

Using Cisco Jabber on your PC or Mac

The Cisco Jabber softphone allows you to receive and make calls, to and from your Union College office extension, using your PC/Mac. If you are using a desktop computer, you will need speakers and a microphone.

You must contact Telecommunications first to use this softphone. Email helpdesk@union.edu requesting Cisco Jabber on your PC/Mac with your college extension to open a ticket.

Jump to section: [Placing a Call](#) – [Call Forwarding](#) – [Transferring a Call](#)

Connecting to Cisco Jabber (First Time Users):

1. Double-click the Cisco Jabber icon to open.



2. In the username field, enter your Union username with the @union.edu and click **Continue**.



TelecomAA@union.edu

Advanced settings

Continue

- When the **Certificate not valid** pops up, click Accept to continue. This can happen 2-3 times.

Verify Certificate ✕



Your computer cannot confirm the identity of this server. This could be an attempt by an unknown party to connect to your computer and access confidential information. If you are not sure if you should continue, contact your system administrator. Tell the administrator that Cisco Jabber is prompting you to accept the cucm-pub.union.edu certificate.

Show Certificate

Accept

Decline

- Enter your Union username with @union.edu and your Union College password.

Click Sign In.

When the **Verify Certificate** screen pops up, click Accept to continue. This can happen 2-3 times.



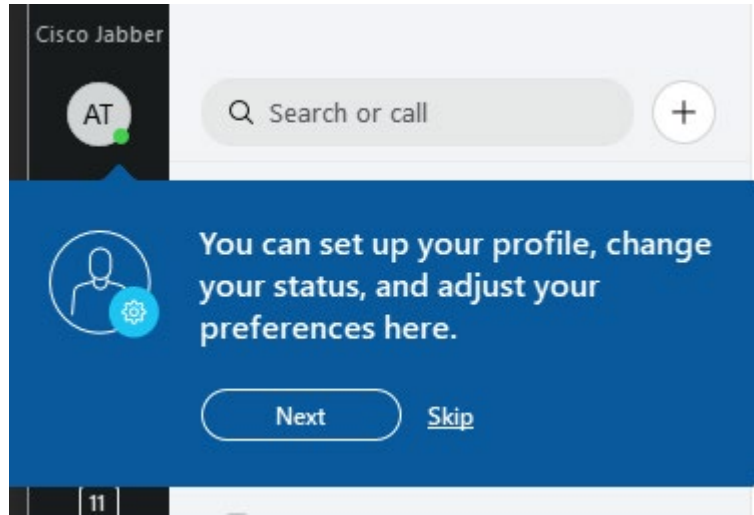
Cisco Jabber

Enter your username and password for Phone Services.

TelecomAA@union.edu

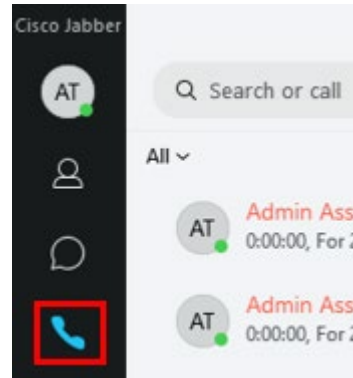
Sign In

5. When Cisco Jabber opens, you will be presented with a set up screen to customize. Click **Skip** to use the application.

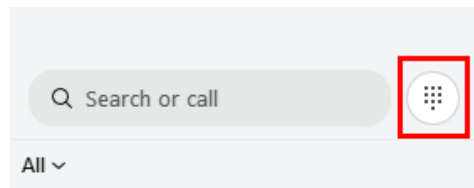


Placing a Call

1. To place a call, click the Handset icon on the left menu.



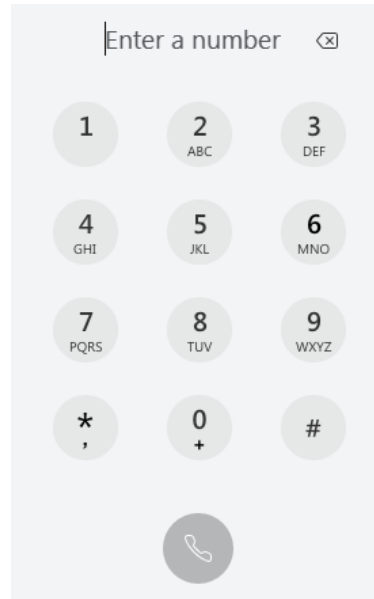
2. Click the Dialpad icon.



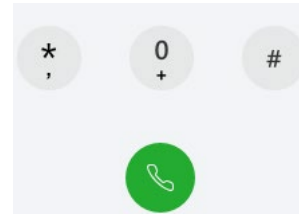
3. Dial the number you would like to reach by clicking the numbers with your mouse pointer.

Dialing Instructions:

- Campus – 4-digit ext.
- Local call – Dial 3 + 10-digit number
- Long distance – Dial 31 + 10-digit number
- International – Dial 3011 + country code + city code + number

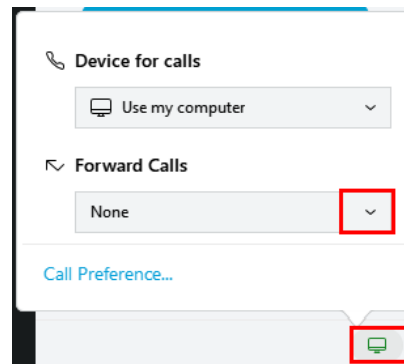


4. After dialing the number, click the green phone icon at the bottom of the dialpad to complete your call.

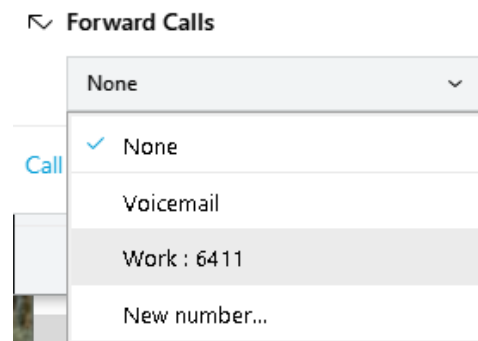


Call Forwarding:

1. To call forward all calls to another number, on the bottom of the window, click the small monitor icon. Then click the down arrow under **Forward Calls**.

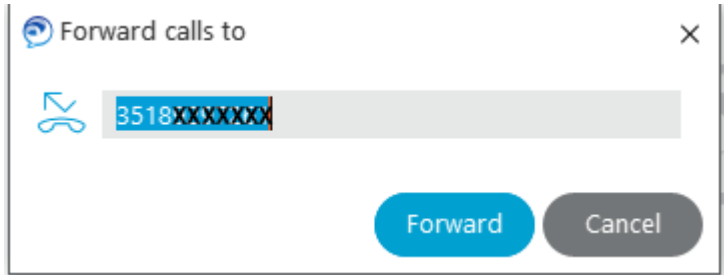


2. You can forward calls to **Voicemail**, or choose to add a **New number**.

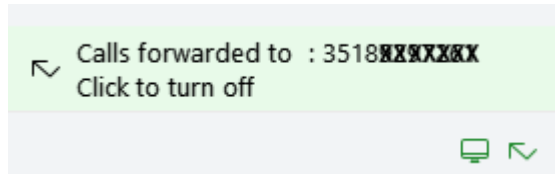


3. If you are forwarding to an off-campus number you must put 3 first, or 3+1 for long distance numbers.

Click the **Forward** button to save.



4. You will now see a message that all calls are forwarded to your number. Click the message to turn off.

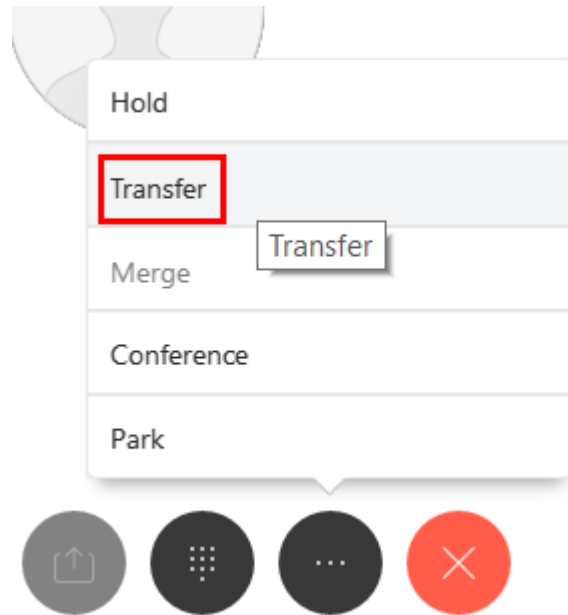


Transferring a Call:

1. To transfer a caller to another extension or off-campus number, click the 3-dot icon on the bottom of the screen.



2. On the pop-up menu, click **Transfer**.

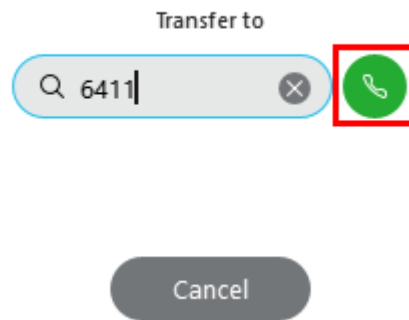


3. Enter the number you would like to transfer the call to.

Use 4-digit dialing for Campus extensions.

For off-campus, you must dial 3 first, and 3+1 for long distance.

Click the green handset icon to call.



4. The original caller will be put on hold, as the call is placed. You can wait until the call is connected to announce the transfer of the caller or just click the **Transfer** button to complete the transfer.

