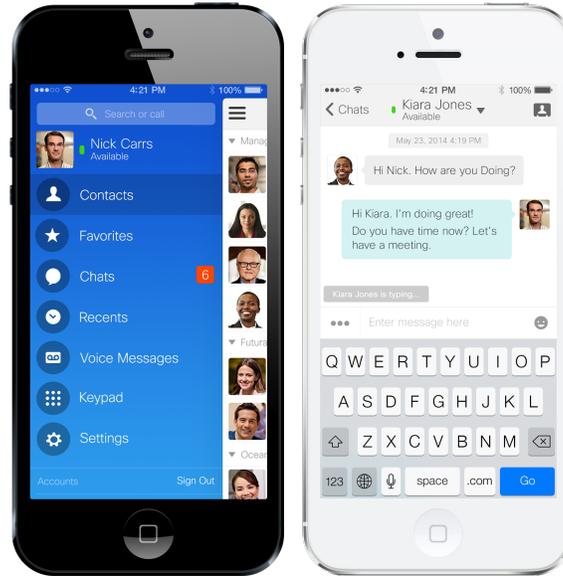


## Cisco Jabber Mobile for iPhone and iPad Getting Started Guide



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## About Jabber Mobile for iPhone and iPad

Jabber is a next generation unified collaboration client designed natively for the iOS mobile platform 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

## Limitations

The following limitations apply to all devices:

- HD video may become stuck on the iPhone 5S and iPad Air when they are running iOS 8.
- For iOS 7 and 8, sometimes when Cisco Jabber is suspended and a message arrives, iOS system does not wake up Cisco Jabber. The call or Instant Message will appear on the device after several minutes or when Cisco Jabber is taken to foreground. The work around is resetting iOS system network settings via Settings > General > Reset > Reset Network Settings.
- It will take about 3 seconds if the user wants to switch the audio output device to Bluetooth headset.
- In the phone-only mode, if the number of contacts in the native address book is over 2000, then the performance issue may appear when loading the native address book.
- The first usage of Secure Phone functionality should be on the corporate network or VPN to ensure proper certificate installation.
- Close any unused apps running in the background should you experience performance issues with Jabber.
- Users may see the error *Cannot get device config* while using the application. This may be due to a known issue in iOS. Turning the network you are using off and on in the iOS Settings can resolve this issue.
- Due to an Apple iOS issue, there might be no ringing tone for an incoming call. But it's extremely rare.

- Certificate validation windows pops up if the certificate on Cisco Unified Communications Manager is issued by an intermediate certificate authority. Use the certificate that is signed with the root rather than an intermediate certificate authority.
- From 10.5 release onwards, all the Cisco Jabber account related files, including Configuration, Contacts, Credentials, History, Logs, Photo and so on, are not backed up on the iCloud and iTunes due to privacy reasons.

The following limitations apply to iPhone only:

- Application notifications are turned off by default in iOS 7. To ensure that you do not miss incoming Jabber chats and calls, go to iOS Settings > Notification Center and check that the Jabber sound setting is turned on.
- The maximum number of participants for ad-hoc conferences is limited to three.
- Due to an Apple iOS issue, the device sometimes drops from the Wi-Fi data network to the mobile voice network while the device is in sleep mode. This issue can lead to missed incoming calls. To prevent this issue, go to the iPhone Settings and turn off Cellular Data.
- Ringtone audio is not sent through some Bluetooth headsets.
- If you use a Bluetooth headset while on a Cisco Jabber for iPhone and iPad call, the call control buttons on the headset are not active.

The following limitation apply to iPad only:

- Cisco Jabber for iPhone and iPad does not remember server information and credentials when changing server types.
- If you transition between networks, your availability status may not be accurate.
- Cisco Jabber for iPhone and iPad bandwidth has been limited to 384 kbps due to CPU constraints on the supported iPad hardware.
- You cannot join a conference call if the call is placed by a Cisco WebEx Messenger user from a group chat started on his or her computer.
- If you delete a group of contacts on a device other than iPad, the group will still appear in Cisco Jabber for iPhone and iPad.
- If you start an action, such as signing in or tapping WebEx Meeting to start a meeting, and then bring Cisco Jabber for iPhone and iPad to the background before the action is completed, you cannot successfully complete the action.
- Invitees will receive meeting invitations whether or not the meeting has been started

- If you tap WebEx Meeting to start a meeting, a meeting invitation is sent when either the meeting starts or 30 seconds has elapsed.
- Cisco Jabber for iPhone and iPad supports only form-based authentication. You cannot sign in if your organization uses only basic authentication.
- During an active Jabber call and put Jabber to background, sometimes the call indicator will show Jabber (recording) depending on the iOS versions.

#### Bluetooth limitations:

- Bluetooth headsets use the same 2.4 GHz frequency as 802.11b, 802.11g, and 802.11n wireless networks as well as other devices such as microwave ovens and cordless phones. Interference from such devices is likely to impact Bluetooth transmissions and Bluetooth headsets may interfere with wireless connections to the iPhone, iPad, or iPod Touch. This issue is not specific to Cisco Jabber for iPhone and iPad but can result in dropped or interrupted calls and voice quality issues.
- Minimize interference to wireless networks from Bluetooth headsets by ensuring a strong wireless network signal is available throughout the coverage area.

## Software and Hardware Requirements

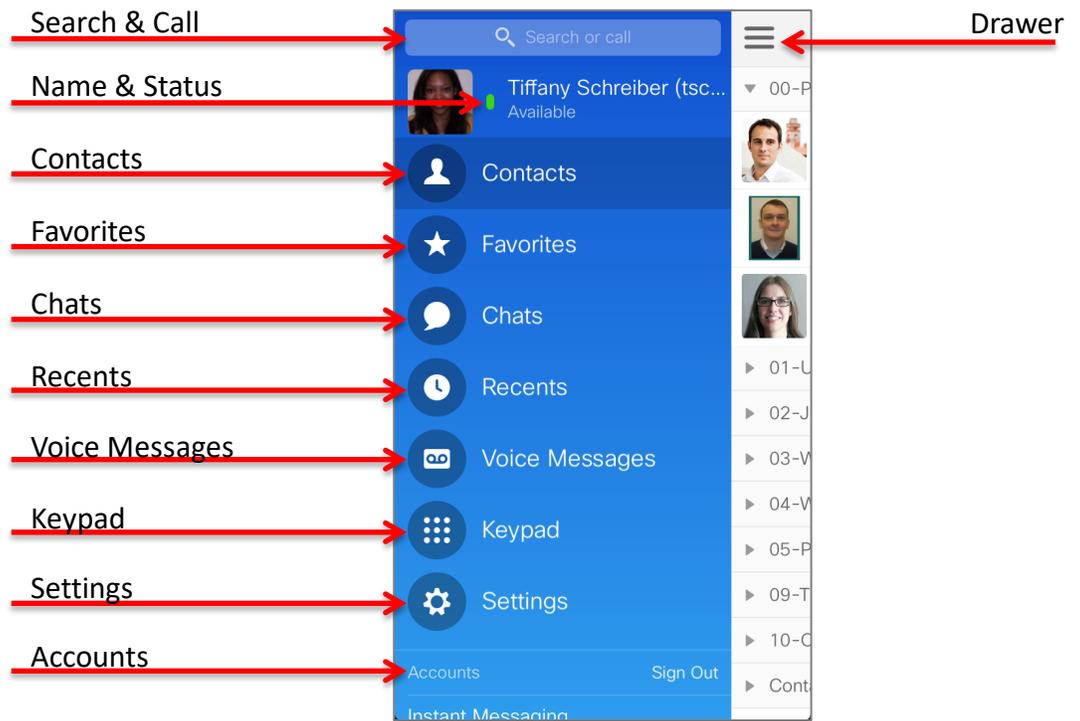
#### Devices:

- iPhone 4s, 5, 5c, 5s, 6, and 6 Plus
- iPad 2, iPad with Retina display (3rd and 4th generation), iPad Air, iPad mini, or iPad mini with Retina display, iPad Air 2, and iPad mini 3
- iPod touch 5th generation

#### Operating System:

- iOS 8.0 and later

## Jabber for iPhone and iPad Client Overview



### Drawer

The Drawer icon at the uppermost left corner of the client provides access to all tabs within the Jabber client. From any screen, you can tap the Drawer icon to navigate elsewhere in the client.

### Search

The Search tool is available from the Jabber Menu Drawer. Tap the Search icon to search your company directory or local iPhone contacts.

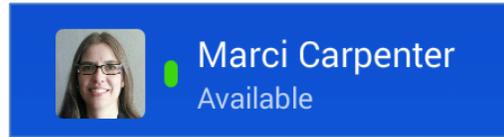
### Status

At the top of your client, you will see your picture, if available, your Name, and your current presence Status.

When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when your iOS device is locked.

If you join a WebEx meeting from your WebEx Mobile application on your iOS device, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting.

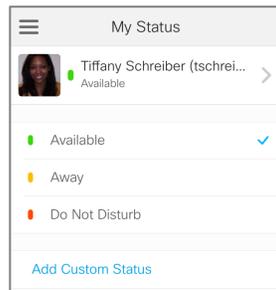
You may also set your status manually by tapping your name or photo at the top of the Drawer menu.



This opens the Status menu. When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when you have not touched your computer keyboard for a default of 15 minutes, or when you lock your computer to step away.

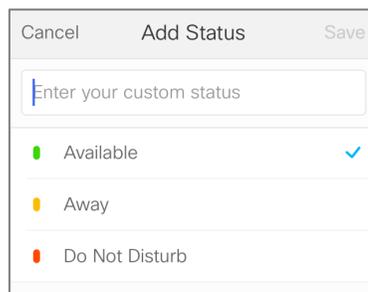
If you join a WebEx meeting from the same computer running Jabber, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting, and then into a do not disturb status displayed as *Presenting* when you are the current presenter.

You may also set your status manually by selecting one from the drop down menu below your current status.



You may select one of the default status messages, or you may create your own custom status to provide more details to your colleagues about your current availability.

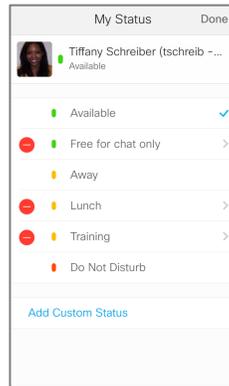
Tap the *Add Custom Status* option at the bottom of the *My Status* tab. The Add Custom Status dialog box opens.



Type your desired status in the space provided, then select the presence level you wish to display with your customer status. Green indicates *Available*,

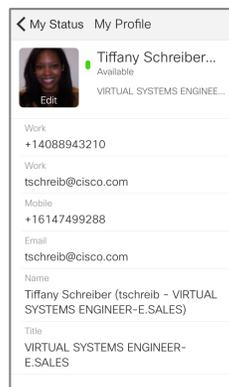
yellow indicates you are *Busy* or *Away*, and red turns on *Do Not Disturb* mode.

Tap *Save* to set your new custom status. Your Jabber client will save three custom statuses per status level. You may edit or delete your custom status by tapping *Edit* at the top of the My Status tab.



## Name

To view your personal contact information, tap your name or photo in the Drawer menu, which opens the My Status page. Tap your name or photo again to open the *My Profile* tab. Here you may view your contact details and change your profile picture.



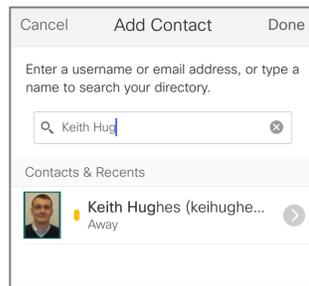
Editable fields will be displayed with text boxes in which you may enter information. Not all fields are editable.

## Contacts

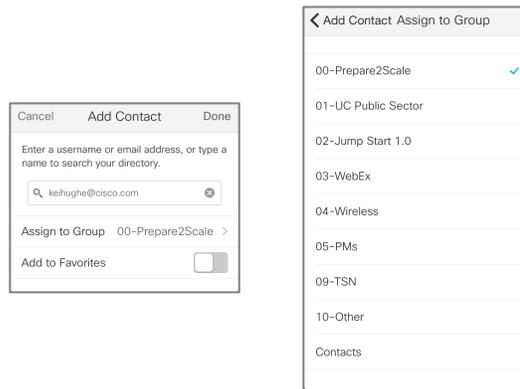
The *Contacts* tab of your Jabber client gives you the option to save people you interact with frequently so you can quickly see if they are available and just tap their name to interact.

To add a contact to your list, open your *Contacts* tab and tap the *Add*  icon.

Type the name, username or email address of the person you wish to add to your contact list. As you type, Jabber will display matching results. As you continue to type the results will narrow. Jabber will display people already in your contact list and with whom you have had recent conversations at the top of your results, followed by matches in your company directory.

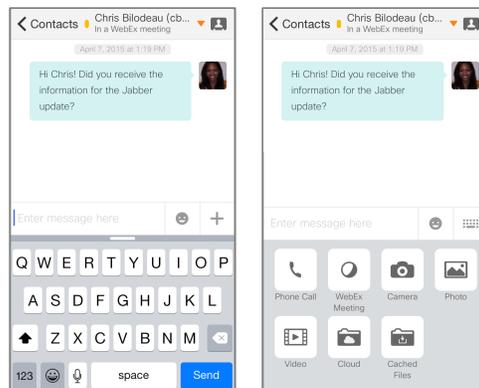


Tap the result you wish to add to your contact list.



You may toggle the switch to also add the contact to your *Favorites* list if you desire. Tap *Done* at the top of the dialog to save your contact to your contacts list.

Within your contacts list, tapping a contact will open the Chat dialog. From here, you have the option of placing a *Call*  to the person, open the *Options*  menu to Start a *WebEx Meeting* with the contact or send files. Tap the *View Profile*  icon to see all contact information for the contact, or interact via text using the chat features as described in the *Chats* section of this document.

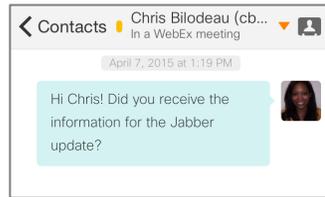


## Favorites

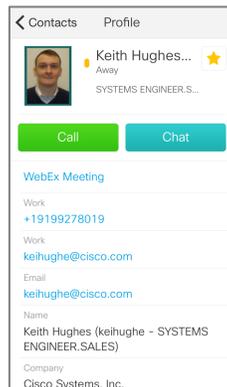
Your Favorites are people with whom you interact most frequently. You can add any contact to your Favorites list either using the Search tool as described in the *Contacts* section of this document, or from your existing Contacts list.

To add an existing contact to your Favorites list, tap the contact to open the

Chat dialog then select the *View Profile*  icon.

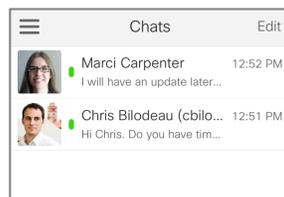


Within the contacts profile, tap the *Star* icon to add the contact to your Favorites. The star will be gray when the contact is not selected as a Favorite, gold when selected.

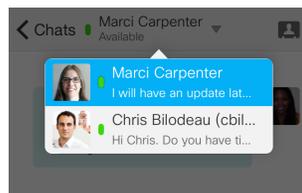


## Chats

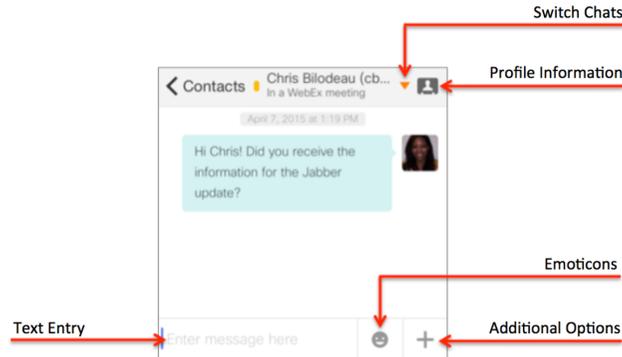
All your active chat sessions can be found in the Chats tab of your Jabber client. All Chats that have been initiated while your Jabber for iPhone and iPad client has been logged in will appear here.



When you have multiple chat sessions active at the same time, you can open this tab to switch between chats, or use the pull-down  within any of your active chats and select another chat from the list.

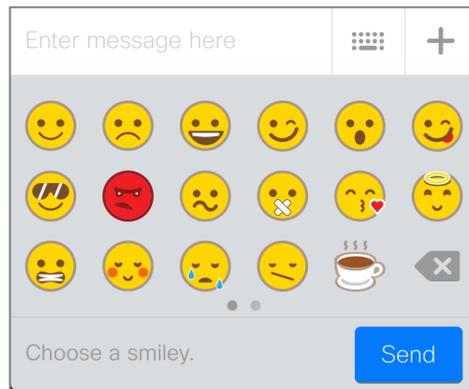


Within a chat message, you have several options for communicating with your participant(s).

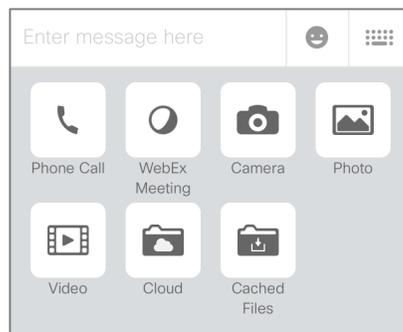


At the top of your Chat window, you have the option to *Switch*  to another open chat, or select *View Profile*  to see the contact details of your chat participant.

At the bottom of the window, you have your text entry field, which opens the Keyboard when you tap in the space to type. Tap the *Emoticons* icon to pick from a pre-built list of emoticon options.



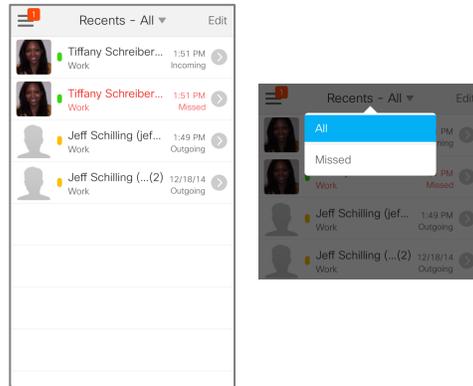
Open the *Options*  menu to escalate the chat to a *Phone Call*, *WebEx Meeting* or to send pictures, videos or files from your device to your chat participant(s).



## Recents

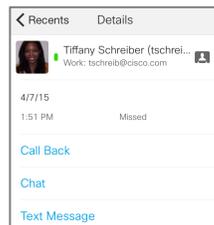


Open the Recents tab to view all your Placed, Missed and Received calls. Use the tabs at the top of the Recents window to view *All* calls, or filter only your *Missed* calls. Calls will only display if your Jabber client was signed in at the time of the call. Calls made, received or missed when your client is not open will not be displayed.



Caller ID is shown for all calls unless it is being purposely blocked by the caller. For internal callers, both telephone and name will shown, as well as the current presence status for the caller.

Tap the contact to call back directly, or the arrow to view additional details for the call.



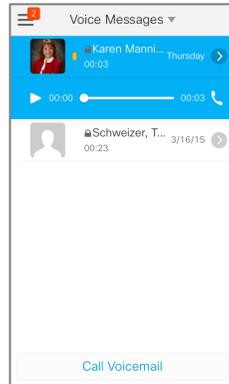
In *Details* view, tap *Call Back* to call the contact directly, *Chat* to initiate a new chat, or *Text Message* to respond with a text.

## Voice Messages

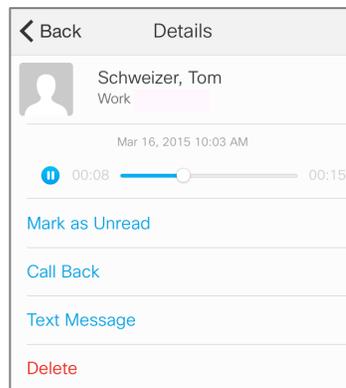


You can manage your voicemails in the Voice Messages tab of your Jabber client. Here you can view the details of your voice messages, including the time and length of the message, caller ID information, and presence status for internal callers.

To play a voice message, or call a contact back, tap on the voice message.



To delete the message, select the arrow next to the voice message and select *Delete*.



**NOTE:** When you delete a message from one device, the message will be deleted from all your devices. If you accidentally delete a voicemail message, tap the drop down menu next to Voice Messages and select *Trash* to restore the message to your Inbox.

## Keypad

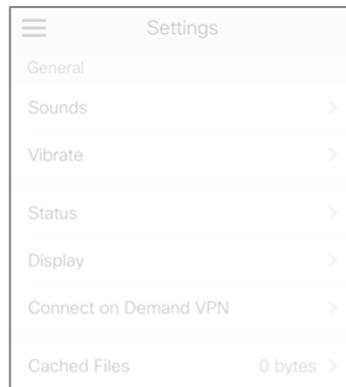
Use the Keypad tab to dial telephone numbers not in your directory or Contacts list. When using the Jabber Keypad to dial numbers, your caller ID will show as your desk telephone number, not your mobile device telephone number.



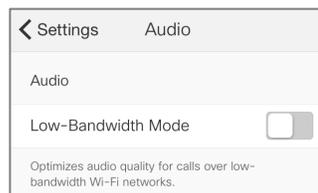
You may also open the keypad when on an active call to enter additional digits, like when navigating through an automated attendant.

## Settings

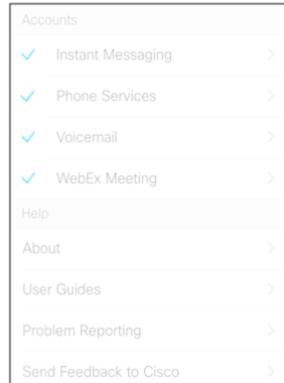
The Settings tab of your Jabber client allows you to set your personal preferences for the way Jabber reacts and alerts you to interactions. Tap any of the General settings to change the default behavior.



Tap the Audio preferences under Call to set your preferences for using your phone in lower quality environments.

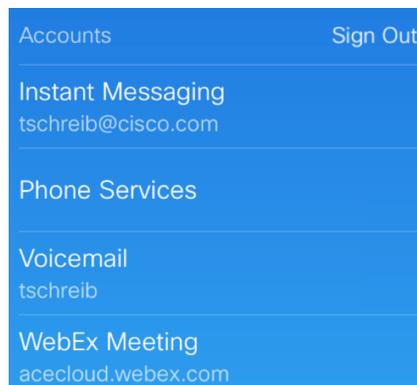


You can also use the Settings tab to view the current status of your Accounts, and to access Help features, such as User Guides and Problem Reporting.



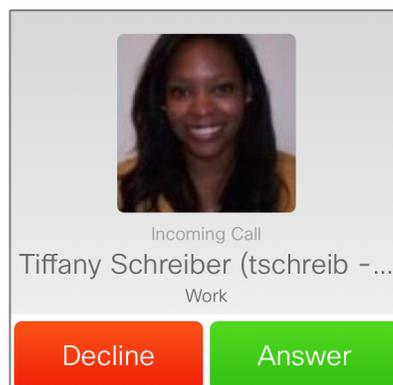
## Accounts

To sign out of your Jabber client, open the Drawer and tap Sign Out next to Accounts.



## Working with Calls

Your Jabber for iPhone and iPad client has the ability to make and receive phone calls to your University of Florida telephone number. When receiving a call on your Jabber client, you will be notified with the caller ID of the caller, and the option to Answer or Decline the call.



If you choose to decline the call, the caller will be sent directly to your voicemail.

TIP: Jabber for iPhone and iPad cannot preempt a locked phone screen. If you receive a call while your phone is locked, the audible alert will sound, but you will need to unlock your phone in order to see and respond to the visual alert.

## Mid Call Features

During your call, you may tap the More icon to access Mid-Call Features.

Use these features to place your call on *Hold*, *Transfer* to another party, add additional participants to your call to create a *Conference*, *Move to Mobile* to transfer the call from your corporate WiFi network to your cellular network, *Park* the call to retrieve from another phone, and show the current *Call Statistics*.

## Need Help?

For the duration of the Jabber pilot project please call 352-294-2099, or email [jabber-pilot-l@lists.ufl.edu](mailto:jabber-pilot-l@lists.ufl.edu)