

Last updated: 9/30/20



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. After business hours, you should sign out, close the background process for the Jabber app, and sign-in again when you want to answer your campus extension on your mobile phone through the Jabber app. To sign out, tap the initials icon in the upper left-hand corner, and then tap Sign out.

Instructions on ending/closing the Cisco Jabber App background process can be found [here](#). (PDF download)

You must contact Telecommunications first to use this app. Email 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.

Cisco Jabber

Version 12.8.0.301920

IMPORTANT NOTICE – PLEASE READ EMERGENCY CALLS 911 NOTICE

USE OF THE JABBER SOFTPHONE DURING AN EMERGENCY IS AT YOUR OWN RISK. The softphone technology may not provide sufficient voice quality or location data for 911 emergency calls. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location.

End user license agreement

https://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html

Terms of service

Use of this client with a service will be governed by the terms and conditions of your service provider.

Privacy Notice

<https://www.cisco.com/web/siteassets/legal/privacy.html>

I AGREE TO THE LICENSE TERMS, HAVE READ ALL THE NOTICES ABOVE AND I UNDERSTAND

ACCEPT

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.



 Allow **Cisco Jabber** to record audio?

2 of 4 Deny Allow

 Allow **Cisco Jabber** to make and manage phone calls?

3 of 4 Deny Allow

 Allow **Cisco Jabber** to access photos, media, and files on your device?

4 of 4 Deny Allow

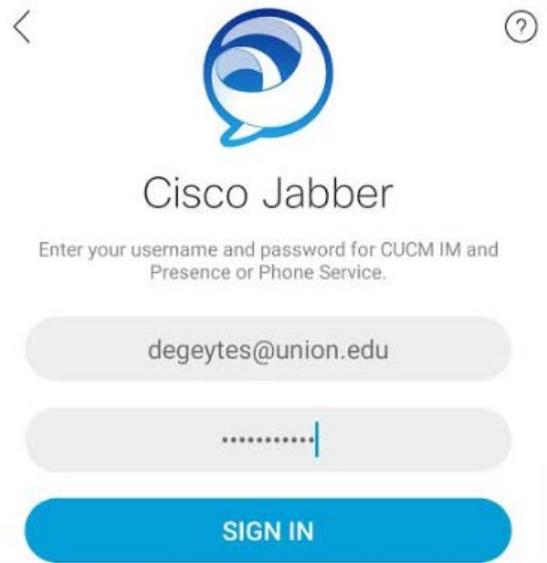
5.
Tap **Allow** when prompted to stop optimizing battery usage, so Jabber can run in the background until you close the app completely.

Stop optimizing battery usage?

Cisco Jabber will be able to run in the background. Its battery usage won't be restricted.

Deny | Allow

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:
40:81:18: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

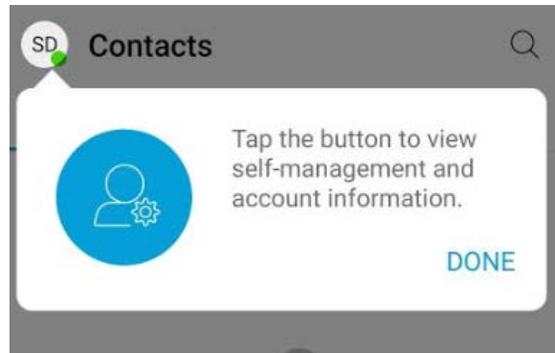
8.
If prompted for Biometric authentication, you can click cancel to decline.

Biometric authentication

Do you want to sign in using biometric authentication?

CANCEL OK

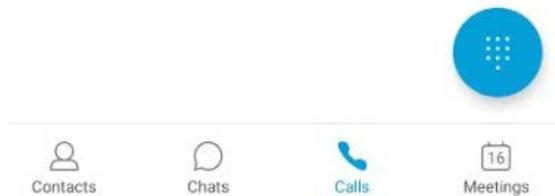
9. Tap **Done** to start using the app.



Placing a Call:

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

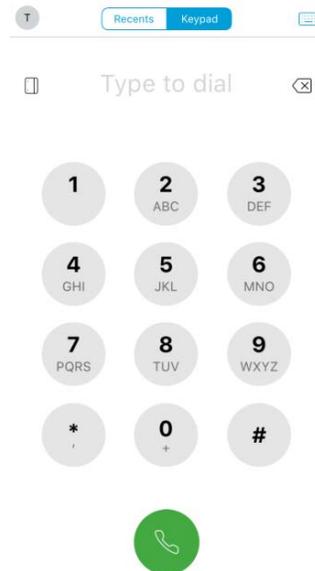
Then tap the blue circle with the dialpad to dial out.



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:

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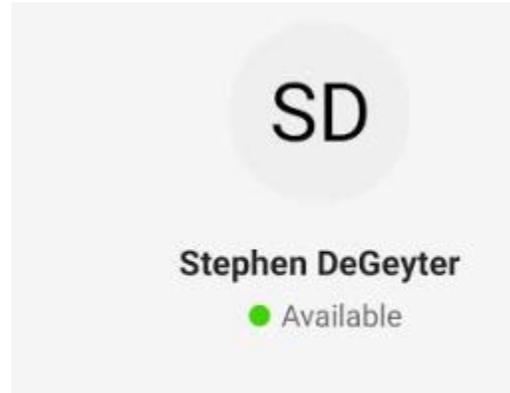
1.
To forward or un-forward your phone line, tap the circle with your Initials in the upper left-hand corner.

Ex. SD

 **Contacts**

ALL

2.
Tap **Settings**.



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

Call

Audio and video

Call options

Call forwarding

Do not forward calls

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

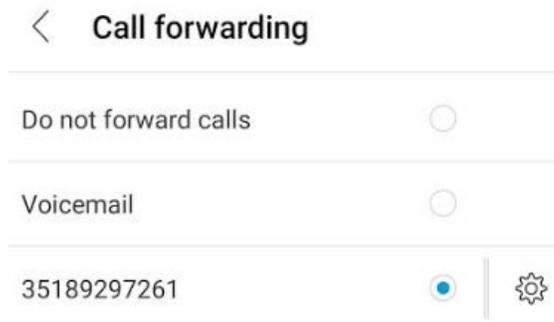
< **Call forwarding**

Do not forward calls

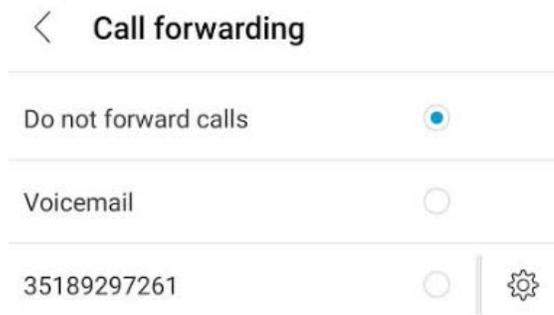
Voicemail

[New 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**.

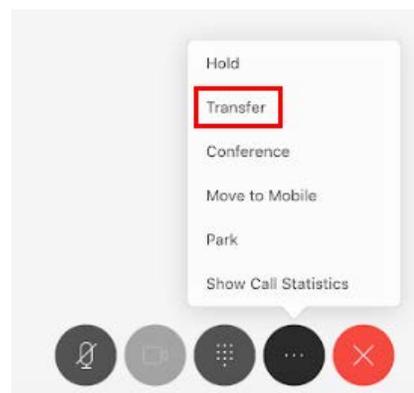


Transferring a Call:

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.

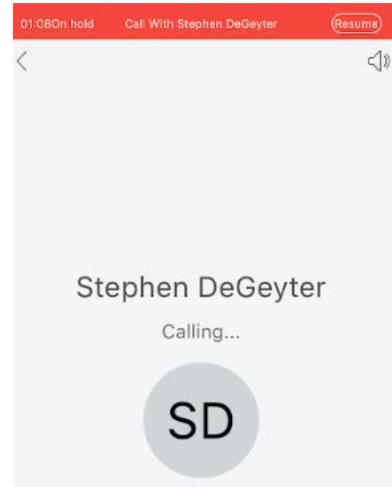
You only need the 4-digit extension for on-campus numbers. To transfer off-campus, you must dial the 3 first, or 3+1 for long distance.

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.

