

## Installing and Using the Cisco Jabber App on your Android

The Cisco Jabber App allows you to receive and make calls, to and from your Union College office extension, using your mobile device.

You must contact Telecommunications first to use this app. Email [helpdesk@union.edu](mailto:helpdesk@union.edu) with your college extension and mobile device (Android or iPhone) to open a ticket.

Jump to section: [Placing a Call](#) – [Call Forwarding](#) – [Transferring Calls](#)

### Installing the App:

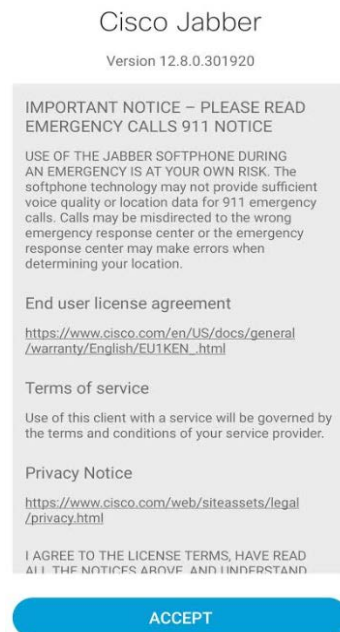
1.  
Open the Play Store on your Android and search for “Cisco jabber”.

Tap the **Install** button to download.

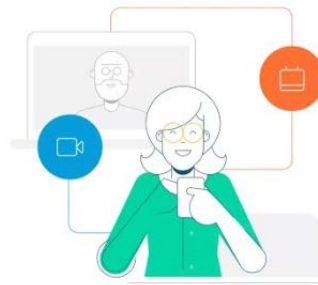
After download is complete, tap the **Open** button to start the **Cisco Jabber Voice** app.



2.  
Tap **Accept** to continue.



3.  
On the next screen, you will have to swipe to the left 3 times before you can tap the **Get Started Now** button on the bottom of the screen.



Join Meetings Faster and Easier

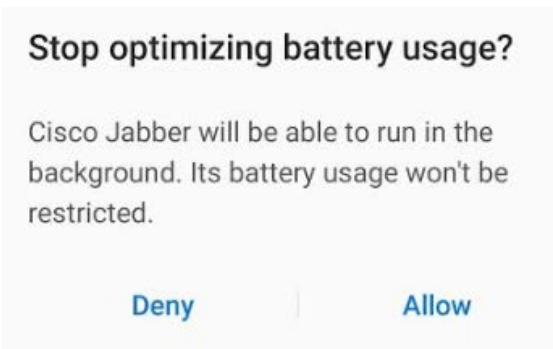
Now you can join your meetings right from Jabber.



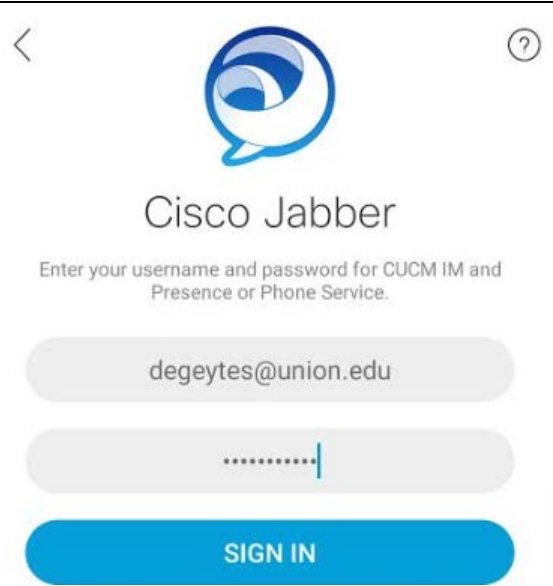
4.  
You should tap **Deny** Cisco Jabber to access your contacts.  
You must tap **Allow** Cisco Jabber to record audio.  
You must tap **Allow** Cisco Jabber to make and manage phone calls.  
You can **Deny** or **Allow** Cisco Jabber to access photos, media and files on your device.



5.  
Tap **Allow** when prompted to stop optimizing battery usage, so Jabber can run in the background until you close the app completely.



6.  
Enter your Union College username (full email address) and password. Tap **Sign In** to continue.



7.  
Click continue when prompted to Verify certificate. This can happen 3-4 times.

**Verify certificate**

Cisco Jabber cannot confirm the identity of this server. Do you want to Continue?

**Certificate Details:**

The service name:  
10.50.19.10

Issued to:  
Common name:  
cucm-pub.union.edu

Organization:  
Union College

Organizational unit:  
Union College

Serial number:  
40:B1:18:A9:79:39:2D:FE:14:5D:9A:3C:  
77:DE:7C:3D

Issued by:  
Common name:  
cucm-pub.union.edu  
Organization:  
Union College

**DECLINE CONTINUE**

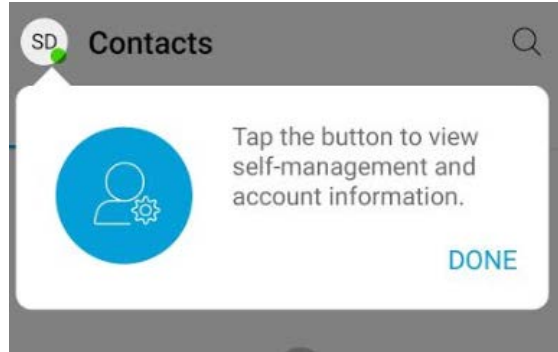
8. If prompted for Biometric authentication, you can click cancel to decline.

## Biometric authentication

Do you want to sign in using biometric authentication?

CANCEL OK

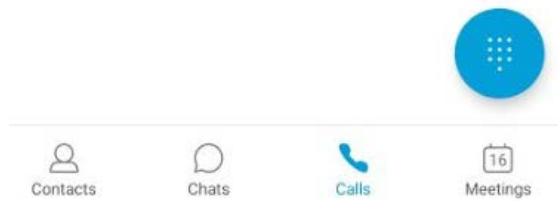
9. Tap **Done** to start using the app.



## Placing a Call:

1. To place a call, tap the Handset icon (Calls) at the bottom of the screen.

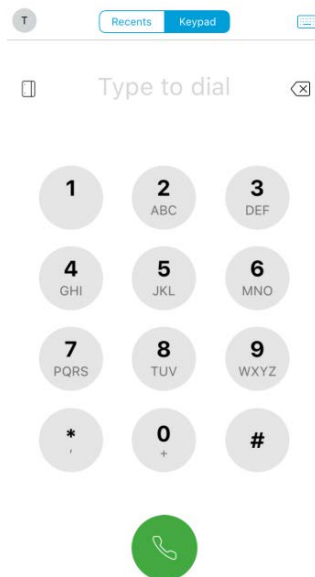
Then tap the blue circle with the dialpad to dial out.



2. Dialing Instructions:

- Campus – 4-digit ext.
- Local call – Dial 3 + 10-digit number
- Long distance – Dial 31 + 10-digit number
- International – Dial 3011 + country code + city code + number

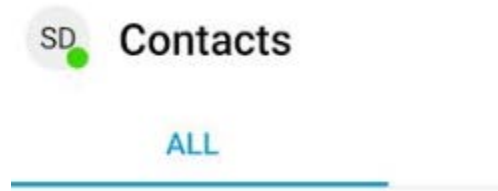
Dial the number and tap the green handset icon below the keypad to connect your call.



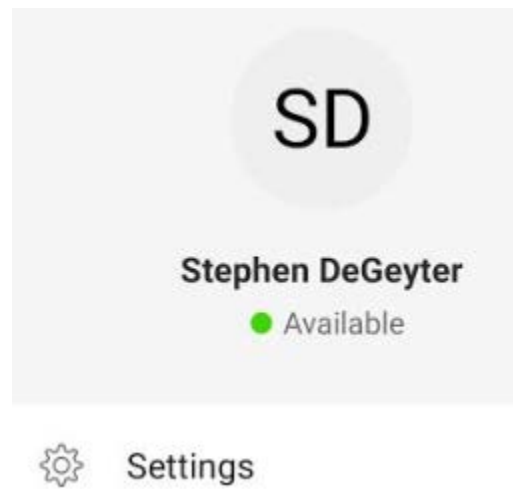
## Call Forwarding:

1.  
To forward or un-forward your phone line, tap the circle with your Initials in the upper left-hand corner.

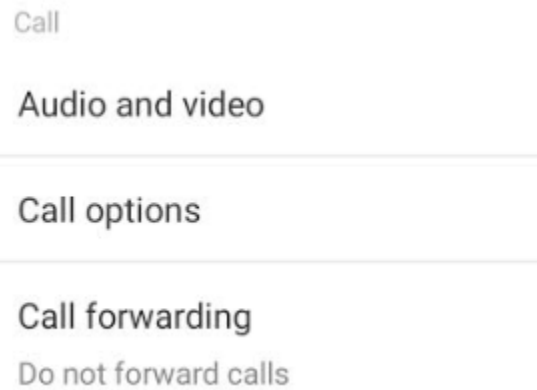
Ex. SD



2.  
Tap **Settings**.



3.  
Tap **Call forwarding** under the Call menu.



4.  
Tap **Vicemail** to forward to your voice mailbox, or tap **New number** to forward to another number.



5.  
If forwarding to a new number, enter the number, 4-digit number for campus extensions, of- campus numbers starting with 3 or 31 for long distance and the 10-digit number. Tap **Save**.



6.  
To remove the forward, just tap **Do not forward calls**.

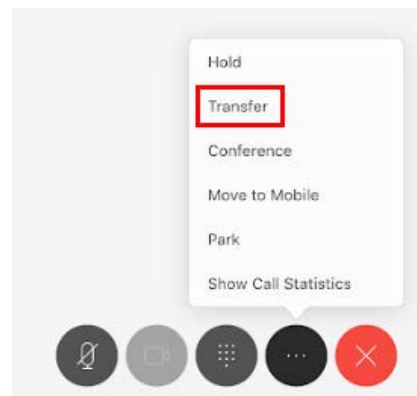


## Transferring a Call:

1.  
From a live connected call, on the bottom of your screen, tap the 3-dot icon.



2.  
Tap **Transfer** from the pop-up menu.



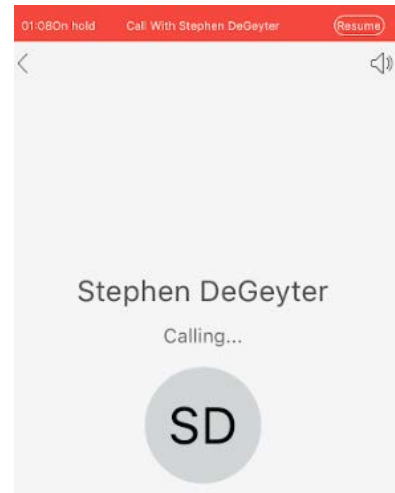
3.  
Tap the search field and input the number you would like to transfer the caller to.

You only need the 4-digit extension for on-campus numbers. To transfer off-campus, you must dial the 3 first, or 3+1 for long distance.

Tap the green handset icon to dial the number.



4.  
The original caller will be put on hold, as the number you would like to transfer to is called.



5.  
You can wait until connected, to announce the transfer of the caller.

Tap on the middle of the screen, to bring up the bottom menu, and tap the Transfer icon to complete.

The caller has now been transferred.

