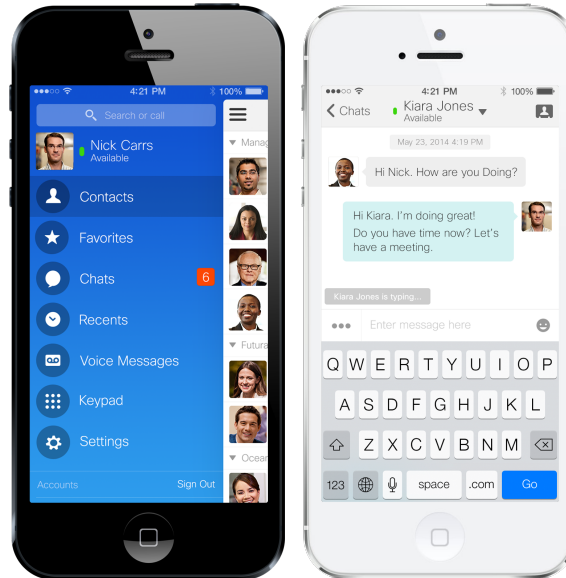# Cisco Jabber Mobile for iPhone and iPad

# Getting Started Guide

## Table of Contents

## About Jabber Mobile for iPhone and iPad

Jabber is a next generation unified collaboration client designed natively for the iOS mobile platforms that brings together key Cisco technologies - Enterprise

instant messaging (chat), presence, telephone services including point-to-point video calling, and visual voicemail.

With Cisco Jabber, you can:

- Use your business phone number for outgoing and incoming calls, hiding your personal phone number

- Connect instantly, find contacts in your corporate directory, use instant messaging, and view visual voicemail

- Lower costs by placing and receiving calls over wireless LAN and Wi-Fi networks

- Experience real-time, face-to-face video and voice calling

## Installing Jabber

Cisco Jabber is available for download on the App Store.  From your Apple device, open App Store and search for Cisco Jabber.  You will be able to easily identify the correct application by looking for the Jabber symbol in your search results.
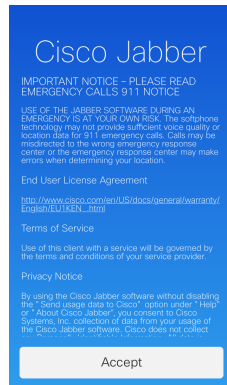
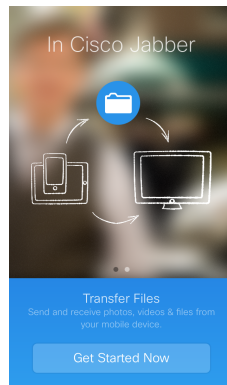Step 1.    Install the application accepting the default permissions.



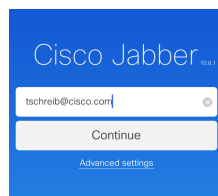Step 2.    Tap the Jabber icon to Open when your installation has completed.
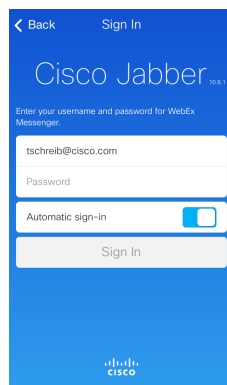
Step 3.    *Accept* the End User License Agreement.



Step 4.    Swipe to the second page of the overview, then tap *Get Started Now*.



Step 5.    Enter your *gatorlink username@voip.ufl.edu* in the space provided, then tap *Continue*.



Step 6.    Enter your gatorlink *Password* in the space provided and tap *Sign In*.

Step 7.    Tip: Jabber will store your username and password so you will not have to enter it each time you open Jabber.  If you wish to change this behavior, toggle the slider next to *Automatic Sign-In* prior to tapping the Sign In button.

Step 8.    Tap the *Drawer* ☰ as indicated to get started with Cisco Jabber for iPhone and iPad.
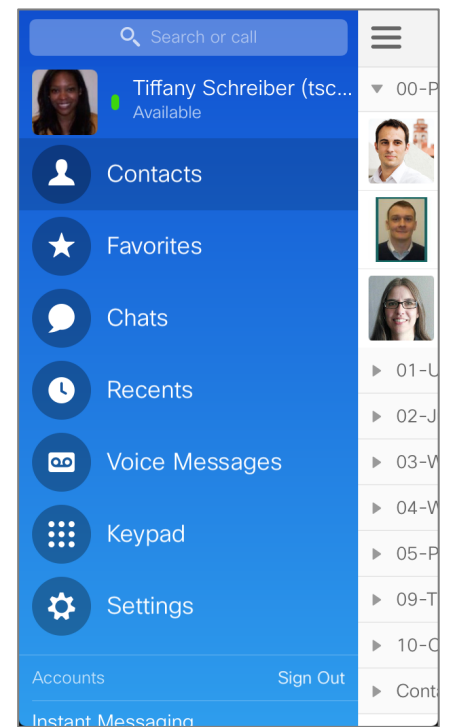
## Jabber for iPhone and iPad Quick Tour

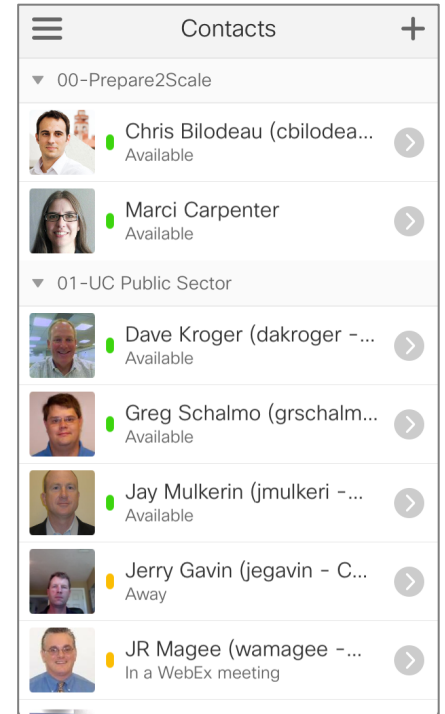### Drawer

In the Drawer you can:

- Access the various tabs of your Jabber client:

    a.  Contacts

    b.  Favorites

    c.  Chats

    d.  Recents

    e.  Voice Messages

    f.  Keypad

    g.  Settings

- *Sign Out* of your Jabber account.

- View the current status of your *Instant Messaging*, *Phone Services*, and *Voicemail*.
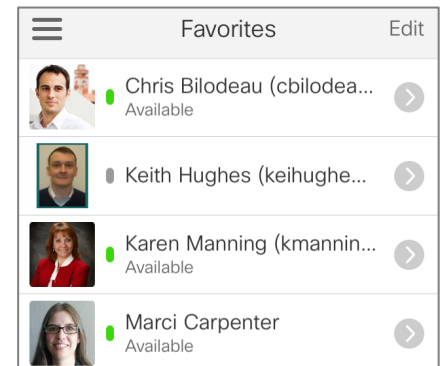
## Contacts

In the Contacts tab, you can:

- Open the *Search or Call* tool to find colleagues or enter a telephone number to dial.

- Add a *New Contact* to your Contacts list from your company directory.

- View your saved contacts *Presence* status

- Tap to *Chat* with your contacts.

| ☰ | Contacts | + |
|---|---|---|
| ▼ 00-Prepare2Scale | | |
| | Chris Bilodeau (cbilodea... | |
| | Available | ❯ |
| | Marci Carpenter | |
| | Available | ❯ |
| ▼ 01-UC Public Sector | | |
| | Dave Kroger (dakroger -... | |
| | Available | ❯ |
| | Greg Schalmo (grschalm... | |
| | Available | ❯ |
| | Jay Mulkerin (jmulkeri -... | |
| | Available | ❯ |
| | Jerry Gavin (jegavin - C... | |
| | Away | ❯ |
| | JR Magee (wamagee -... | |
| | In a WebEx meeting | ❯ |

## Favorites

In the Favorites tab, you can:

- Open the *Search or Call* tool to find colleagues or enter a telephone number to dial.

- Add a *New Contact* to your Favorites list from your company directory.

- View the *Presence* status of your Favorites contacts.

- Tap to *Chat* with your Favorites contacts.

| ☰ | Favorites | Edit |
|---|---|---|
| | Chris Bilodeau (cbilodea... | |
| | Available | ❯ |
| | Keith Hughes (keihughe... | ❯ |
| | Karen Manning (kmannin... | |
| | Available | ❯ |
| | Marci Carpenter | |
| | Available | ❯ |

## Chats

In the Chats tab, you can:

- View all your active *Chats*.
- *Search* for a colleague and start a new Chat.
- Open any active Chat message.

Within a Chat, you can:

- Send and receive text *Chats*.
- Escalate to a telephone *Call*.
- Insert *Emoticons*.
- Open your *Camera* to take a photo, send an existing *Photo* or *Video*, or attach a *File* or a downloaded file from *Cache*.

*Note*: The options available in your Chat will vary based on the capabilities of the person with whom you are chatting.
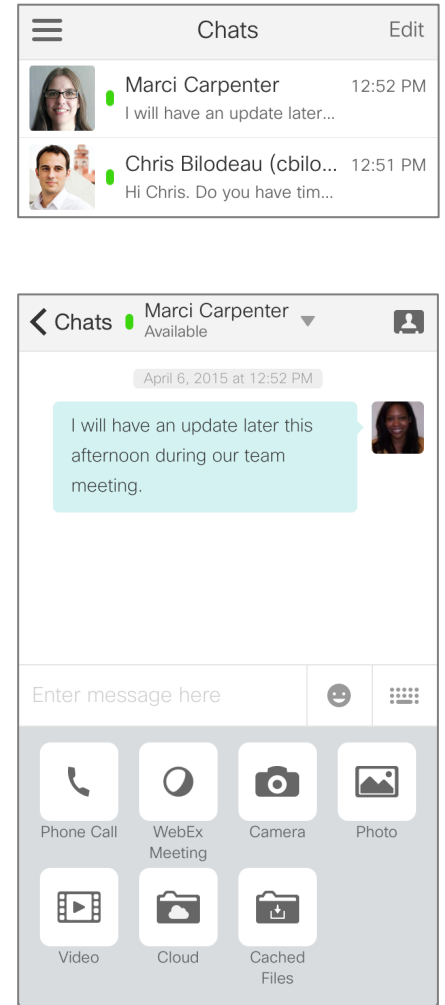
## Recents

In the Recents tab you can:

- View your *Missed calls*.

- Caller ID, and the time and date of the call, will be displayed for all calls.  If the caller is an internal contact, you will also be able to see their current availability.

- Missed calls will be displayed in red.  Sort by *All* calls or choose to view only *Missed* calls.

- Select the *Contact* in each entry to dial directly from your Recents list.
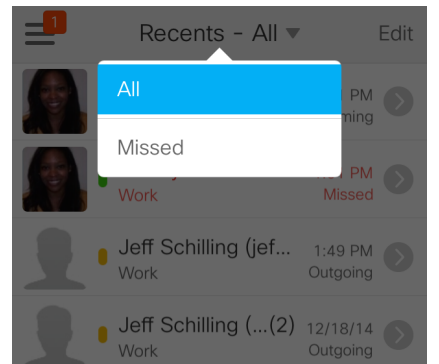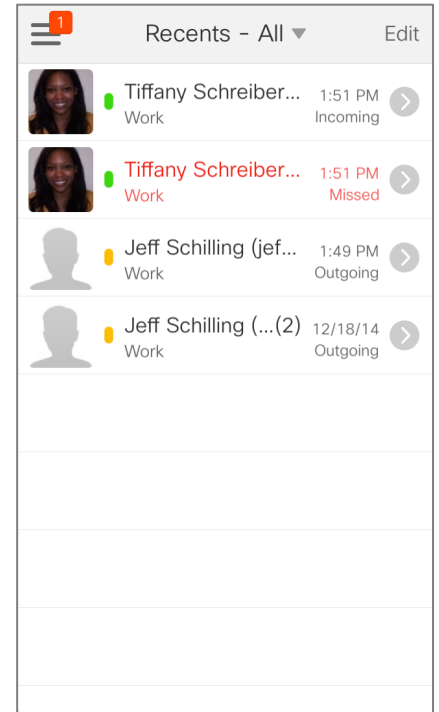
## Voice Messages

In the Voice Messages tab you can:

- View your *New* and *Saved* voicemail messages.

- View message *Details*, such as the time and date of message delivery, the length of the message, and caller ID when available.

- For internal calls, you will also be able to view the *Presence* details of the contact.

- *Play*, *Pause* or *Restart* a message.

- Use the Slider to move *Forward* or *Rewind* your message.

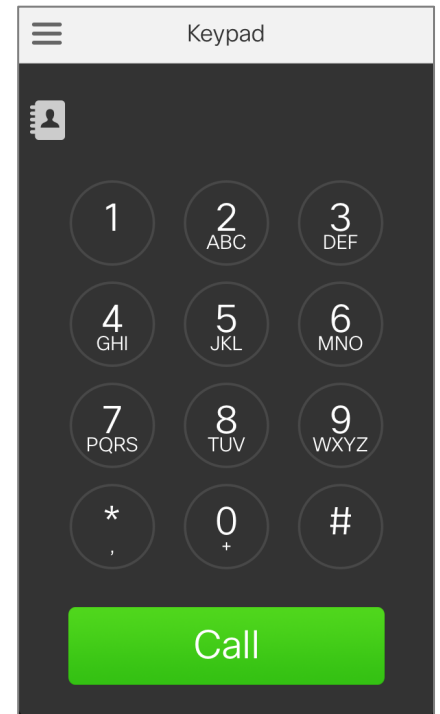- Touch and hold a message to mark it for *Trash*.
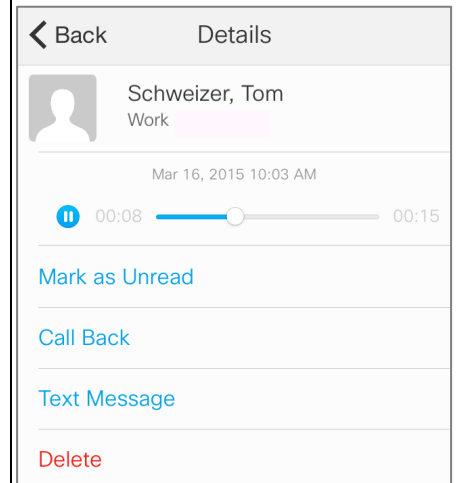
## Keypad

From the Keypad tab you can:

- Dial any telephone number to call using your Desk Phone caller ID rather than your mobile device caller ID.

- Search your local *iPhone Contacts* to call any saved contact using your Desk Phone caller ID.

## Settings

From the Settings tab you can:

- Set your preferences for the following *General* Jabber for iPhone and iPad settings:

  a. Sounds

  b. Vibrate

  c. Status

  d. Display

  e. VPN

  f. Cached Files

- Adjust your *Audio and Video* preferences.

- Review your configured *Accounts* and view the current status of those accounts.

- View your current Jabber client version.

- View the online *User Guides* for your client.

- Package your client technical log files and send them to your IT department for *Problem Reporting*.

- *Send Feedback to Cisco* on the Jabber for iPhone and iPad application.
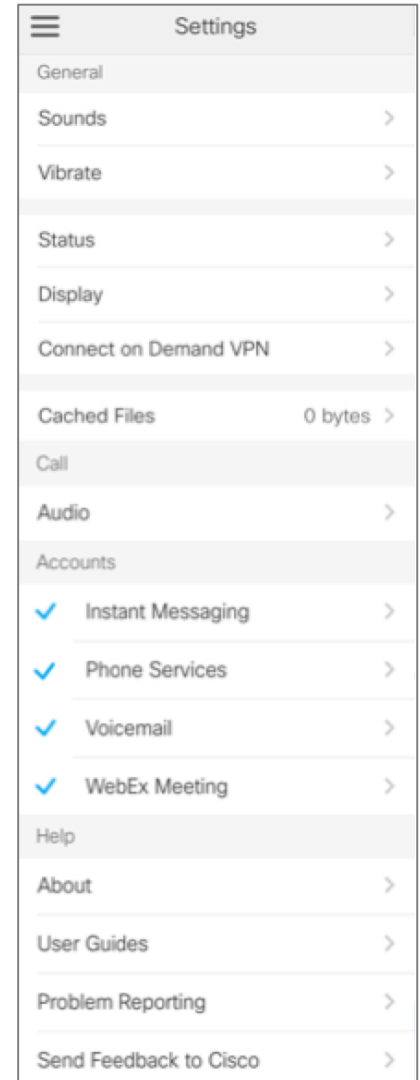
## Need Help?

For the duration of the Jabber pilot project please call 352-294-2099, or email jabber-pilot-l@lists.ufl.edu