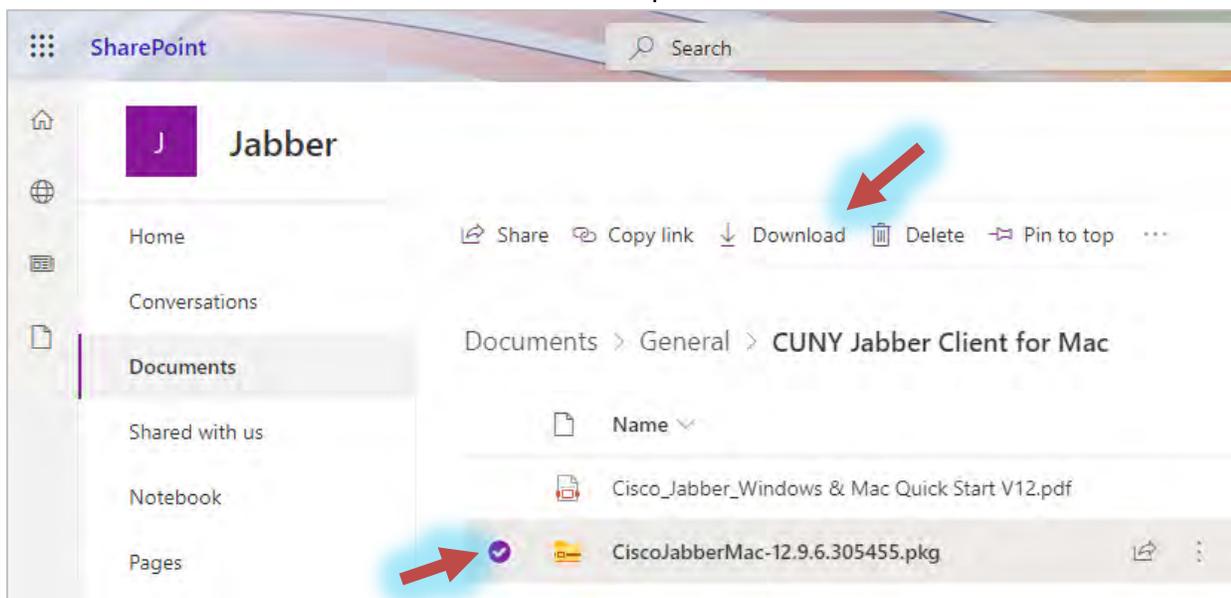# Cisco Jabber for MacOS

Jabber is a softphone client which extends your CUNY office phone number to a compatible workstation device.

Requirements:

- A participating hardware platform. This guide is for macOS (other platforms are supported). Please note that some older macOS versions may not be compatible.
- Your computer must have a microphone and speaker. A camera will also meet the mic requirement.
- Participating sites: Any CUNY site served by the Central Office Cisco Phone system.
- A "@login.cuny.edu" credential.

The installation files are available in SharePoint.

1. Click this SharePoint link to access the files via your browser – CUNY Jabber Client for Mac.

2. You will see a SharePoint folder with files. Click on the **CUNYJabberMac-12.9.*.pkg** file radio button and click the **Download** button in the top bar.
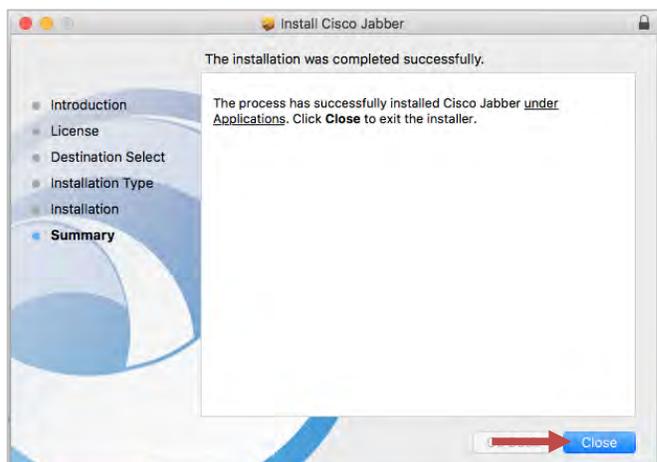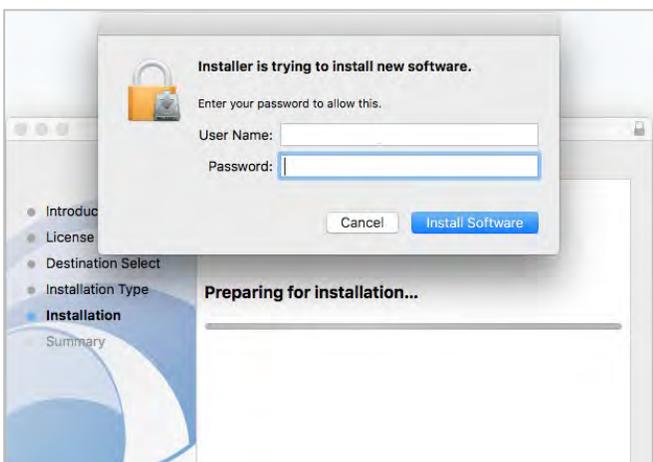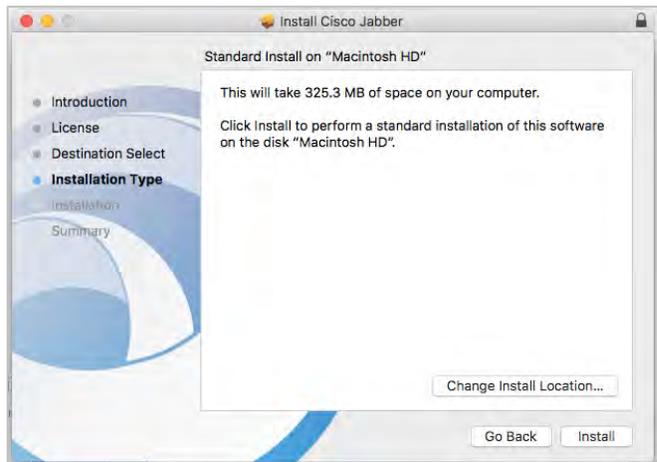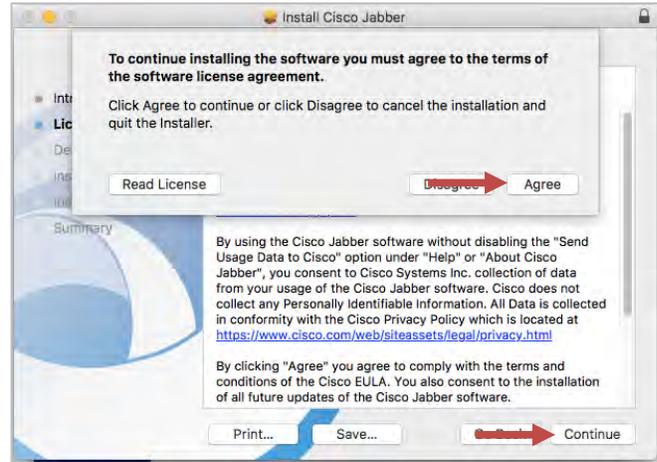

3. Click on the Downloads icon in the dock bar.

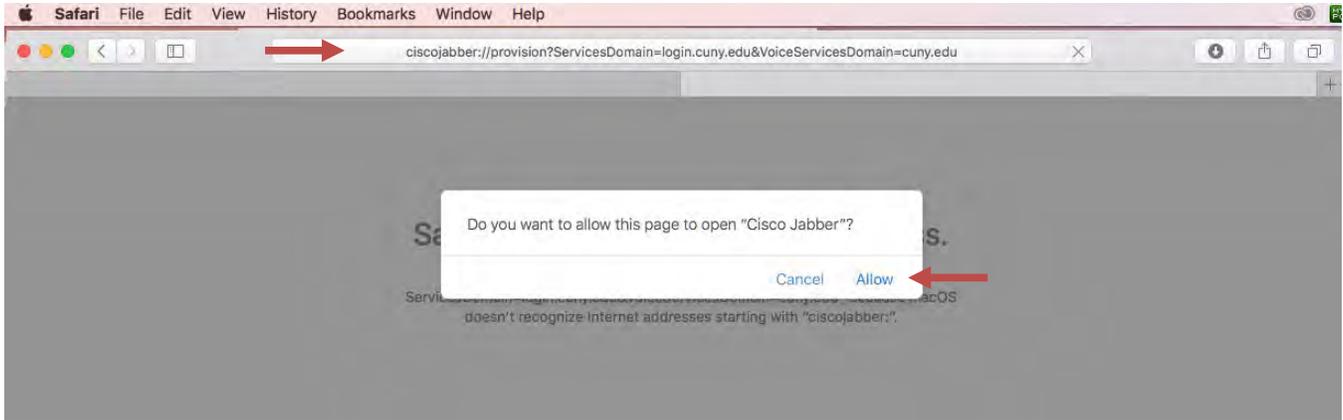4. Click on the installer to start the installation process.

5. Go through the installation process.
   a. Click **Agree** to agree to the terms of the software license agreement in the License step of the installation.
   b. Select your destination hard drive in the Destination Select step of the installation.
   c. Provide your computer username and password in the Installation step of the process – this is the same password you use to log into your computer.
   d. Click **Close** once you see the screen that informs of installation being completed successfully.

6. Open Safari browser and paste the following link in the URL address bar:
ciscojabber://provision?ServicesDomain=login.cuny.edu&VoiceServicesDomain=cuny.edu

7. You will see a prompt window asking you if you want to allow this page to open Cisco Jabber. Click **Allow**.

8. The Cisco Jabber software will open. You may see a "Certificate Not Valid" pop-up window. Click **Continue** to proceed.
9. Enter your CUNYfirst credentials to log in and have your domain settings saved to the configuration.