Cisco Jabber Mobile for iPhone and iPad
Getting Started Guide

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About Jabber Mobile for iPhone and iPad

Jabber is a next generation unified collaboration client designed natively for the iOS mobile platforms that brings together key Cisco technologies - Enterprise instant messaging (chat), presence, telephone services including point-to-point video calling, and visual voicemail.

With Cisco Jabber, you can:

- Use your business phone number for outgoing and incoming calls, hiding your personal phone number
- Connect instantly, find contacts in your corporate directory, use instant messaging, and view visual voicemail
- Lower costs by placing and receiving calls over wireless LAN and Wi-Fi networks
- Experience real-time, face-to-face video and voice calling

Installing Jabber

Cisco Jabber is available for download on the App Store. From your Apple device, open App Store and search for Cisco Jabber. You will be able to easily identify the correct application by looking for the Jabber symbol in your search results.

- Install the application accepting the default permissions.

- Tap the Jabber icon to Open when your installation has completed.
• **Accept** the End User License Agreement.

• Swipe to the second page of the overview, then tap *Get Started Now*.

• Enter your **Harvard Key** in the space provided, then tap *Continue*.

• Enter your Harvard Key **Password** in the space provided and tap *Sign In*.

Tip: Jabber will store your username and password so you will not have to enter it each time you open Jabber. If you wish to change this
behavior, toggle the slider next to Automatic Sign-In prior to tapping the Sign In button.

- Tap the Drawer as indicated to get started with Cisco Jabber for iPhone and iPad.

**Configure Jabber for iPhone and iPad**

If Jabber has not been automatically configured for you on your device to support both phone and voice mail please contact your local IT Help Desk for support.

**Jabber for iPhone and iPad Quick Tour**

**Drawer**

In the Drawer you can:

- Access the various tabs of your Jabber client:
  a. Contacts
  b. Favorites
  c. Chats
  d. Recents
  e. Voice Messages
  f. Keypad
  g. Settings
- Sign Out of your Jabber account.
- View the current status of your Instant Messaging, Phone Services, and Voicemail.
Contacts
In the Contacts tab, you can:

- Open the Search or Call tool to find colleagues or enter a telephone number to dial.
- Add a New Contact to your Contacts list from your company directory.
- View your saved contacts Presence status.
- Tap to Chat with your contacts.

Favorites
In the Favorites tab, you can:

- Open the Search or Call tool to find colleagues or enter a telephone number to dial.
- Add a New Contact to your Favorites list from your company directory.
- View the Presence status of your Favorites contacts.
- Tap to Chat with your Favorites contacts.
Chats

In the Chats tab, you can:

- View all your active Chats.
- Search for a colleague and start a new Chat.
- Open any active Chat message.

Within a Chat, you can:

- Send and receive text Chats.
- Escalate to a telephone Call.
- View Profile to see the contact’s details.
- Insert Emoticons.
- Open your Camera to take a photo, send an existing Photo or Video, or attach a File or a downloaded file from Cache.

Note: The options available in your Chat will vary based on the capabilities of the person with whom you are chatting.
Recents

In the Recents tab you can:

- View your Missed calls.
- Caller ID, and the time and date of the call, will be displayed for all calls. If the caller is an internal contact, you will also be able to see their current availability.
- Missed calls will be displayed in red. Sort by All calls or choose to view only Missed calls.
- Select the Contact in each entry to dial directly from your Recents list.
Voice Messages

In the Voice Messages tab you can:

- View your *New* and *Saved* voicemail messages.
- View message *Details*, such as the time and date of message delivery, the length of the message, and caller ID when available.
- For internal calls, you will also be able to view the *Presence* details of the contact.
- *Play, Pause* or *Restart* a message.
- Use the Slider to move *Forward* or *Rewind* your message.
- Touch and hold a message to mark it for *Trash*. 
Keypad

From the Keypad tab you can:

- Dial any telephone number to call using your Desk Phone caller ID rather than your mobile device caller ID.
- Search your local iPhone Contacts to call any saved contact using your Desk Phone caller ID.

Harvard Jabber Dialing Rules

**Internal Dialing:**
Any Harvard 5 digit extension
Area code + Harvard phone number
+1+area code + Harvard number
9+1+ area code + Harvard phone number

**External Dialing:**
9+1 + area code + any number outside of Harvard
+1+ area code + any number outside of Harvard

**Note:** 911 calling from Jabber is not supported. Please use the dialer native to your mobile device or home/desk phone when making a 911 call.
Settings

From the Settings tab you can:

- Set your preferences for the following General Jabber for iPhone and iPad settings:
  - Sounds
  - Vibrate
  - Status
  - Display
  - VPN
  - Cached Files
- Adjust your Audio and Video preferences.
- Review your configured Accounts and view the current status of those accounts.
- View your current Jabber client version.
- View the online User Guides for your client.
- Package your client technical log files and send them to your IT department for Problem Reporting.
- Send Feedback to Cisco on the Jabber for iPhone and iPad application.

Need Help?

For assistance, please contact your local IT Help Desk for support.