



UNIVERSITY OF WISCONSIN
WHITEWATER

Instructional, Communication
& Information Technology



Cisco Jabber (IM) for Mobile – Android Reference Guide

ICIT Technology Training and Advancement

training@uww.edu

Updated on 4/10/2017



UNIVERSITY OF WISCONSIN
WHITEWATER

| ICIT

1 TABLE OF CONTENTS

2	About.....	3
3	Who Can Use It.....	3
4	Installing the Cisco Jabber for Mobile App	4
5	Logging into Cisco Jabber for the First Time	5
6	Using Cisco Jabber.....	7
6.1	Sign into Jabber.....	7
6.2	Sign Out of Jabber.....	7
6.3	Contacts	8
6.3.1	View Contact Details.....	8
6.3.2	Adding Contacts	8
6.3.3	Adding Contact Favorites.....	9
6.4	Navigation Menu.....	10
6.5	Chat	11
6.6	Chats Menu	11
6.7	Voice Messages (Voicemail).....	12
6.8	Phone Calls.....	12
6.9	Settings.....	13
7	Troubleshooting.....	14
7.1	Where to get help	14

2 ABOUT

Cisco Jabber is an instant message and software phone solution for your Android device – tablet and phone. 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 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 mobile device client 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.

4 INSTALLING THE CISCO JABBER FOR MOBILE APP

You can install the Cisco Jabber for mobile app by going to the App Store on your mobile device.

Step 1. From your mobile device, locate the “App Store” or “Google Play Store” icon.

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.



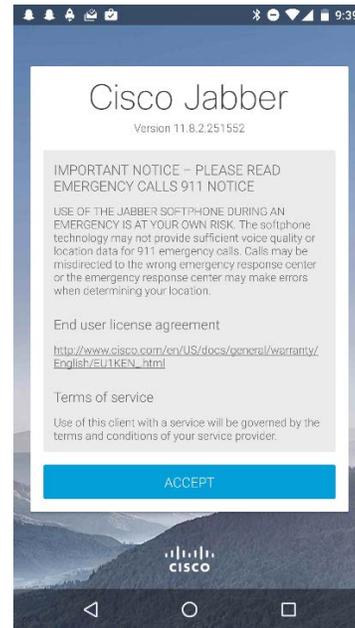
Collaborate with video, voice, instant messaging and presence on Android device.

WHAT'S NEW
Stability improvement

5 LOGGING INTO CISCO JABBER FOR THE FIRST TIME

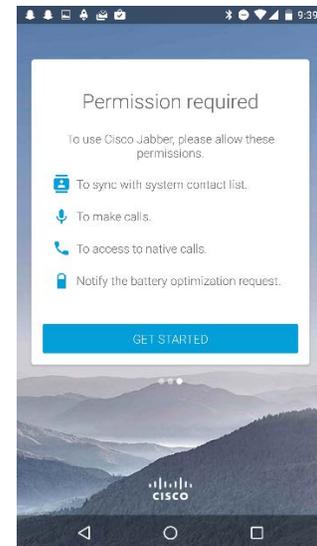
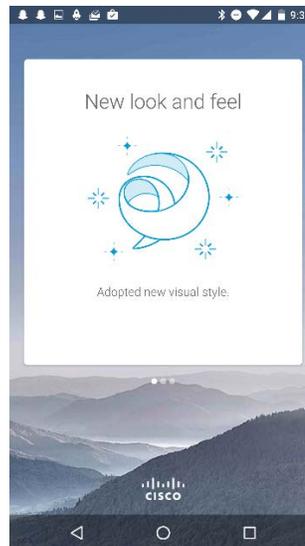
Step 1. Locate, then tap the  (Jabber) icon located on your device's screen.

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.

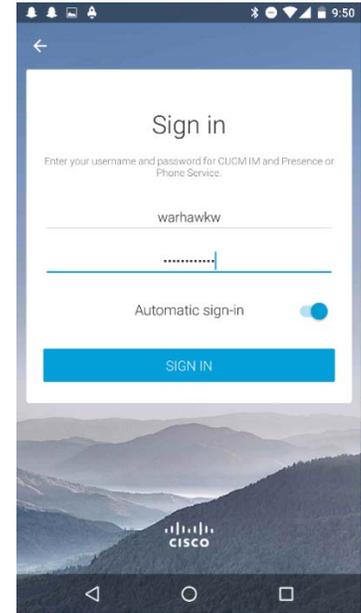
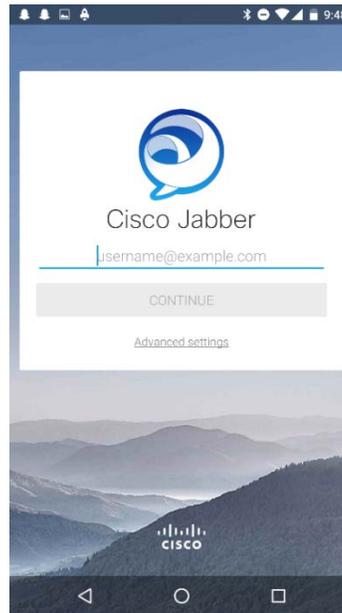
Step 4. Click the **Get Started** button to continue.



Step 5. Enter your UWW email address, then tap the **Continue** button.

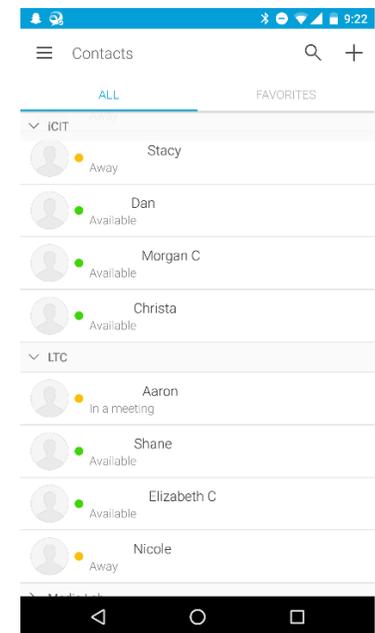
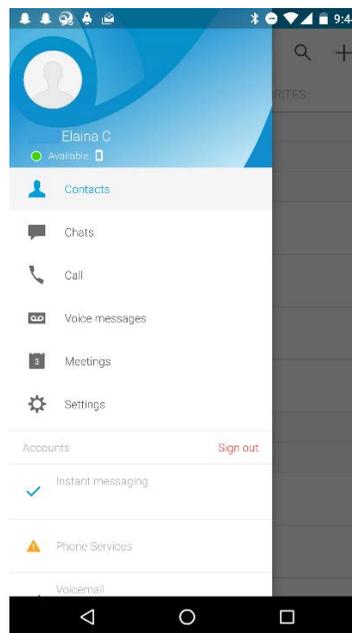
Step 6. Enter your password, then click the **Sign In** button to continue.

NOTE: You can choose if you want to be automatically signed in or not by tapping the slider next to “Automatic sign-in”.



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

You should now see the Jabber Contacts menu main screen.



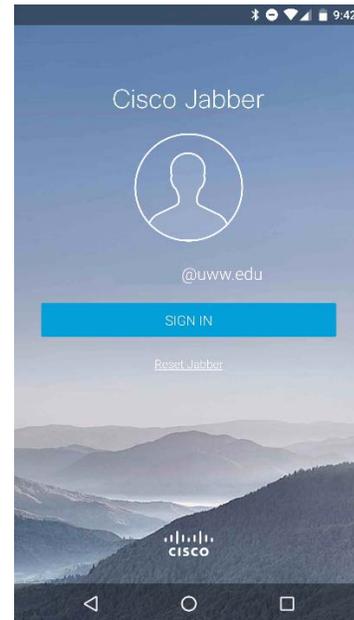
6 USING CISCO JABBER

6.1 SIGN INTO JABBER

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

Step 2. Jabber should have saved your login information. Verify that this is correct and tap the **Sign In** button.

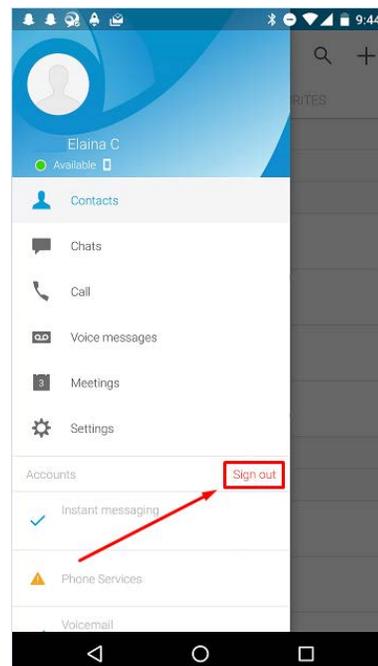
NOTE: If the information is not correct or not you, click the "Reset Jabber" link.



6.2 SIGN OUT OF JABBER

Step 1. Open the main Jabber menu by tapping the  (navigation) menu button in the top right corner of the screen.

Step 2. Tap **Sign Out** to sign out of Jabber.



6.3 CONTACTS

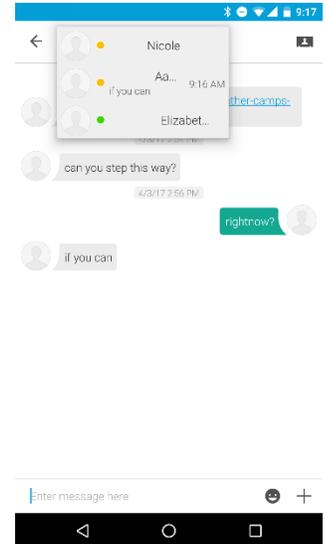
6.3.1 View Contact Details

Step 1. 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.

Step 2. Tap the contact's name to send a chat message to that contact.

Step 3. Click the ← (back) button, at the top left of the screen, to return to the main Contacts menu.

NOTE: You can also switch between different conversations by selecting the top drop-down arrow and tapping another name from your recent chat list.



6.3.2 Adding Contacts

Step 1. From the main contacts page, tap the + icon in the upper-right corner of the page.

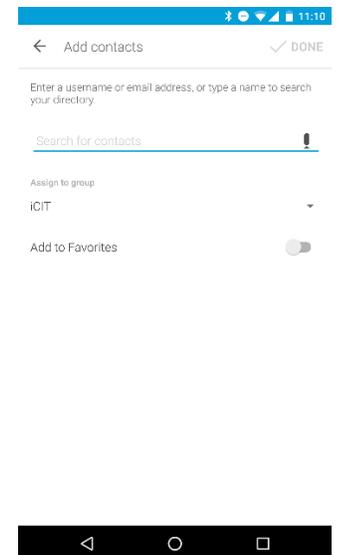
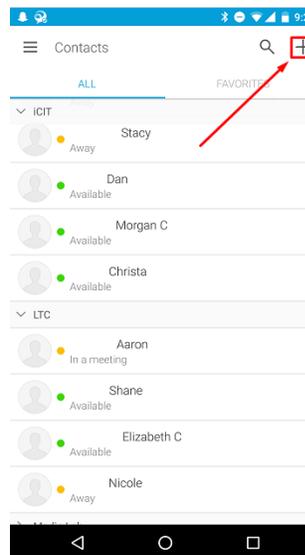
Step 2. Tap the **Add Contact** button.

Step 3. Enter the name or email address of the contact you wish to add.

Step 4. Select the group you wish to assign the contact to. Tap the **Add new group** button to create a new contact group.

Step 5. Move the “Add to Favorites” slider to the right if you wish to add this contact to your favorites list.

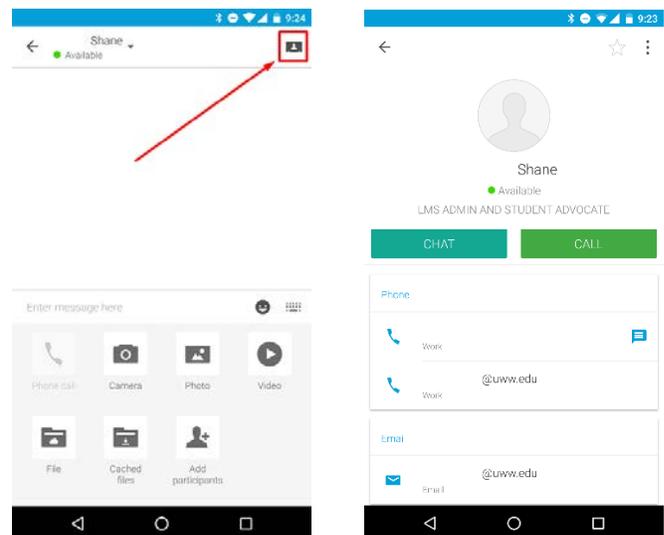
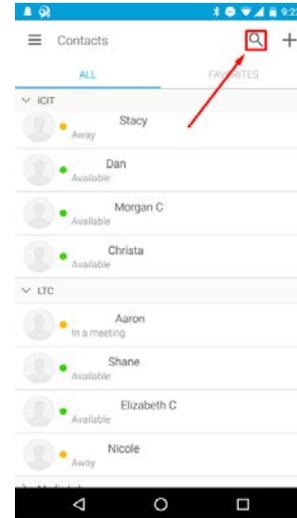
Step 6. Tap the **Done** button, in the top right corner of the page, to add your contact.



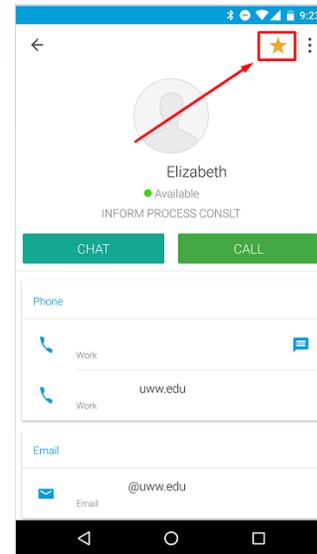
6.3.3 Adding Contact Favorites

- Step 1.** From the main Jabber screen, tap the “Search or Call” 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.

- Step 4.** Tap the  icon, in the upper right corner of the screen, to view the contact details.

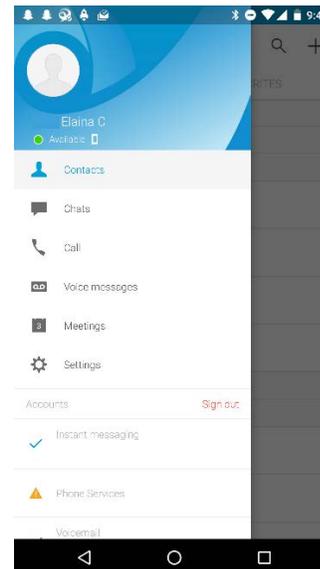


Step 5. Tap the  (Favorites) icon, in the upper-right corner of the screen, to save this contact as a favorite.



6.4 NAVIGATION MENU

You can easily navigate between Jabber features by tapping an icon in the left-side menu.



6.5 CHAT

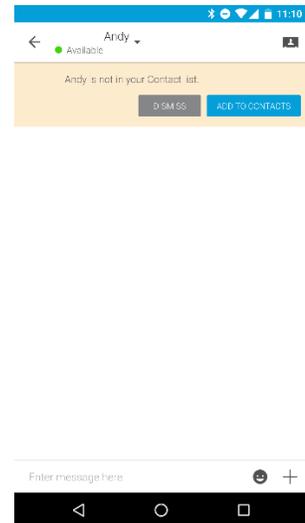
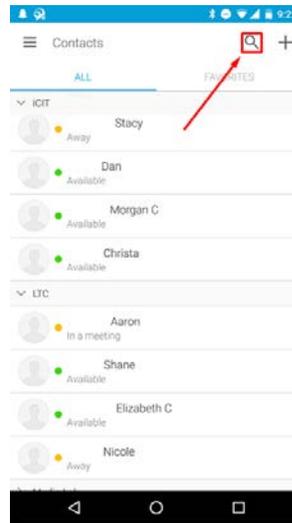
Step 1. You can easily start a chat with a contact by tapping the contact's name in your contact list.

If you wish to chat with someone that is not currently in your contact list, tap the  (Search or call) button, located in the upper-right corner of the screen, to search for a contact.

Step 2. Enter your text message in the available text box.

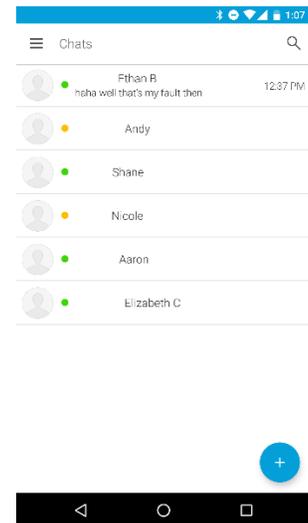
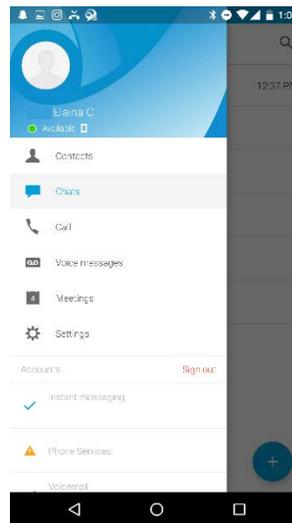
Step 3. Tap the **Send** button to send your message.

NOTE: You can chat with people without adding them to your contacts list. If you would like to add them, tap the **Add to Contacts** button.



6.6 CHATS MENU

The **Chats** button allows you to view recent conversations.

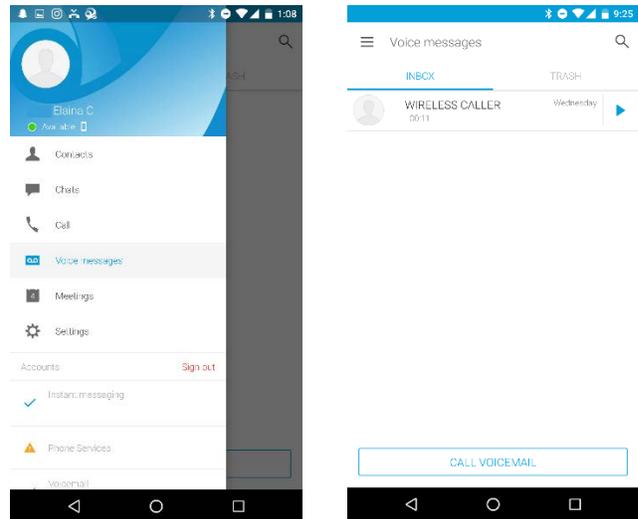


6.7 VOICE MESSAGES (VOICEMAIL)

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

To access the Voice Messages option, tap the “Voice Messages” menu in the left-hand menu.

Tap the message, then the ▶ (play) button to listen to your voicemail 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 mobile. Please email helpdesk@uww.edu to request phone access.

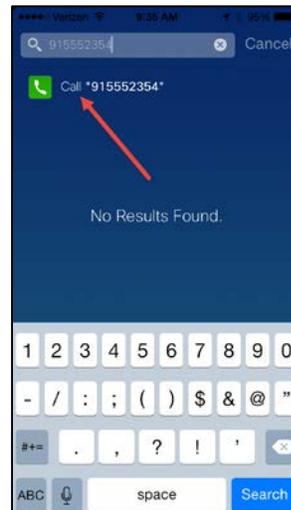
Cisco Jabber allows you to make and receive phone calls through your mobile device, as if using your office phone, when you have an active internet connection.

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 (Search or call) button in the upper right corner of the screen. Use the number pad to enter the complete phone number of the person you wish to call starting with a 9.

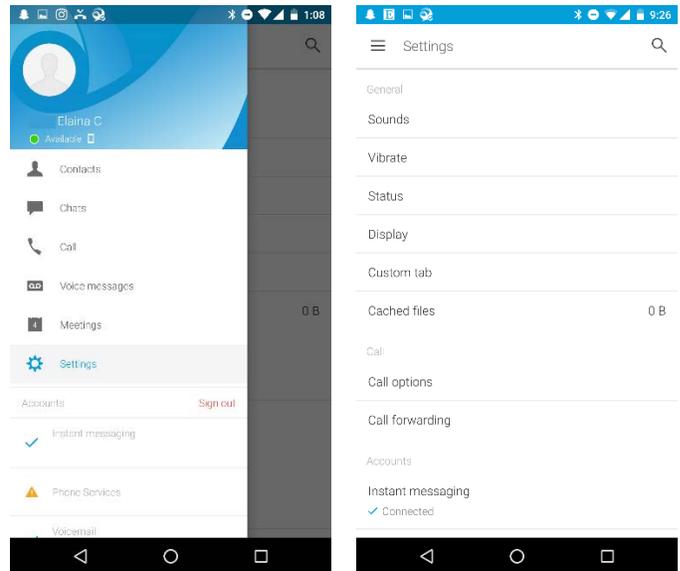
Example: 9-1-262-555-5555.

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



6.9 SETTINGS

“Settings” gives you a number of configuration options to control sounds, display, and other Jabber features. To access the “Settings” option, tap the button from the left-side toolbar.



7 TROUBLESHOOTING

7.1 WHERE TO GET HELP

For help with the Cisco Jabber for mobile software, please email helpdesk@uww.edu.