Southern Connecticut State University

Cisco Jabber Installation – Mac

Introduction

The following steps will walk you through how to install and log into the Cisco Jabber application on Mac machines.
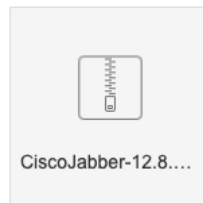
Prior Requirements

Prior to installing Cisco Jabber, ensure that you have the GlobalProtect VPN application installed and connected to SCSU's network. See our documentation on how to do so, if needed.
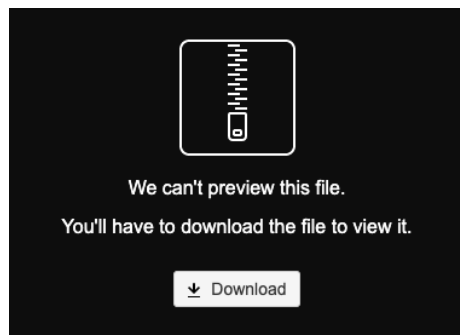
Installation

1. Open an internet browser. Go to: https://km.southernct.edu/display/RWR/Downloads
2. Sign in with your SCSU username and password.
3. Find and select the Cisco Jabber Mac installation file.

Mac Installation File:

CiscoJabber-12.8....

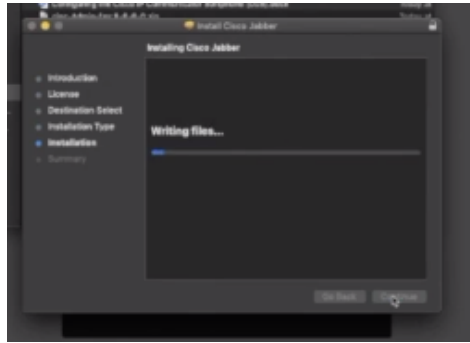4. Select "Download".

We can't preview this file.
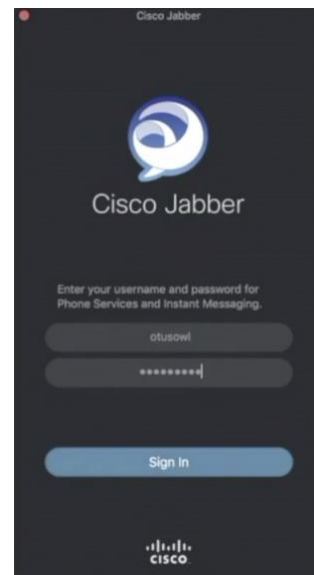You'll have to download the file to view it.

⬇ Download

5. Open the installation file while finished downloading.
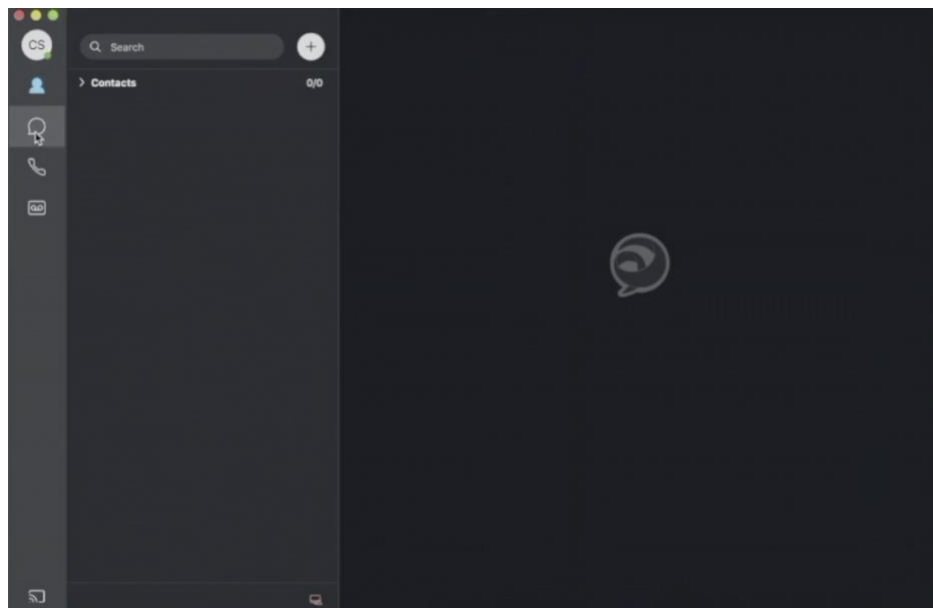6. The installer will walk you through the installation.

7. Once finished installing, open the Cisco Jabber application, if not launched automatically.

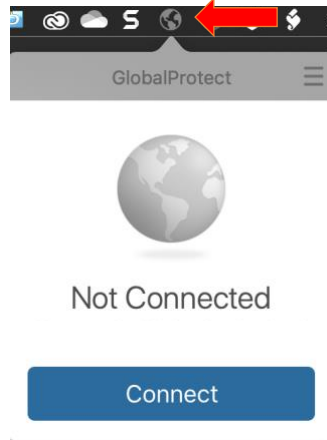8. Log in with your SCSU username and password.

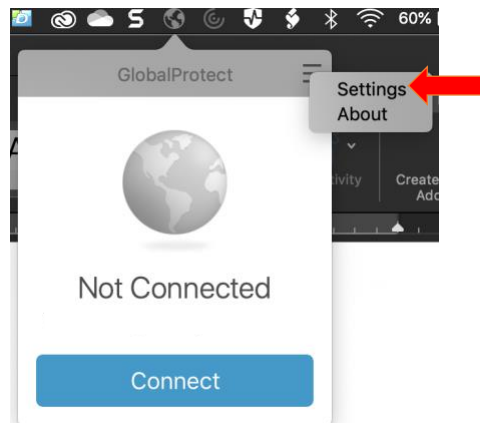9. Use the left-hand menu to navigate through chat, calls, voicemail, etc.
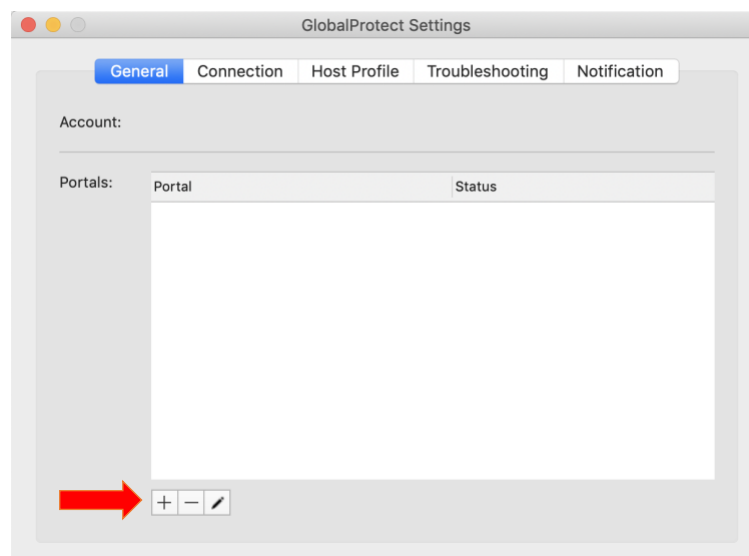
Troubleshooting

Issues connecting

1. Select the GlobalProtect icon on your top toolbar.

2. Select the three bars on the top-right corner of the window, then "Settings".

3. Select the + symbol.

4. Enter "remote.southernct.edu" and selct "Save".
5. Open GlobalProtect from the toolbar again. Select "Connect".