



Jabber for Android Version 12.x

Note - To use Jabber for Android, your device must be connected to the Internet. You can connect using your cellular network outside the university, or by using the George Washington University network when you are on campus.

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.

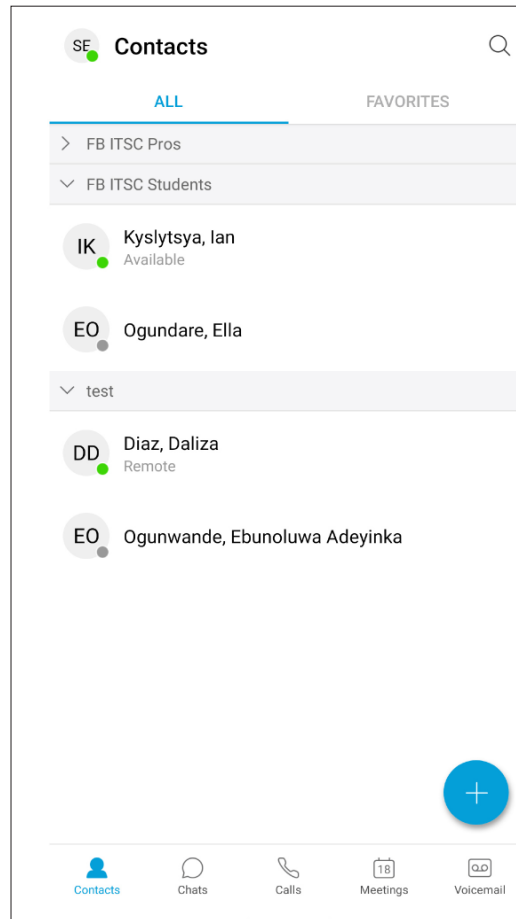
Tips

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.

Login Information

- Tap the Cisco **Jabber** icon to start Jabber.
- Use your **NetID** and **NetID password** to log in.
- You will be guided through a brief introduction to the app layout.



Add Contacts

You can only add contacts to Jabber from the University directory using this method:

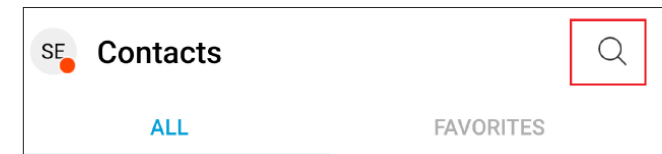
1. Tap the **+ Symbol** in the lower right corner of the **Contacts** screen.
2. Search for the contact by typing their name in the search field.
3. To assign to a group, select or create the group by clicking on the drop-down arrow under **Assign to Group**. Click the **check mark** in the upper right corner to add the contact.

Chat/Call from Contact



1. Click on a **contact** to chat or call. This will open a chat window for the contact.
2. Click on the **Call** icon in the upper right corner to call the contact.
3. Type a message in the **Send a Message** field to chat. Click the **Send** icon to send your message.

Chat/Call from Search



1. Click on the **Search** icon.
2. Search for the user in the search window using the name or **NetID**.
3. Click on the contact to chat or call:
 - Click on the **Call** icon in the upper right corner to call the contact.
 - Type a message in the **Send a Message** field to chat. Click the **Send** icon to send your message.

Continued on page 2.

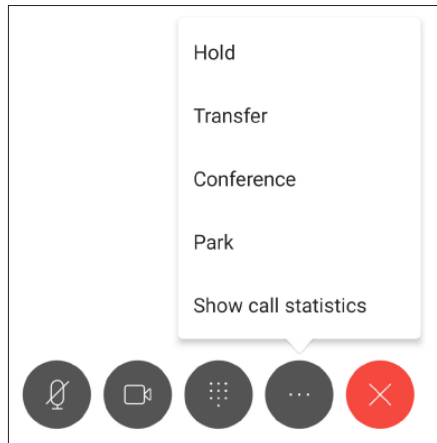


Need Support?
Call 202-994-4948
Email ithelp@gwu.edu
Visit IT.GWU.EDU



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

Active Call Screen



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 **Transfer**.
3. On your Jabber client, type the extension you wish to transfer the call to.
4. Press **Transfer** to finish transferring the call.

Transfer Call to Jabber Desktop Client

On an active call:

1. Press the **More** key.
2. Press **Hold**.
3. On your Jabber client, the call will appear with a

Resume key. Hit the **Resume** key to pick up the call.

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

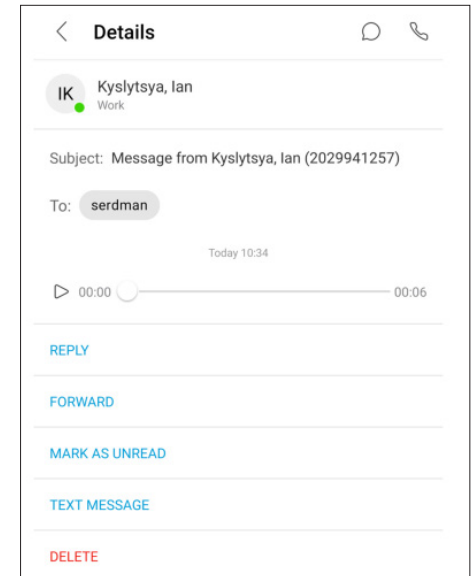
Conference Calls

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.

Continued on page 3.



Information
Technology

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



Jabber for Android - Chats Version 12.x

Send Chat

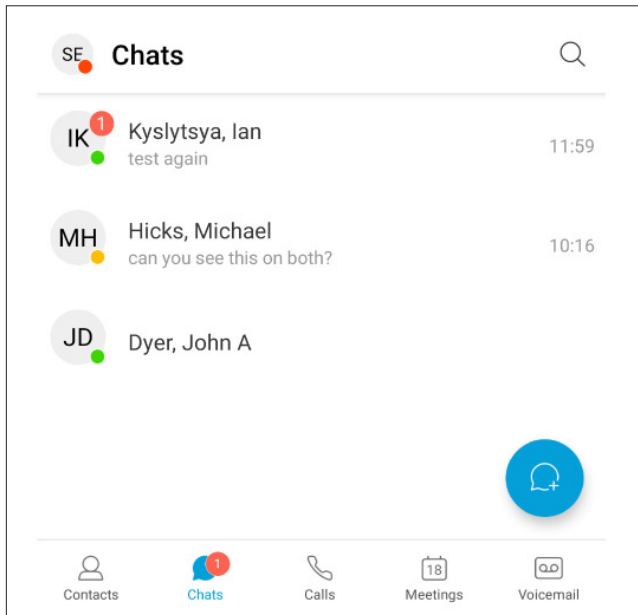
1. From the **Contact** tab, click the name of the person to open the chat window.
2. Type your message in the **Send a Message** box.
3. Responses will appear in the chat window.

Reply to Chat

Notifications will appear:

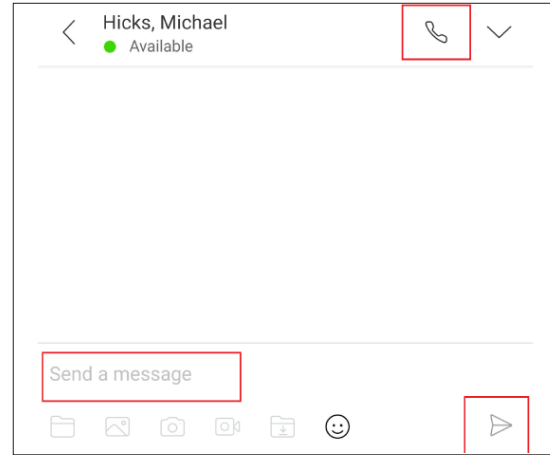
- As a 1 icon at the bottom of the screen on the Chats tab button
- As a 1 icon in Chats next to the person's name

Chat Window

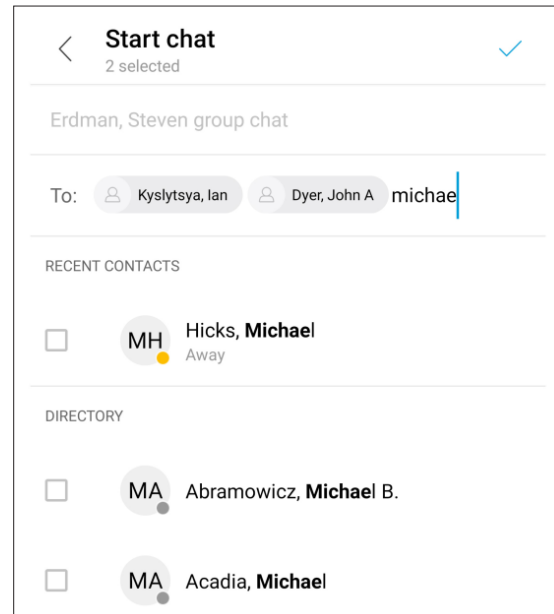


Add Person to Chat

1. In the chat window, click the **Down Arrow** in the upper right corner.

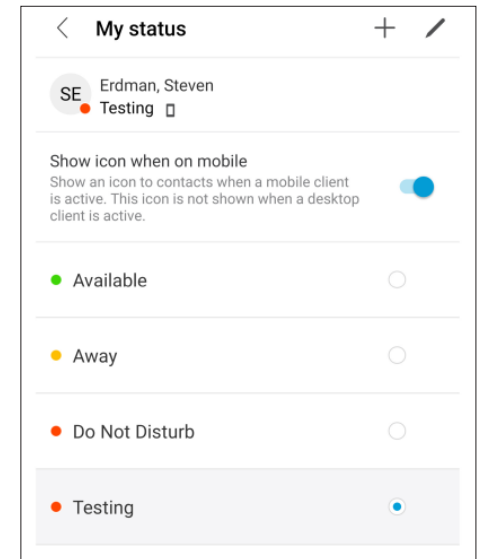


2. Click on **Add Participants**.
3. In the To: field, begin typing the name or NetID of the person you would like to add to the chat and then select the appropriate search result.
4. Repeat step 3 until you have all participants.
5. Click the **check mark** in the upper right corner of the screen



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**.



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