

JABBER FOR WINDOWS - INSTALLATION & USER GUIDE

INTRODUCTION

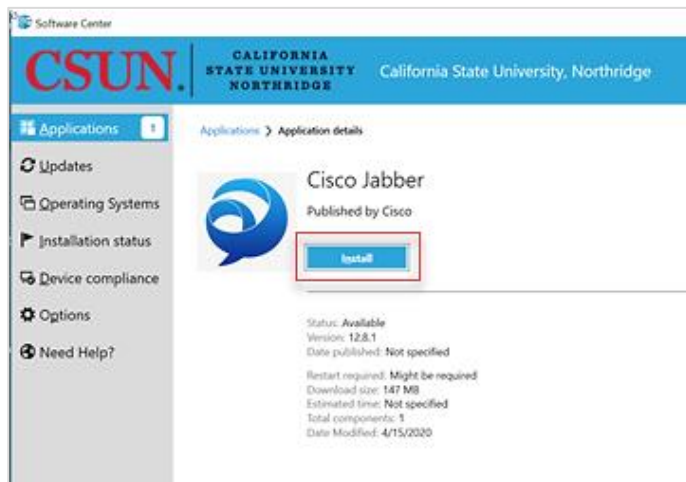
Jabber allows you to connect and collaborate with your CSUN colleagues via softphone, using your Windows or Mac. This guide provides instructions for the **Windows** operating system for both CSUN-owned devices and personal devices.

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

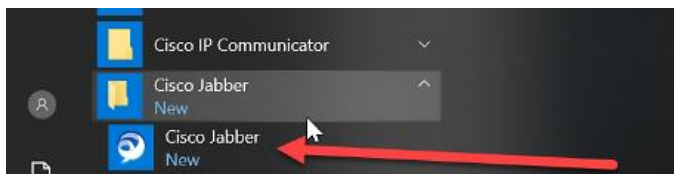
INSTALLING JABBER ON YOUR CSUN-OWNED WINDOWS DEVICE

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

1. In the Windows **Search** bar at the bottom left of your screen, type in **Software Center**, and then select the **Software Center** menu item.
2. Select the **Cisco Jabber** product icon.
3. Select the **Install** button to begin the installation process. The installation process takes 2-5 minutes to complete.



4. Close the **Software Center** once installation is complete.
5. Press the **Windows** key on the keyboard > Search for **Cisco Jabber** > select **Cisco Jabber** to launch Jabber.



6. Log in to Jabber using your CSUN credentials.



7. **Jabber** is ready for use. For instructions on how to use Jabber, see the section titled **Using Jabber**.

INSTALLING JABBER ON A PERSONALLY-OWNED WINDOWS DEVICE

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

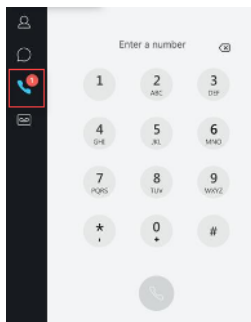
1. Go to the [Software Downloads](#) page and log in with your CSUN credentials.
2. Select **Cisco Jabber Smartphone for Windows** and follow the installation instructions.
3. The **Jabber** icon now displays in your application list and is ready for use. For instructions on how to use Jabber, see the section titled **Using Jabber**.

USING JABBER

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

How to Make a Phone Call

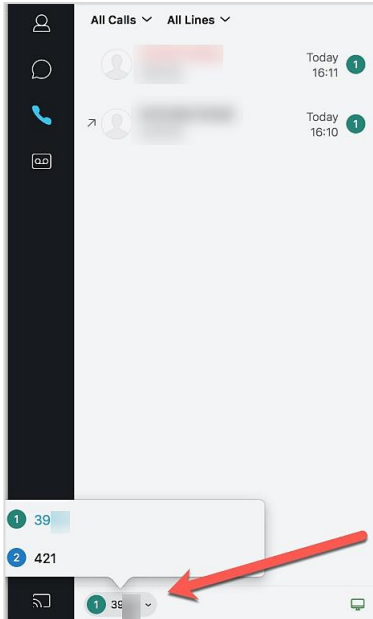
1. Launch Jabber from your application list.
2. Select the **Telephone** icon.



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.

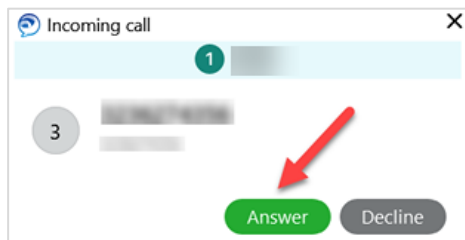
Making a Call from a Different Line

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 the bottom right of 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 (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).