

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

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](mailto:helpdesk@union.edu) with your college extension and mobile device (Android or iPhone) to open a ticket.

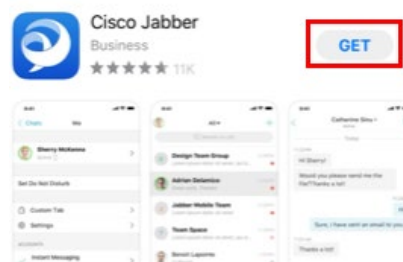
Jump to section: [Placing a Call](#) – [Call Forwarding](#) – [Transferring Calls](#)

### Installing the App:

1.  
Open the App Store on your iPhone and search for “Cisco jabber”.

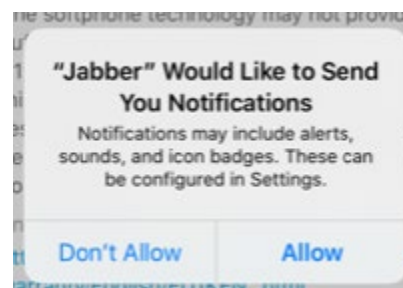
Tap the **Get** button to download.

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



2.  
When the app opens, tap **Allow** to allow Jabber to send you notifications.

You may also see a prompt to allow access to your Contacts and Siri. You can choose to “**Don’t Allow**” these options.



3.  
Tap **Accept** to continue.

## Cisco Jabber

Version 12.8.1

Cisco Jabber is a collaboration application that provides presence, instant messaging (IM), voice, voice messaging, and video calling capabilities.

### IMPORTANT NOTICE – PLEASE READ EMERGENCY CALLS 911 NOTICE

USE OF THE JABBER SOFTWARE 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](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.

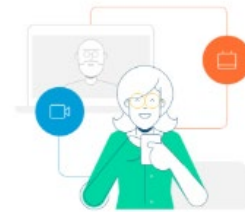
#### Privacy Notice

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

Accept

4.  
On the next screen, you will have to swipe to the left 2 times before you can tap the **Get Started Now** button on the bottom of the screen.

If prompted to allow access to your Microphone, you must **Allow** this for Jabber to work.



### Join Meetings Faster and Easier

Now you can join your meetings right from Jabber.



5.  
Enter your full Union College email address and tap **Continue**.



## Cisco Jabber

degeytes@union.edu

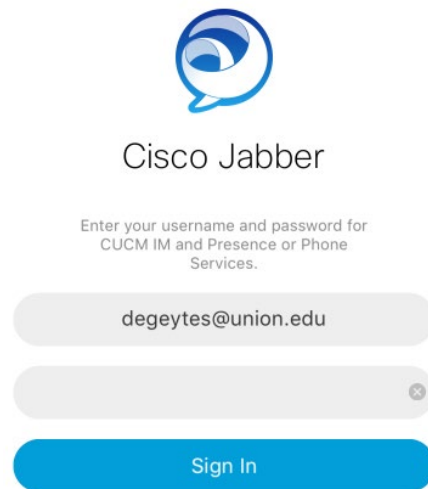
Continue

[Advanced settings](#)

6.

Enter your Union College password. Tap **Sign In** to continue.

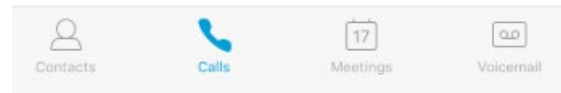
Jabber has successfully been setup on your iPhone, you may be prompted to allow Jabber to use FaceID or TouchID, you can decline this option. You may also have an “**Update Credentials**” prompt, tap **Cancel** to continue.



## Placing a Call:

1.

To place a call tap the Handset (Calls) icon on the bottom of the screen.



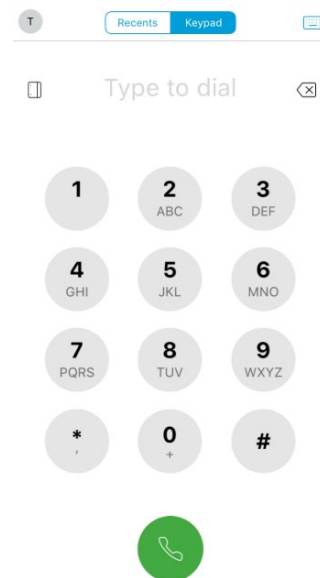
2.

On the top of your screen, tap **keypad** to dial a number.

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.

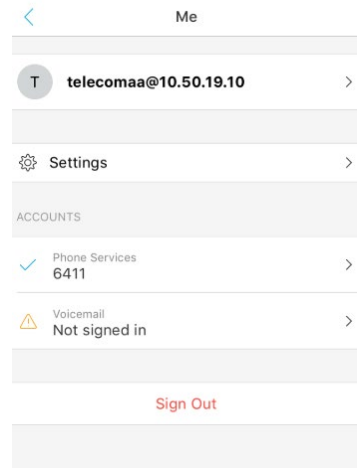
To access the menu for call-forwarding options, tap the circle icon with your initials in the upper left-hand corner.

Example: T



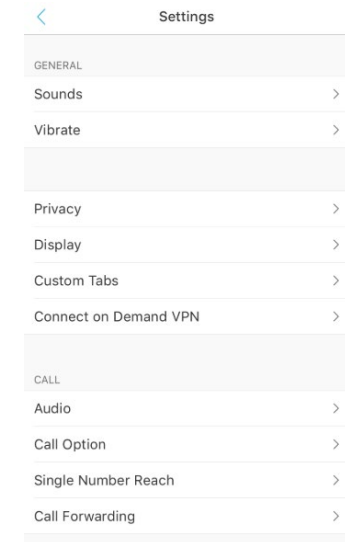
2.

Tap **Settings**.



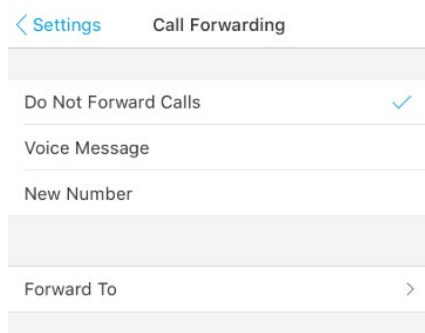
3.

Under the Settings menu, tap **Call Forwarding** to access options.



4.

If you would like to forward all calls to Voicemail, tap **Voice Message**, otherwise to forward to a different number, tap **New Number**.



5.  
Enter the number you would like to forward all calls to. For off-campus numbers, you must dial 3 first, and 3+1 for long distance numbers.

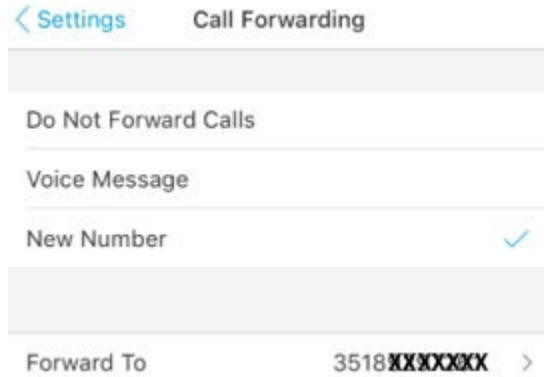
If you would like to forward to voicemail, enter 6688.

Tap **Done** to save changes.



6.  
Call forwarding is set.

To remove call forwarding, tap **Do Not Forward Calls**.

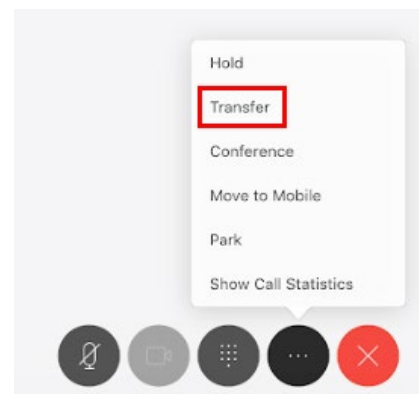


## Transferring a Call:

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.



Last updated: 2/22/23

3.

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

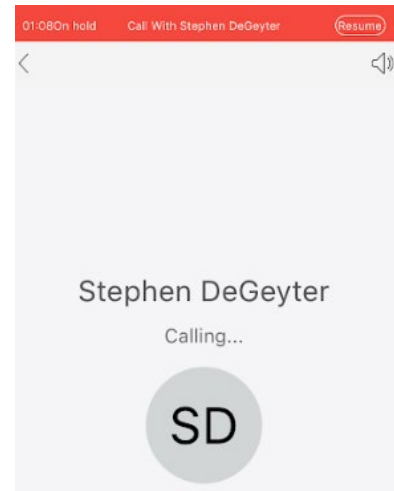
You only need the 4-digit extension for on-campus numbers. To transfer off-campus, you must dial the 3 first, or 3+1 for long distance.

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.

