



# Cisco Jabber (IM) for iOS – iPhone/iPad Reference Guide

UW - Oshkosh Information Technology

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## 2 ABOUT

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Cisco Jabber for iOS is an instant message and software phone solution for your Apple iOS device – iPad and iPhone. Once installed, users can chat with contacts, search and add UWO contacts, listen to phone voicemail, and make phone calls (once provisioned by the UWO IT).

## 3 WHO CAN USE IT

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Anyone with a dedicated UWO Cisco VoIP phone number can use the Cisco Jabber for iOS client. Student workers, LTEs, and other UWW employees may need to request a Jabber account from the [UWO-IT Helpdesk](#) if one is not already set up.

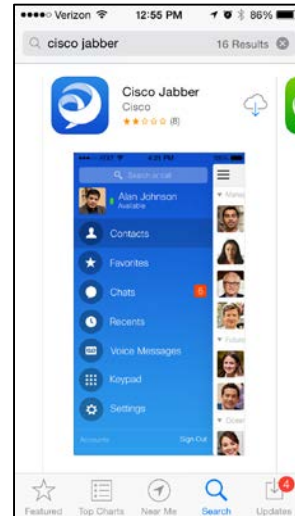
The Cisco Jabber for iOS device also has the ability to make phone calls using your UWO phone number. Users that wish to use Jabber to make phone calls must request access by emailing the UWO-IT Helpdesk at [helpdesk@uwosh.edu](mailto:helpdesk@uwosh.edu).

## 4 INSTALLING THE CISCO JABBER FOR IOS APP


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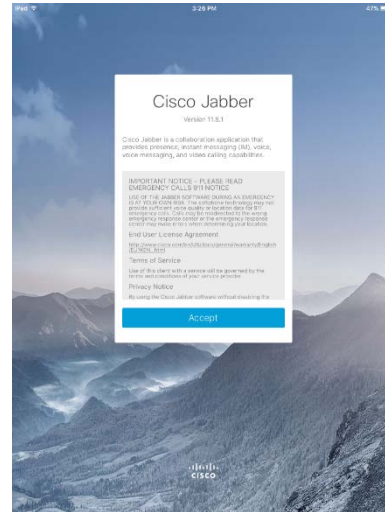
You can install the Cisco Jabber for iOS app by going to the App Store on your iPhone or iPad device.

- Step 1.** From your Apple iOS device, locate the  “App Store” icon.
- Step 2.** Using the search feature, search and select “Cisco Jabber”.
- Step 3.** Click the **Get** button, then **Install** button to download the Cisco Jabber app to your iOS device.
- Step 4.** Click **Open** to open the Cisco Jabber application.



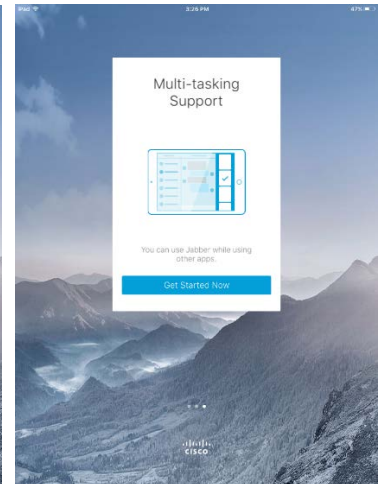
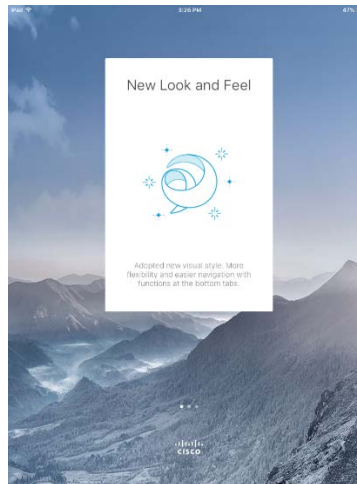
## 5 LOGGING INTO CISCO JABBER

- Step 1.** Locate, then tap the  (Jabber) icon located on your device's screen.
- Step 2.** If this is the first time opening the Cisco Jabber app, please read, then accept the “Emergency Calls” agreement. Click the **Accept** button to continue.



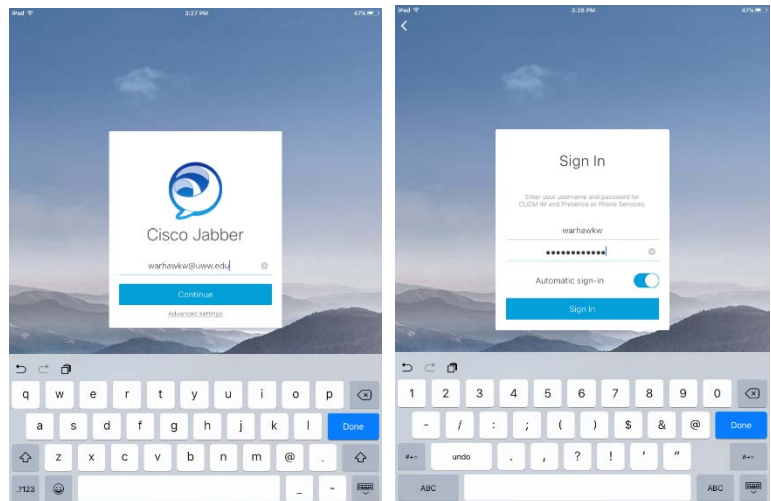
- Step 3.** From the “New Look and Feel” screen, use your finger to swipe left to move to the next screen.

Click the **Get Started Now** button to continue.

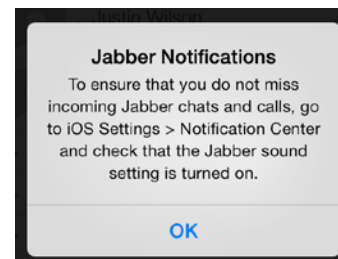


**Step 4.** Enter your UWO email address, then press the **Continue** button.

**Step 5.** Enter your password, then click the **Sign In** button to continue.

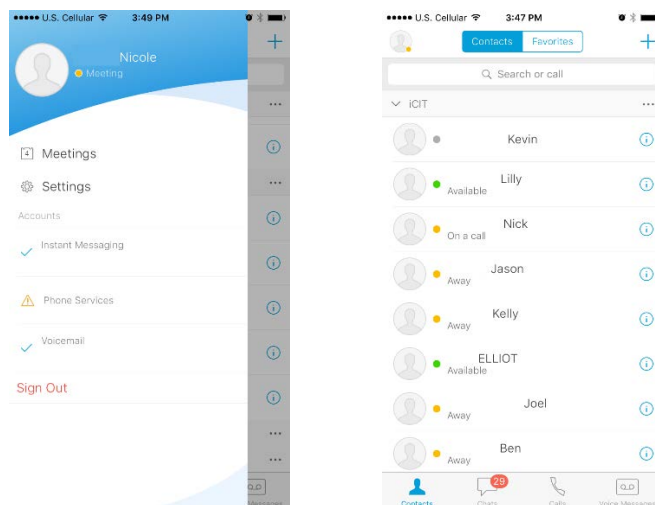


**Step 6.** Read the “Jabber Notifications” message that appears on your screen, then click **OK** to continue.




**Step 7.** Swipe your finger across the screen to access the Jabber Contacts menu.

You should now see the Jabber Contacts menu main screen.



## 6 USING CISCO JABBER

### 6.1 SIGN INTO JABBER

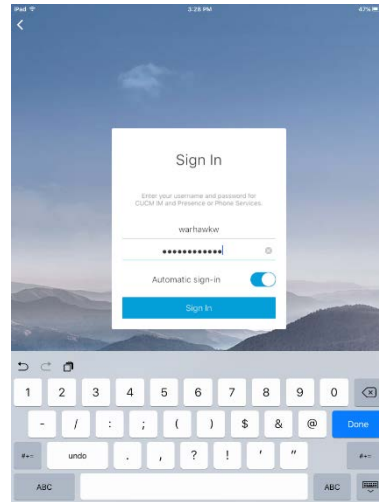
**Step 1.** Locate, then tap the  (Jabber) icon located on your device's screen.

**Step 2.** Enter your Net-ID and password, then tap the **Sign In** button.


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**NOTE:** If you would like Cisco Jabber to automatically sign-in, tap the slider icon so it moves to the right.

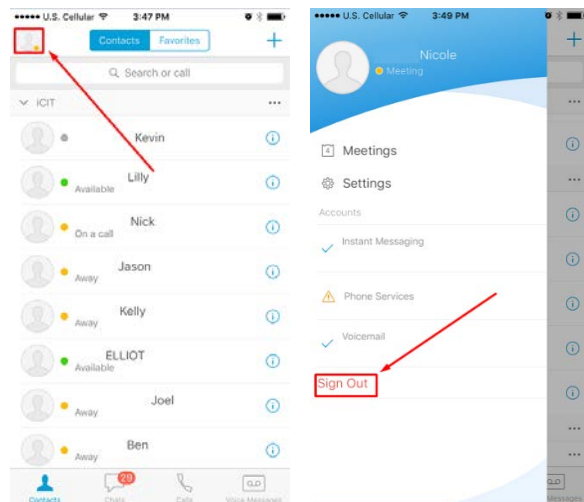
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### 6.2 SIGN OUT OF JABBER

**Step 1.** From the main Jabber Contact screen, tap the  (profile) menu button in the top left corner of the screen or swipe left to open your account settings.

**Step 2.** Tap the **Sign Out** link located at the bottom of the profile menu.

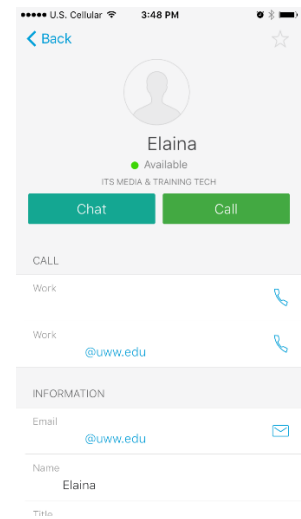
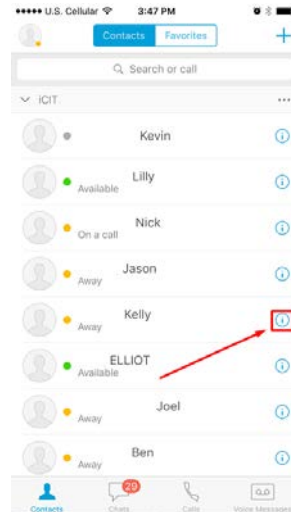


## 6.3 CONTACTS

### 6.3.1 View Contact Details

Once logged into the Cisco Jabber client, you will be presented with your main contacts screen. This screen will display any contacts and contact groups that have been configured using the Jabber program on your computer. Simply tap the contact's name to send a chat message to that contact. Click the ⓘ to see more contact options.

Click the <Back link at the top left of the screen to return to the main Contacts menu.



### 6.3.2 Adding Contacts

**Step 1.** From the main Jabber screen, click the + button located in the top right corner of the screen.

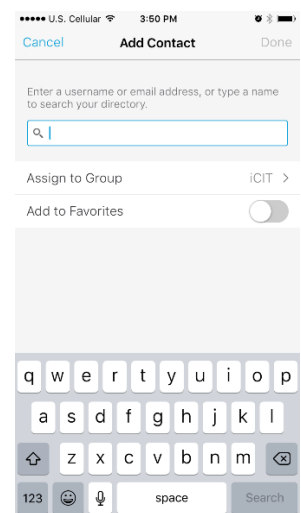
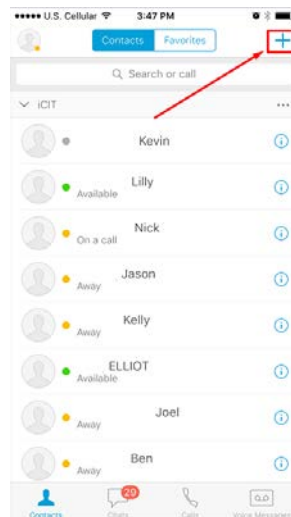
**Step 2.** Enter a name or email address in the available search box to search for a contact at UWO.

**Step 3.** Tap the contact's name to populate the search box with the contact's email address.

**Step 4.** Select the group you wish to assign the contact to.

**Step 5.** Tap the "Add to Favorites" slider if you wish to add the new contact to your favorites list.

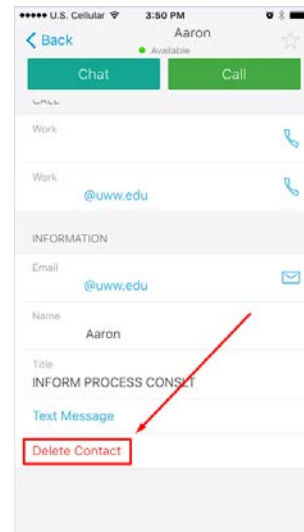
**Step 6.** Click the **Done** link in the upper right corner of the screen to add the contact.





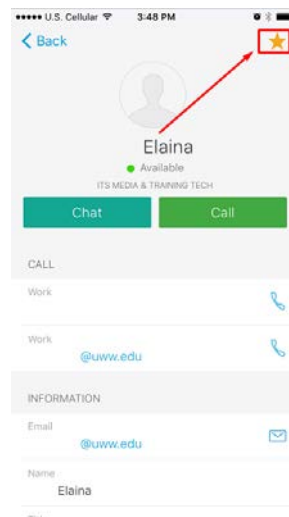
### 6.3.3 Deleting Contacts

- Step 1.** From the main contacts screen, tap the ⓘ to the right of the contact's name.
- Step 2.** Use your finger to scroll down to the bottom of the page.
- Step 3.** Tap the **Delete Contact** link located at the bottom of the page.



### 6.3.4 Contact Favorites


- Step 1.** To save a contact as a favorite, locate the favorite in your contacts list, then click the ⓘ, to the right of the contacts name, to see the contact properties.
- Step 2.** Click the ★ icon, to the right of the contact's name, to save that contact to your Favorites list.

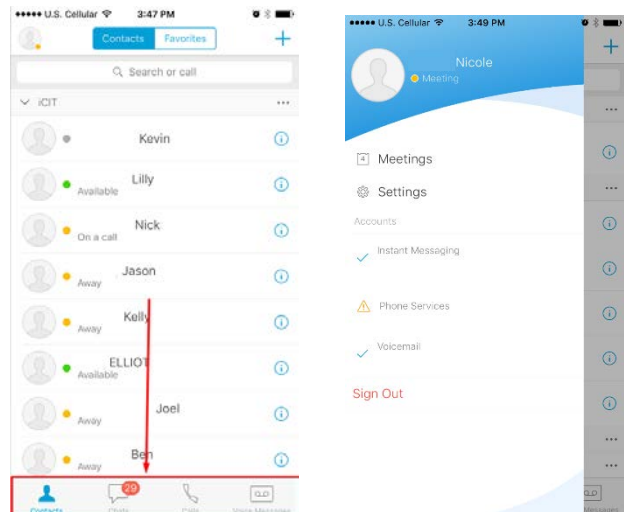


## 6.4 NAVIGATION MENU

You can easily navigate between Jabber features by tapping the navigation menu located at the bottom of the screen.

From the jabber main menu you can view contacts, check recent messages, view previous calls and listen to voicemail messages

Tap the  (profile) menu in the upper left corner to see additional options like **Meetings** and **Settings**. Swipe left to return to the main contact page.

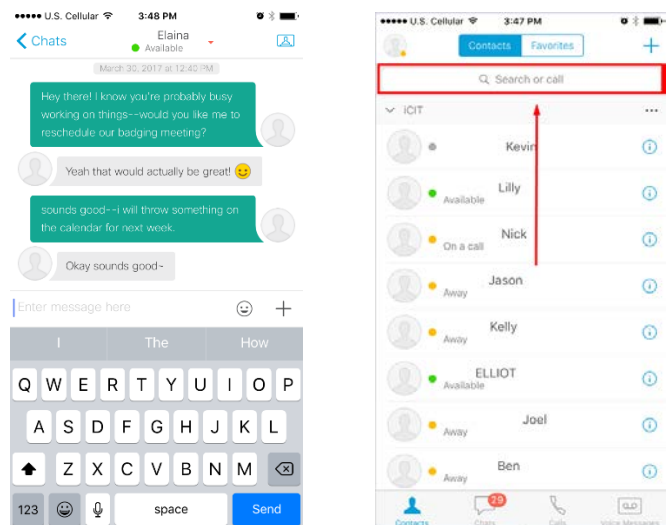


## 6.5 CHAT

You can easily start a chat with a contact by tapping the contact's name in your contact list.

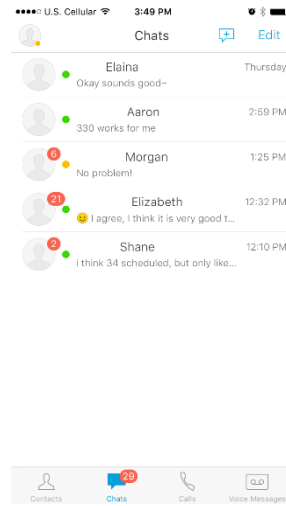
If you wish to chat with someone that is not currently in your contact list, tap the search box located at the top of the contacts screen.

Tap on the person you would like to chat with and when you are ready, tap the **Send** button to send your message.



## 6.6 CHATS MENU


The **Chats** button at the bottom of the screen allows you to view recent conversations.




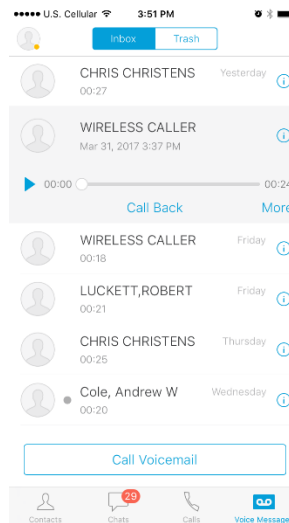
## 6.7 VOICE MESSAGES (VOICEMAIL)

The Voice Messages tab allows you to listen to voicemail messages that are currently stored on your phone.

To access the Voice Messages option, tap the **Voice Messages** tab at the bottom of the screen.

Tap the message, then the  (play) button to listen to your voicemail message.


Tap the  button, to the right of the message, to manage the message.





## 6.8 PHONE CALLS

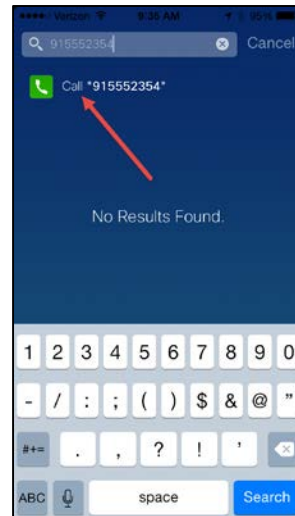
**NOTE:** Your device must be configured for voice calling by the UWO-IT department to make and receive phone calls using Cisco Jabber for IOS. Please email [helpdesk@uwosh.edu](mailto:helpdesk@uwosh.edu) to request phone access.

Cisco Jabber allows you to make and receive phone calls through your IOS device, as if using your office phone, when you have an active internet connection.

To place a phone call to a contact, simply tap the  button, to the right of the contact's name, then tap the **Call** button.


To place a call to an external phone number, tap the  (navigation) button in the upper left corner of the screen, then tap the search box located at the top of the page. Use the number pad to enter the complete phone number of the person you wish to call starting with a 8. Example: 8-1-262-555-5555.

Tap the  (call) button to the left of the phone number to start the call.



### 6.8.1 Keypad


The keypad option allows you to dial a phone number using the built in Jabber keypad.


To access the keypad, tap the  (navigation) menu in the top left of the screen, then tap "Keypad". Enter the complete phone number of the user you wish to call, starting with a 8. Example: 8-1-262-555-5555.

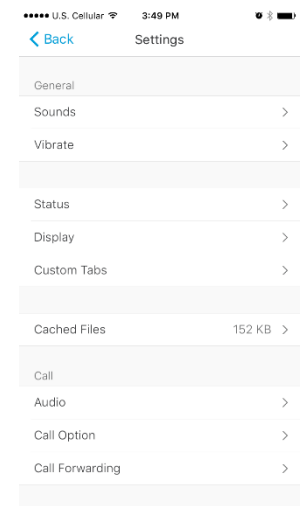
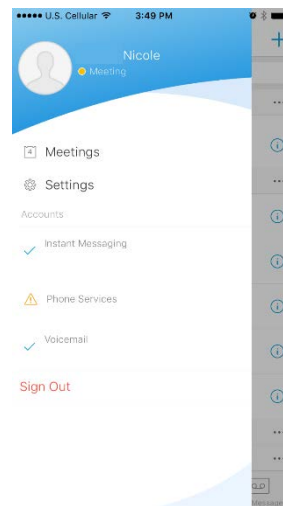
Tap the **Call** button to place your call.



## 6.8.2 Settings

“Settings” gives you a number of configuration options to control sounds, display, and other Jabber features. To access the “Settings” option, tap the  (profile) button in the top left corner of the screen, then select **Settings**.

Tap the  button to the right to modify that setting.



## 7 TROUBLESHOOTING

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### 7.1 WHERE TO GET HELP

For help with the Cisco Jabber for IOS software, please email [helpdesk@uwosh.edu](mailto:helpdesk@uwosh.edu).