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

ICIT Technology Training and Advancement

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2 ABOUT

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 UWW contacts, listen to phone voicemail, and make phone calls (once provisioned by the UWW ICIT NOC).

3 WHO CAN USE IT

Anyone with a dedicated UWW 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 TSC Helpdesk if one is not already set up.

The Cisco Jabber for iOS device also has the ability to make phone calls using your UWW phone number. Users that wish to use Jabber to make phone calls must request access by emailing the UWW TSC Helpdesk at helpdesk@uww.edu.
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 “Collaborate your way” 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 UWW 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 5.** 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.

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

6.2 SIGN OUT OF JABBER

Step 1. From the main Jabber Contact screen, tap the (navigation) menu button in the top left corner of the screen.
Step 2. Tap the “Sign Out” link located at the bottom of the page to the right of the “Accounts” 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 button to see more contact options.

Click the < Contacts 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 UW-Whitewater.
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 contact’s 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 button located in the upper left corner of the screen.

From the navigation menu you can view contact favorites, check recent messages, listen to voicemail messages, and manage your Jabber settings.

Tap the (navigation) menu again 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, click the (navigation) button, located in the upper left corner of the screen, then tap the search box to enter in a contact name.

Tap the **Send** button to send your message.

6.6 **Recent**

The “Recent” menu allows you to view recently missed calls. You can access the “Recent” menu by tapping the (navigation) menu located in the upper left corner of the screen.
6.7 **Voice Messages (Voicemail)**

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

To access the Voice Messages option, tap the (navigation) menu in the top left corner of the screen, then tap “Voice Messages”.

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 ICIT department to make and receive phone calls using Cisco Jabber for iOS. Please email helpdesk@uwu.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 9. Example: 9-1-262-555-5555.

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 9. Example: 9-1-262-555-5555.

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 ＃ (navigation) button in the top left corner of the screen, then select “Settings”.

Tap the ＞ button to the right to modify that setting.
7 Troubleshooting

7.1 Where to get help
For help with the Cisco Jabber for IOS software, please email helpdesk@uww.edu.