Uninstalling Cisco Jabber for Apple Computers

Notice: You must have an account configured on the Cisco VOIP telephone system.

The following steps will take you through the process of uninstalling an older version of Cisco Jabber on your MAC computer. Once complete, you can reference the Configuration Guide and install the new version of Cisco Jabber on your Apple MAC computer.

1. Search Applications folder for Cisco Jabber
2. Drag the Cisco Jabber.app file from the Applications folder to your Trash
3. Once the old version of Cisco Jabber has been removed you can install the new version by referencing the Knowledge Articles on University of Denver Technology Services Website Configuration Guide: Setting up Cisco Jabber for Apple MAC Computers

Note: The older version of Cisco Jabber for MAC does not have automatic updates enabled nor does it allow users to log in simply by entering their primary DU email address. The older version has advanced settings that must be changed in order to successfully log onto Jabber which is confusing to the user. The new version of Jabber eliminates the advanced settings needed.

If you need Technical Support please contact the UTS help desk at 303-871-4700 or by visiting http://support.du.edu