

Cisco Jabber Guide



St. Lawrence College

This manual contains information
about how to sign into Cisco
Jabber

September 2026

Quick summary

1. If you're using on-campus Wi-Fi, you must connect to SLCCConnect, eduroam, or SLC to access Jabber.
2. Launch Cisco Jabber by double clicking the desktop icon.



3. If you're on-campus, **skip to step 4**. Enter your full St. Lawrence College e-mail address and click continue.



Cisco Jabber

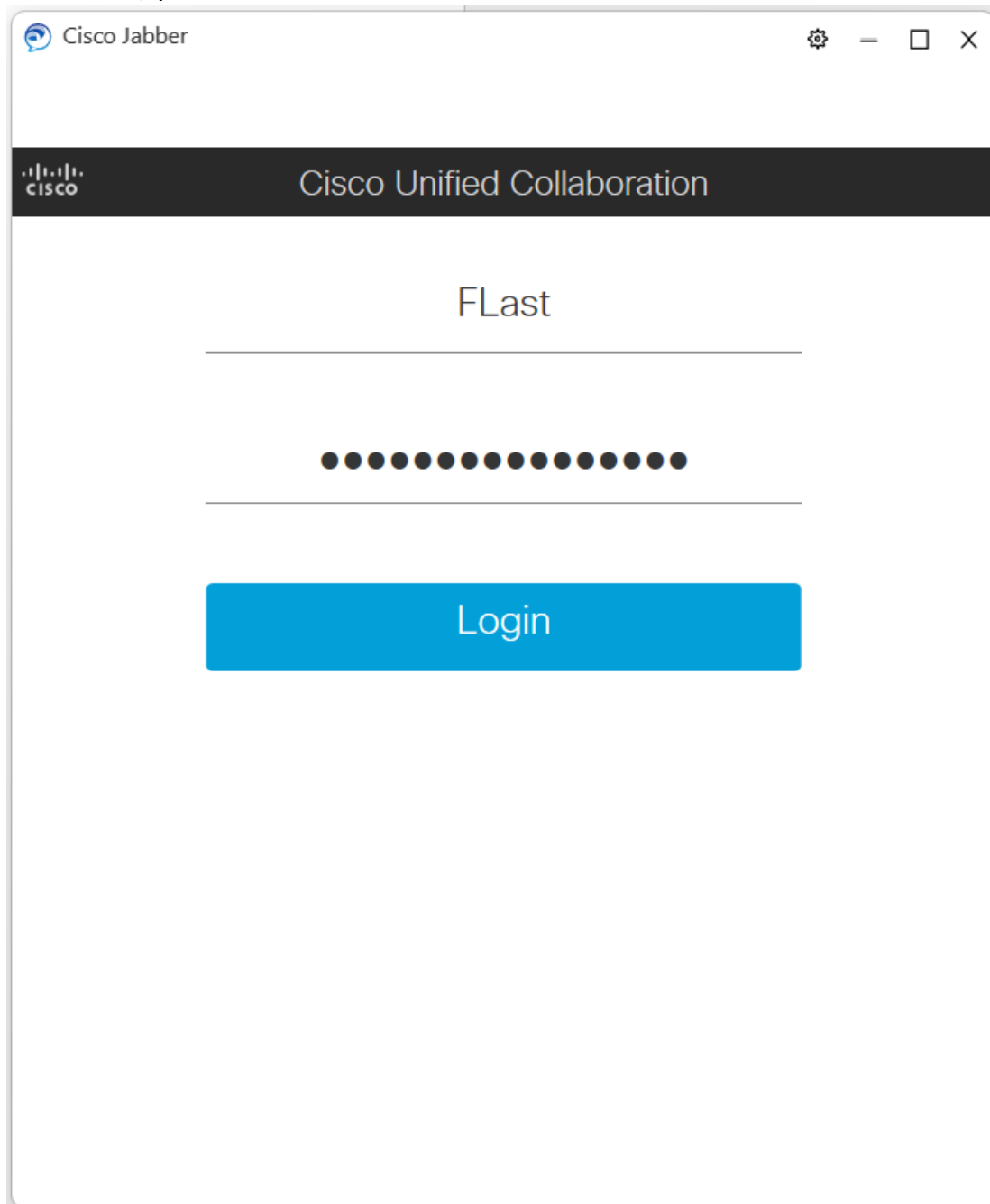
first.last@sl.on.ca

[Advanced settings](#)

Continue



4. You can now enter your username and password. Use the same password you use to sign in to slc.me. Your username **may be** the first letter of your first name followed by your last name (*for example, jsmith*), or it **may be** an automatically generated username in the format e-xxxxx, where x represents a letter or number (*for example, e-a1b2c*). If you do not know your username, please contact ITS.

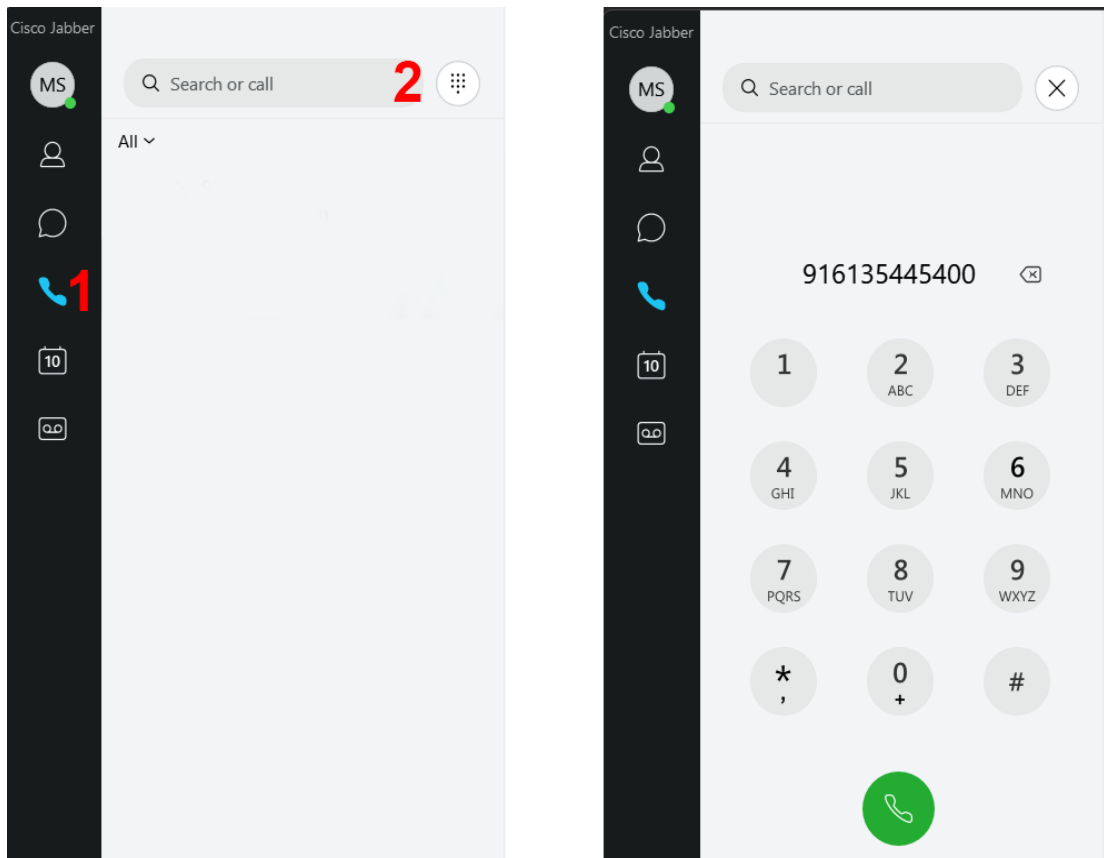


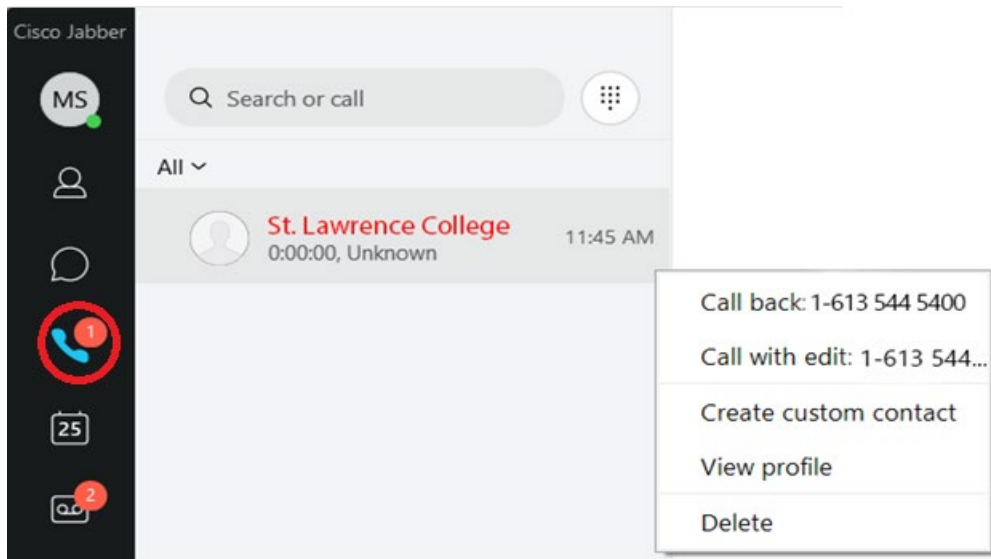
The image shows a screenshot of the Cisco Jabber login window. The window title bar reads "Cisco Jabber" and includes standard window controls (gear, minus, square, and X). Below the title bar is a dark header bar with the Cisco logo on the left and the text "Cisco Unified Collaboration" in the center. The main content area is white and contains a login form. The form has two input fields: the first is labeled "FLast" and the second is a password field represented by a series of dots. Below these fields is a large blue button with the text "Login".

Using Jabber

Answering and receiving calls

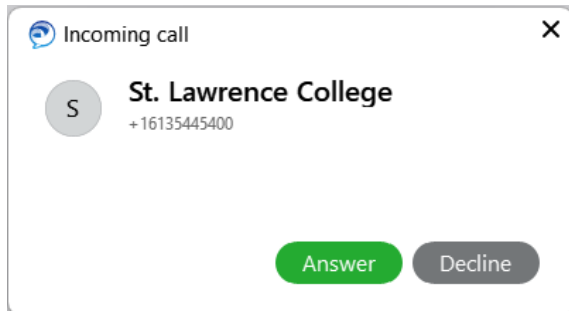
Calls can be placed by clicking the Calls button, then you can either search for a user or click the Dialpad button to enter a phone number or extension. **You must dial 9 before the rest of the phone number if you're calling external phone numbers.**



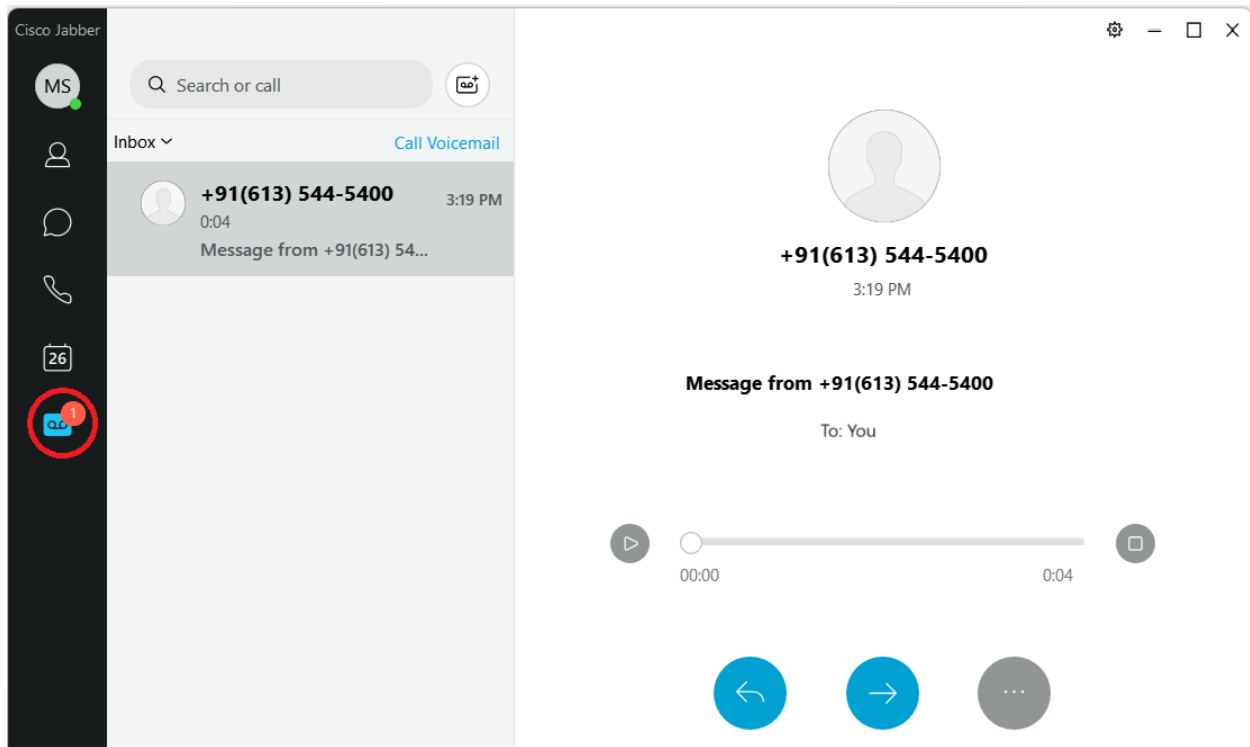


You can view your call history while in the calls view. You can right click a record to view additional information about missed calls. Remember you need to dial 9 to place an outside call.

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



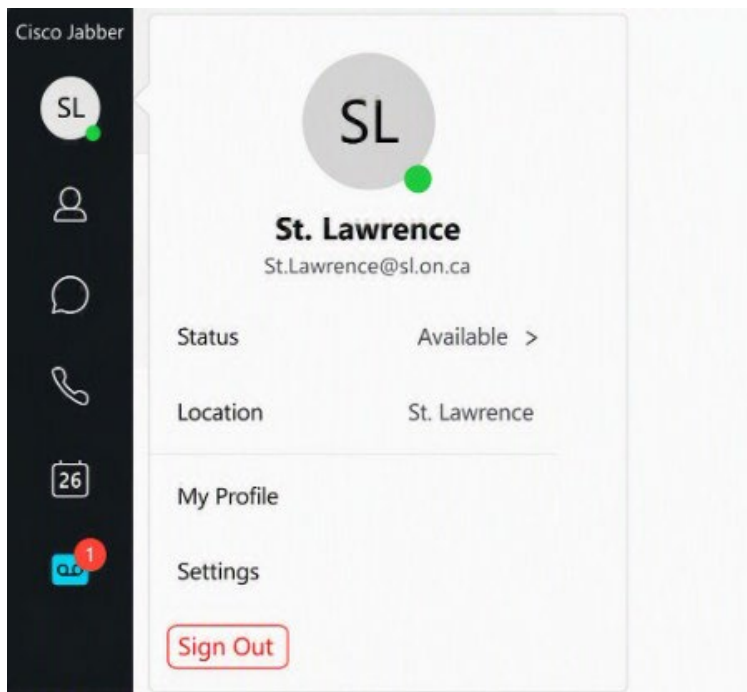
Voicemail



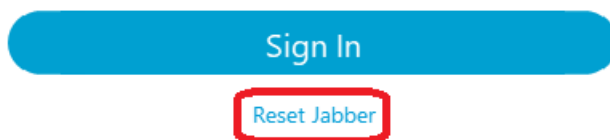
Voicemail can be accessed from the voicemail button. You will see a list of your voicemails on the voicemail screen. You will also receive an email copy of voicemail messages.

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 September 2026, St. Lawrence College uses Jabber version 15.3

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