

## JABBER FOR MAC - INSTALLATION & USER GUIDE

### INTRODUCTION

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

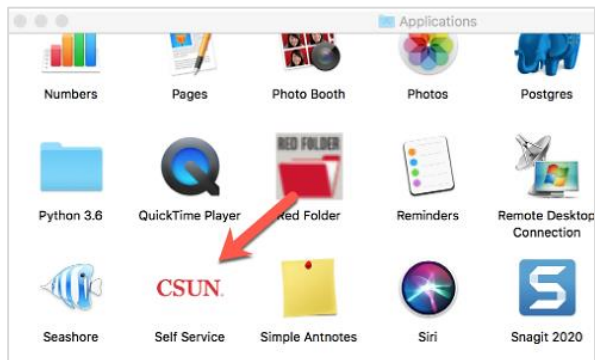
**Note:** Before you install this software you must complete the [Jabber Request Form](#).

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

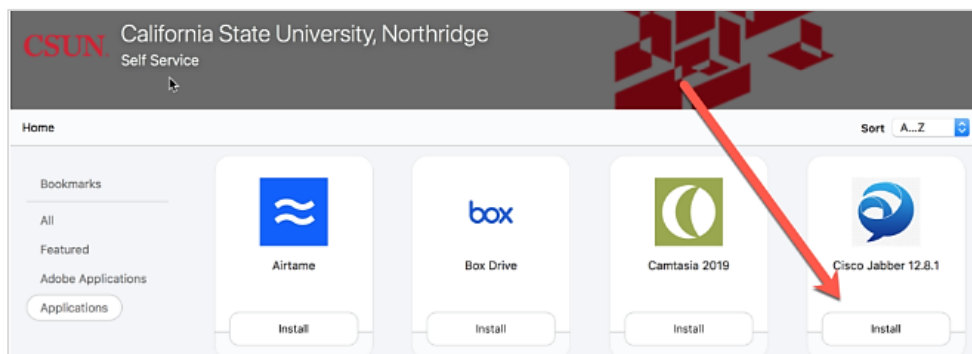
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To install Jabber on your CSUN-owned device, you must be connected to [CSUN's GlobalProtect VPN](#).

1. Under **Applications**, open **Self Service**.



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

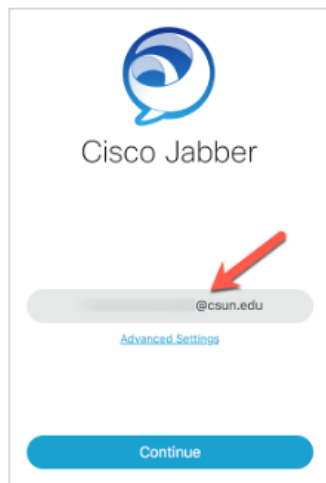


3. Jabber will download and install. Once installation is complete, the 'Install' will change to 'Uninstall'.

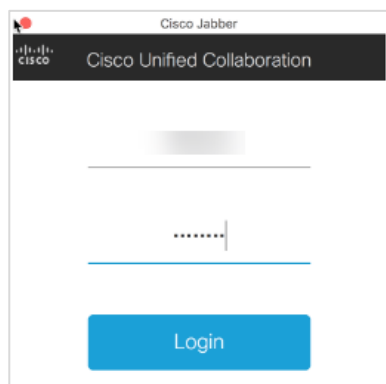
4. Open **Finder** > go to **Applications** > Double-click on **Cisco Jabber** to launch the application.



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



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

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To install Jabber on your personally-owned device you must be connected to [CSUN's GlobalProtect VPN](#).

1. Go to the [Software Downloads](#) 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

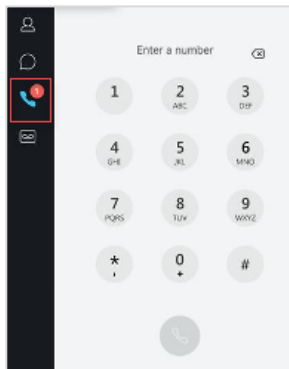
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You must be on [CSUN's GlobalProtect VPN](#) to receive and make calls with Jabber.

### *How to Make a Phone Call*

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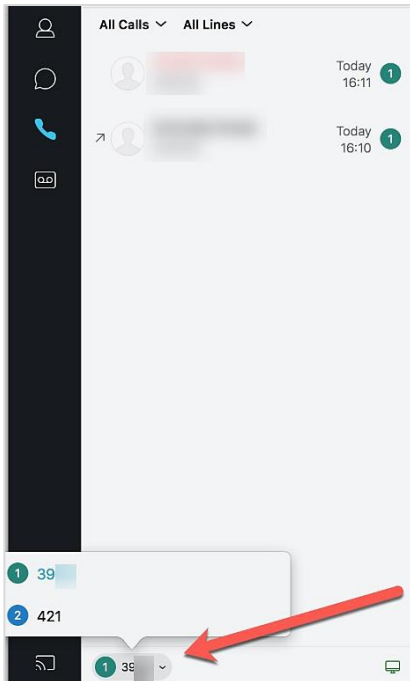
1. Launch Jabber from **Applications**.
2. Select the **Telephone** icon.



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.

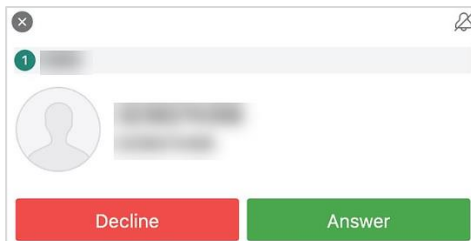


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## How to Receive a Phone Call

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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?

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