

Cisco Jabber

General Information

In the area of messaging, the university computing centre uses the product "Cisco Jabber". Due to this service being linked to a telephone number, it is only available for staff.

Devices

Devices within the Network System of Computers

Start Cisco Jabber out of the [software provision menu](#) of the computing centre.

Devices outside the Network System of Computers

The software for the operation systems Microsoft Windows and Apple OS X can be downloaded under the following links:

[Cisco Jabber for Windows](#)

[Cisco Jabber for Apple OS X](#)

The software for the operation systems Apple iOS and Google Android can be found in the respective app-store:

[Cisco Jabber for iPhone and iPad](#)

[Cisco Jabber for Android](#)

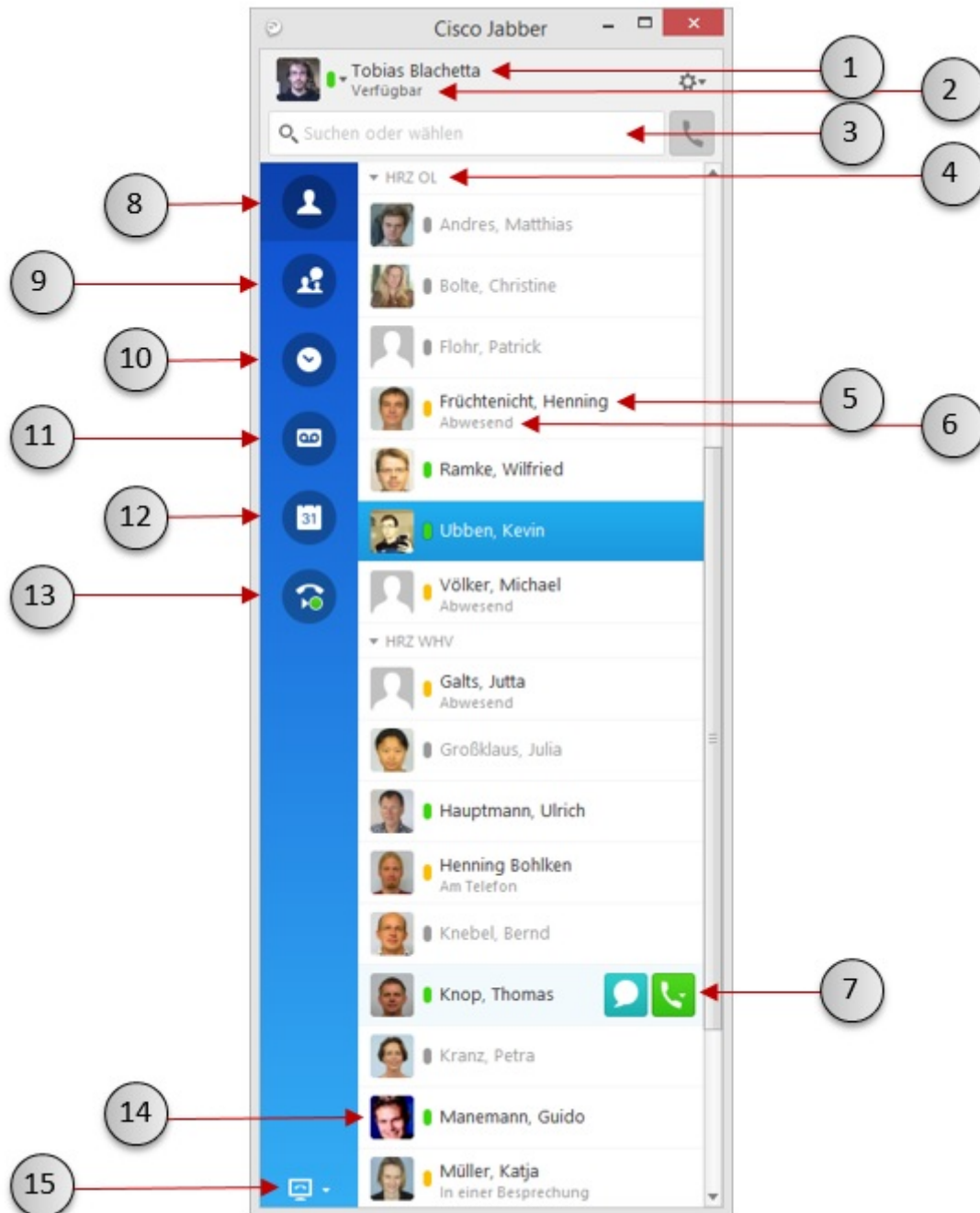
A clearing is necessary for the use of iOS and Android apps:

Send an [e-mail](#) to the helpdesk (Please indicate, which apps you want to use!)

Configuration

- After the start, type in your complete username (form: ab1xyz@hs-woe.de) and your password.
- Activate the option „Log in, when Cisco Jabber starts“.
- Confirm potential certificate inquiries to complete the installation.

Overview



Nr.	Brief Description	Explanation
1	Logged in Person	This is the name of the person, which has logged into the client.
2	Own Status	The own status is indicated here. It can be changed manually by clicking on the status or the triangle.
3	Search Box	The search box to select directly, to search for a contact and call it or to add a contact to the contact list.
4	Group Name	Name of the created group.
5	Contact	Contact box and added person.
6	Status of the Contact	Absence message of the contact.
7	Chat and Call Symbol	A contact can be called or messaged directly via this symbol. If multiple numbers are deposited, a menu with all options will pop up.
8	Contact List	When selected, the contact list will be displayed in the Cisco Jabber client.
9	Chatroom	When selected, the available chatrooms are being displayed.
10	Calls	When selected, missed or taken calls are displayed.

Nr.	Brief Description	Explanation
11	Voicemail	When selected, the last mailbox messages are displayed.
12	Calendar	When selected, the appointments are displayed in the Cisco Jabber client.
13	Pickup / Collective Line Group	When selected, the existing pickup group and / or the status of the collective line group will be displayed. It can be changed by a push button.
14	Contact Picture / Status Colour	Picture of the contact with coloured status next to it.
15	Telephone Choices	Here you can decide whether you want to make calls with the computer or the telephone.

Add contacts

Requirements: Each person owning a telephone number can be added. External contacts can be added as „Personal Contacts“.

- To add a new contact, either search for the wished for contact in the search box or via „File“ → „New“ → „Contact“, respectively „Personal Contact“
- To add a contact via search box, click on the plus symbol next to the name of the contact.
- After having selected the contact, a group can be created. We recommend doing so. To create a group, click the Button „New Group“ and name it. When you already have multiple groups, you will need to select the right one when adding a contact. If a person is not indicated in your contact list after you have added her / him, then this person does not have a Cisco Jabber user account and is not saved as an Outlook contact.
- If you want your contacts to have pictures in Cisco Jabber, they must be existing as an Outlook contact with a picture. Remark: If a contact is not being displayed correctly or the picture does not synchronise correctly, please restart the Cisco Jabber client.

Operation

- To define, whether you want to make your calls with the computer or the telephone, click onto the telephone choice symbol in the bottom left corner of the Cisco Jabber client and select between:
 - „Use my computer for calls“
 - „Use my telephone for calls“
- You can set up a forwarding with the same symbol by selecting „Forward Calls“.
- To call a contact, go over the contact with your mouse and click the telephone symbol. If multiple numbers are deposited, select the right one out of the menu.
- Calls can be made too by typing in the number into the search box.
- By clicking on the „Calls“ symbol, you can see all the taken (grey) and missed (red) calls. Clicking onto the telephone directly calls the person.
- After clicking onto the voicemail symbol, individual messages can be listened to on the computers (provided you have applied for an answerphone at the computing centre).
- The status of the contact is shown to you with different colours and information:
 - Green: Contact is reachable
 - Orange: Contact is absent or currently in the middle of a phone call
 - Red: Contact does not want to be disturbed
 - Grey: Contact is offline

Jabra Headset

Jabra Direct for Windows or MAC can be downloaded under the following link: [Jabra Direct](#)

Please install and start the software after downloading it.

Search for updates by clicking the respective “Updates” button and install them, if necessary. Please go to “Settings” and check, whether “Preferred Softphone” is set to “Cisco Jabber”.

After that, please log into the Cisco Jabber Client. In case you are already logged in, log out and log in again.

Go to settings “Gear - Options”, audio settings and then to “Extended”, in order to check whether “Jabra Evolve LINK” is set to position 1. If this is not the case, please adjust it with the arrow buttons and click “Adopt”.

From:

<https://hrz-wiki.jade-hs.de/> - **HRZ-Wiki**

Permanent link:

https://hrz-wiki.jade-hs.de/en/services/telephone/cisco_jabber

Last update: **2019/07/02 12:30**

