



Cisco Jabber (PC) Support Guide

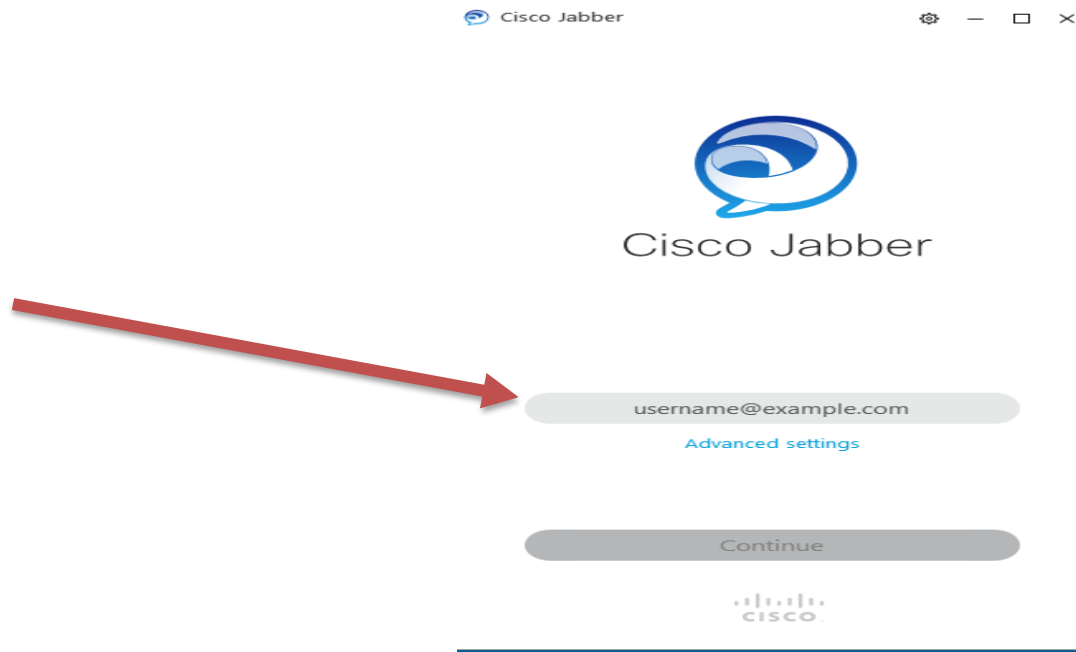
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First Time Logging in

First Time Logging in

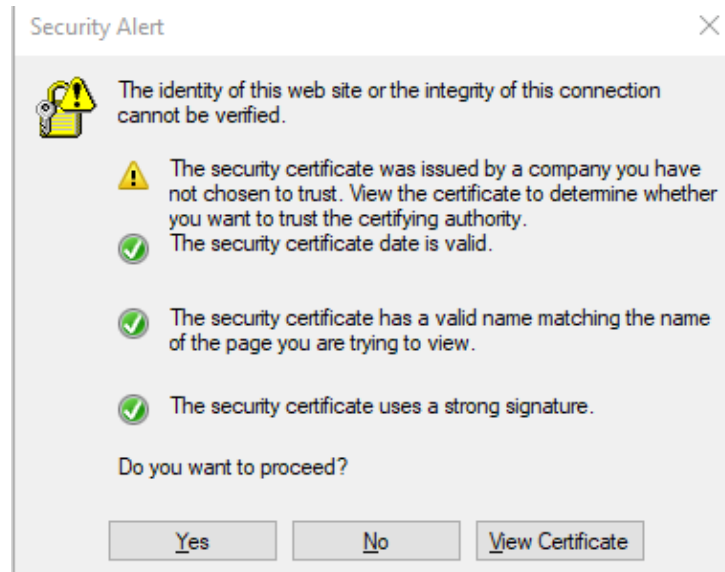
1. When you first log into Jabber, you'll need to enter your [UniqueName@med.umich.edu](#) (Example: jdoe@med.umich.edu).



First Time Logging in

2. Security Alert

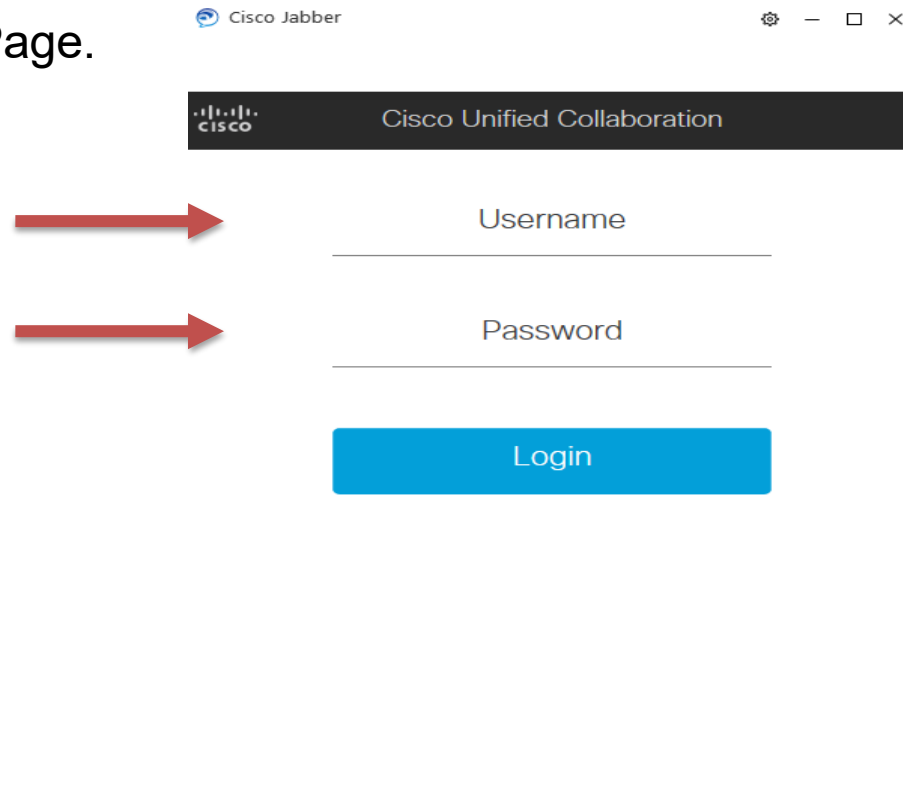
- Click Yes.



First Time Logging in

3. Cisco Unified Collaboration Login Page.

- Enter Unique Name.
- Enter your Level 2 password.

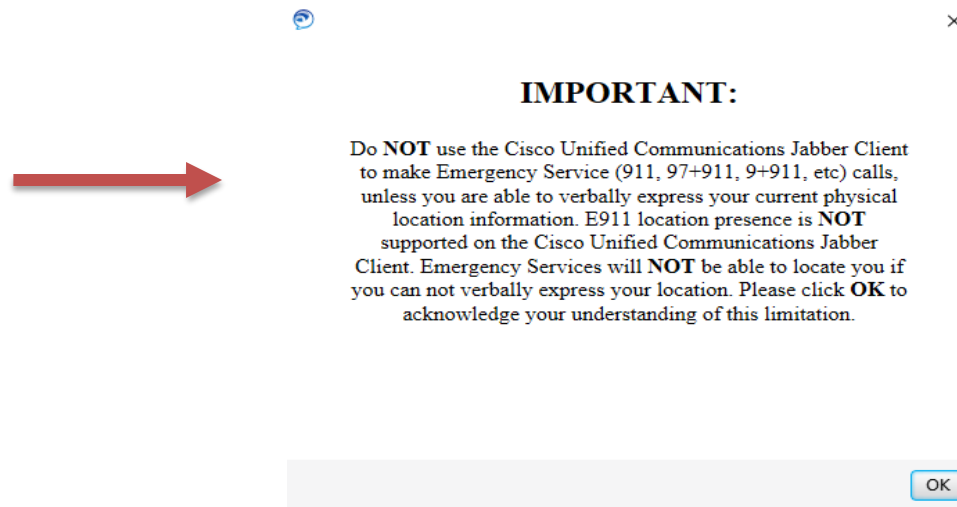


The screenshot shows a web browser window titled "Cisco Jabber". The page header is "Cisco Unified Collaboration" with the Cisco logo. Below the header, there are two input fields: "Username" and "Password". Two red arrows point from the left towards these fields. Below the fields is a blue "Login" button.

First Time Logging in

4. E911 Message – **PLEASE READ**

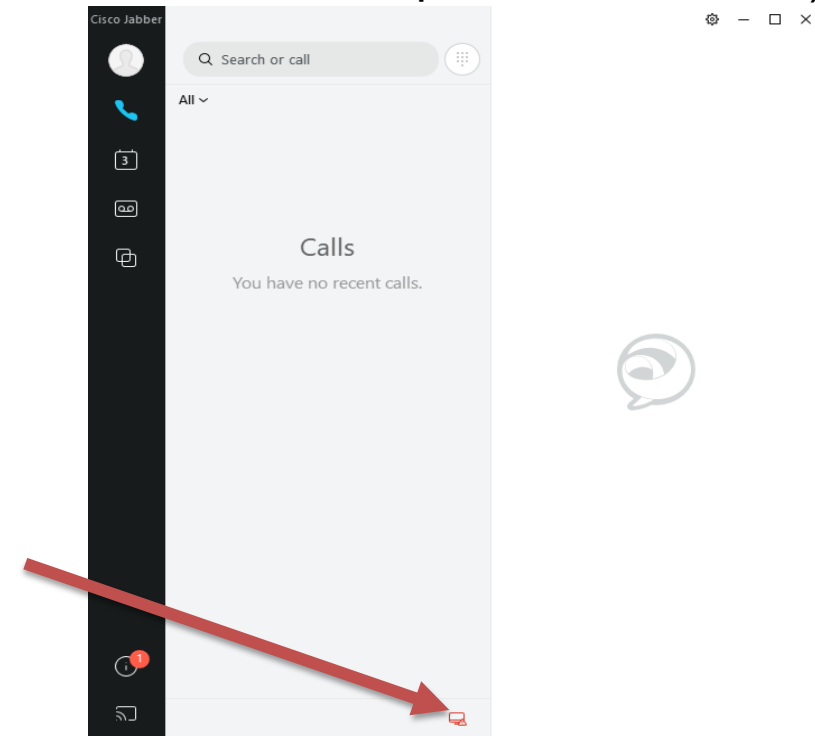
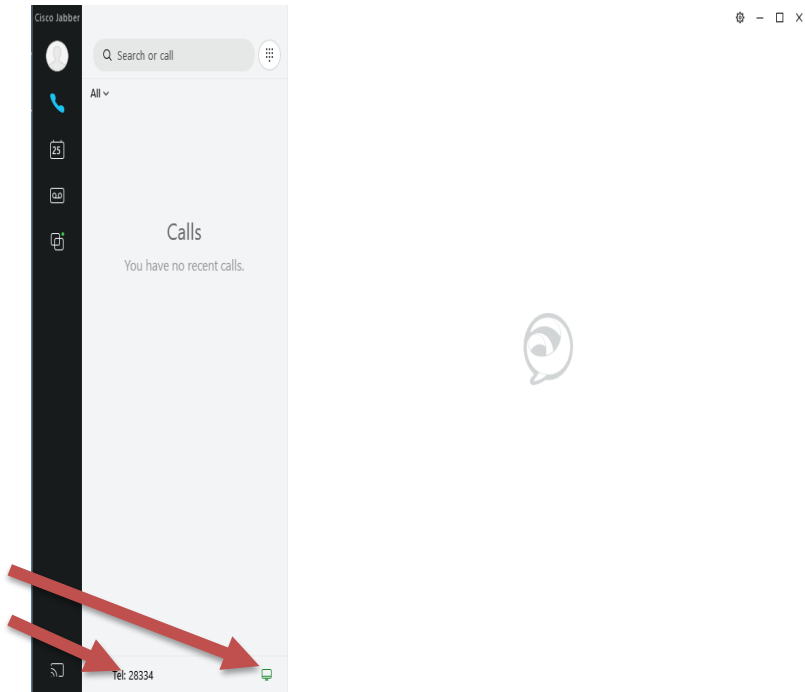
- For the phone to complete registration to the phone system, you must click OK.
- Exiting out of the Message without clicking OK, will cause the phone to not register (You won't be able to make or receive calls).



First Time Logging in

5. Logged into Cisco Jabber

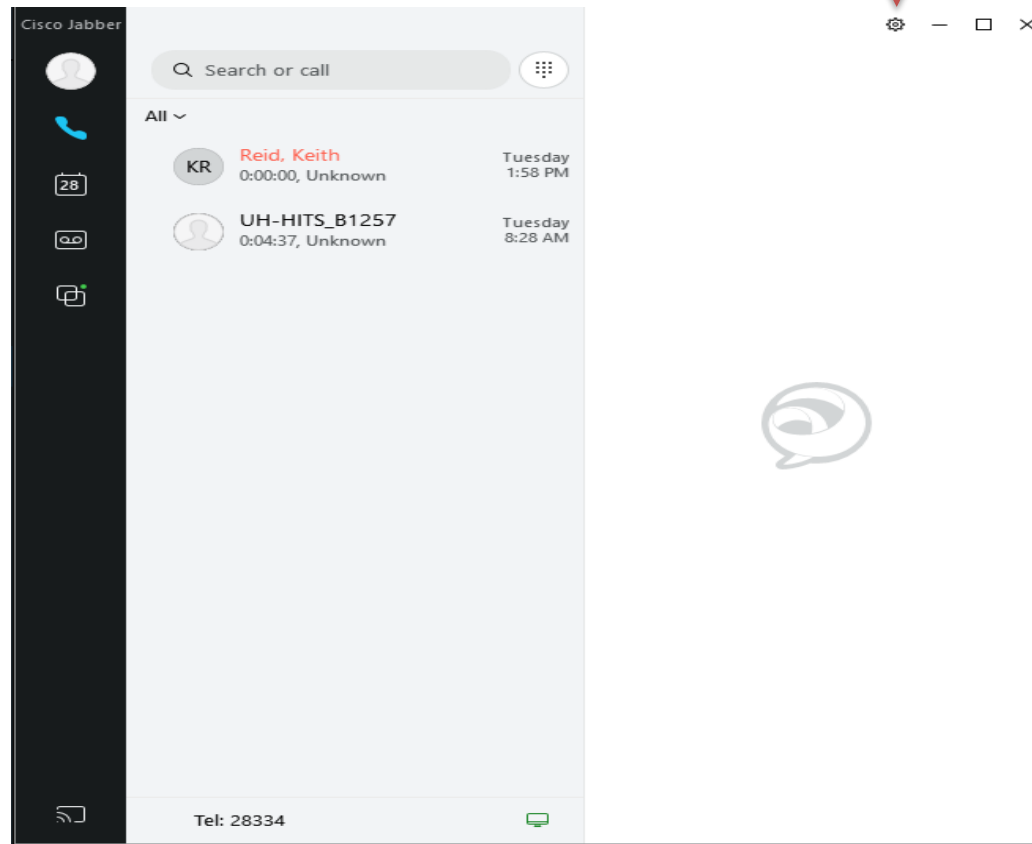
- At the bottom of Cisco Jabber you'll see your Cisco Extension ([Tel:XXXXXX](#)).
- When the phone is registered up to the Cisco Phone System, the monitor icon at the bottom of Cisco Jabber will be Green. (If the monitor icon is red, no calls can be placed or received).



Setting up Audio Devices in Cisco Jabber

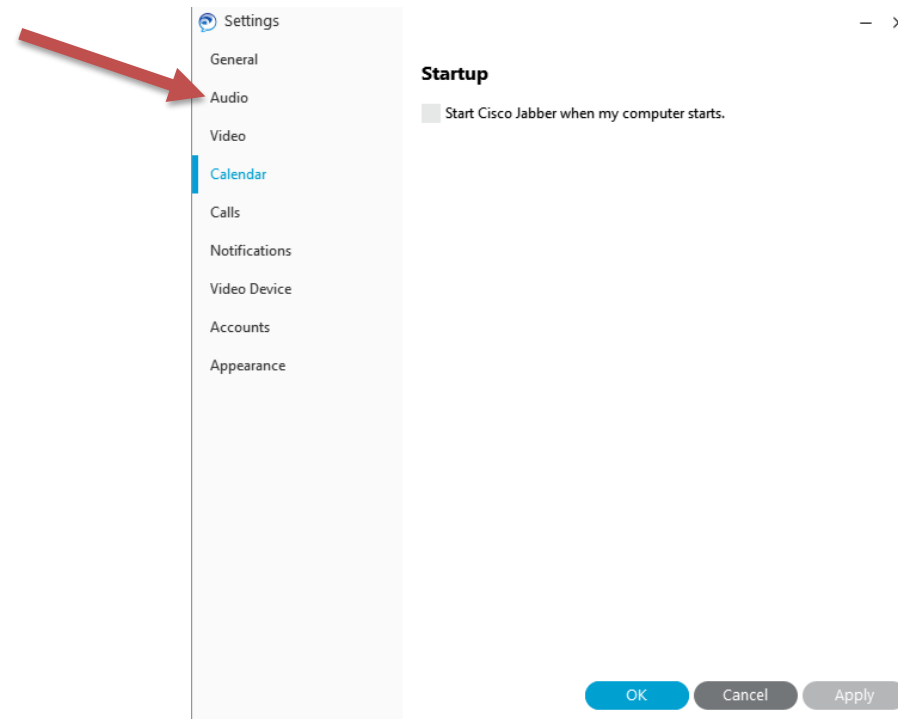
Setting up Audio Devices in Cisco Jabber

1. Click on the gear icon in the top right corner of Cisco Jaber
2. Click on Settings.



Setting up Audio Devices in Cisco Jabber

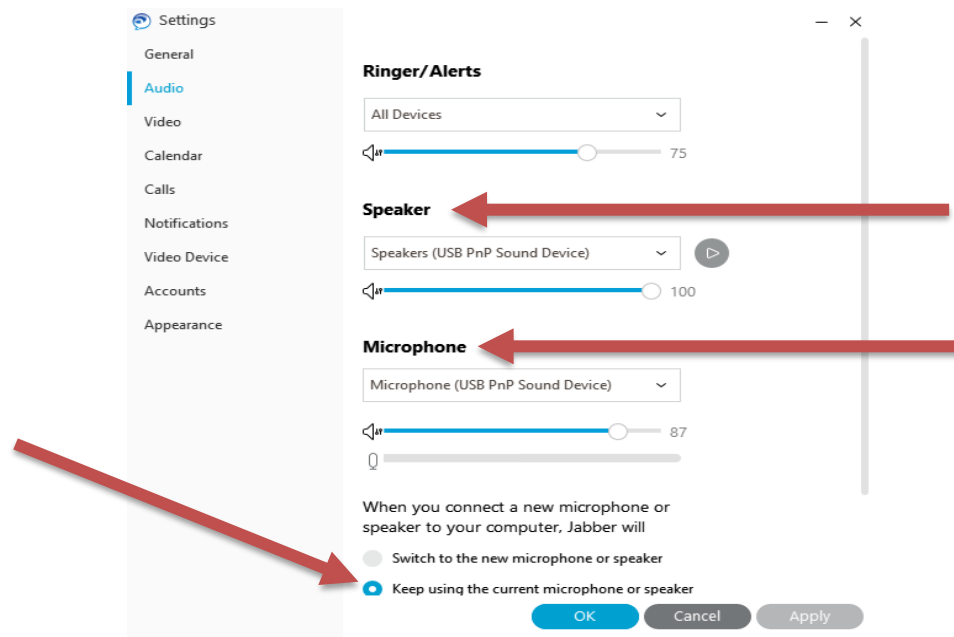
3. Click on Audio.



Setting up Audio Devices in Cisco Jabber

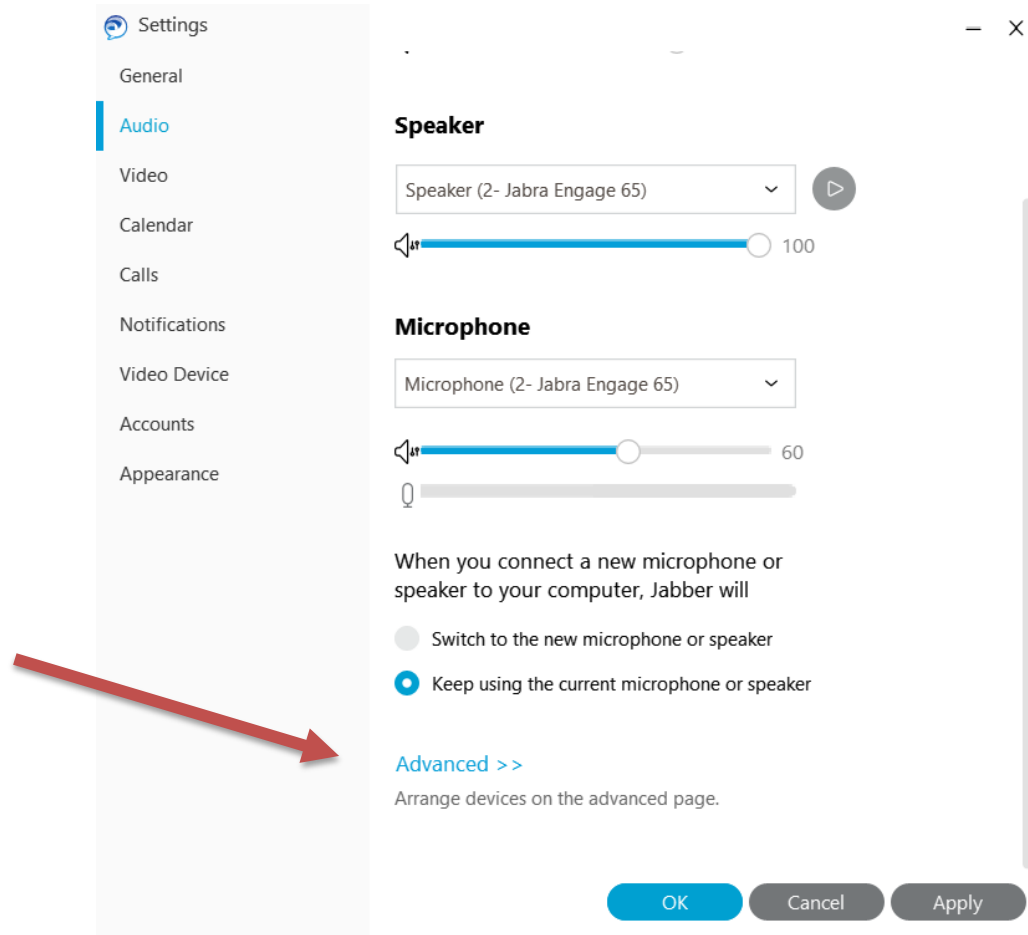
4. Set audio devices

- Speaker – Select the headphone or speaker that you'll be using with Cisco Jabber.
- Microphone – Select the microphone that you'll be using with Cisco Jabber
- When You connect a new microphone or speaker to your computer, Jabber will – Select Keep using the current microphone or speaker. **VERIFY THIS IS CHECKED.**
- Click Apply.



Setting up Audio Devices in Cisco Jabber

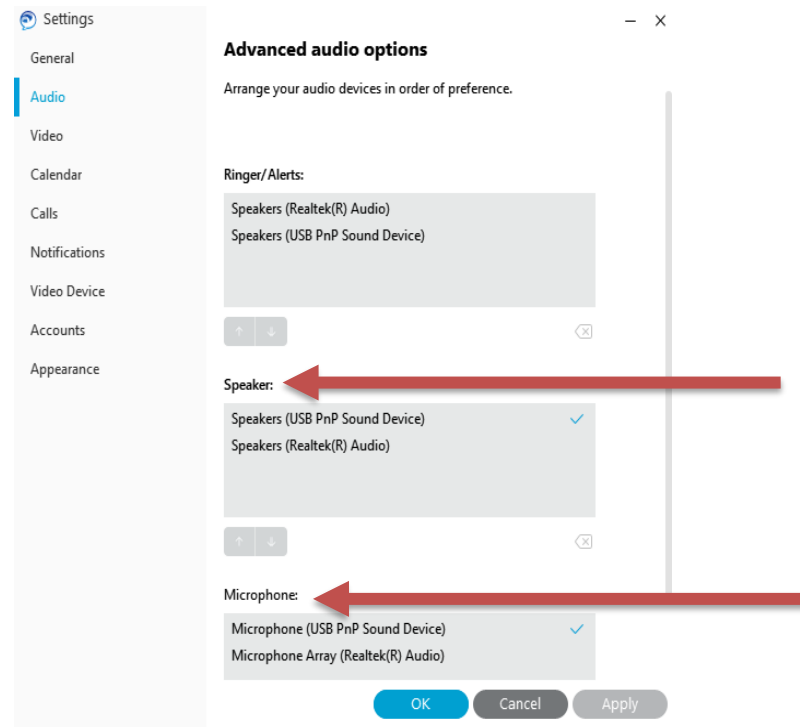
5. Select Advanced.



Setting up Audio Devices in Cisco Jabber

6. Selecting Audio Devices preferences

- Speaker: Move your headphone/speaker to the top of the list
- Microphone: Move your microphone to the top of the list
- Click Apply and then OK.



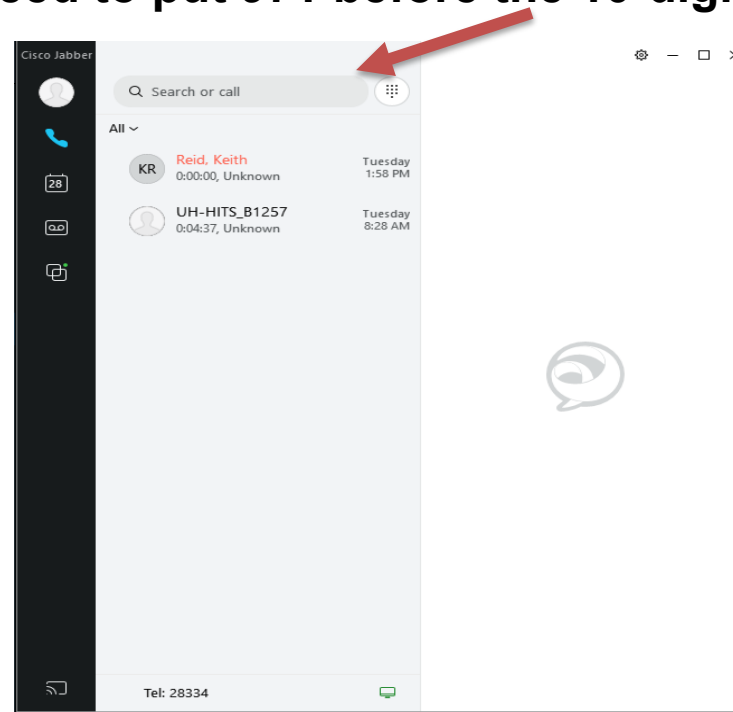
Cisco Jabber Phone Operations

Cisco Jabber Phone Operations

Placing a Call

There are two choices when dialing out.

1. Put the phone number in the box that is labeled Search or call and hit enter (**For external calls, users need to put 971 before the 10-digit number**).



Cisco Jabber Phone Operations

2. Click on the Dialpad icon  next to the Search or call box. Select the numbers on the dial pad and then click on the Phone Icon (**for external calls, the user needs to put 971 before the 10-digit number**).

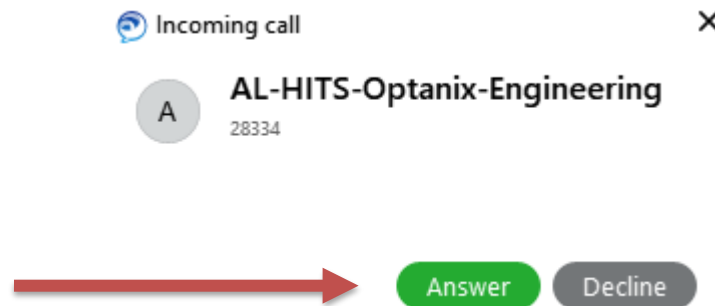


Cisco Jabber Phone Operations

Receiving a Call

When a call comes into Jabber, an Incoming call box will pop in the lower right corner of your screen.

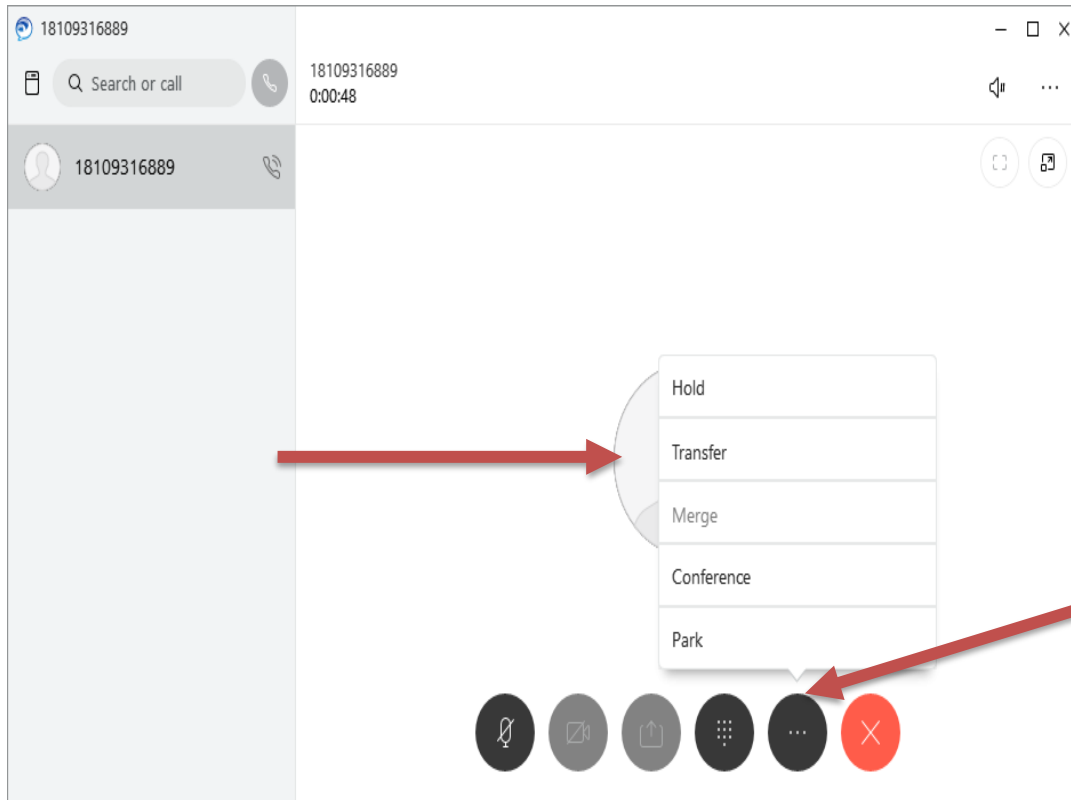
- When you click Answer, the call will be Answered.
- When you click Decline, the call will be sent to voicemail or hang up (Depends on whether a voicemail box is configured for your Cisco Phone line).



Cisco Jabber Phone Operations

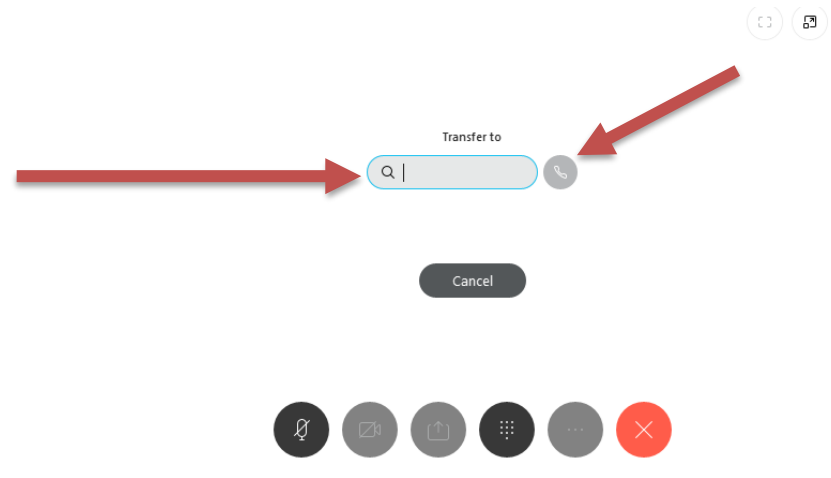
Transferring a Call

1. Click on the icon that has the three dots and then hit transfer.



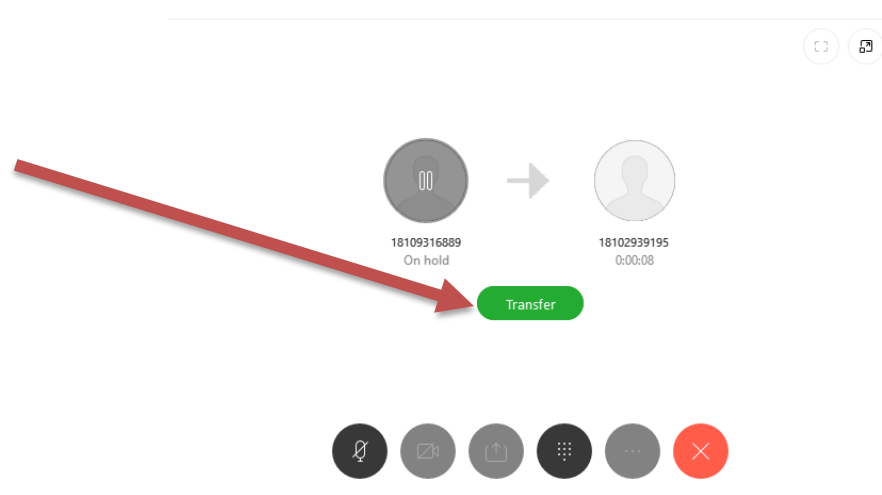
Cisco Jabber Phone Operations

2. In the Transfer to box enter the number you want to transfer too and then click on the phone button icon next to the Transfer to box.



Cisco Jabber Phone Operations

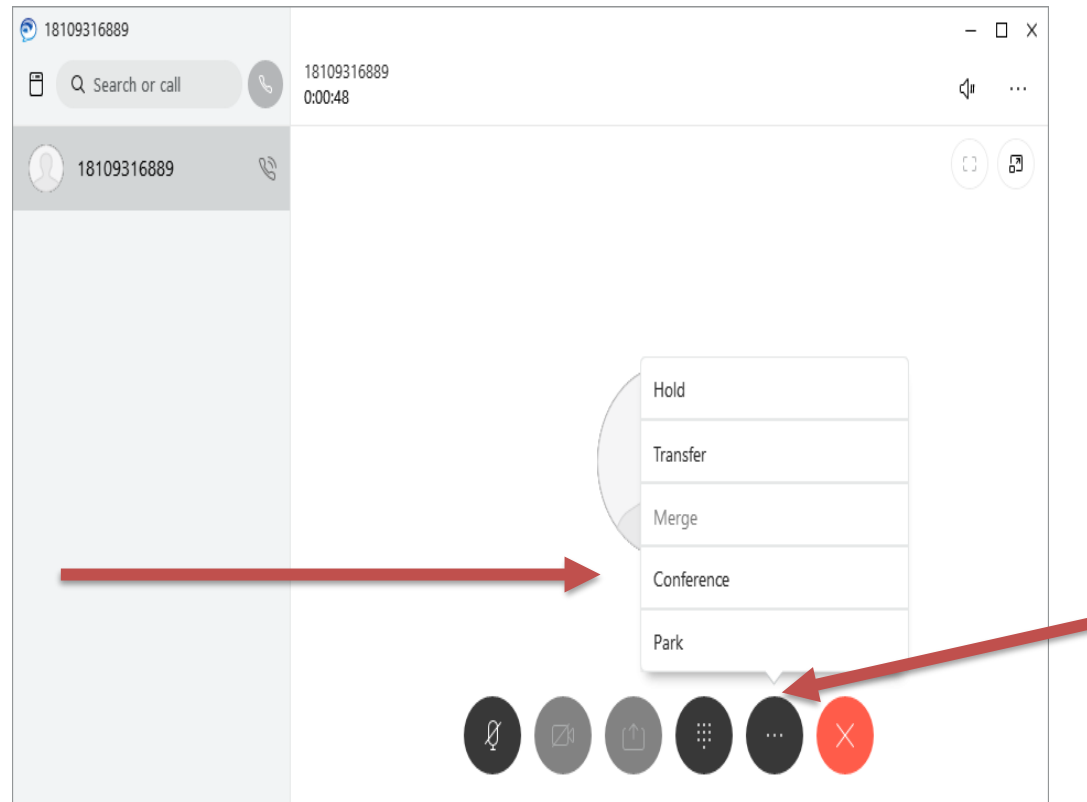
3. For a warm transfer - wait for the transfer too party to answer the call. Once you are done giving them the information, click on the transfer button.
4. Cold Transfer, you'll click on the Transfer button before the transfer "To" party answers the call.



Cisco Jabber Phone Operations

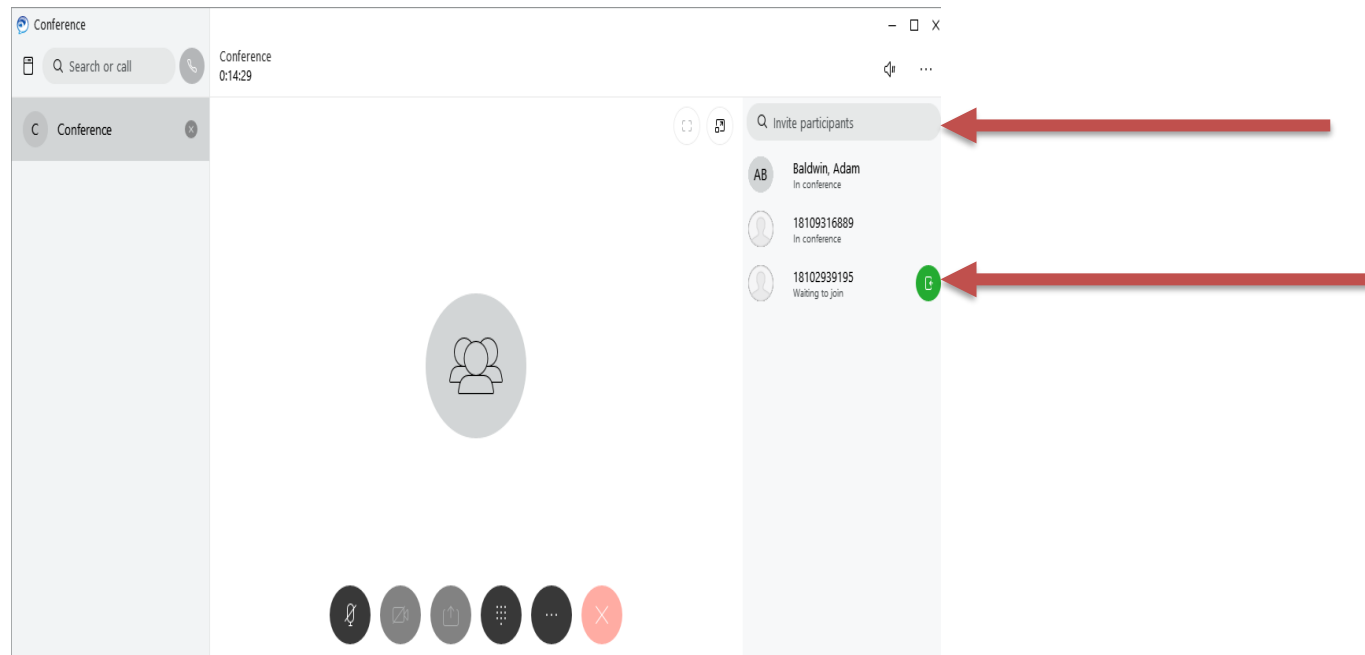
Conference Call

1. Hit the Icon with the three dots and then hit Conference.



Cisco Jabber Phone Operations

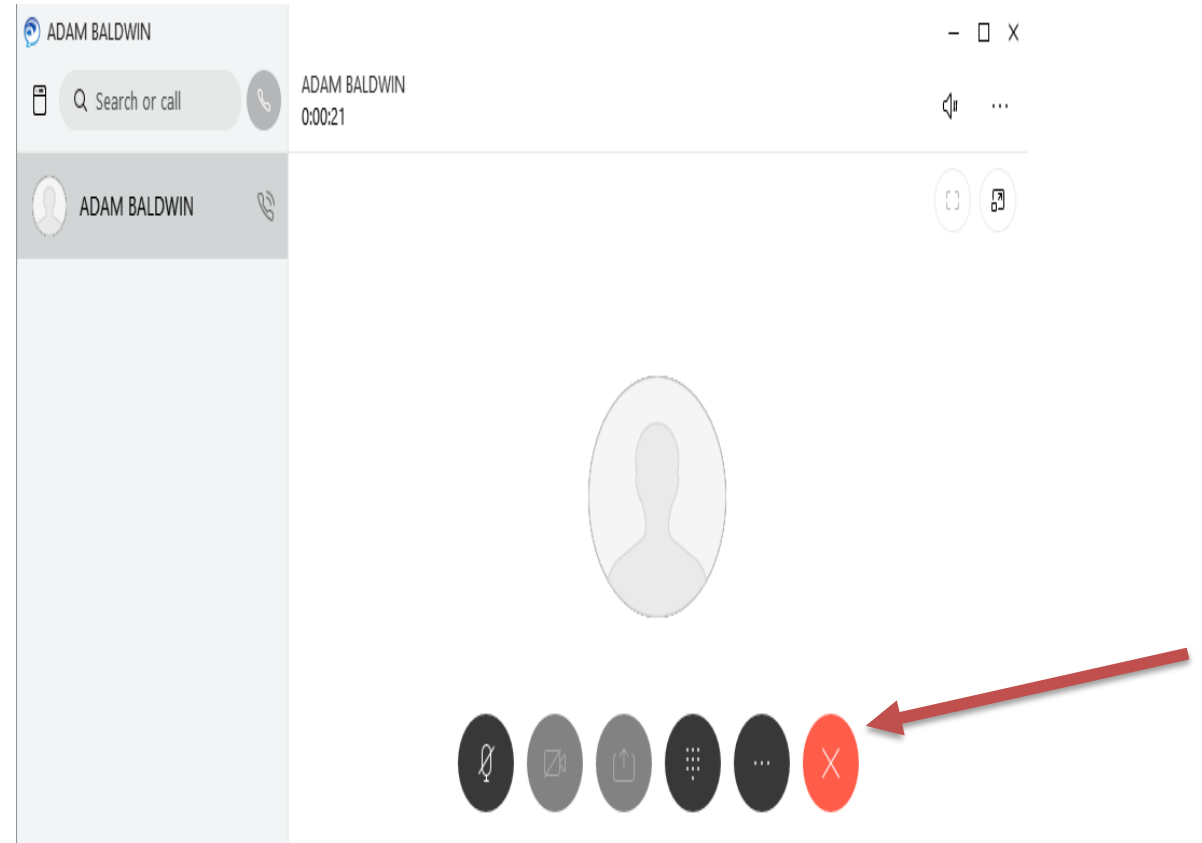
2. In the upper right corner of Cisco Jabber there will be the Invite participant box. Inside the Invite participant box, enter the phone number you are going to add to the conference call and then hit enter.
3. To add them to the conference you will push the icon  to the right of their number.



Cisco Jabber Phone Operations

Disconnecting a Call

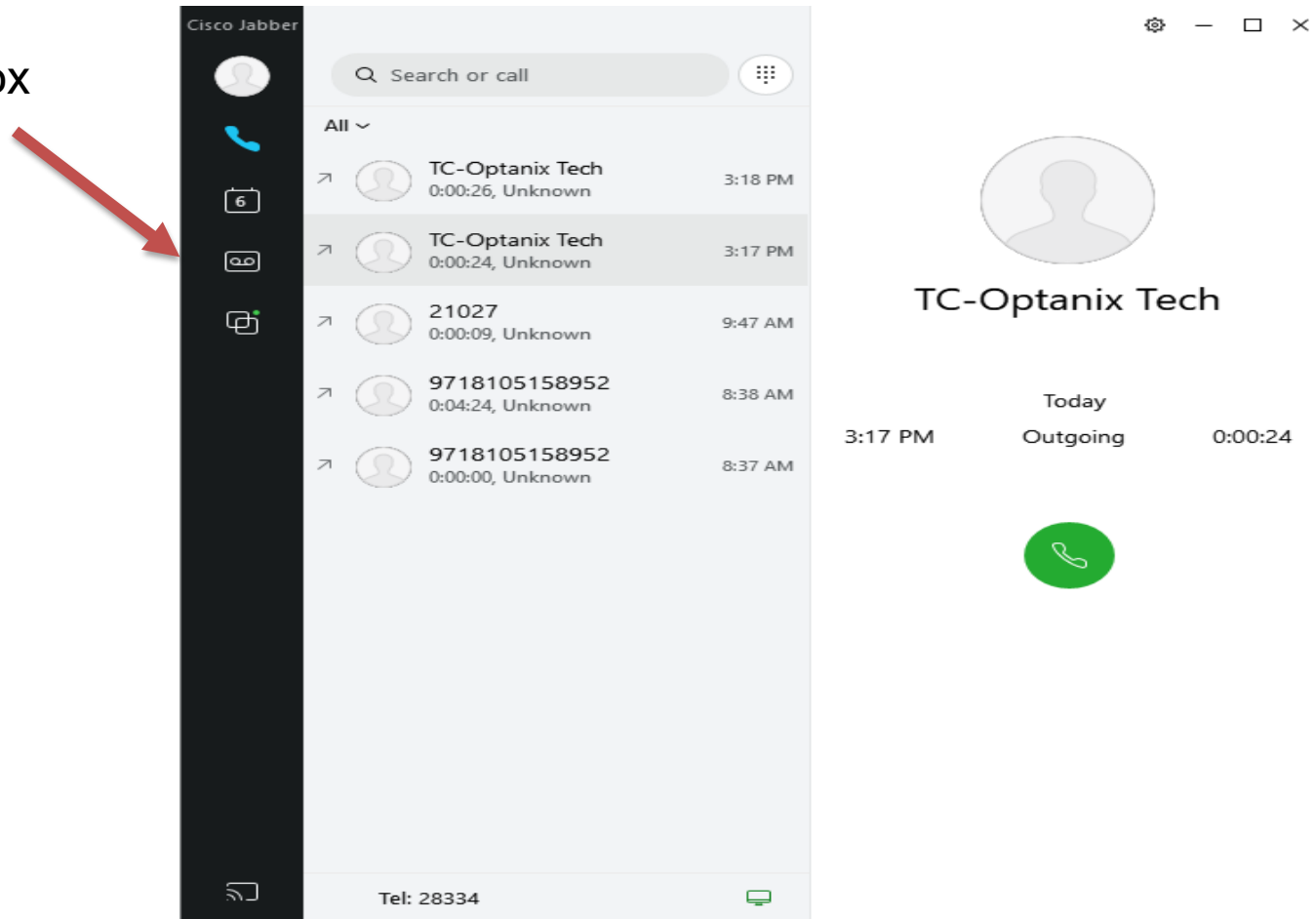
- Disconnect the phone call by pressing



How to Access a Voicemail box from Cisco Jabber

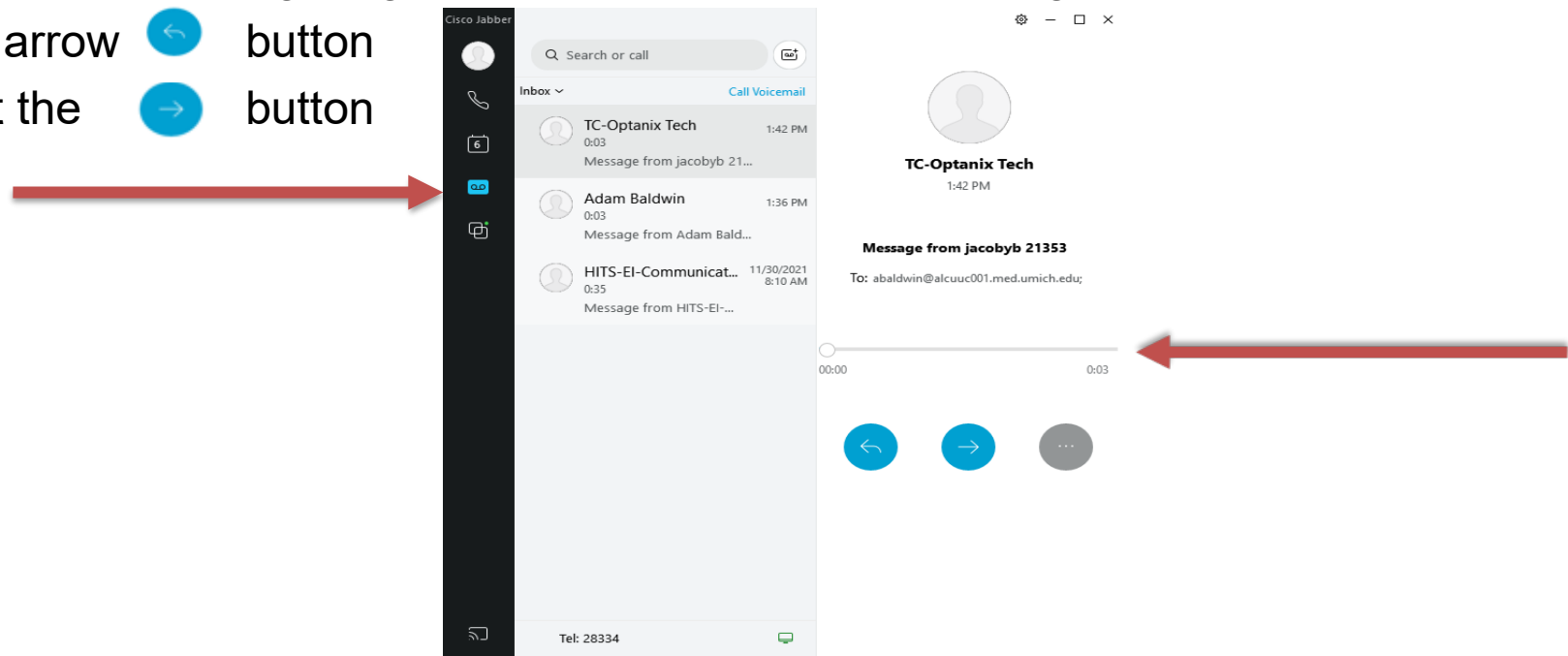
How to Access a Voicemail box from Cisco Jabber

1. Accessing a Personal Voicemail box
 - Click the voicemail



How to Access a Voicemail box from Cisco Jabber

- To play the voicemail message, do a double left click on the voicemail message or press play button on slider bar.
 - While playing the message, you can pause the message by doing a double left click.
 - You can un-pause the message by doing a double left click.
- To delete the voicemail message, right click on the voicemail message and click delete.
- To reply hit reply arrow  button
- To forward select the  button

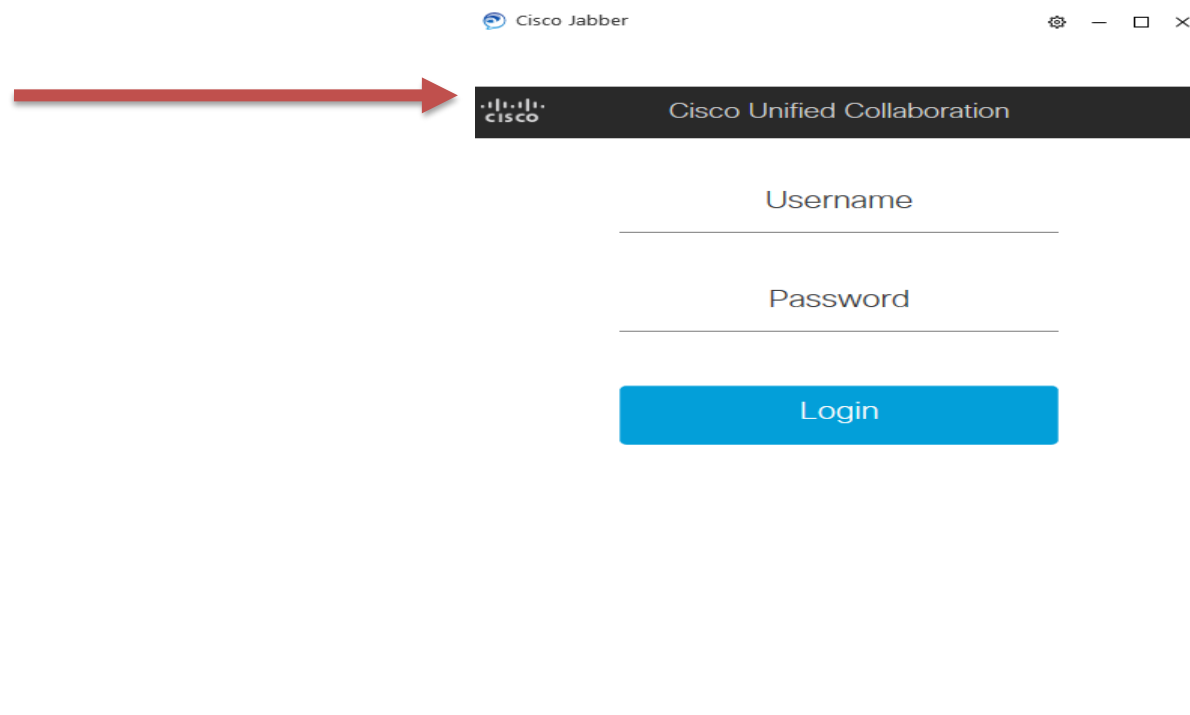


Troubleshooting Cisco Jabber

Troubleshooting Cisco Jabber

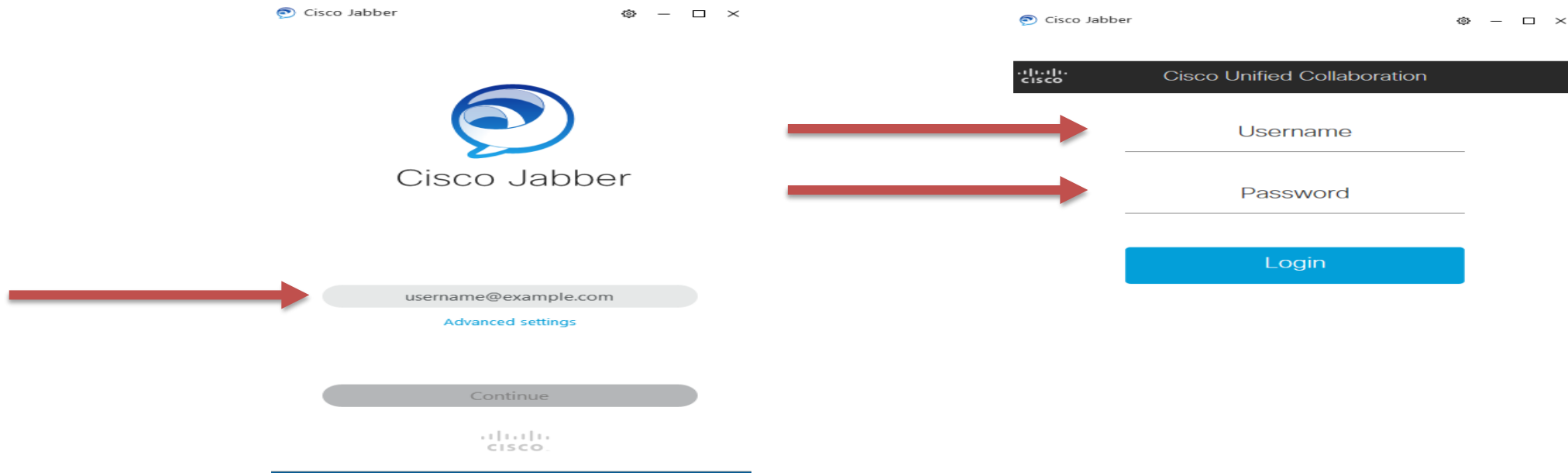
Logging in issues

- **Can't log in at the Collaboration Page**
 - Open a ticket via [Michmed.org/voice](https://michmed.org/voice).



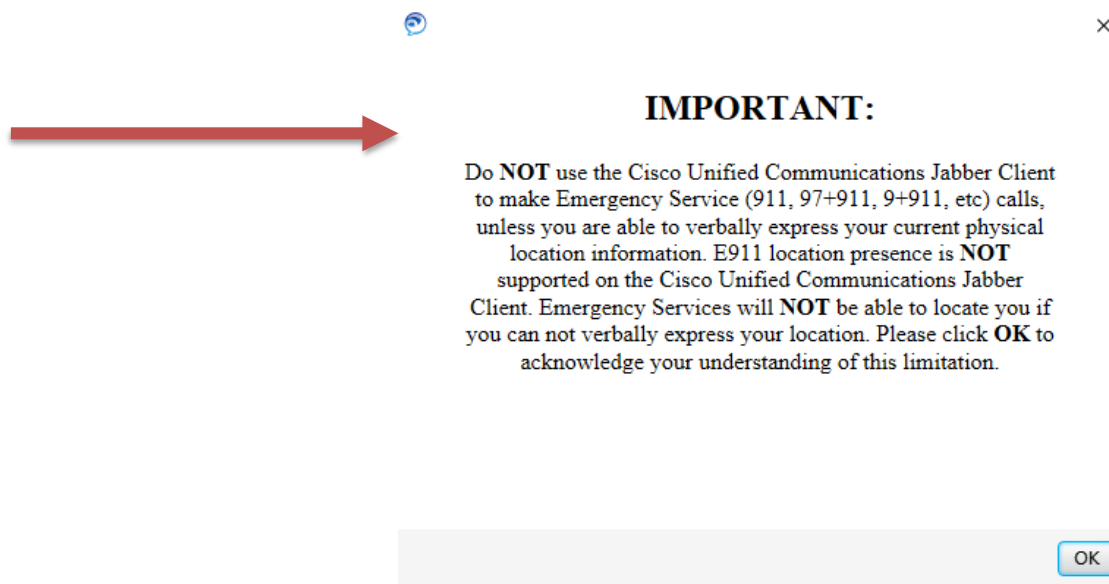
Troubleshooting Cisco Jabber

- **Can't log in at the Cisco Jabber login page**
 - Confirm you're entering your UniqueName@med.umich.edu
 - Confirm that you are entering your UniqueName and Level 2 password at the Cisco Unified Collaboration page.
 - If the username and password is correct, open a ticket via [Michmed.org/voice](https://michmed.org/voice).



Troubleshooting Cisco Jabber

- **E-911 page won't load**
 - If the page below doesn't load, please open a ticket via [Michmed.org/voice](https://michmed.org/voice).

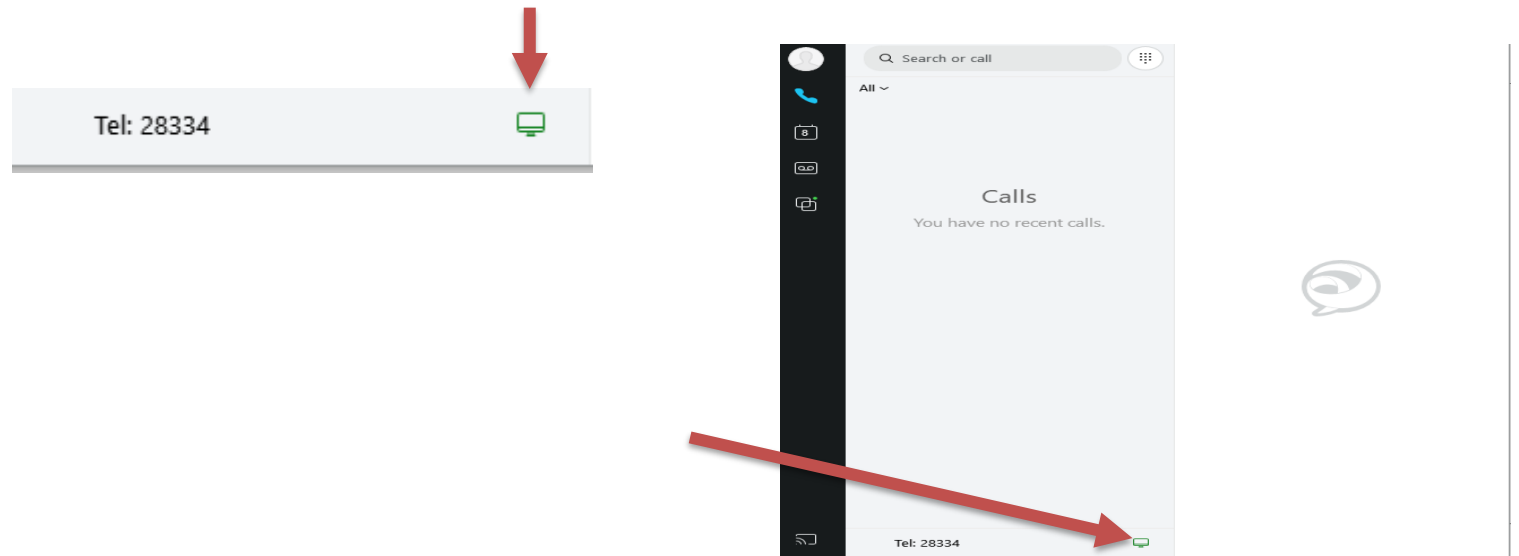


Troubleshooting Cisco Jabber

Cisco Jabber can't receive or place calls

When the Monitor screen Icon is green but you can't make calls or receive calls

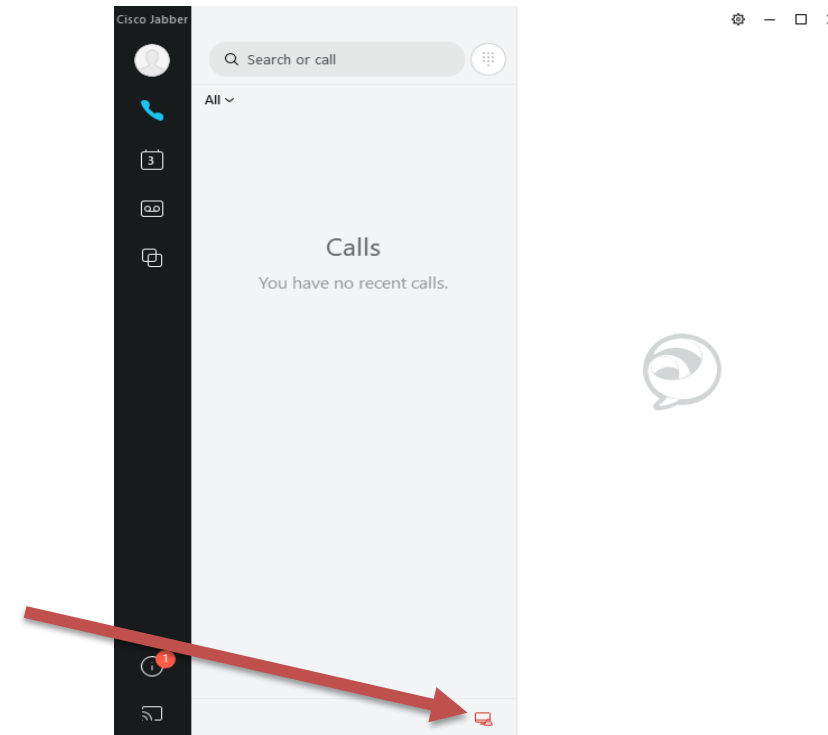
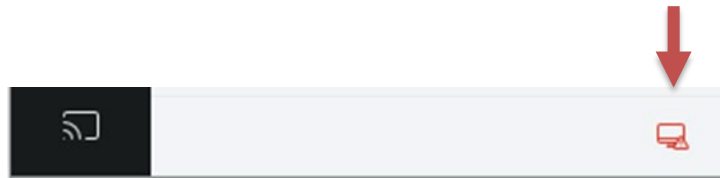
- Verify the number that people are calling you with.
- Verify that you are dialing 971 then the 10-digit number for External calls.
- If you are dialing out correctly, open a ticket via [Michmed.org/voice](https://michmed.org/voice).
- If the number they are trying to reach you at is correct, open a ticket via [Michmed.org/voice](https://michmed.org/voice).



Troubleshooting Cisco Jabber

When the Monitor screen Icon is red.

- Please open a ticket via [Michmed.org/voice](https://michmed.org/voice).

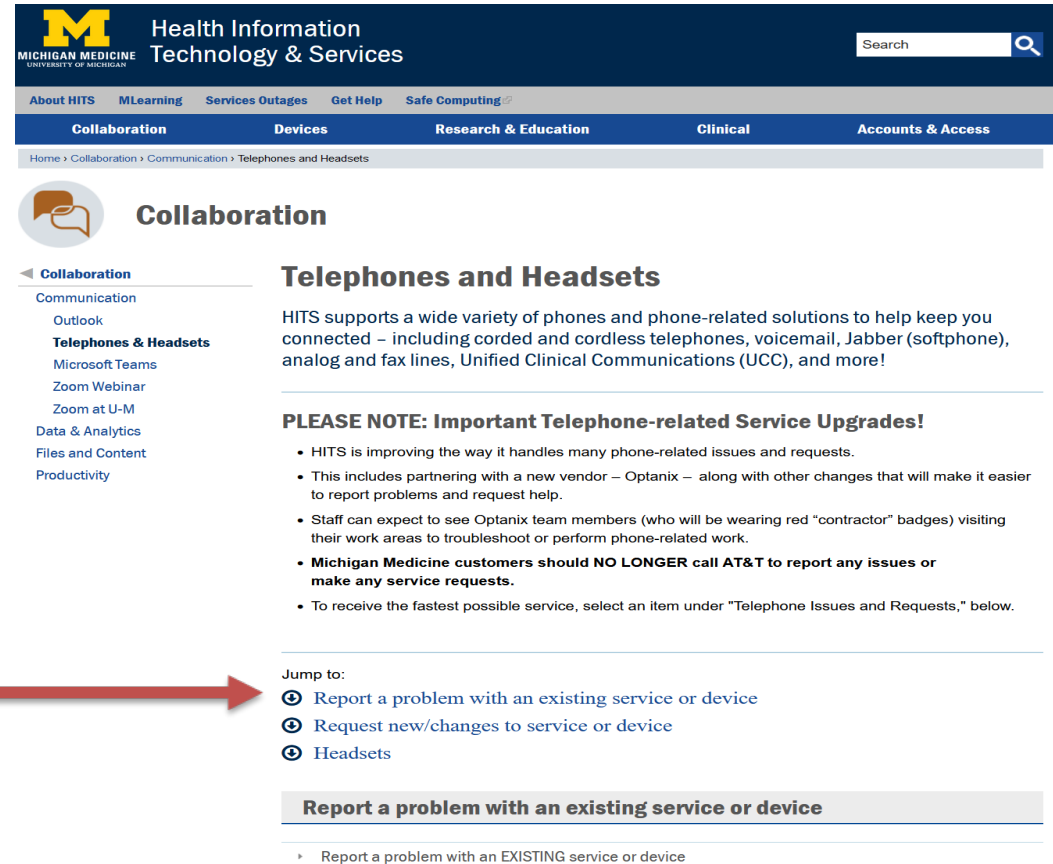


Troubleshooting Cisco Jabber

- **Cisco Audio issues**
 - Open a ticket via [Michmed.org/voice](https://michmed.org/voice).

Troubleshooting Cisco Jabber

- Michmed.org/voice.
- Select report a problem



The screenshot shows the Michigan Medicine Health Information Technology & Services website. The header includes the Michigan Medicine logo and a search bar. The navigation bar lists various services: Collaboration, Devices, Research & Education, Clinical, and Accounts & Access. The 'Collaboration' section is expanded, showing a list of communication tools. The 'Telephones and Headsets' section is highlighted, containing a 'PLEASE NOTE: Important Telephone-related Service Upgrades!' message. Below this, there is a 'Jump to:' section with three links: 'Report a problem with an existing service or device', 'Request new/changes to service or device', and 'Headsets'. A red arrow points to the first link, which is highlighted in a grey box.

Health Information Technology & Services

Search

About HITS MLearning Services Outages Get Help Safe Computing

Collaboration Devices Research & Education Clinical Accounts & Access

Home > Collaboration > Communication > Telephones and Headsets

Collaboration

Communication

- Outlook
- Telephones & Headsets**
- Microsoft Teams
- Zoom Webinar
- Zoom at U-M
- Data & Analytics
- Files and Content
- Productivity

Telephones and Headsets

HITS supports a wide variety of phones and phone-related solutions to help keep you connected – including corded and cordless telephones, voicemail, Jabber (softphone), analog and fax lines, Unified Clinical Communications (UCC), and more!

PLEASE NOTE: Important Telephone-related Service Upgrades!

- HITS is improving the way it handles many phone-related issues and requests.
- This includes partnering with a new vendor – Optanix – along with other changes that will make it easier to report problems and request help.
- Staff can expect to see Optanix team members (who will be wearing red “contractor” badges) visiting their work areas to troubleshoot or perform phone-related work.
- **Michigan Medicine customers should NO LONGER call AT&T to report any issues or make any service requests.**
- To receive the fastest possible service, select an item under “Telephone Issues and Requests,” below.

Jump to:

- 🔗 [Report a problem with an existing service or device](#)
- 🔗 [Request new/changes to service or device](#)
- 🔗 [Headsets](#)

Report a problem with an existing service or device

▸ [Report a problem with an EXISTING service or device](#)

Troubleshooting Cisco Jabber

- Michmed.org/voice.
- Select Jabber.

Request new/changes to service or device

- Cisco Finesse
- Analog/Fax Lines
- Data/Telephone Jack Installation
- Jabber
- Conference Phones
- Desk Phones
- Wall Phones
- (Cisco) Wireless Phones
- Telephone Disconnects
- Telephone Feature Changes
- Telephone Moves
- Unified Clinical Communications (UCC)
- Voicemail

[ⓘ BACK TO TOP](#)