

Using Cisco Jabber

Overview

The Cisco Jabber Phone Soft Client is an app you can download on your phone, tablet, or computer that acts as a virtual desk phone on your device. That means all incoming and outgoing calls made through the app will register as if you are calling/being called on your office phone number. You can also check voicemail through the app. This is an especially helpful resource if you prefer people contact you through your work phone number, or if you don't want calls forwarding to your personal cell phone number or voicemail inbox. There is no cost in using Jabber.

Cisco Jabber can be used on the following devices:

- computers running Windows or Mac operating systems (either desktop or laptop)
- cell phones running Android or iOS
- tablets running a tablet OS, either Android or iPad

Notes:

If you wish to use your desktop or laptop with this service, you will need to make sure that your device has the appropriate sound and mic devices. You will also have to ensure that the option to answer on your computer (as opposed to at your office desk phone) has been enabled.

- Google Play Store link: <https://play.google.com/store/apps/details?id=com.cisco.im>
- Apple App Store Link: <https://apps.apple.com/us/app/cisco-jabber/id467192391>
- Desktop Software Links: [OneDrive Link \(needs login\)](#)

The soft client uses the Purdue BoilerKey system to log in. Typically, logins expire after a few weeks, and you will need to re-authenticate.

Turning off the soft client or signing out of the app on your mobile device or computer will stop you from receiving calls at your device, but will still get to voicemail.

How to get it:

To sign up for Jabber, please use the link below.

https://purdue.ca1.qualtrics.com/jfe/form/SV_3fQg7e0YeBrlriR

Once the quick form is completed, the employee's supervisor will get an authorization email.