Jabber Troubleshooting Tips

Dial 8+telephone number
Just like your desk phone, an 8 must be dialed before dialing non-Millersville University numbers.

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 email address. For employees the format is jar.binks@millersville.edu For students the format is jjbinks@millersville.edu
• 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 make a 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 connecting to Jabber or receiving calls?

Red Computer Icon

If you have a RED computer at the bottom. Even if it already states "Use my Computer," select "Use my Computer" again and that should force it to connect.

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.
   (Image of device settings for calls)
3. The green icon will change from a telephone to a computer.
4. Jabber is now setup and ready to use.

Reboot your computer or phone
If you have tried everything else, reboot your computer or phone.