Download and Install Jabber for Android
Jabber can be downloaded from Google Play.
• Tap Google Play and search for Cisco Jabber. The app should show it is made by Cisco Systems.
• Click Install.
• Tap Accept to allow Jabber to access the necessary features of your phone.
• If you are asked and want to save an icon for Jabber on your home screen, tap OK.
• Once the warning about using Jabber for 911 calls appears, tap Accept.
• Swipe left and tap Get Started.
• Enter your GWU NetID and tap Continue. You are ready to log in.

Tips
When using Jabber on your Android device:
• Use the “stay signed in” setting for your convenience.
• If you turn your phone off and on again, you must re-open the Jabber app and sign in to receive calls.
• If you don’t want to be disturbed on your mobile device, swipe the app closed instead of signing out. If the app is not actively running, you will not receive calls on the device.
• If you set your status to “Do Not Disturb” in the app, your desk phone will not ring either.
Keypad Call from Jabber
Keypad calls from Jabber appear to the recipient as your office extension.

Transfer to Another Extension
You can transfer to a searchable extension or a searchable name if the person is in the University directory. On an active call:
1. Press the More key.
2. Press Hold.
3. You will be asked whether you wish to move the call to your mobile device. Click OK.

Send Call Back to Mobile Jabber From Desktop
On an active call:
1. Press the Move to Mobile key.
2. Press Hold.
3. You will be asked whether you wish to move the call to your mobile device. Click OK.

Transfer Call to a Desktop Phone from Jabber
On an active call:
1. Press the More key.
2. Press Hold.
3. On your desktop phone:
   • If only one line - pick up the handset.
   • Click the flashing line button.
   • Press the Resume soft key.

View Recent or Missed Calls
Click on the Calls icon at the bottom of the main screen. Call history can be sorted by either All Calls or Missed Calls by clicking on the appropriate tab at the top of the screen.

To return a missed call, click the Call icon next to the missed call. To return a missed call via chat or SMS text message:
   • Click on the missed call to view its details.
   • Click the Chat icon in the upper right to open the chat window.
   • Click the More icon and select Text Message. This will use your mobile device's private phone number and service

Conference Calls
On an active call:
1. Press the More key.
2. Press Conference.
3. Type the name or extension of the person you wish to add. Jabber will then call this person and put the previous person on hold.
4. Once the newly called person answers, press the Connect icon to join the two calls together and start the conference call.

Voice Mail
• Press the Voicemail icon (bottom of screen).
• Press the Play icon next to the voice mail.
  OR
• Press the name of the voice mail you wish to play.
• Press the Play icon for more details and options.

From voice mail details, you can also:
• Call or chat with the user by clicking the appropriate icons in the upper-right corner.
• Reply with your own voice message.
• Forward the voice message.
• Mark as unread.
• Send a text message reply using your own phone number and service.
• Delete the message. This will delete the voice mail from the voicemail server.

Jabber for Android - Calls, Voice Mail
Version 12.x

Active Call Screen

Hold
Transfer
Conference
Park
Show call statistics

Need Support?
Call 202-994-4948
Email ithelp@gwu.edu
Visit IT.GWU.EDU

Continued on page 3.
**Send Chat**
1. From the **Contact** tab, click the name of the person to open the chat window.
2. Type your message in the **Send a Message** box.
3. Responses will appear in the chat window.

**Reply to Chat**
Notifications will appear:
- As a 1 icon at the bottom of the screen on the Chats tab button
- As a 1 icon in Chats next to the person’s name

**Chat Window**
- In the chat window, click the **Down Arrow** in the upper right corner.
- Click on **Add Participants**.
- In the To: field, begin typing the name or NetID of the person you would like to add to the chat and then select the appropriate search result.
- Repeat step 3 until you have all participants.
- Click the **check mark** in the upper right corner of the screen.

**Update Status**
1. Click on the **User Status** icon in the upper right corner of the screen.
2. Click on your **user name** or **icon** to open the status menu.
3. Select the appropriate **status**.
4. To create a custom status, select the **+ icon** in the upper right corner, then type in your custom text and choose the appropriate status color, then click **Save**.
5. To edit a custom status, click the **pencil** icon and then click **Edit** on the appropriate status.

**Escalate Chat to Call**
1. In the chat window, click the **Call** icon in the upper right corner.
2. Click **Call**.