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.
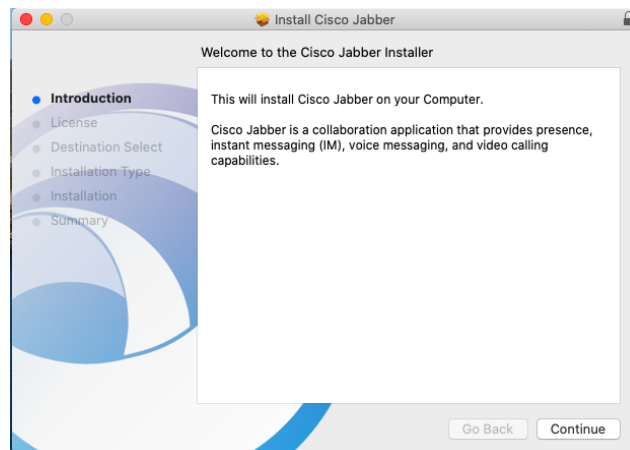
1. **Browse to the following links to download the Jabber Client (Mac Version)**

   Note-You must use the Safari Browser for this, if it isn't your default browser, copy/paste the link into the Safari browser window:
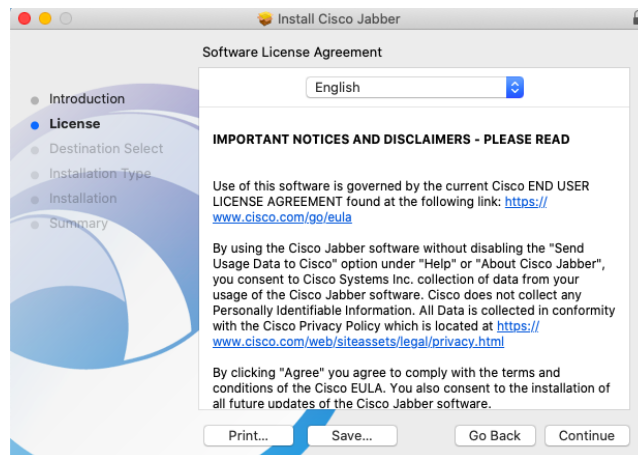   **https://www.bentley.edu/files/jabber/mac/CiscoJabberMac-14.1.3.307311.pkg**

2. **Launch the install package and run through the installation process**

   On the Introduction screen, click 'Continue'

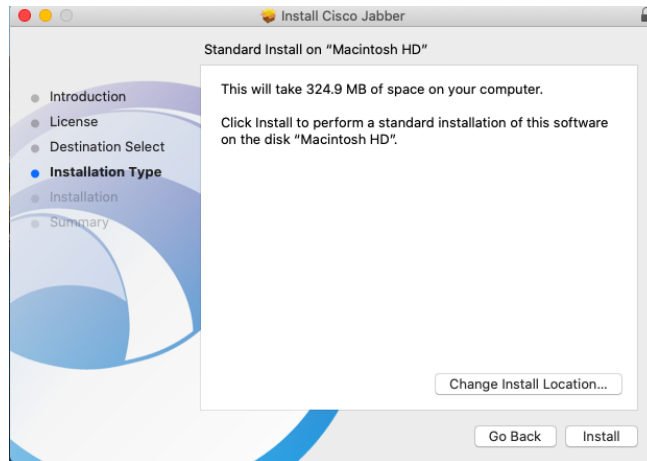On the License Screen click 'Continue'

Click 'Agree'

To continue installing the software you must agree to the terms of the
software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit
the Installer.

Read License   Disagree   Agree
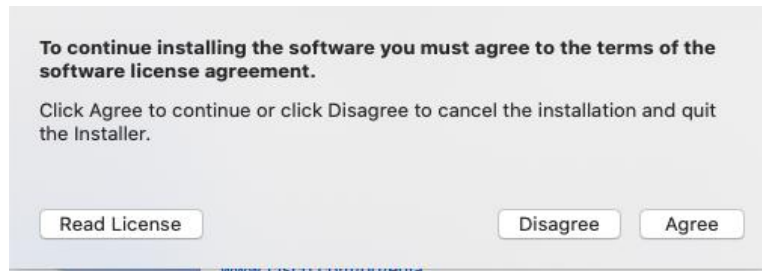
On the Destination Select screen, click 'Continue'

Install Cisco Jabber

Select a Destination

Introduction   Select the disk where you want to install the Cisco
License   Jabber software.
Destination Select
Installation Type
Installation
Summary   Macintosh HD
                          199.83 GB available
                          250.79 GB total

                          Installing this software requires 324.9 MB of space.

                          You have chosen to install this software on the disk
                          "Macintosh HD".

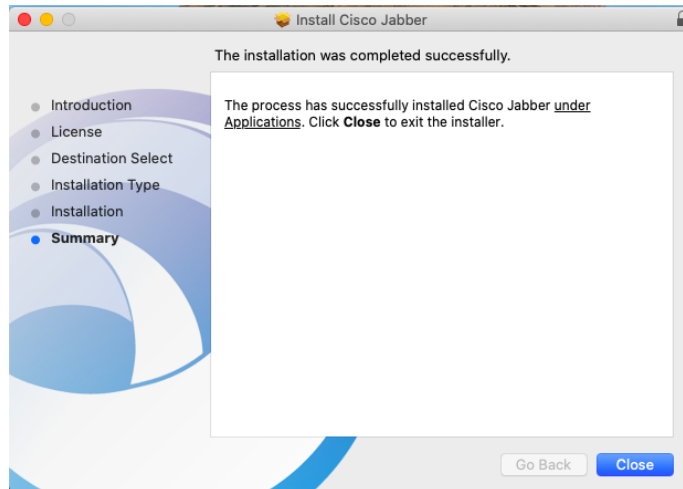   Go Back   Continue
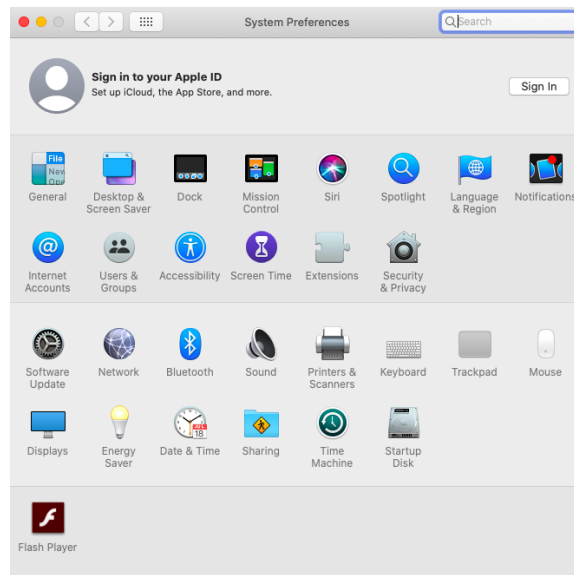
On the Installation Type screen, click 'Install'

Put in your Mac User Name(may fill automatically) and Password
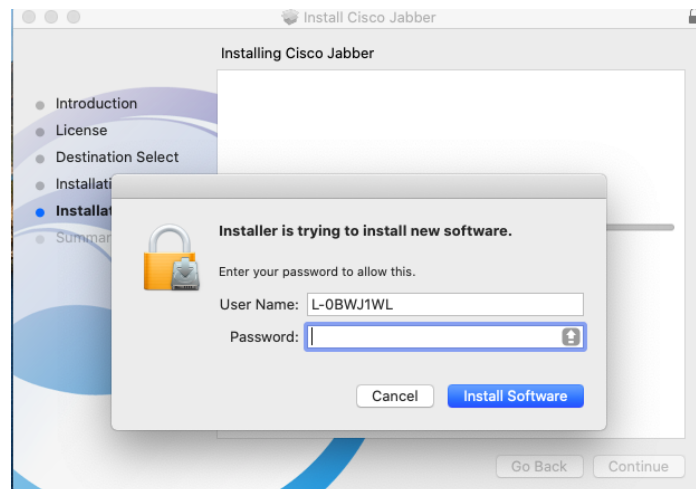
Click 'Close' on Summary Screen

**If you get the screen below or are asked if you want to allow Jabber Screen Recording, Just 'X' out of the screen or decline the request.

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, <u>any time you use Jabber remotely, you must be on VPN.</u>

3. This will launch the Jabber App and you will see this screen, Click on Advanced Settings:
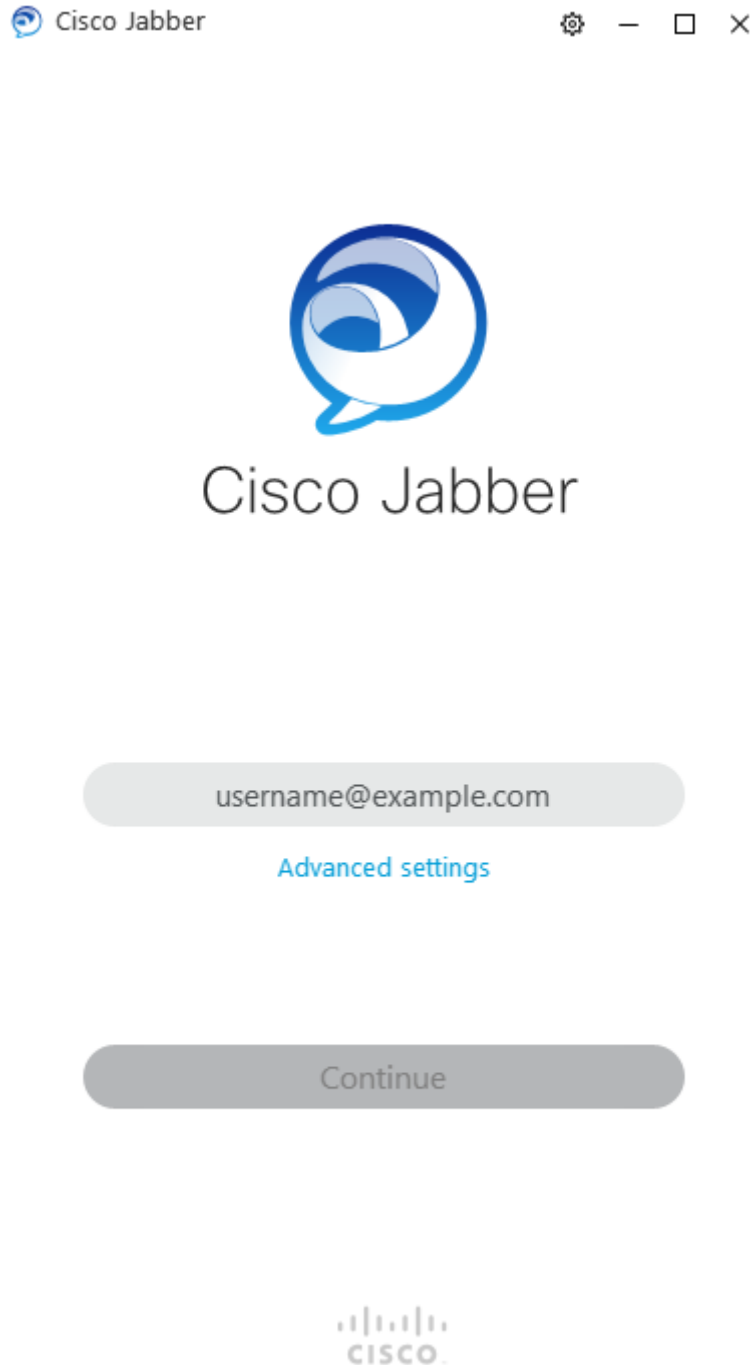
4. Select Cisco Communications Manager 9 or later

5. 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
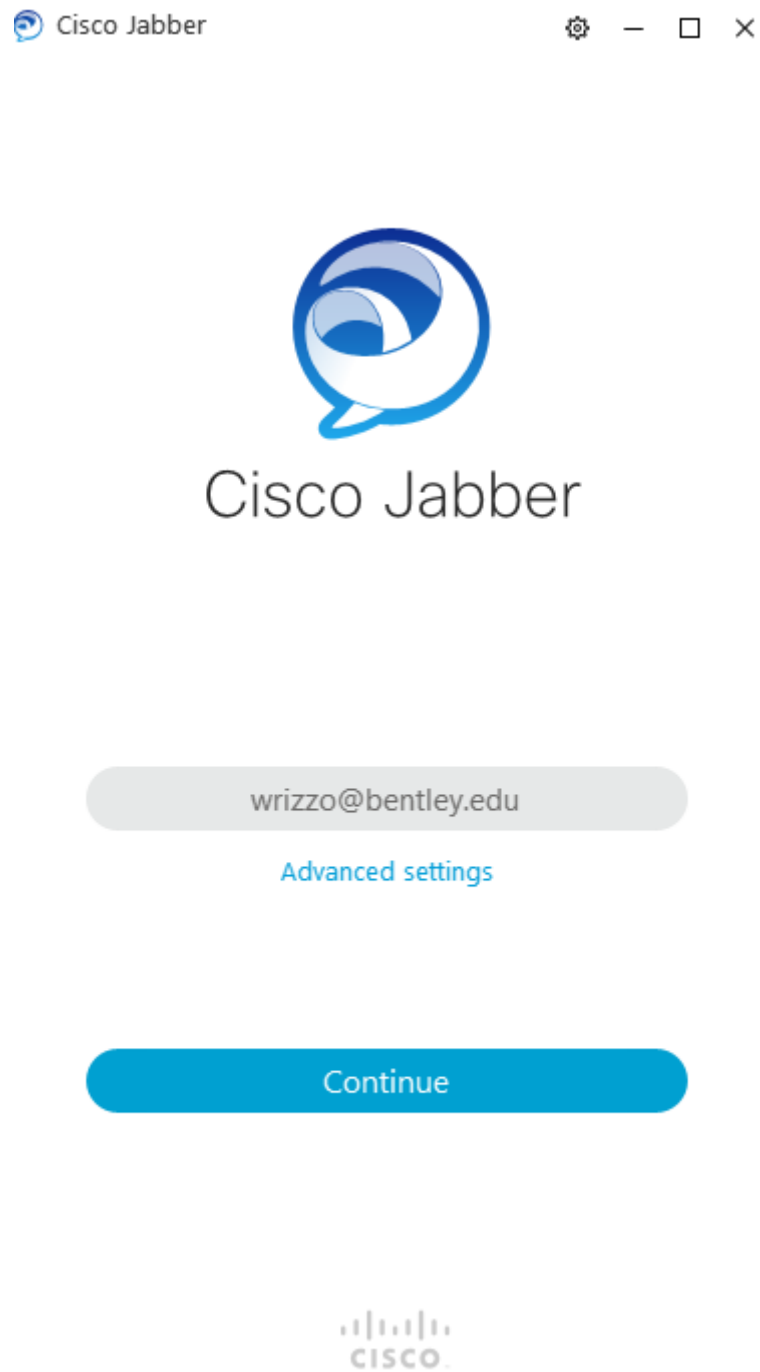 ○ Teams Messaging

Login server:
  ○ Use the default server
  ● Use the following server
     Server address: vm2-ucs.ad.bentley.edu

                          Save   Cancel

6. Login in the 1st time with your Bentley long name, click continue:

*Jabber should recognize your long name and modify it to your shortname (see below)

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

Cisco Jabber

Cisco Jabber

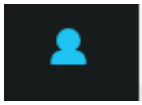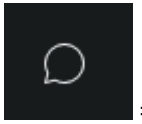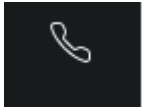Enter your username and password for Phone Services.

WRIZZO

|

Sign In

CISCO

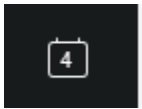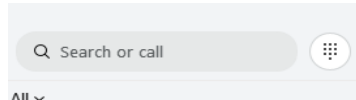Once the Jabber Client opens you will see the following links on left.
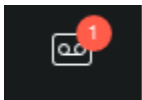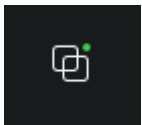
 = Home

 = Chat

 = Phone click to access dial pad

 = Calendar

 = Voice Mail

 = Hunt Group

Settings can be changed by clicking the Gear in upper right of the app screen:

Device Association (you can use softphone number display or computer number key to make phone calls)
These options can be selected on the bottom left of the app screen using this icon:

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