

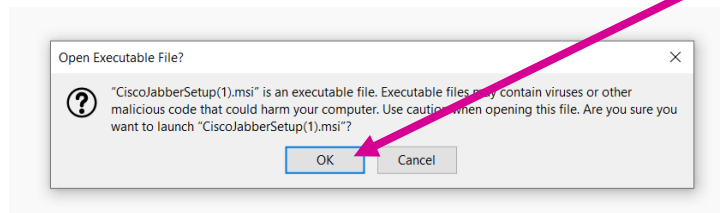
**Important: A Jabber Account must be created by Telecom prior to installation. Open A Service Now Ticket Requesting this or contact the Help Desk for new account requests.**

## **Installing the Jabber Client:**

Browse to one of the following two links to download the Jabber Client (Windows or Mac Version)

- Windows: <https://www.bentley.edu/files/jabber/windows/CiscoJabber-Install-ffr.14-1-3.zip>
- Mac: <https://www.bentley.edu/files/jabber/mac/CiscoJabberMac-14.1.3.307311.pkg.zip>

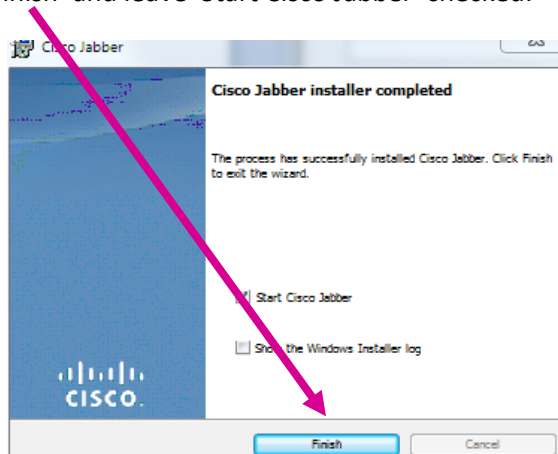
Click 'Save' when pop up window opens. After download completes, unzip and run the installation. When you launch the install file, if you see a security message similar to this, click 'OK':



On the next screen, click 'Accept and Install'



On the next screen, select 'Finish' and leave 'Start Cisco Jabber' checked:



# Logging into the Jabber client

**IMPORTANT:** If you are installing Jabber remotely, at this point of the install you must be on VPN to successfully complete the process. If not, you will not be able to log in and the server address you enter in Advanced Settings will not be detected. Remember, any time you use Jabber remotely, you must be on VPN.



Launch the Jabber App and click on Advanced Settings:

username@example.com  
Advanced settings

Select  
Cisco Communications Manager 9 or later

Select use the following server and enter  
vm2-ucs.ad.bentley.edu

Click SAVE

Advanced Settings

Select your account type:

- Automatic
- Cisco IM & Presence
- Webex Messenger
- Cisco Communications Manager 9 or later
- Teams Messaging

Login server:

- Use the default server
- Use the following server

Server address: vm2-ucs.ad.bentley.edu

Save Cancel

Login in the 1st time with your Bentley long name and click continue.



wrizzo@bentley.edu  
[Advanced settings](#)

Continue



Jabber should recognize your longname and modify it to your shortname:

Enter your username and password for Phone Services.

WRIZZO

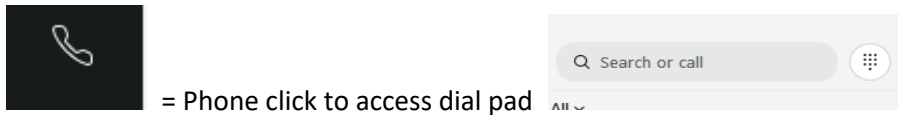
|




Sign In

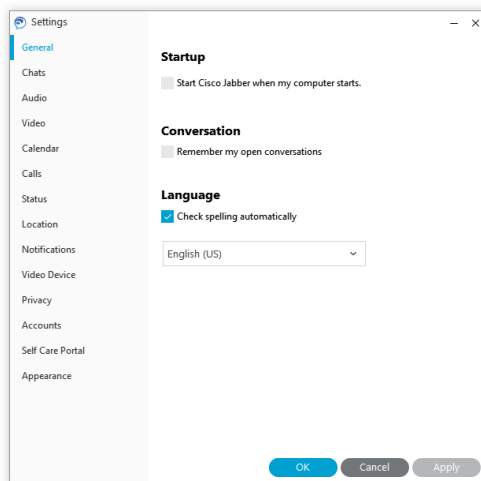
After your shortname appears, log in using your Bentley Network password and click sign in.

## Navigating the Jabber Client

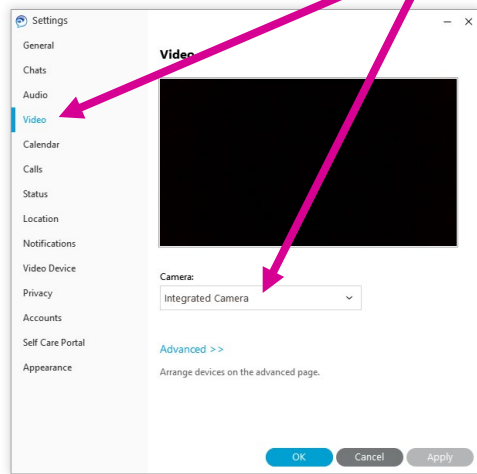
Once the Jabber Client opens you will see the following links on left.



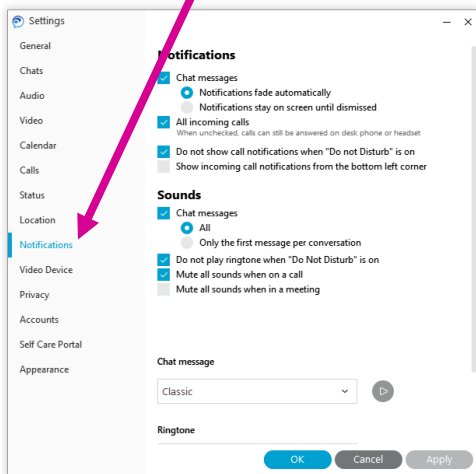
**Client settings** can be changed by clicking the Gear in upper right of the app screen:  —  



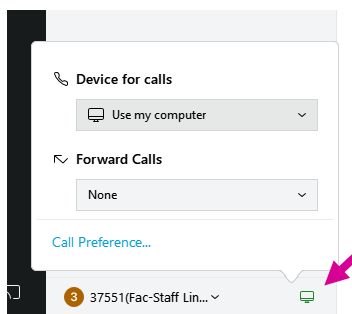
Important settings to check are video settings...



... and your notification settings:



**Call Settings** allows you to choose to use your computer to receive phone calls. These options can be changed by using the green icon on the bottom left of the app screen:

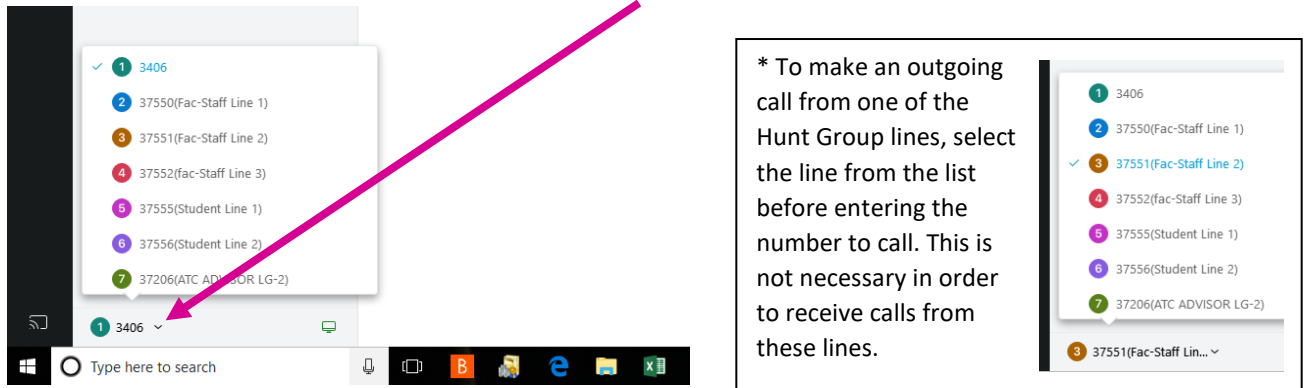


## Logging into the Hunt Group

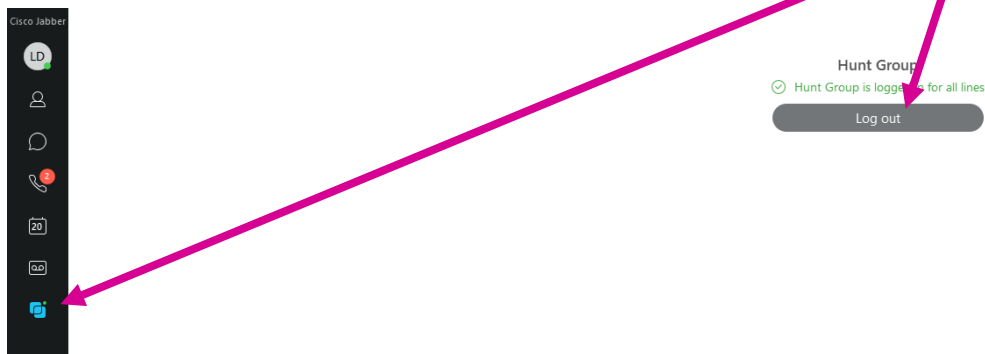


Click on the Hunt Group icon, then click Login (green box)

At the bottom left of the Jabber window, click the drop down arrow to show all available lines:



**WHEN YOU ARE DONE USING THE HELPDESK HUNT GROUP BE SURE YOU LOG OUT OF THE HELPDESK HUNT GROUPS (AND NOT JUST X OUT OF JABBER)**

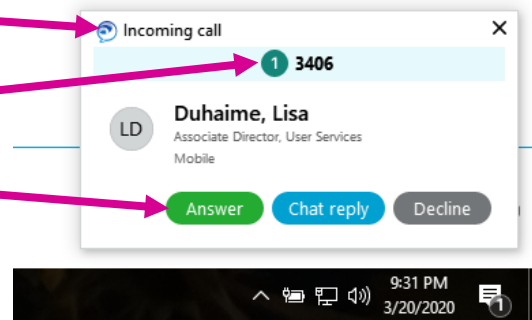


You are now logged out of the hunt group but are still logged into your Bentley extension in Jabber.

## Answering Calls

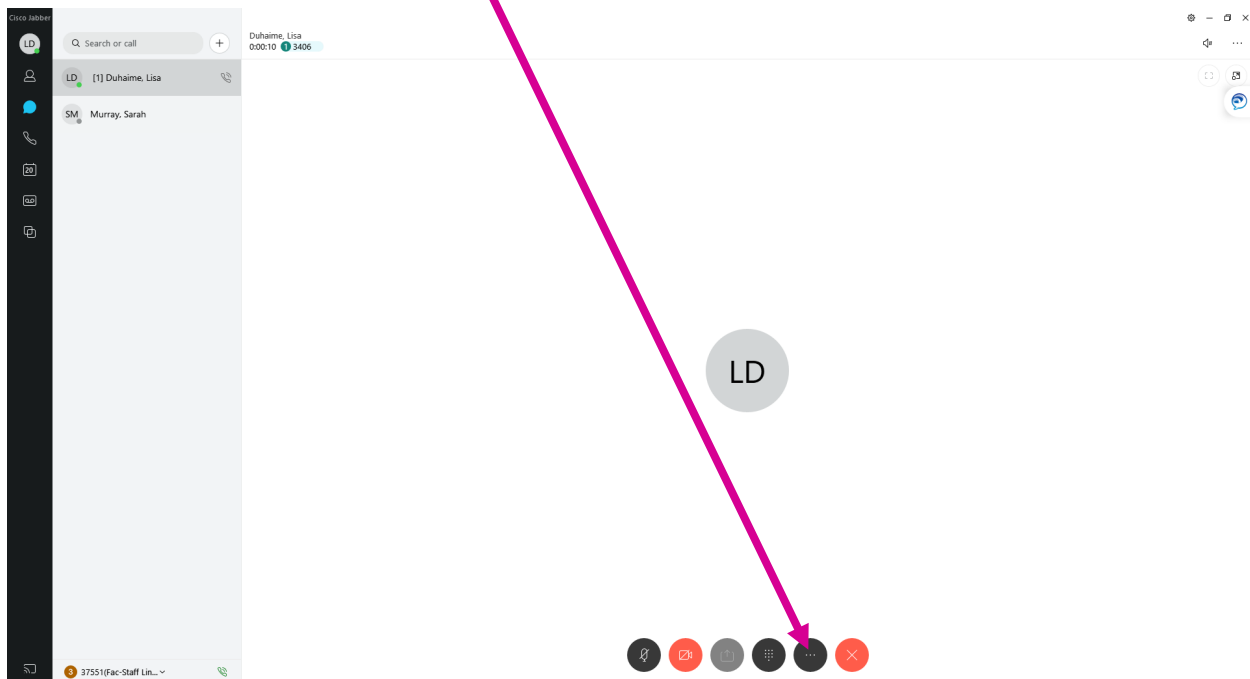
With Jabber logged in, incoming calls will:

- display a popup notification in the bottom right corner of your display
- show what line the call is coming in on
- include a green "Answer" button to allow you to take the call

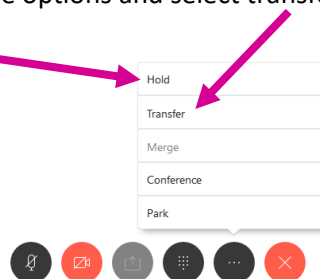


## Transferring Calls

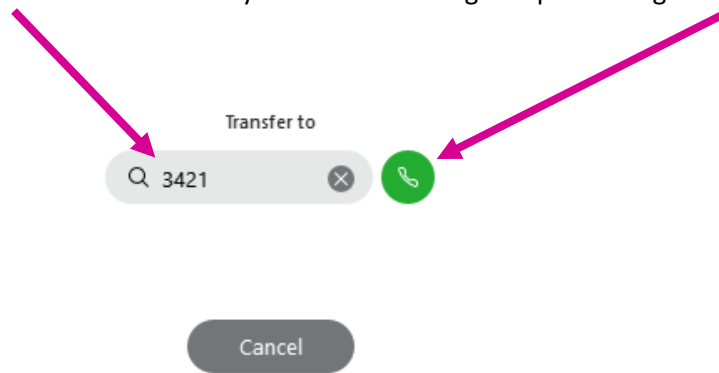
To transfer an active call, select the ellipses option in main call screen:



Place the call on hold and then return to the same options and select transfer from the pop-up options:

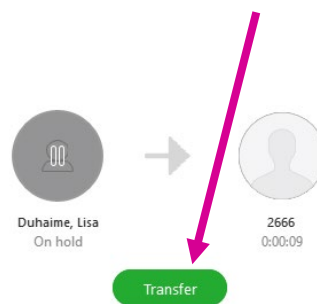


In the transfer to box, enter the number to which you are transferring and press the green phone icon:

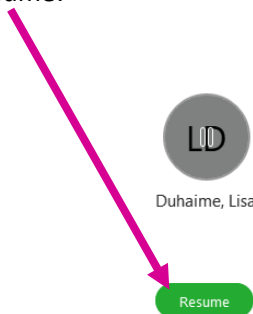


*\*Note that for Bentley campus numbers, you need to only enter the 4-digit extension (because you are on campus either physically or via VPN to access the Jabber client, you are making an on-campus call).*

Once connected to the target extension, click the green Transfer button to complete the transfer:



To return to a call on hold, click Resume:



For more details please review the instructions and video from Cisco - <https://www.cisco.com/c/en/us/products/unified-communications/jabber/index.html>

\*If you have any issues with this process, please contact the Helpdesk or create a ticket in Service Now by sending an email to [helpdesk@bentley.edu](mailto:helpdesk@bentley.edu)