Install the Cisco Jabber for mobile app

Install the Jabber app by following these steps:

**Step 1.** From your mobile device, locate the Jabber icon from the App Store.
**Step 2.** Tap the Install button.
**Step 3.** Press the Accept button to give Cisco Jabber permissions to access features on your mobile device.
**Step 4.** Once installed, tap the Open button to open Cisco Jabber.

**Note:** If asked to add a shortcut to your home screen, tap Ok for yes or Cancel for no.

Logging into Jabber

**Step 1.** Locate, then tap (Jabber) icon located on your screen

**Step 2.** If this is the first time opening the Cisco Jabber app, please read, then Accept the “Emergency Calls” agreement.

**Step 3.** Tap allow to provide Jabber the ability to:
   a) Access your Contacts
   b) User Siri
   c) Send Notifications

**Step 4.** From the “Collaborate your way” screen, use your finger to swipe left to move to the next screen.

**Step 5.** Tap Get Started Now.

**Step 6.** Tap OK to allow Jabber to access the microphone.

**Step 7.** First time login requires you to enter your e-mail address i.e. example@northwestern.edu. This will be saved automatically and will not be required for future logins. Tap Continue.

**Step 8.** Enter your NetID and password. Tap the Sign In.
Cisco Jabber iPhone
Quick Start Guide

Hub Window
The Hub Window contains:
• Status
• Settings
• Sign Out

Add a New Contact
1. To add a contact, tap on the icon.
2. Select Add Contacts.
3. Search for contact and Select person
4. Assign to group. If need to create a Group tap on + and add a new group. Tap the back < then the Done icon.

Change Settings
Tap on your status (left corner) or swipe left to right.

Change Presence
1. Tap on your status (left corner) or swipe left to right.
2. Tap the Presence Status icon.
3. Change Status.
Placing a Call
1. Tap the **Call** icon.
2. Select from Recents for Call History or tap the Keypad.

Placing a Call to a Created Contact
1. Select contacts icon.
2. Locate the desired contact from your list of contacts.
3. Select the Contact to initiate the call.

Answer Incoming Call
Tap **Answer** to answer the incoming call.

Call Controls
- Mute Audio
- Start/Stop Video
- Keypad to enter digits
- More Options provides access the following:
  - Hold calls
  - Transfer calls
  - Merge calls
  - Create Conference calls
- End Call

Place a call on Hold
To place a existing call on Hold, tap the **Options** Icon and Tap Hold.

Tap Keypad to dial a number.

Tap **Decline** to send the call to Voicemail.
Transfer a Call
To transfer an existing call, Press the Options icon and Press the Transfer icon (this will place the current call on hold).

Enter the targeted number or use the predictive search field to call an internal colleague. Select the Transfer icon to complete the transfer.

Conference Call
To add additional people to a current conversation:
1. Choose Conference from Options icon.
2. The Conference window will open. Enter the number or name in the search field.
3. When the second dialed party answers, the Conference option will appear. Choose the Conference option to connect to the caller(s).
4. Repeat these steps to add additional callers to the conference.

Meetings
Tap the Meetings icon to view and start meetings.

Voicemail Access
The Voicemail Tab offers you options to play and manage your voicemail messages.
1. Select the Voicemail icon.
2. Use the radio buttons to listen to messages.
3. Select More on the voicemail message to delete or forward the voice message.