Southern Connecticut State University

Cisco Jabber Installation – Windows

Introduction

The following steps will walk you through how to install and log into the Cisco Jabber application on Windows 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.
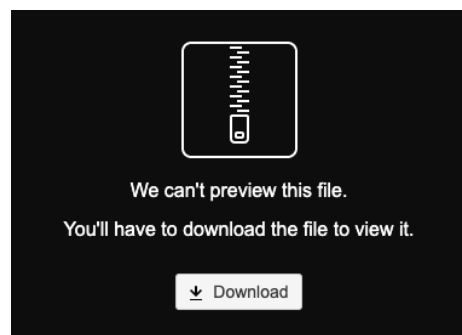
Installation

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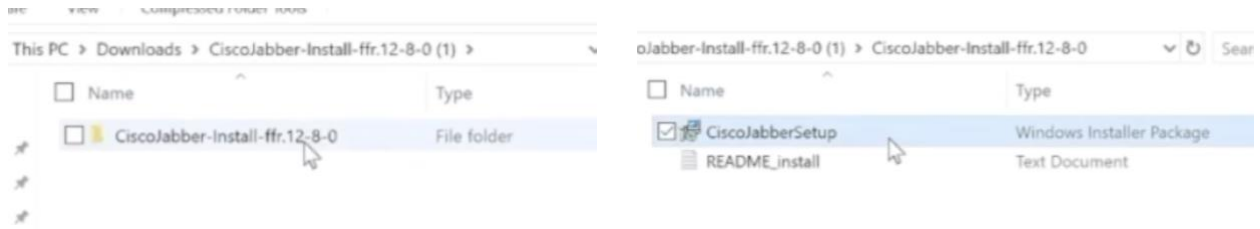3. Find and select the Cisco Jabber Windows installation file.
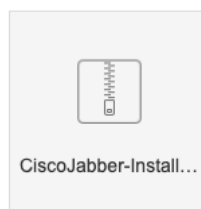
4. Select "Download".

5. Open the installation file when finished downloading.

6. Open the "CiscoJabber-Install-ffr.12-8-0" folder, then the "CiscoJabberSetup" Windows installer package.
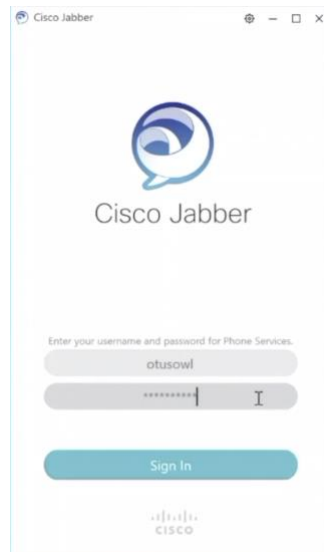

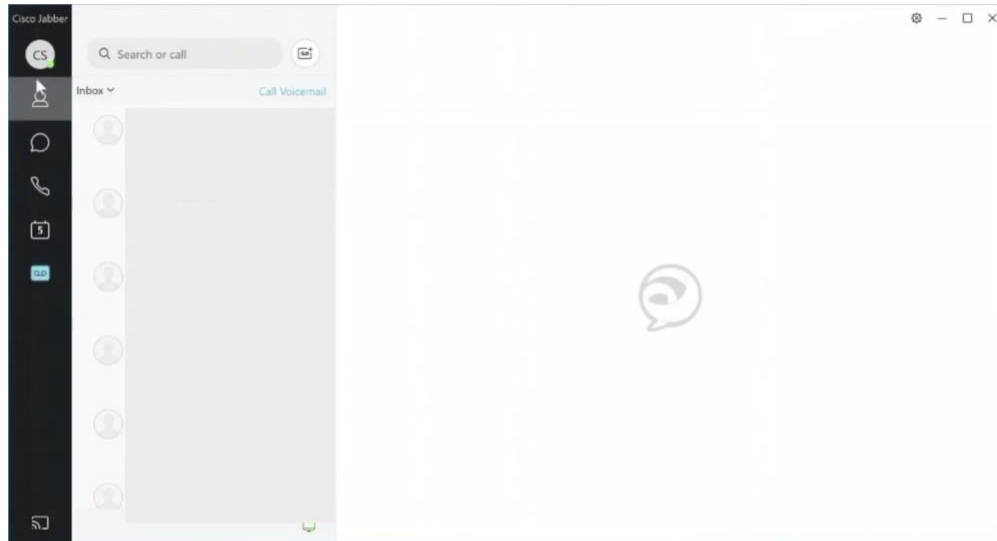7. Follow the prompts on the installer.

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

9. Log in with your username and password.

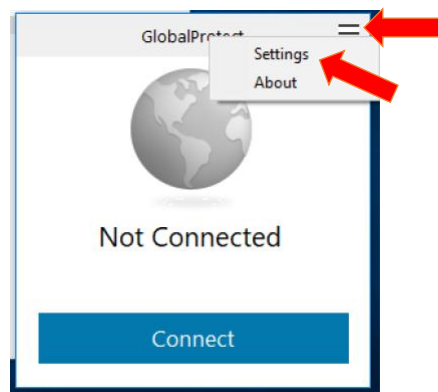10. Use the left-hand menu to navigate through chat, calls, voicemail, etc.

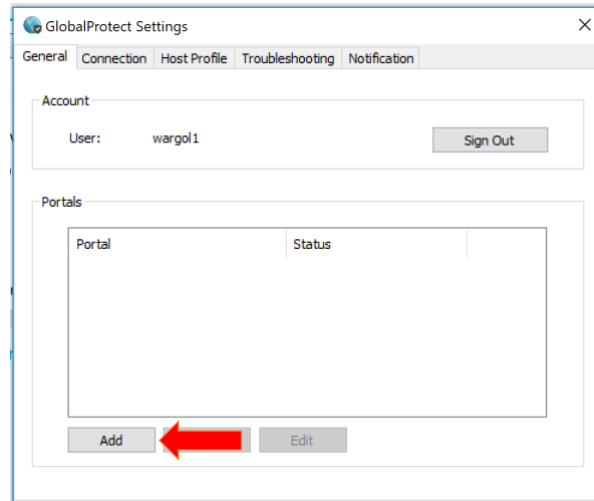# Troubleshooting

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 "Add".

4. Enter "remote.southernct.edu" and selct "Save".

5. Open GlobalProtect from the toolbar again. Select "Connect".