



# Cisco Jabber User Guide for Android

Updated 5/12/2020

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Cisco Jabber is an application that allows incoming and outgoing calls to and from your Seattle University telephone number on your Android device. When placing outgoing calls from Jabber your Seattle University telephone number is displayed as the caller ID to the recipient.

**PLEASE NOTE:** Seattle U's Jabber configuration will specifically support receiving phone calls, making phone calls, and accessing your voicemail only. Additionally, this version of Jabber can only accommodate these features for one phone line, not multiple.

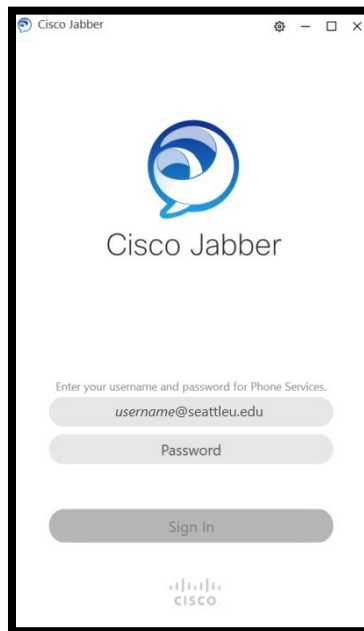
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## Primary Functions

### To Launch Jabber/Sign-In

Launch the Jabber software from either the shortcut on your desktop or from the Applications folder. The application is named "Cisco Jabber,". When you first launch Cisco Jabber, you will be prompted for the following:

- First time login requires you to enter your e-mail address [example@seattleu.edu](mailto:example@seattleu.edu) in full along with your SU password.



- For all subsequent logins, only your SU username (without "@seattleu.edu") and SU password are required.



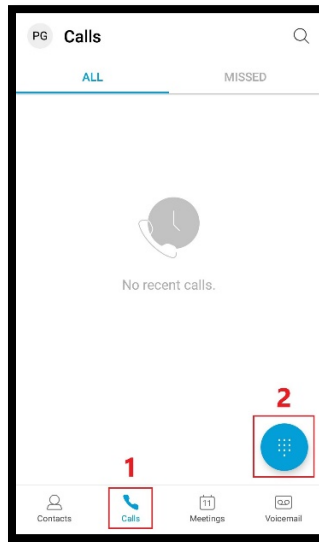
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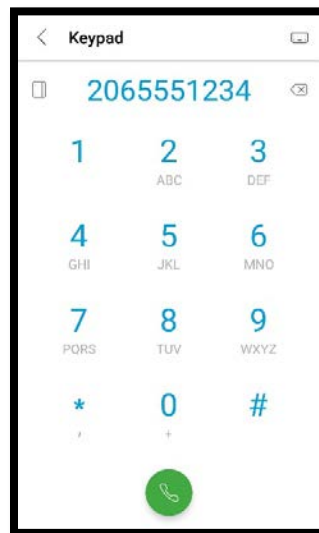
## To Make a Call

**Step 1:** Click on the phone icon on the left navigation pane.

**Step 2:** Click on the keypad icon to open the numeric keypad.



**Step 3:** For on campus extensions, you can simply dial the extension number and press the green phone button to call. For all outside calls, **dial the area code and phone number only**. Dialing “9” for an outside line or “1” for long distance should not be used. Jabber will add a “1” if the number requires it, but if added by the user the call will not go through. Once entered correctly, press the green phone button to call.



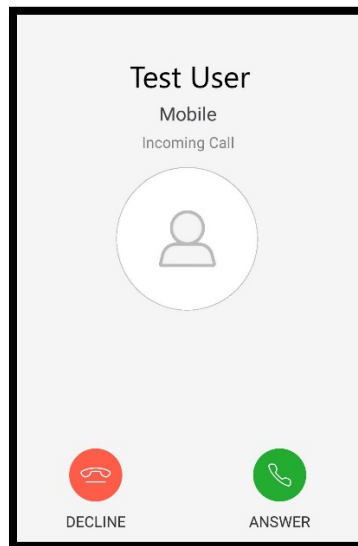


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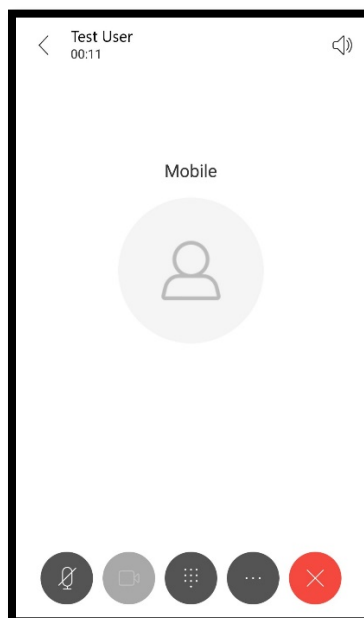
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## To Receive a Call

Incoming calls will pop-up on the screen showing you the person or number calling and an option to answer or decline the call.



If you would like to accept the call, click answer and Jabber will open this call in a separate call window.



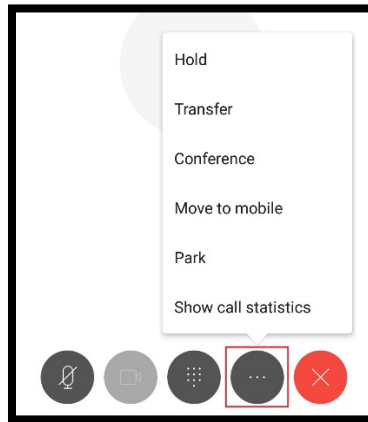


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## Live Call Features

While on a call, you can click on the button with the three small dots (ellipsis) to reach these additional features:



### ***Hold***

Holds the call the same as your desk phone, allowing you to click resume at any time to continue the call.

### ***Transfer***

Allows you to enter a Seattle U extension or 10-digit outside number to transfer the caller. After entering the desired number, press the green phone button to initiate the transfer or the cancel button to continue the call without transferring.

### ***Conference***

Allow you to invite other callers to the call. Click on Conference, then follow the “Make a Call, Step 3” instructions when adding a number to the call.

### ***Move to Mobile & Park***

These features will not be available in Seattle U’s Jabber configuration.

### ***Mute***

The microphone icon mutes your line so that the other caller(s) cannot hear you.

### ***Video***

The camera icon will always be grayed-out as this feature is disabled in Seattle U’s Jabber implementation.

### ***End a Call***

Click on the red “X” on the current call window to end the call.

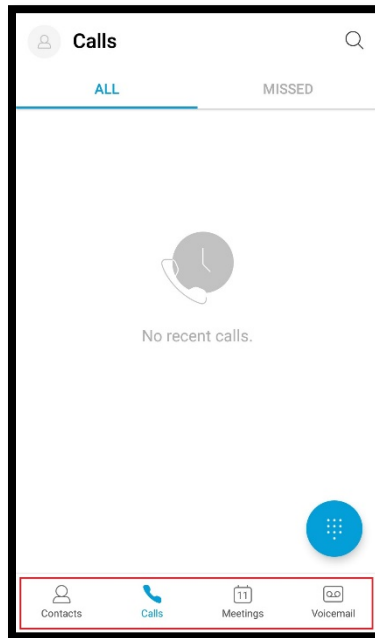


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## Additional Features & Information

### Navigation Pane



#### **Contacts**

If you allowed Jabber to access your phone's local contacts during setup, Jabber will display these contact names saved in your device along with numbers that called you or were called by your Jabber phone. You can search the Contacts by phone number or name via the spyglass icon, but the contact must have a phone number configured in the contact list to place a call to them. Your phone may need to be integrated with your Seattle U Outlook account for access to the Seattle U directory. This ability may not be available on all devices.

#### **Calls**

Calls, represented by a phone icon, will show you your call history including received, placed and missed calls. These will all include the date and timestamp of the occurrence.

#### **Meetings**

The calendar icon displays meeting and appointment entries from your phone's local calendar application. Your phone may need to be integrated with your Seattle U Outlook calendar to display your Seattle U appointments. This ability may not be available on all devices.

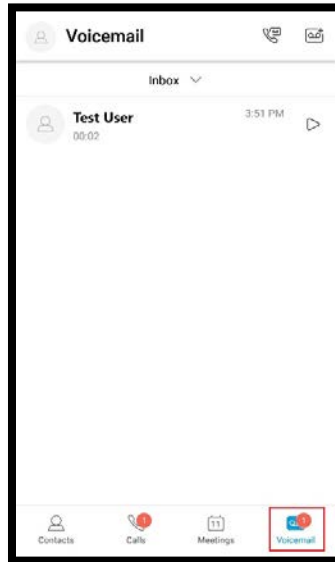


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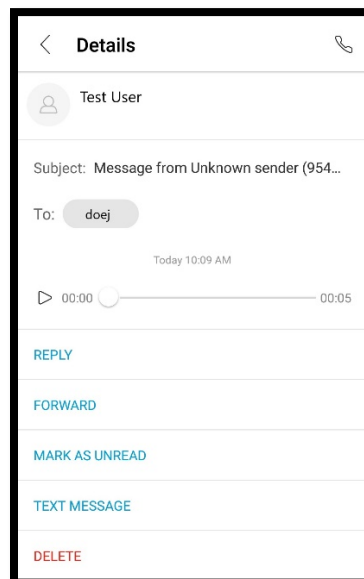
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## Voicemail

The cassette icon displays any voicemails received with the date, time of day and duration of the voicemail.



- To **Play** a voicemail, tap the “play” arrow next to the voicemail.
- To access additional voicemail options like **Delete**, **Text Message**, **Mark as Unread** and **Forward**(*see additional details below*), tap on an individual voicemail. **Reply** is not available with Seattle U’s Jabber configuration.

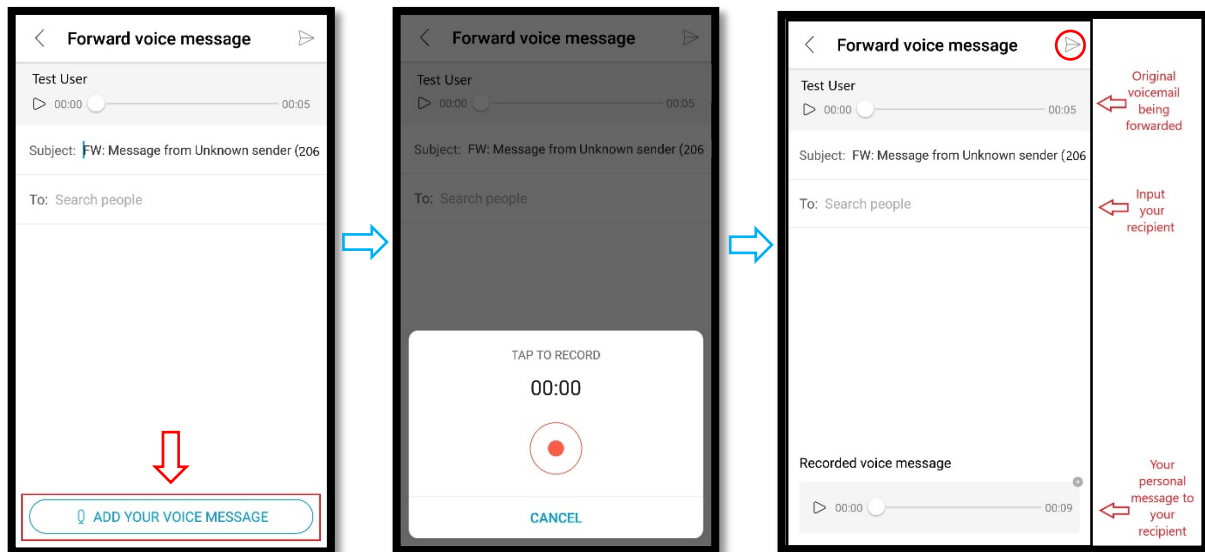




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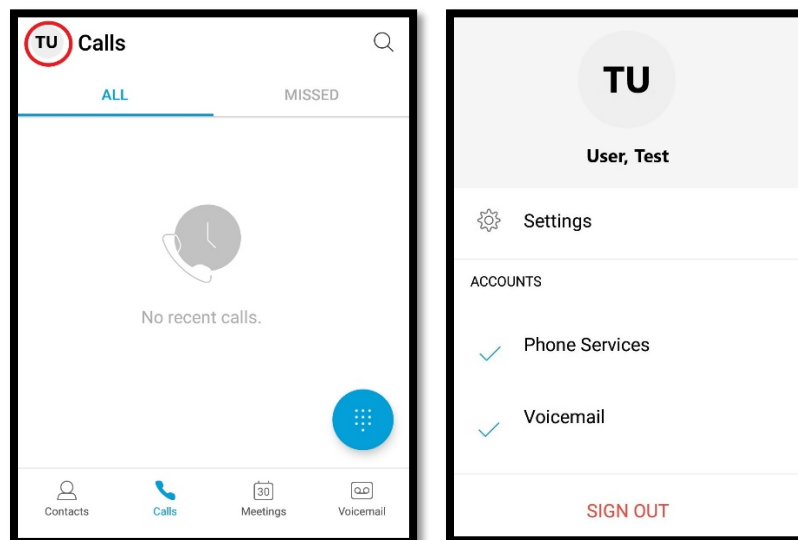
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- You can **Forward** the voicemail directly to another Seattle University voicemail (does not call the number) and leave the recipient your own voice message to introduce the forwarded voicemail as shown below.



## Signing Out

**Step 1:** Click the **My Profile & Settings** icon in the top-left corner to open the menu options.



**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.