

Cisco
Jabber
Guide



St. Lawrence
College

This manual contains
information about how to
sign into Cisco Jabber

July 2024

Sign into Jabber

About

Cisco Jabber (Softphone) is an all-in-one communication tool that gives you the functionality of a telephone on your computer or mobile device. Jabber is also an option for group chat.

Sign In Instructions

Step 1: Launch Cisco Jabber by double clicking the desktop icon.



Step 2: If this is your first time using Jabber, or you have reset Jabber, you will enter your full St. Lawrence College e-mail address and click 'Continue'



Cisco Jabber

first.last@sl.on.ca

[Advanced settings](#)

Continue



Step 3: You should now see your username in the first field. Type your password in the password field. You use the same password you would use when signing into slc.me



Cisco Jabber

Enter your username and password for Phone Services.

FLast

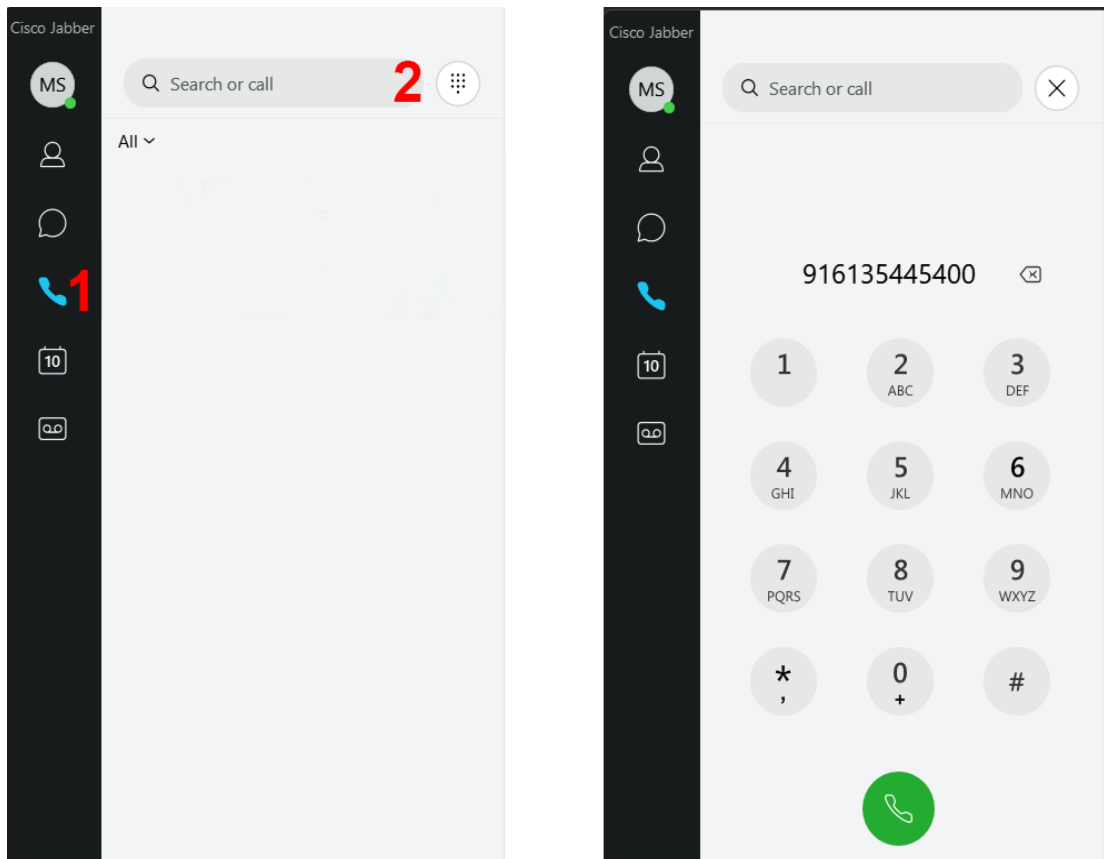
Sign In



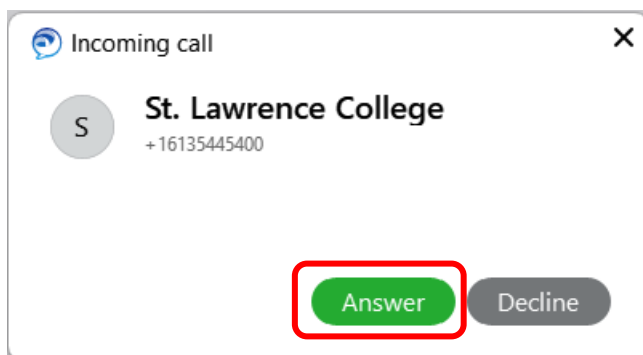
Using Jabber

Answering and receiving calls

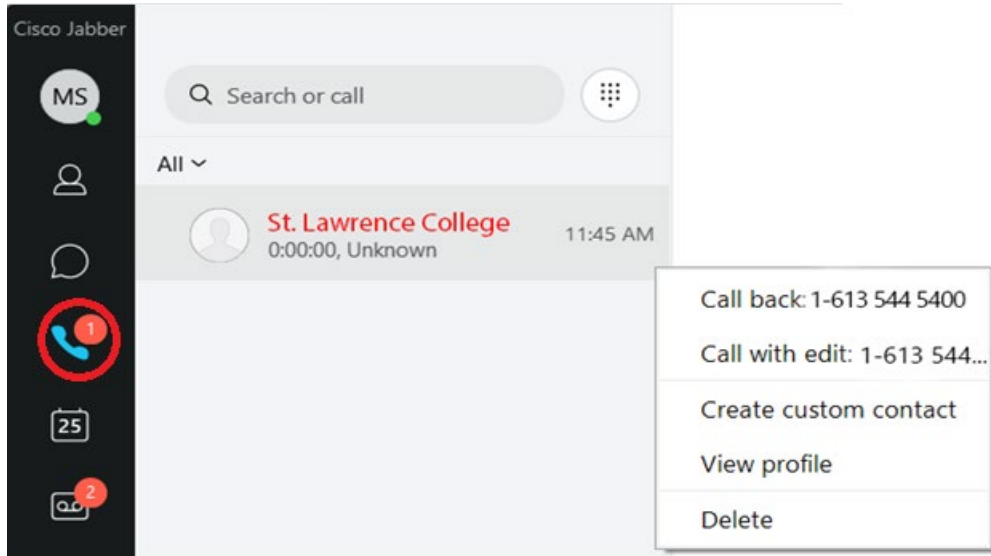
Calls can be placed by clicking the Calls button, then you can either search for a user or click the Dialpad button to enter a phone number or extension. **You must dial 9 before the rest of the phone number if you're calling external phone numbers.**



Incoming calls can be answered by clicking Answer on the incoming call notification.

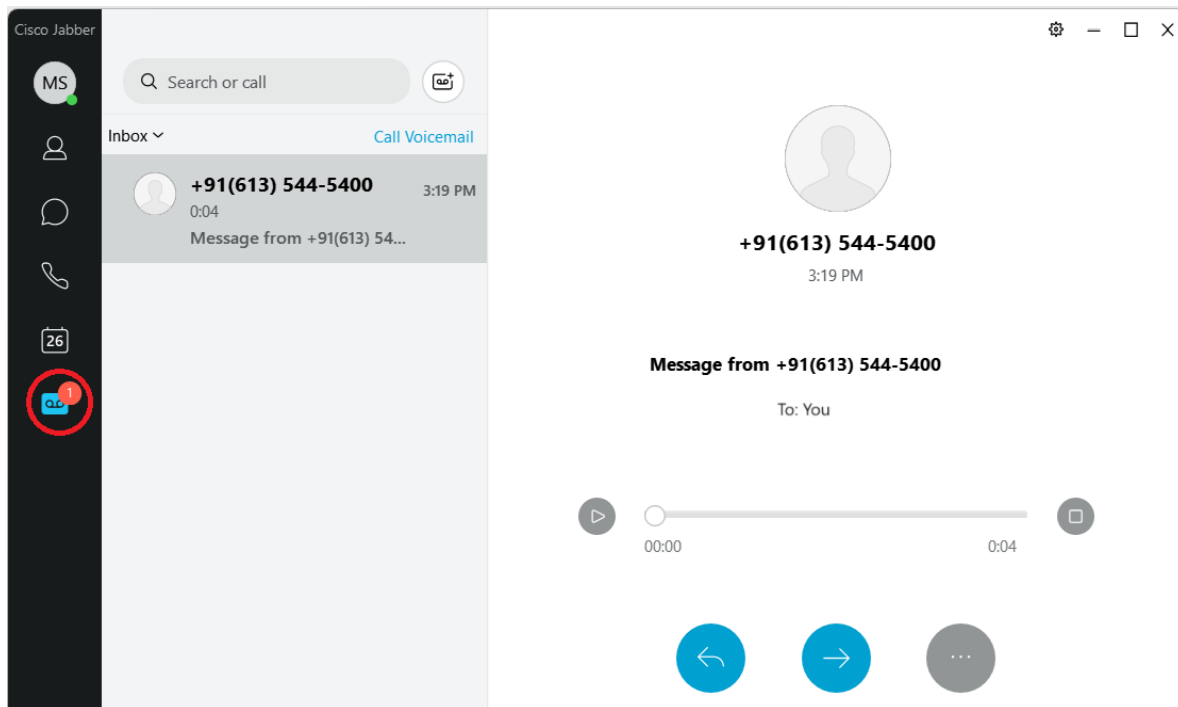


The Calls button will indicate if you have any missed calls. You can view your call history while in the calls view. You can right click a record to view additional information about missed calls. Remember you need to dial '9' in order to place an outside call.



Voicemail

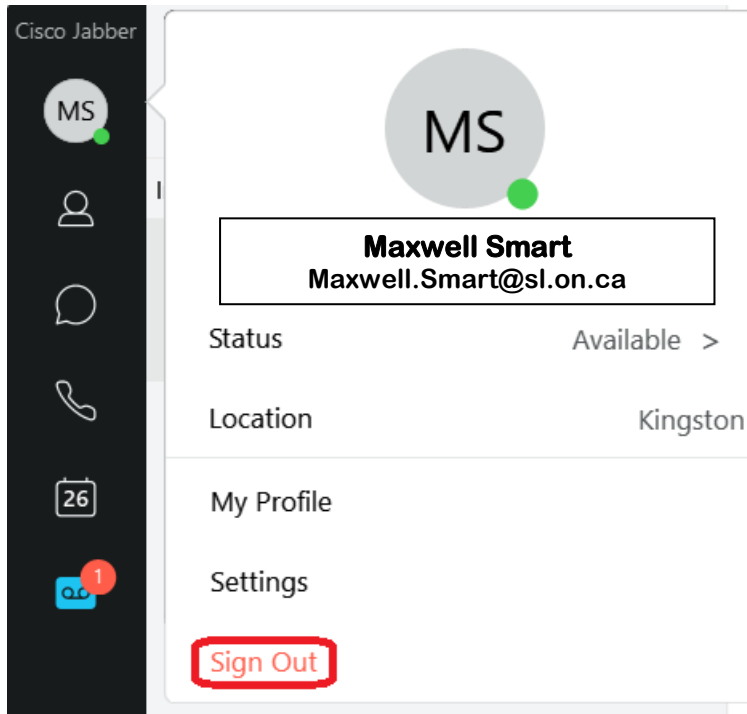
Voicemail can be accessed from the voicemail button. You will see a list of your voicemails on the voicemail screen. You will also receive an email copy of voicemail messages.



Troubleshooting Jabber

Resetting Jabber

If you're experiencing issues, it may be necessary to reset Jabber. If you're already signed in, you will first need to sign out.



Once you have signed out, or if you weren't signed in, you can then reset Jabber.



After resetting, you will need to sign in again.

911 NOTICE

Cisco Jabber is a softphone.

During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center, or the emergency response center may make errors when determining your location. **USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY.** If appropriate, please dial 5555 to be connected with campus security.

Full Jabber user guide can be found here. As of June 2024, St. Lawrence College uses Jabber version 14.1

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/userguide/cjab_b_cisco-jabber-user-guide.html