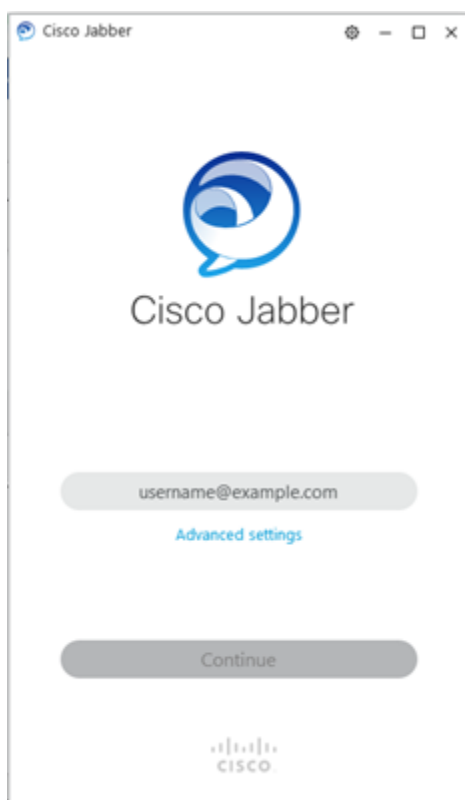# Calling with Cisco Jabber for MAC OS

Cisco Jabber can be used by faculty and staff to message UNCP colleagues and make phone calls from your computer (that will show up as if you're calling from your office phone). Jabber provides voice-over-IP (VoIP) capabilities, connecting you securely to UNCP's network so you can keep connected wherever you are.

Note: You don't have to be connected to VPN to use Cisco Jabber.
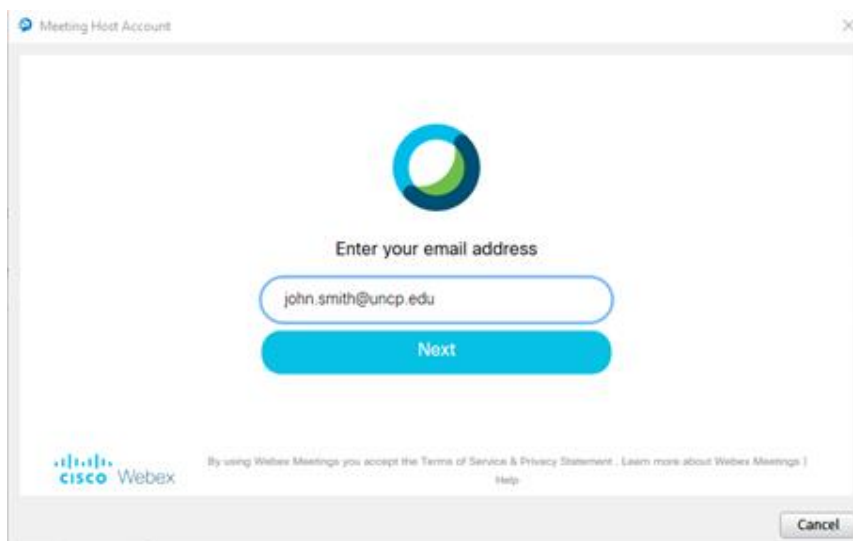
Getting Started

1. Ensure Cisco Jabber is installed on your machine. The latest version can be found in the [Self Service Portal](#).
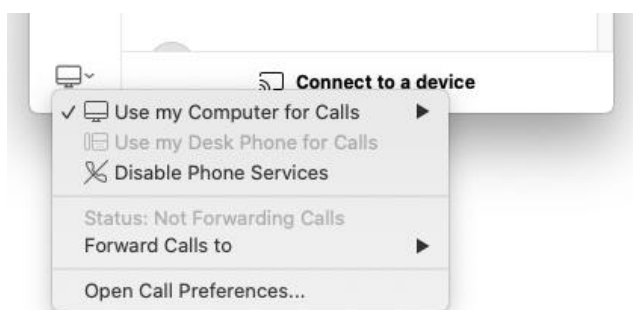

2. Open Jabber and enter your ***username@uncp.edu*** into the username field.

   - name: John Smith
   - username: jsmith
   - You type: jsmith@uncp.edu

3. Type your network password in the password field.

4. After signing into Cisco Jabber, the Cisco Webex plugin will prompt you to enter your email address. Type your UNCP email and press Next.
The Webex plugin will enable Webex Meeting capabilities and access to your calendar schedule.

5. Once you are signed into Cisco Jabber, immediately sign out and then sign back in. This helps Cisco Jabber to quickly sync your profile and information with its servers. To sign out, click the Jabber tab on the top left corner of the screen then select Sign Out.

6. Once the account is completely signed out, sign back into Cisco Jabber.

7. After signing back into Cisco Jabber, on the bottom corner of the Contacts pane, there will be an icon that looks like a computer. Click that icon. Under "Device for calls":

- For off-campus use, ensure it shows "Use my Computer for Calls".
- For campus use, ensure it shows "Use my Desk Phone for Calls".

8. Click outside of the window to close the list.

9. Your Cisco Jabber is now set up to make calls.

Calling with Cisco Jabber

1. In the search bar, type the person's name you'd like to call. If calling an outside number, type "9" and then the number in the search bar.

2. Next to the person's name, will be a green phone icon.

3. Click the green phone icon to place the call.