Cisco Jabber Setup for Android
Updated 5/12/2020

Jabber is a soft phone application that extends Seattle U phone service to your Android mobile device. The application provides the services below based on the user's office phone number:

- receive calls made to your Seattle U phone number, including putting a call on hold
- make calls from your Seattle U phone number and display your number in Caller ID
- access your voicemail to listen to messages, delete messages, or change your voicemail greeting

While other functions may appear in Jabber menus, the Seattle U deployment is licensed and configured for the functions above for a single phone line only.

Installation Requirements
1. An Android Mobile device
2. An active account at the Google Play Store

_____

I. Installation of Software

Step 1: On your Android device go to the Play Store, Search for **Cisco Jabber** and install it.

Step 2: During the installation you will be prompted to by Jabber to allow it to **Access your Contacts**. Allowing this will integrate the local contact list of your phone to Jabber. This is optional and not required for use with the Seattle U phone system.

Step 3: During the installation you may be prompted to allow Jabber to send you **Notifications**. ITS recommends you allow this setting. You can allow or deny access for individual notifications at any time in Settings.

Step 4: After the installation has completed, tap **Open**.

Step 5: Read and **Accept** the notices and license terms.

Step 6: If presented with screens explaining specific features swipe left to the final screen then tap **Get Started Now.**

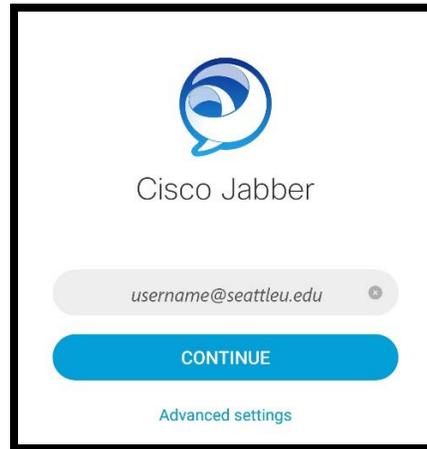**Step 7**: Tap **Allow** to provide Jabber access to each feature needed to operate (such as microphone).

Cisco Jabber Setup for Android
Updated 5/12/2020
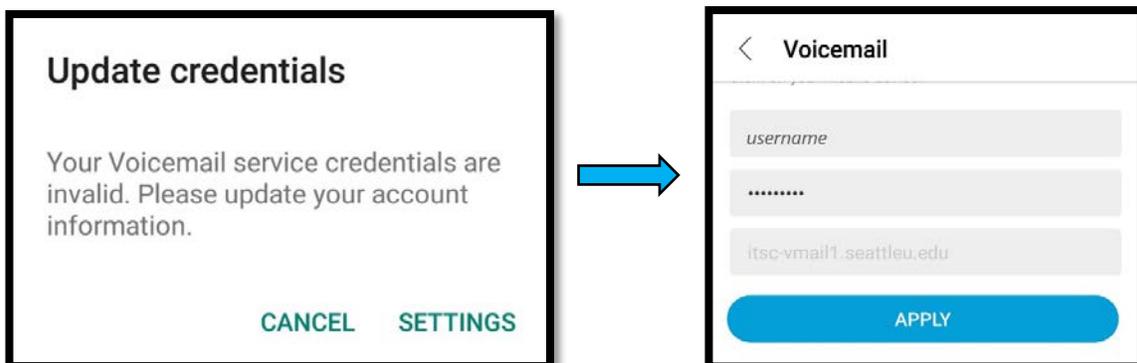
II. Configuring & Signing-In to Jabber

Step 1: At the Cisco Jabber sign in prompt, enter your Seattle U email address as *xxxxx@seattleu.edu* and tap **Continue**.

Step 2: When prompted, enter your *SU password* and click **Sign In**.

Note: On subsequent logins, the Cisco Jabber sign in screen will be populated with your Seattle U username. Simply enter your password and tap **Sign In**.

Step 3: Jabber may prompt you to update your Voicemail service credentials. To do so, click **Settings** on the prompt and enter your Seattle U *username* and *password* on the following screen and tap **Apply**.

Step 4: Lastly, Jabber may ask you if you want to sign in using biometric authentication via a fingerprint sensor. If so, tap **Ok** and place your fingerprint on your phones fingerprint sensor (often the home button on most phones). If not, click **Cancel** and this authentication step will not be required at subsequent logins.
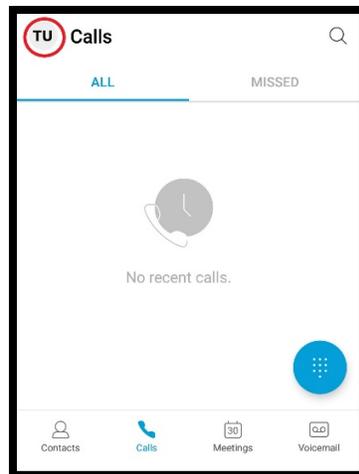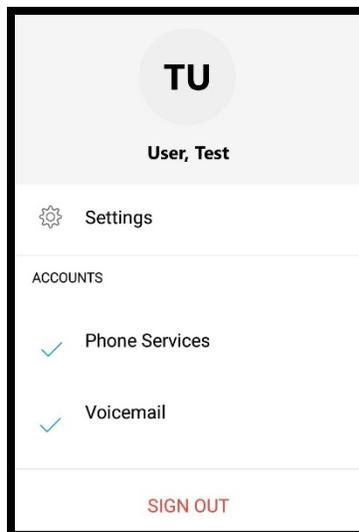
III. Using Jabber

Please review the Jabber User Guide for Android at the [ITS softphones website](#).

IV. Signing Out

Step 1: Tap the **circle icon with your initials** in the top left-hand corner of the screen.

Step 2: Tap **Sign out**, located below Settings and Accounts.

Note: Signing out is required to turn off Jabber completely and no longer accept or make calls.