Troubleshooting Jabber

Resetting Jabber

The first step of troubleshooting Jabber is to reset.

- This is simply done by clicking or tapping on Reset Jabber at the sign in screen and logging in again.
- If you are already signed in to Jabber you will need to first sign out. This is done by clicking or tapping on the circle in the upper left hand corner of the Jabber window. Then selecting sign out.

Is your username and password correct?

- Your username is your first initial and your last name. For example, someone with the name Sam Jones would have the username sjones@millersville.edu.
- In some cases people will have a username of their first initial, last name and a number. Those who this applies to will be aware of this and they should use the username with the number.
- In a few cases people will need to login using the phone's extension, such as 8123@millersville.edu. In these cases, IT will give you sign in information when you request to use Jabber.

Is your iPhone is not receiving calls?

The Jabber app needs to remain running in order to receive calls. If you swipe it closed it will not be able to receive calls.

Is your Mac or Windows computer not receiving calls?

Please follow the following steps so Jabber can receive calls.

1. To make and receive calls on your computer click on the phone icon at the bottom of the Jabber screen.
2. In the Device for Calls pull down menu select Use my computer.
3. The green icon will change from a telephone to a computer.
4. Jabber is now setup and ready to use.