



Jabber User Guide for iPhone

Updated 5/13/2020

Cisco Jabber is an application that allows incoming and outgoing calls to and from your Seattle University telephone number on your iPhone. 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.

Sign-In to Jabber

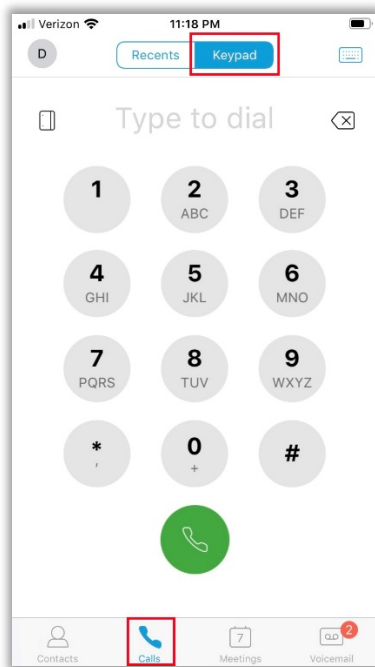
Step 1: Open the Jabber app you installed on your device.

Step 2: Input your Seattle U password below your pre-populated username and tap Sign In.

Make a Call Using the Keypad

Step 1: Tap Calls at the bottom of the Jabber screen

Step 2: Tap Keypad at the top of the Jabber screen. The phone keypad appears.



Step 3: Dial the phone number following the requirements below

- To call a 4-digit campus extension: enter the 4-digit number then tap the green call button
- For all outside calls: **dial the area code and phone number only** then tap the green call button. Do not dial "9" for an outside line or "1" for long distance. Jabber will add a "1" if the number requires it, but if added by the user the call will not go through.



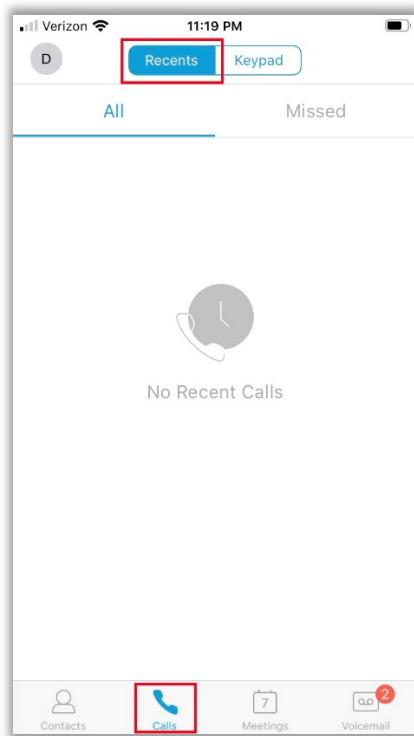
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Make a Call Using Recents

Step 1: Tap Calls at the bottom of the Jabber screen

Step 2: Tap Recents at the top of the Jabber screen. The list of your recent calls appears.



Answer a Call

Incoming calls will be displayed in a separate window, displaying the calling number. Two buttons at the bottom of the window allow you to Accept or Decline the call. Press Accept or Decline just as you would a regular phone call to your iPhone.

End a Call

Step 1: Tap the red "X" on the current call window to end the call.

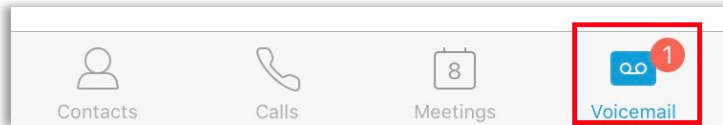


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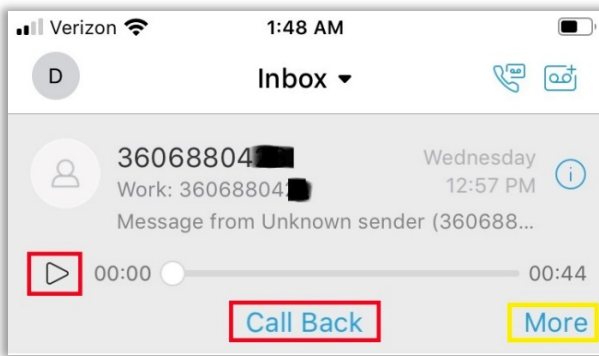
Access Voicemail

The cassette icon in the lower right corner indicates the number of unread voicemail messages.



Available functions include

- Tap the cassette to see your voicemail Inbox
- Tap a voicemail to display additional options



- Press the Play icon to listen to the message
- Press Call Back to call the number from Jabber
- Press More to Forward Voice Message or Delete

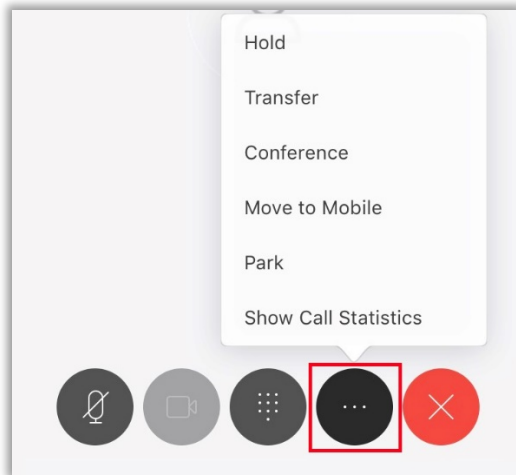


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Live Call Features

While on a call, click the More button to reach additional features:



Hold

Places the call on Hold; same as your desk phone. Tap Resume to return to the call.

Transfer

Enter a 4-digit campus extension or a 10-digit outside number. Tap the green phone button to initiate the transfer.

- If applicable, you can select a number beneath Recents and the transfer will initiate immediately.

Conference

Enter a 4-digit campus extension or a 10-digit outside number. Tap the green phone button to initiate the call to the second number. When the second number answers tap Merge (-> <-) to conference all lines.

- If applicable, select a number beneath Recents and the call is immediately made to the second number. When the second number answers tap Merge (-> <-) to conference all lines.

Move to Mobile & Park

These features are not available in Seattle U's Jabber implementation.

Mute

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

Video

The camera icon will always be grayed-out as video is disabled in Seattle U's Jabber implementation.



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Contacts

If you allowed Jabber to access your local Contacts during setup, or later through iPhone Settings > Privacy > Contacts, 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, 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.

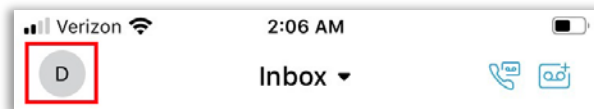
Profile and Settings

The Profile button in the upper left of the display contains:

- the Settings menu for Phone and Voicemail accounts, Audio, Video, Notifications, Appearance, etc.
- the Sign Out option

Sign Out

Tap the Profile button in the upper left of the display from Contacts, Calls, or Voicemail then select **Sign Out**.



Note: Signing out is required to turn off Jabber completely, no longer accept or make calls, and eliminate unnecessary drain on the iPhone's battery.