

Cisco Jabber Setup Guide

Open/Start Jabber

1. To open Jabber, click the Cisco Jabber icon on your desktop (see *Figure 1*).



Figure 1

2. An alert may appear, stating that the certificate for the server cannot be verified. If you receive this alert, click the “Accept” button. This alert may appear multiple times as you set up Jabber (see *Figure 2*). Click the “Accept” button at any time it appears.

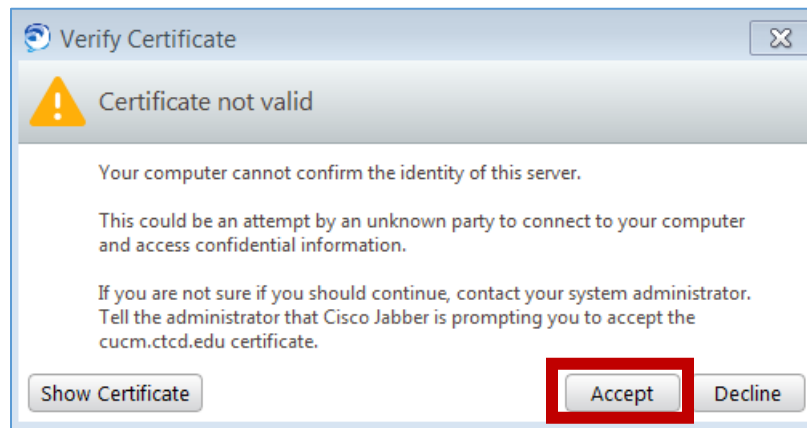


Figure 2

3. Sign into Jabber using your short CTC login user name (*i.e.*, jdoe) and password. Click the “Sign In” button to continue (see *Figure 3*).

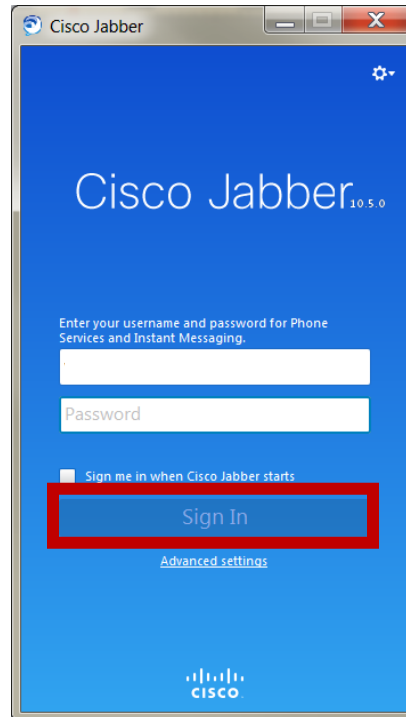


Figure 3

Adding New Contacts

1. To add new contacts, click the cog in the top-right corner. Select “File,” “New,” and then “Company contact” (see *Figure 4*).

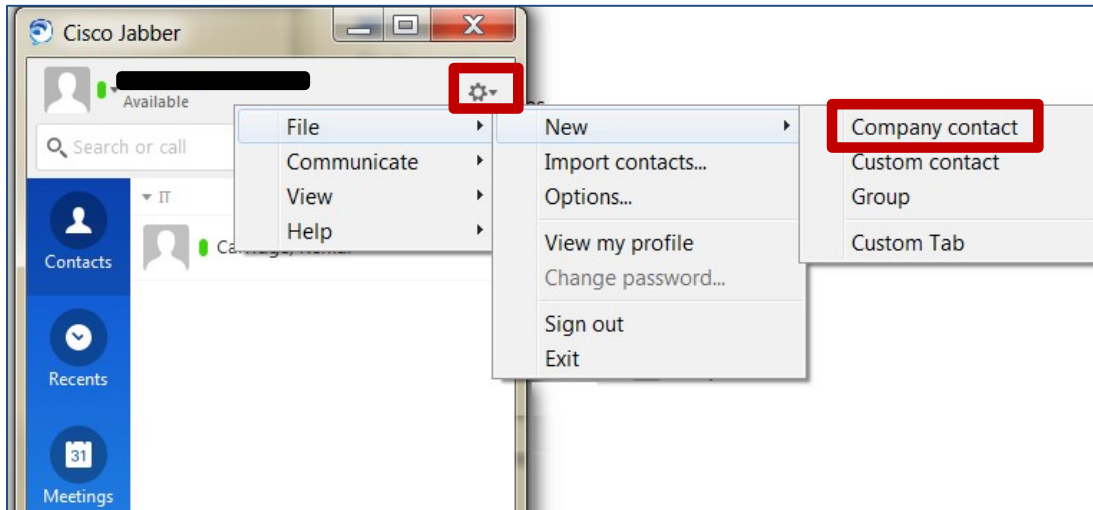


Figure 4

2. Type your contact's name into the search box and select their name when it appears in the resulting drop-down list. Then, select or create a group for your contact. Click the "Add" button when you are finished (see *Figure 5*).

To make a new group, click the "New group" button and type a name into the "Group name:" text box. Click the "Create" button when you are done (see *Figures 5 & 6*).

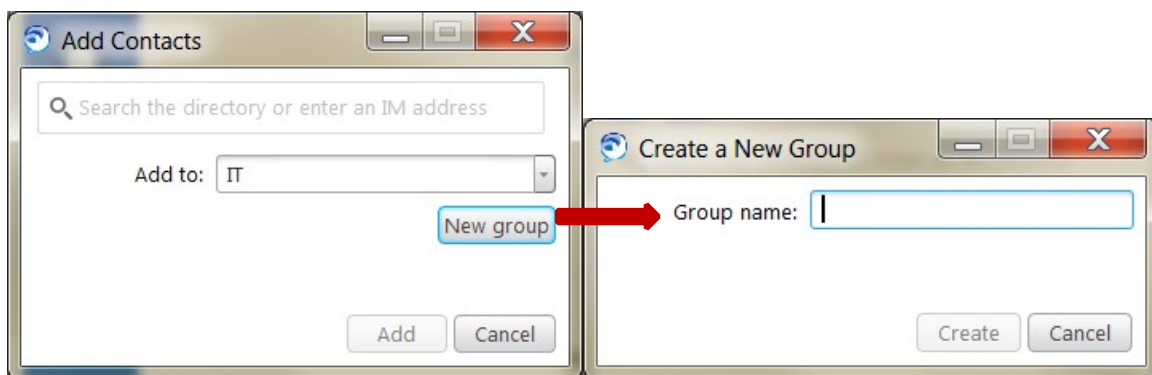


Figure 5 & 6

For further information, Cisco currently offers these guides for getting started.

- [Cisco Jabber for Windows 10.5 Quick Start Guide](#)
- [Cisco Jabber for Windows 10.5 Advanced Features Guide](#)

Reset Jabber

1. If you find that you can't login with a generic account (shared account), try resetting Jabber by clicking on the gear icon in the top-right corner.
2. Select "File;" then select "Reset Jabber." This will clear previous user data that could be interfering with your attempt to login (see *Figure 7*). (This issue occasionally occurs with generic accounts.)

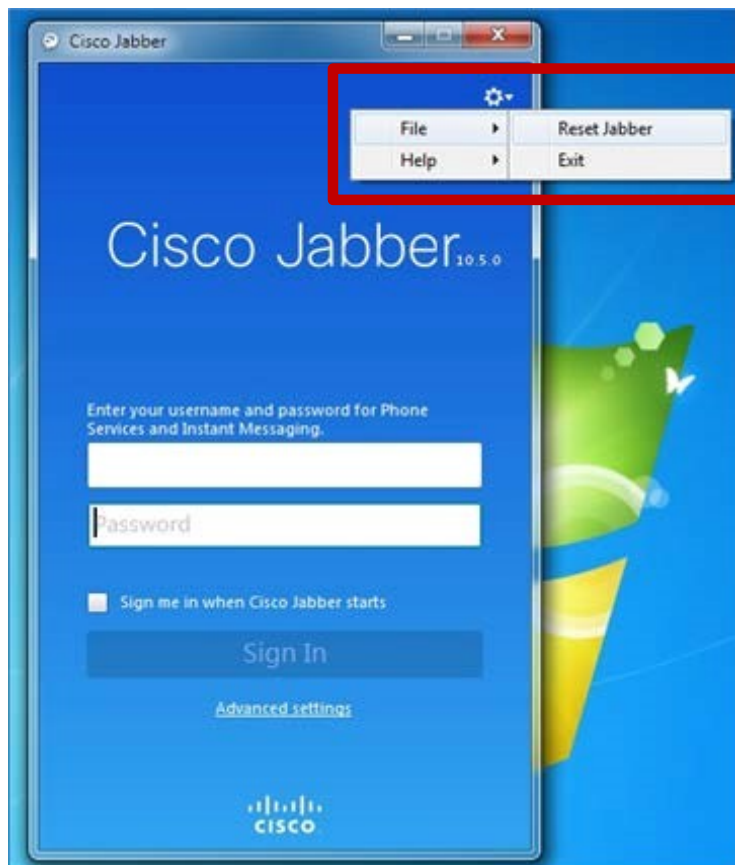
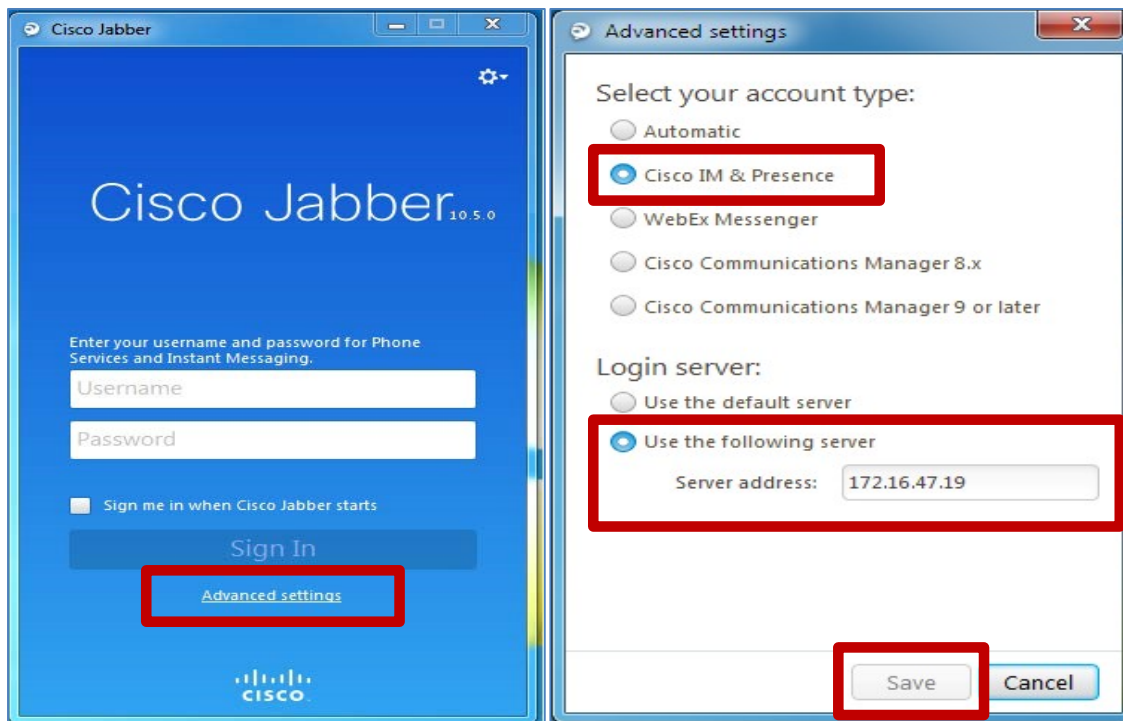


Figure 7

Troubleshooting Setup

If Jabber does not correctly setup your account upon opening the application, see the instructions below.

1. Open Jabber and click the “Advanced settings” link near the bottom of the window (see *Figure 8*).



Figures 8 & 9

2. Select “Cisco IM & Presence” and “Use the following server” in the “Advanced settings” window that appears (see *Figure 9*). The server address to type in is *172.16.47.19*. Click “Save” when you are done.