Cisco Jabber Installation – Windows 11 (effective 2026 to 2027)
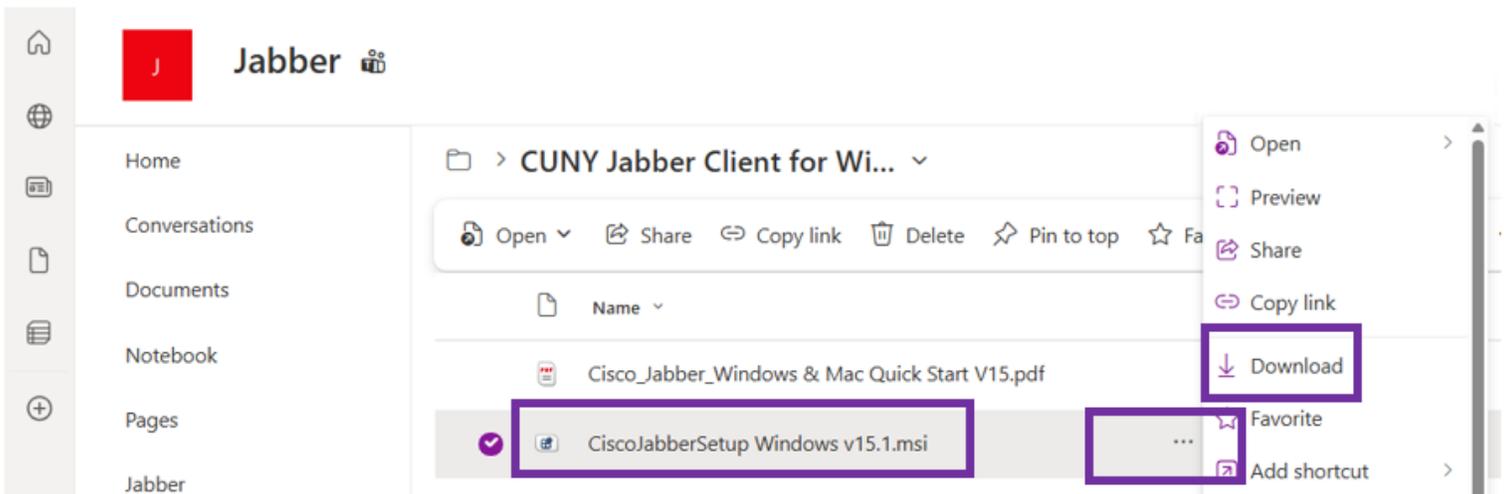
Jabber is a softphone client that extends your CUNY office phone number to a compatible workstation device. Jabber will automatically be installed on Office computers by Technology Services.

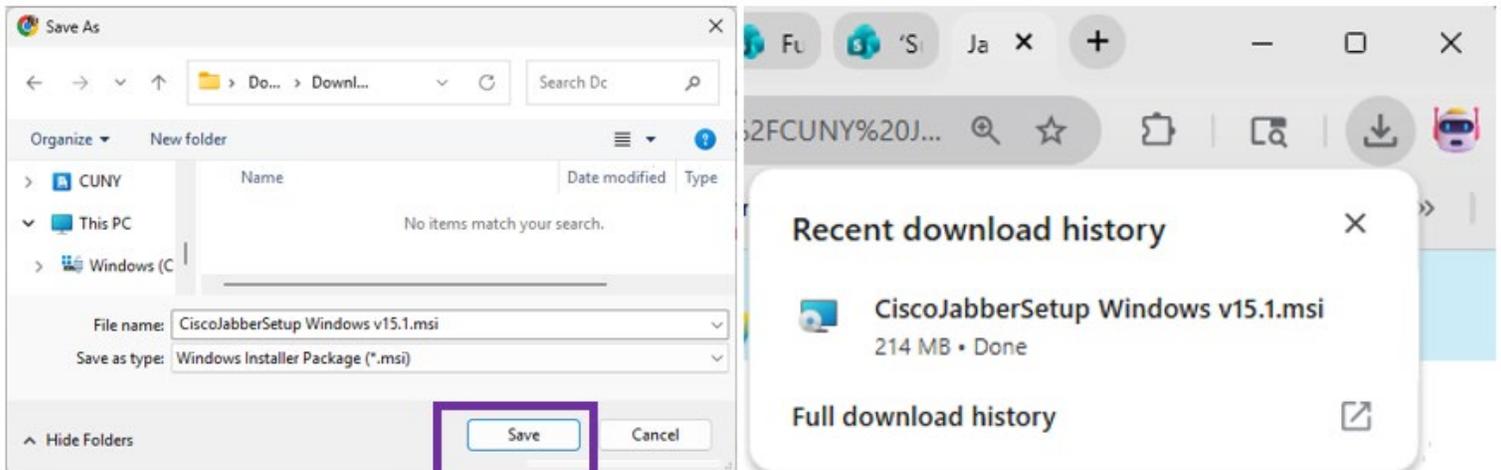This guide can be used to install Jabber on your Windows 11 devices.

- Your computer needs a microphone and speakers. A camera or headset with a microphone can also be used.
- Use your CUNY credentials to access the system.

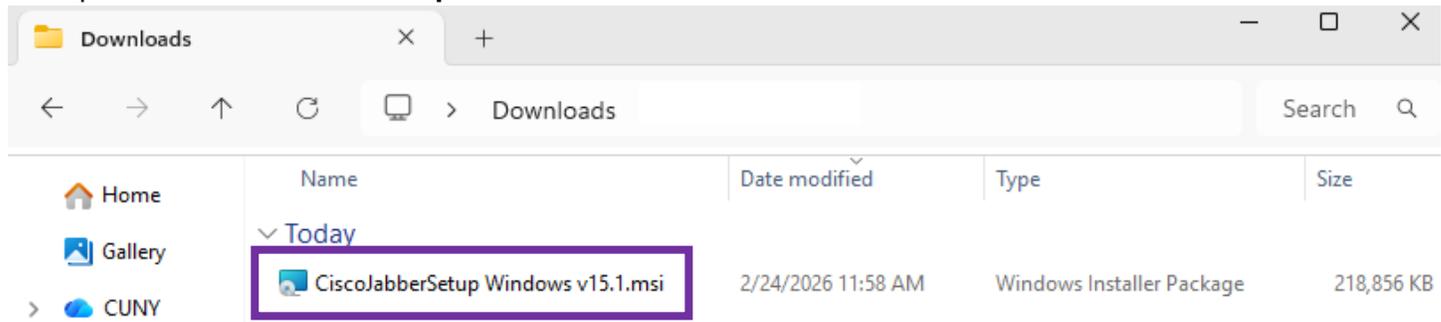The installation file is available on the CUNY SharePoint site.

1. Click the SharePoint link to access the files via your browser – CUNY Jabber Client for Windows.
2. You will see a SharePoint folder with files. Hover over the **CiscoJabberSetupWindowsv15.msi** file and click the three dots that appear. Select the **Download** button from the dropdown menu.

3. Based on your browser settings, you will see a **Save As** dialog box or the download will start automatically.
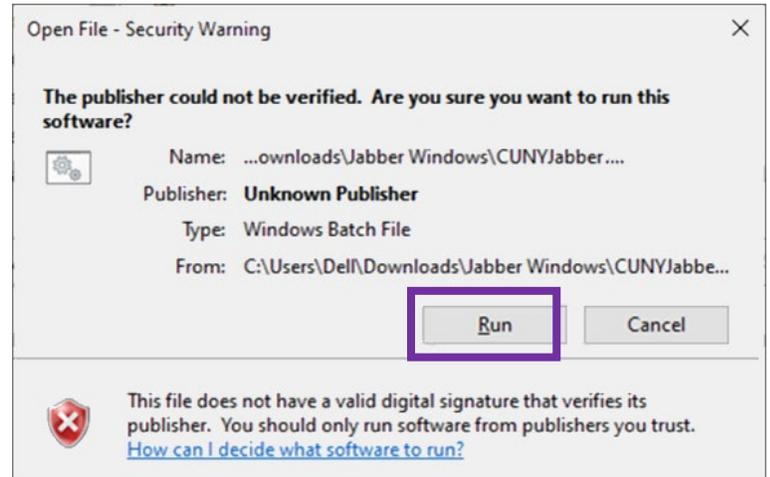
4. Open the **CiscoJabberSetupWindowsv15.9.5.msi** file.

At this time, the installer is unsigned, and you may see a warning. The pop-up may look different depending on your Windows configuration. The screenshot to the right is the security warning without Windows Defender.

5. Select "**Run**" to allow the install file to run.

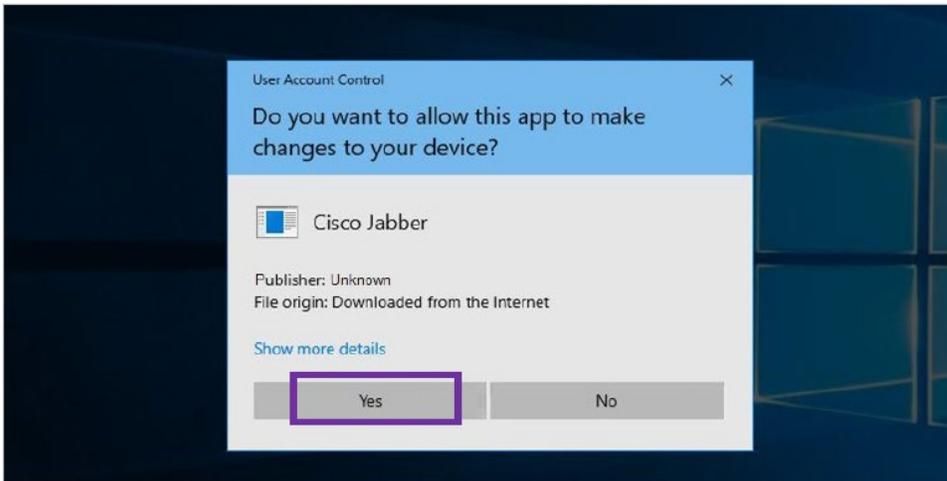If your PC has Windows Defender, you'll see a warning message.

6. Click the "**More info**" link to get more information and then select the "**Run anyway**" button.

7. On the Cisco Jabber installation window, click "**Accept and Install**" to install the software.

8. A pop-up from User Account Control reading: "**Do you want to allow this app (Cisco Jabber) to make changes to your device?**" will appear. Click "**Yes**" to continue.

9. The installation may take several minutes. When the installation completes, click "**Finish**". If you would like to launch Cisco Jabber right away, check the "**Start Cisco Jabber**" checkbox.

10. Sign in to Jabber using your CUNYfirst credentials.