**Cisco Jabber for Windows and Mac Users**

**Request a Cisco Jabber license:**

Send an email to [hsctelecom@hsc.wvu.edu](mailto:hsctelecom@hsc.wvu.edu) and request a Jabber license for your remote computer.

* In the email include:
  + User’s name and email address
  + Phone lines that the user needs to answer from their remote computer. Please note VPN and a managed HSC device is required for Jabber usage.
  + Does the user still need their physical phone set at their HSC onsite office? Removing the physical phone set from service will reduce the phone bill.

**Jabber for Windows**

**Install and Sign Into Cisco Jabber for Windows** <https://wvu.teamdynamix.com/TDClient/1976/Portal/KB/ArticleDet?ID=53653>

Follow the steps below to install and sign into Cisco Jabber for Windows.

## ****Install Cisco Jabber for Windows:****

1. Download Cisco Jabber for Windows from [jabber.wvu-ad.wvu.edu](http://jabber.wvu-ad.wvu.edu/). You must be on the University network to access this link.  
   **Note:**You can also download Cisco Jabber from the Software Center. [Access the Software Center](https://wvu.teamdynamix.com/TDClient/KB/ArticleDet?ID=21292) and select **WVU - Cisco Jabber**.
2. Click the **Windows (MSI)** link to download the latest Jabber client.
3. Double-click the downloaded **CiscoJabberSetup.msi** file to start the installation. If the you are running Windows 10, Windows Defender SmartScreen may pop-up saying that it is an unrecognized app.
   1. Click the **More Info** link on the Windows Defender SmartScreen pop-up.
   2. Click **Run anyway**.
4. Jabber will begin to install. Accept all default settings.
5. When the Cisco Jabber installer has completed, click**Finish**.

## ****Sign into Cisco Jabber for Windows:****

1. Open Cisco Jabber.
2. Enter your WVU LoginID username and password.  
   **Note:** The @jabber.wvu.edu domain is no longer required for Jabber for Windows.
3. Click **Sign In**.
4. Accept all Certificates.
5. You are ready to use Cisco Jabber for Windows.

## ****Jabber for MAC Users****

## ****Install Cisco Jabber for Mac:****

1. Download Cisco Jabber for Mac from [jabber.wvu-ad.wvu.edu](http://jabber.wvu-ad.wvu.edu/). You must be on the University network to access this link.  
   **Note:**You can also download Cisco Jabber from the [Self Service application](http://wvu.teamdynamix.com/TDClient/KB/ArticleDet?ID=21742).
2. Enter your [WVU Login](https://login.wvu.edu/) credentials to sign into **Self Service**
3. Click on the **Mac (.pkg)** link to download the latest Jabber client.
4. Click the **Install\_Cisco-Jabber-Mac.sparkle.guided.pkg** file to start the Cisco Jabber installer wizard.
5. When the Welcome screen displays, click **Continue**.
6. When the Software License Agreement screen displays, click **Continue**.
7. Click **Agree** to accept the terms of the license agreement.
8. You may be prompted to select the disk where you want to install Jabber. Select your hard drive and then **Continue**.
9. Click **Install** to perform the installation
10. At the prompt, enter you administrator account password for the Mac and click **Install Software**.
11. When the software has finished installing, click**Close**
12. At the prompt, you decide if you want to keep the install file or move it to the trash.

## ****Sign into Cisco Jabber for Mac:****

1. To launch Jabber, open your Applications folder and double-click the **Cisco Jabber.app** icon.
2. Enter your WVU LoginID@jabber.wvu.edu for your username and click **Continue**. *Example 41234@jabber.wvu.edu*
3. Enter your WVU LoginID password and click **Sign In**.
4. Click **Sign In**
5. Accept all Certificates.
6. You are ready to use Cisco Jabber for Mac.