Installing the Jabber Client

**Installation:**
By default, the Cisco Jabber client should automatically be installed and a shortcut on your desktop. If not follow the directions below to install.

1. Click Start > Search for: **Software Center**
2. Look/search for **Cisco Jabber**.
3. Click on **Cisco Jabber**.
4. Click **Install**

**Signing into Jabber:**
1. If **offsite**, it will prompt for your email address. Enter first.last@northlandcollege.edu.
2. After that, or if on campus, **sign in** with your StarID and StarID password.

Using the Cisco Jabber Client

**What is Jabber?**
Jabber is a client that runs on your Windows based computer system that gives you access to several communication services in one interface.

- **Phone** – audio and video *Just like in your office!*
- **Voice Mail** – view your voice mail messages like on your smartphone
- **Presence** – see the presence of your coworkers
- **Chat** – Chat with your coworkers

**Here’s How to Get Started Using the Client:**
1. To start the client, **click the Jabber icon on your desktop**, or open your programs folder and search for Cisco Jabber.
2. When you are prompted to accept **Cisco Terms of Use**, select **Accept to proceed**
3. **Enter** your StarID and then Continue
4. **Enter** your StarID **Password**
5. **Select** “Sign me in when Cisco Jabber starts”
6. **Click** Sign In.

**Testing your Microphone:**
1. Once signed-in, **click on the settings button** in the top right corner of the Jabber window. Select **Settings**.
2. **Click the Audio Option.** Here you can change Ringer alerts, Speaker volume, and **test your microphone**.

*Note! To “Lock in” your choice, scroll down and click **Advanced** and choose your options.

3. You can also test your video in this menu, set notification preferences and check out general settings.

**Phone Control:**
When you log in the first time you will need to switch your Phone Control to ring and communicate through your computer, *if off campus.*

1. **Click on the phone control icon** in the bottom right of the Jabber window and choose “Use My Computer” from the list of options.
### Anatomy of the Jabber Hub Window

1. **User Status**
2. **Recent calls**
3. **Menu**
4. **Search or Call Bar**
5. **Contacts**
6. **Chat Rooms**
7. **Voice Messages**
8. **Meetings**
9. **Custom Contact Group**
10. **Phone Control**

### Tips for the successful use of Jabber

- Video calls are available if your original desk phone is a video phone and the person you are calling has a video phone. If you are using the video on your laptop and it is in a dock, make sure to open the laptop first before making a video call.
- Make sure that your microphone (headset or built-in) is working correctly and your computer volume is turned up. (*Headset Mics are recommended but not required*)

### Technical Support Assistance:

For technical support assistance, please contact your local IT Department.

**TRF/Aviation Campus:** ............... 218-683-8581

**EGF Campus:** ......................... 218-793-2433

Or

Submit a Grouplink ticket @
https://grouplink.northlandcollege.edu/ehelpdesk/login.glml

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### Adding an External Contact to Jabber

1. In Jabber, **click on the Gear Icon** at the top right of the program window.

2. **Click File, New**, and choose **Custom Contact**.

3. **Enter the contact info.** For the **phone** make sure to add “6” in front. **Click Create.**

4. You should see your custom contact now in your contact list.