation completes, final window will appear. **Uncheck** the *Start Cisco Jabber* box if you do **NOT** want Jabber to run immediately. If you do want the Jabber application to run immediately, keep the box checked and **click** the *Finish* button.



If you have elected to start Jabber at the conclusion of the installation routine, you will be presented with the Cisco Jabber Login Window.



Note – Depending on a number of factors including VPN use, site of access, or software versions, you may be required to enter either of the following as your username:

University User Name (if presented at this prompt) or,

University email address as below:

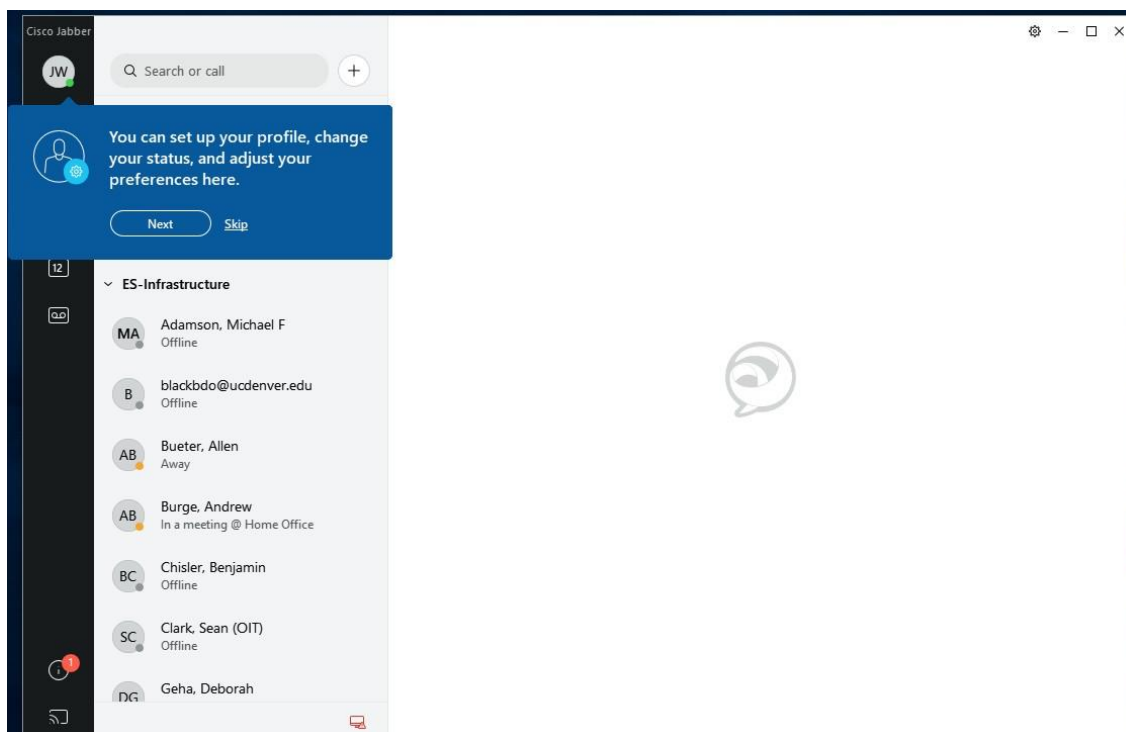
- For CU Anschutz users, it should look similar to firstname.lastname@cuanschutz.edu
- For CU Denver users it should look similar to firstname.lastname@ucdenver.edu

Enter your password. Click the Sign In button.

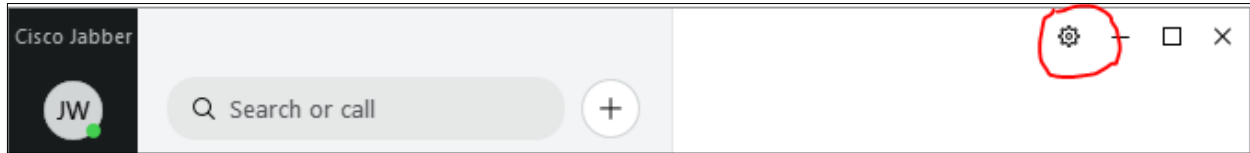
Confirm the correct version was installed (in this example it is v12.8.0.xxxx.x)

After you successfully login, the application will be ready for your use.

Note - First time installers will have a blank contacts pane. If you are upgrading from a previous installation, your contacts previously administered will be presented in this pane for you.



Confirm you have installed the intended version by **clicking** the *Settings Cog* in the upper right hand order.



You are ready to begin using Cisco Jabber. If you have additional installation questions, please contact the OIT Service Desk at 303.724.4357.