



Jabber for iOS Version 12.x

Note - To use Jabber for iOS, 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 iOS

Jabber can be downloaded from the App Store:

- Tap **App Store** and search for **Cisco Jabber**. The app should show it is made by Cisco.
- Tap **Get**, then tap **Install**.
- Tap **Open**.
- Tap **Accept** to allow Jabber to access the necessary features of your phone.
- Once the warning about using Jabber for 911 calls appears, tap **Accept**.
- Swipe left twice and tap **Get Started Now**. You are ready to log in.

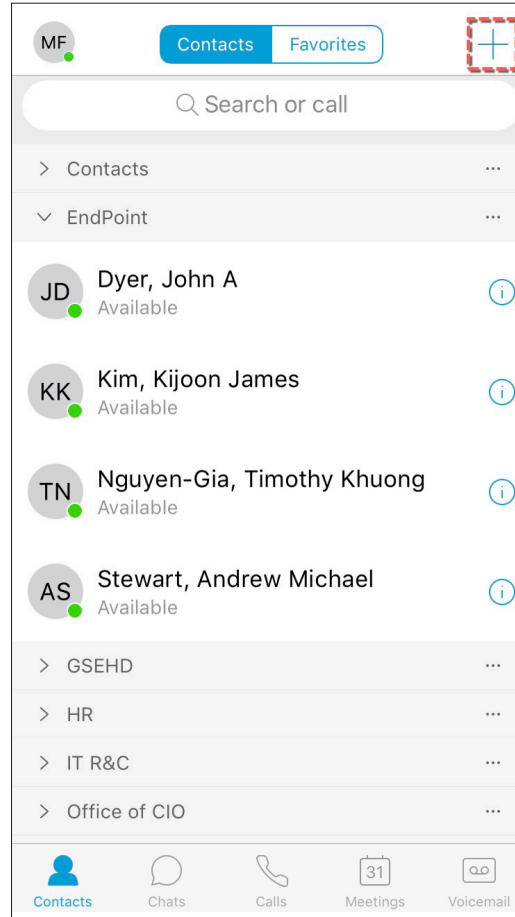
Tips

When using Jabber on your iOS 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.
- Enter your **NetID@gwu.edu** and **NetID password** to log in.
- You will be guided through a brief introduction to the app layout.

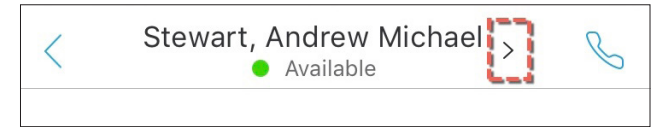


Add Contacts

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

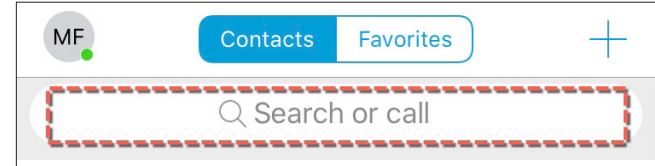
1. Tap the **+ Symbol** in the upper right corner of the **Contacts** screen.
2. At the bottom of the screen, tap **Add Contacts**.
3. Search for the contact by typing their name or **NetID** in the search field.
4. To assign to a group, tap **Assign to Group** and select the group. Tap **Add Contact**, then tap **Done**.

Chat/Call from Contact



1. Tap on a **contact** to chat or call. This will open a chat window for the contact.
2. Tap on the **Call** icon in the upper right corner to call the contact.
3. At the bottom of the screen, type a message in the **Enter message here** field to chat. Tap the **Send** icon/button to send your message.

Chat/Call from Search



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

Continued on page 2.

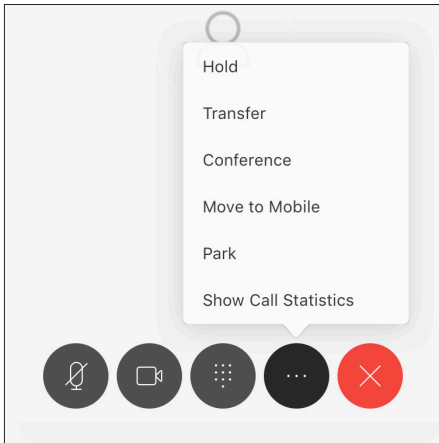


Need Support?
Call 202-994-4948
Email ithelp@gwu.edu
Visit IT.GWU.EDU



Jabber for iOS - Calls, Voicemail 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 ...** icon.
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 ...** icon.
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. Tap **OK**.

Transfer Call to a Desktop Phone from Jabber

On an active call:

1. Press the **More ...** icon.
2. Press **Hold**.
3. On your desktop phone:
 - If only one line - pick up the handset.
 - Tap the **flashing line** button.
 - Press the **Resume** soft key.

View Recent or Missed Calls

Tap on the **Calls** icon at the bottom of the main screen. Call history can be sorted by either **All Calls** or **Missed Calls** by tapping on the appropriate tab at the top of the screen.

To return a missed call, tap the **Call** icon next to the missed call. To return a missed call via chat or SMS text message:

- Tap on the **missed call** to view its details.
- Tap the **Chat** icon in the upper right to open the chat window.
- Tap the **More** icon and select Text Message.

This will use your mobile device's private phone number and service

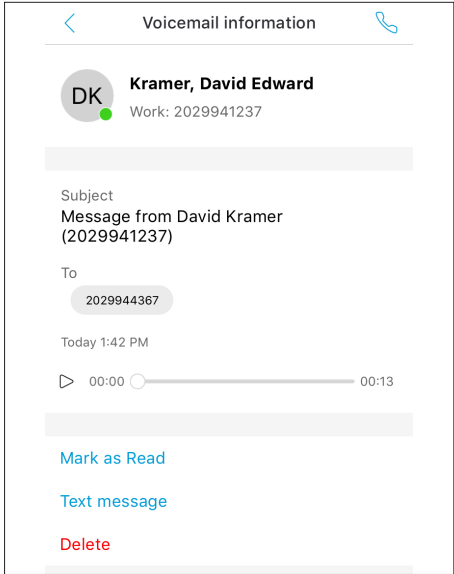
Conference Calls

On an active call:

1. Press the **More ...** icon.
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.

Voicemail

- Press the **Voicemail** icon (bottom right of screen).
- Press the **Play** icon next to the voicemail.
OR
- Press the name of the voicemail you wish to play.
- Press the **Play** icon for more details and options.



From voicemail details, you can also:

- **Call** or **chat** with the user by tapping the appropriate icons in the upper-right corner.
- **Reply** with your own voice message.
- **Forward the voice message**.
- **Mark as read**.
- Send a **text message** reply using your own phone number and service.
- **Delete** the message. This will delete the voicemail from the voicemail server.

Continued on page 3.



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



Jabber for iOS - Chats Version 12.x

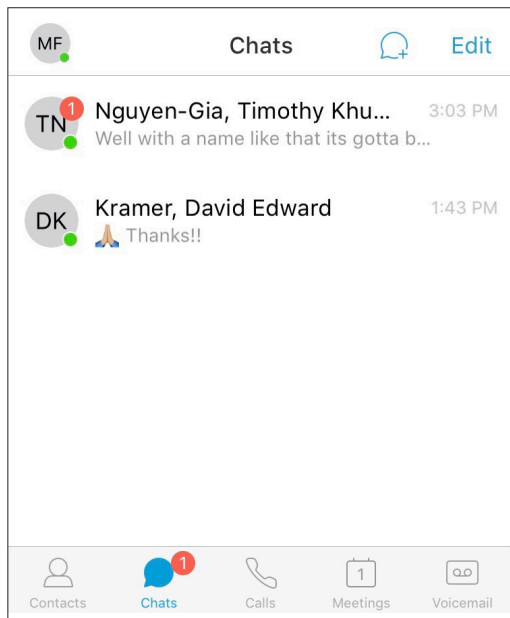
Send Chat

1. From the **Contacts** tab, tap the name of the person to open the chat window.
2. Type your message in the **Enter message here** field.
3. Tap the **Send** icon/button.
4. Responses will appear in the chat window.

Reply to Chat

Notifications will appear:

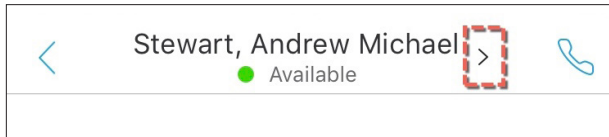
- As a **1** icon at the bottom of the screen on the Chats tab button
- As a **1** icon in Chats next to the person's name



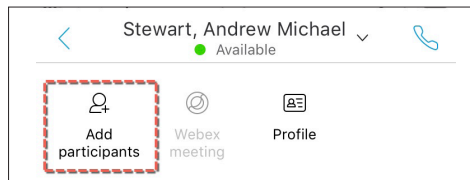
Chat Window

Add Person to Chat

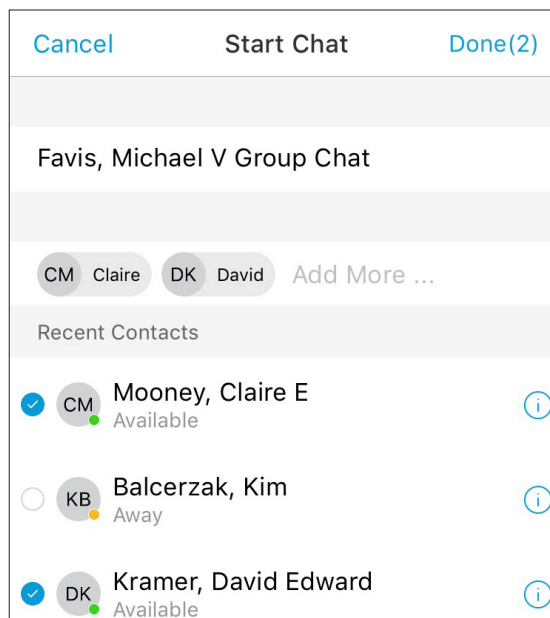
1. In the chat window, tap the **Side Arrow** in the upper right corner.



2. Tap on **Add Participants**.



3. In the **Add More...** field, begin typing the name or **NetID** of the person you would like to add and then select the appropriate search result.
4. Repeat step 3 until you have all participants.
5. Tap **Done** in the upper right corner of the screen.

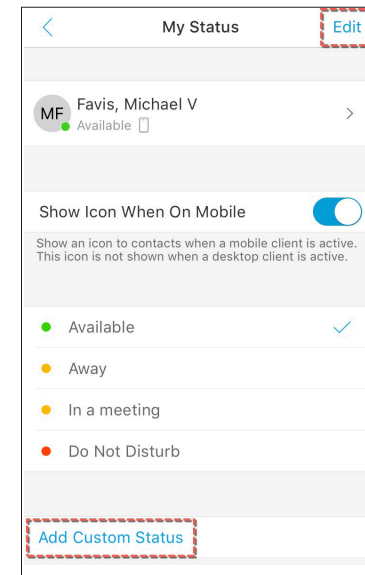


Escalate Chat to Call

1. In the chat window, tap the **Call** icon in the upper right corner.
2. Tap **Call**.

Update Status

1. Tap on the **User Status** icon in the upper left corner of the screen.
2. Tap on your **user name** or **icon** to open the status menu.
3. Select the appropriate **status**.
4. To create a custom status, tap **Add Custom Status** at the bottom of the screen, then type in your custom text and choose the appropriate status color, then tap **Save**.
5. To edit a custom status, tap **Edit** and edit the appropriate status, then tap **Done**.



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