

# Ball State University

## Jabber for iPad 9.6 User Guide



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## About Cisco Jabber

### Product overview

Cisco Jabber for iPad lets you communicate with your work contacts from anywhere. You can use Cisco Jabber to chat, make video and voice calls, see if your contacts are available, show if you are available, search your directory, and listen to your work voice messages. You can use this application on your iPad. You can get Cisco Jabber from App Store.

### Features

With Cisco Jabber, you can:

- Make and receive video and voice calls over Wi-Fi or mobile data networks using your Ball State University office telephone number.
- Use advanced calling features for Voice over Internet Protocol (VoIP) calls, which allow you to:
  - Hold and resume calls
  - Swap between active calls
  - Merge two active calls
  - Start a conference call
  - Start a secure audio call
  - Start a secure video call
  - Make a call by URI dialing
  - Transfer a call to another phone number
- Access your work voicemail system. If the Voice Messages feature is enabled, you can view a list of your messages and play your messages from the list.
- Search your corporate directory.
- Add contacts to your Contacts and Favorites lists.
- Chat with contacts.
- View availability status for your contacts, and set your personal status.
- View your call history for calls that you managed using Cisco Jabber.
- Move calls from your mobile device to your desk phone.

- Join or start an instant Cisco WebEx meeting. When you perform one of these actions, Cisco Jabber opens the Cisco WebEx Meetings application.

## Getting Started

If you have not yet installed and configured the Cisco Jabber client on your iPad, please follow the separate Jabber for iPad 9.6 Setup Guide prior to using these instructions.

### Sign-In to Cisco Jabber

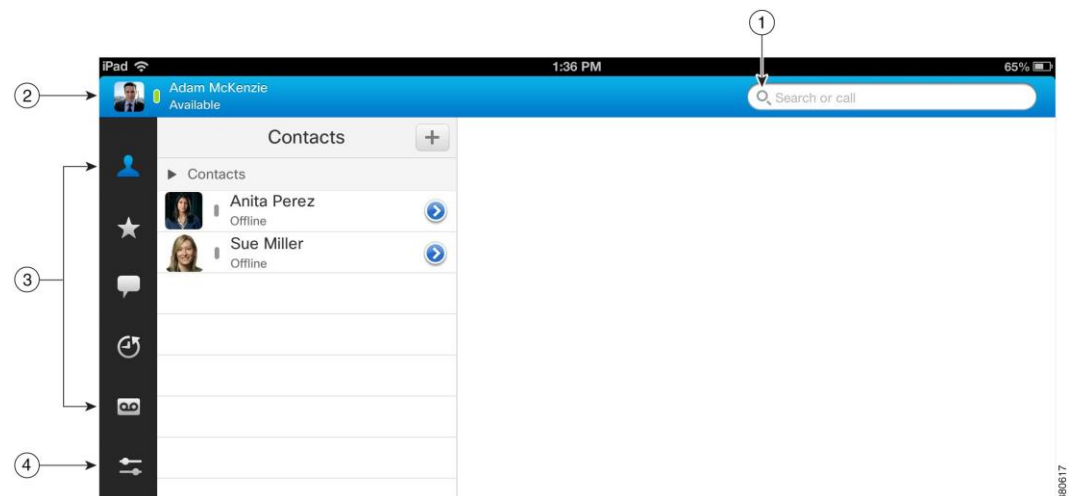
Follow these steps to sign in after you initially set up the Cisco Jabber app.

- Step 1. Open Cisco Jabber.
- Step 2. Enter your credentials, then tap Sign In.
- Step 1. After you sign in, Cisco Jabber opens to your **Contacts** screen.

### Navigate

From the main window, you can:

1. Search for contacts and make calls.
2. Status and Profile
  - a. View and edit your availability status.
  - b. View account information or sign out of your account.
3. Access your features.
4. Edit your settings.



### Sign Out

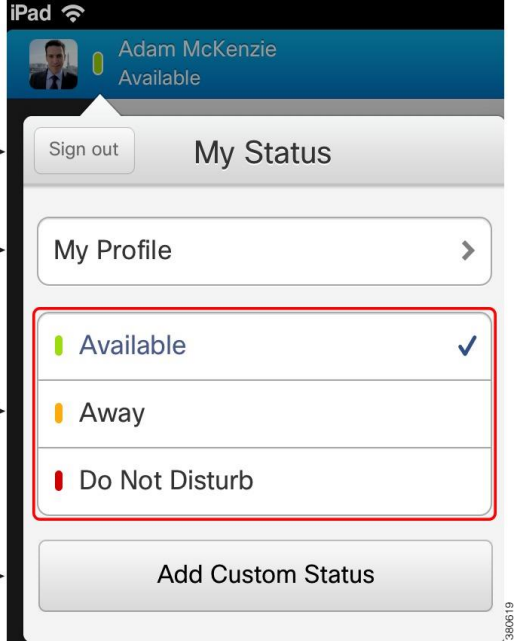
- Step 1. Open the navigation page, tap the status area.

Step 2. Tap **Sign Out**.

## Profile and Status

### Set Status






Tap the Status area.

<p>On the <b>My Status</b> screen, you can:</p> <ol style="list-style-type: none"> <li>1. View your basic profile information and sign out.</li> <li>2. Open the My Profile screen to view more profile details.</li> <li>3. Select an availability status.</li> <li>4. Create a custom availability status.</li> </ol>	
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### Status Icons

By default, Cisco Jabber uses standard status icons. You can also set the app to use accessible status icons, which are monochromatic and use symbols to show status.

**Table 1: Status Icons**

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb



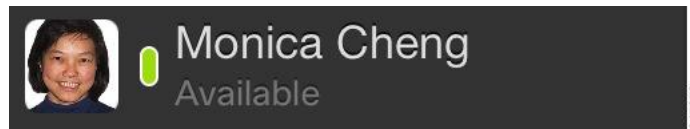
To use accessibility icons, go to **Settings > Display** and turn on the **Accessibility Icons** switch.

## View your Profile

You can view your profile details on the **My Profile** screen, including:

- Your company name and title
- Your work and mobile phone numbers
- Your email address

Step 1. On the navigation drawer, tap the status area.



Step 2.

Step 2. On the **My Status** screen, tap .

Step 3. Cisco Jabber displays your profile.

## Calls

### Phone Services accounts

When you call with Cisco Jabber, the app uses your *work* phone number and displays that work number to the person you call.

You have multiple features available depending on how your account was setup by your administrator.

Note: VPN is required to use this feature when you are off the premise.

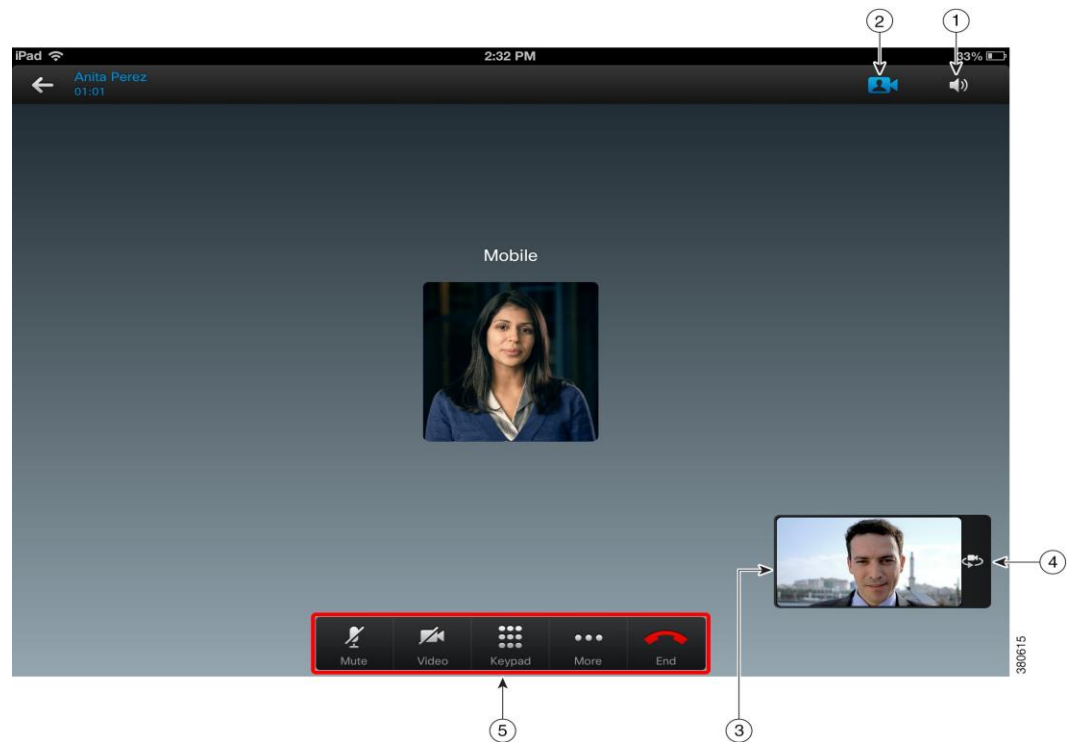
**Table 2: Call Settings**

Account Setup	Cisco Jabber settings
Video enabled	<p>Send Automatically: Use this setting to turn automatic video for calls on and off.</p> <p>Mobile Data Network: Use this setting to automatically turn video on or off when you use a mobile data network.</p> <p style="text-align: center;">Cisco Jabber does not display these</p> <p>Note video settings if you turn on low-bandwidth mode.</p>
DVO not enabled	<p>Low-Bandwidth Mode: Use this setting to optimize audio if you make VoIP calls while you are connected to a low-bandwidth network.</p>
DVO enabled	<p>Calling Options: Specify whether you want Cisco Jabber to always make VoIP calls, always make calls with your mobile voice network, or automatically select the call method based on your network connection.</p> <p>Low-Bandwidth Mode: If you select a calling option that uses VoIP, Cisco Jabber displays the Low-Bandwidth Mode setting. Use this setting to optimize audio if you make VoIP calls while you are connected to a low-bandwidth network.</p>




## Active Call Screen

The active call screen appears when you place or answer a call. On the active call screen, you can:


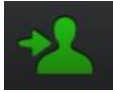





1. Change audio device.
2. Open and close local video.
3. See your self-view (if video is enabled).
4. Change cameras (if video is enabled).
5. Use call controls.






**Table 4: Call Controls**


Button	Description
	Mute your audio.
	Stop sending your video.
	Open the keypad.



Button	Description
	View more options. This context-sensitive menu offers options that allow you to: <ul style="list-style-type: none"> <li>• Hold: Hold a call</li> <li>• Merge: Merge two existing calls into a conference call</li> <li>• Transfer: Transfer a call</li> <li>• Conference: Start a conference call</li> <li>• Move to Mobile: Move your call to your mobile phone number</li> </ul>
	Complete your call transfer.
	Merge your calls to create a conference call.
	End your call.
	Change between your front and back cameras.
	Hide your self-view.
	View a list of conference participants.



**Table 5: Audio Icons**

Icon	Description
	Use earphones.
	Use speakerphone.
	Use Bluetooth headset.

Icon	Description
	Use wired headset.

## Make a Call from the Keypad

Use the following procedure to make a call from the keypad.

- Step 1. Tap the search area to open the Keypad screen, then follow one of these steps to make a call:
  - a. Tap the numbers on the keypad then tap **Call**.
  - b. Search for the contact in your directory then tap  for more choices.
  - c. Input an email address, such as [username@cisco.com](mailto:username@cisco.com), then tap **Cell** or tap  for more choices.

## Answer Calls

Incoming Cisco Jabber calls use a unique Cisco ring tone, allowing you to distinguish them from other incoming calls.

To receive incoming calls:

- Your device must be connected to your corporate network (either directly or remotely using VPN)
- Cisco Jabber must be running on your device, in either the background or the foreground

- Step 1. If your device is locked, unlock it or slide the notification. Follow the steps below to set up the notification.
  - a. Go to **Settings > Notifications > Jabber** on your device.
  - b. Turn on Notification Center.
  - c. Choose your preferred **Alert Style** from **None, Banners, or Alerts**.
  - d. Turn on/off **Badge App Icon, Sound, or View in Lock Screen** to your preference.

Note: For iOS7, When the device is locked and receive a Jabber call, unlock the screen will not bring the application to foreground but will dismiss the notification and stop the ring tone. Slide the notification will bring the application to foreground and show the incoming call toast. It is recommended to slide the notification rather than unlock the device.


Step 2. From the in-call view, tap **Answer**.

Note: If you are already on a Cisco Jabber VoIP call and you answer a second Cisco Jabber VoIP call, the app will put your first call automatically on hold.

If you tap **Decline**, the caller is diverted to your work voicemail. If your work voicemail is service is not available, the caller will be sent to your mobile voicemail service.

## In-Call Features

### Hold and Resume


Step 1. From the in-call view, tap .

Step 2. Tap **Hold**.

Step 3. To resume the call, tap **Resume**.


### Toggle Between Calls

From the in-call view, do one of the following to toggle between the two calls.

- If the held call is in the foreground, tap **Resume** to resume the call.
- If the held call is in the background, tap  to resume the call.

Cisco Jabber automatically places your other call on hold.


### Transfer a Call

Step 1. From the in-call view, tap .


Step 2. Tap Transfer.

Step 3. Follow one of the these steps to call:

- Tap the numbers on the keypad then tap **Call**.
- Search for the contact in your directory then tap one of the search results to call.
- Input an email address, such as [username@cisco.com](mailto:username@cisco.com) then tap **Call** or tap one of the search results to call.

Step 4. Tap  to complete the transfer.


### Conference Calls


Step 1. From the in-call view, tap .

Step 2. Tap Conference.

Step 3. Follow one these steps to call:

- Tap the numbers on the keypad then tap **Call**.
- Search for the contact in your directory then tap one of the search results to call.
- Input an email address, such as [username@cisco.com](mailto:username@cisco.com) then tap **Call** or tap one of the search results to call.


Step 4. Tap  to merge the two calls into a conference call.

Step 5. (Optional) Tap  to view a list of conference participants.

### Merge Calls


Use the Merge feature to bring two existing calls together into a single conference call.

This process applies only to Cisco Jabber VoIP call. The Merge feature is not available for DVO calls.

Step 1. From the in-call view, tap .


Step 2. Tap Merge Calls.

Step 3. Tap **OK**.

Step 4. (Optional) Tap  to view a list of conference participants.

### Move Call to Mobile Network

This process applies only to Cisco Jabber VoIP call. This feature is not available for DVO calls.

Step 1. From the in-call view, tap .

Step 2. Tap Move to Mobile.


Step 3. Tap **OK**.

Step 4. Tap **Answer** when your device rings.

### Managing Self-View on Video Calls

You can move your self-view to one of the following four fixed positions on the screen: top left, top right, bottom left, or bottom right.

From the in-call view, drag the self-view area to the desired position on the screen.

Tap  to hide your self-view.



## Voicemail

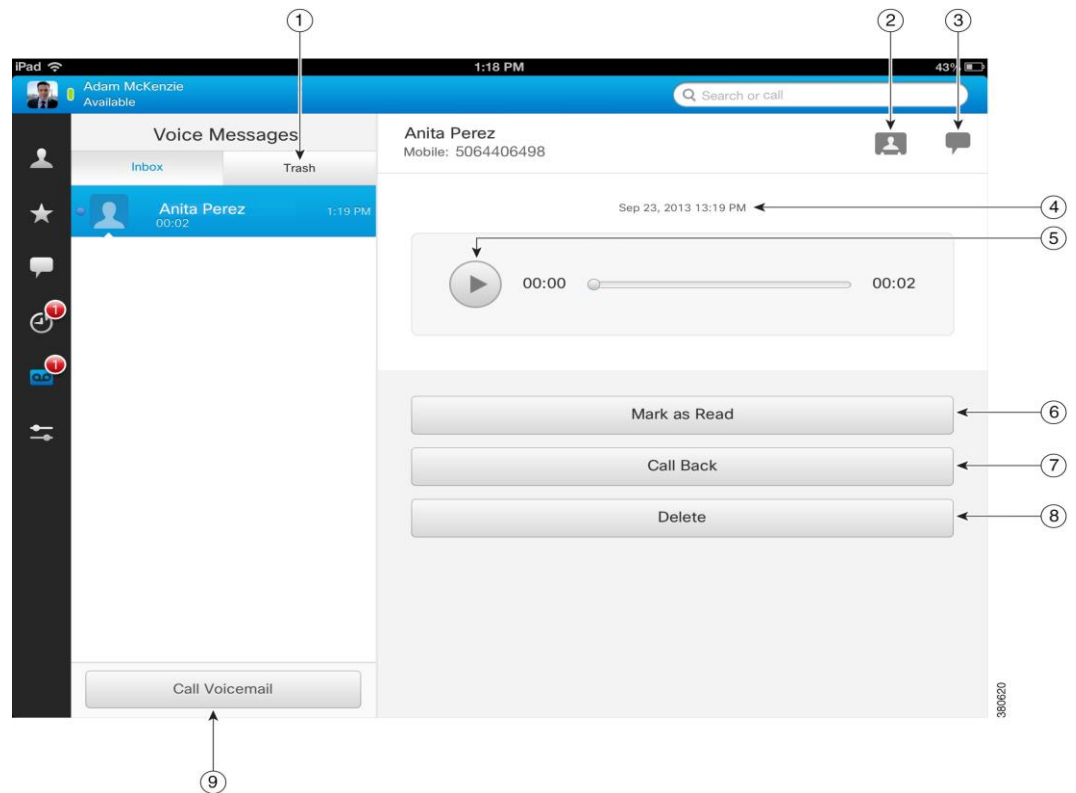
A basic Voicemail account allows you to dial in to your voice mailbox and then respond to audio prompts.

Your system administrator can also enable the Visual Voicemail feature for your account. With Visual Voicemail, you use the screen on your device to work with your messages, rather than respond to audio prompts. You can see a list of your messages without having to dial in to your voice mailbox.




### Voice Message Screen

Cisco Jabber displays different options on the Voice Messages screen, depending on how your system administrator sets up your Voicemail account.

- For *dial-in* voicemail, Cisco Jabber displays the Call Voicemail button, which allows you to call the voicemail system directly.
- For *visual* voicemail, Cisco Jabber displays a list of your voice messages.
  1. Tap to see the Trash folder.
  2. Open a contact's mini profile window to see the person's detail information. Also you can chat and call the contact from the mini profile window.
  3. Open the chat window.
  4. Display the date and time when the message was sent.
  5. Play or pause a message.
  6. Mark the message as read.
  7. Call back the person who left you a message.
  8. Move a message to the Trash.
  9. Call the voicemail system directly.




**Table 6: Voice Message Icons**

Icon	Description
	Unread message
	Important message
	Secure message
	Private message


## Communicate from Voice Message Details

Use this procedure if your voicemail account is setup with Visual Voicemail features.


### Call Back Contact

- Step 1. On the **Voice Message** screen, tap  next to a message.
- Step 2. On the voice message details screen, tap **Call Back**.

### Send Text Message

- Step 1. On the **Voice Message** screen, tap  next to a message.
- Step 2. On the voice message Details screen, tap **Text Message**.

### Start Chat

- Step 1. On the **Voice Message** screen, tap  next to a message.
- Step 2. On the voice message Details screen, tap **Chat**.

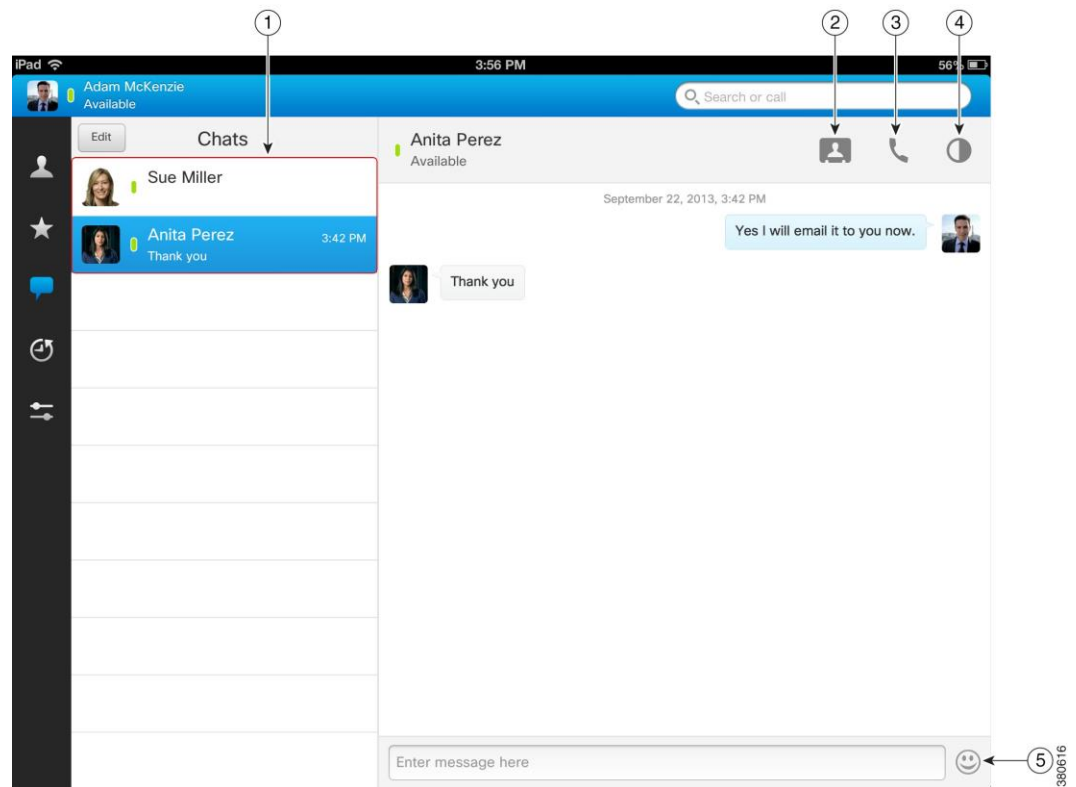


## Chats

### Active Chat Screen



The active chat screen appears when you start or join a chat conversation. In an active chat conversation, you can:

1. Toggle between chat conversations.
2. Open a contact's mini profile window to see the person's detail information. Also you can delete the contact and add the contact to Favorites.
3. Start a call.
4. Start a Cisco WebEx meeting.
5. Add emoticons to your conversation.



## Chat Controls

**Table 6: Chat controls**

Button	Description
	Show emoticons.
	View the list of participants in a group chat.

### Start Chat from Contacts

On the **Contacts** screen, tap the name of the contact to start a chat with that contact.


### Toggle Between Chat Conversations

From a chat conversation, tap  in the title bar and select a chat conversation.

### Delete Chat

Step 1. On the **Chats** screen, tap **Edit**.

Step 2. To delete a particular chat, follow these steps:

- a. Tap  next to the chat you wish to delete.
- b. Tap **Delete**.
- c. Tap **Delete**.

**Done** and **Clear** buttons will disappear when you delete the last chat session.

Step 3. To delete all chats, follow these steps:

- a. Tap **Clear**.
- b. Tap **Clear All Chats**.

### Start Chat from Search

Step 1. Tap the **Search** box.


Step 2. Use the keypad to enter a name to search your corporate directory, Recents, and Contacts list.

Step 3. Tap the name of the contact in the search results to start a chat.


You can also tap  to view that contact's profile.

Note: Local contacts will be displayed in the search results, but you cannot chat with them.

### Call from Chat

- Step 1. Within a chat conversation, tap .
- Step 2. Tap the number that you want to call.

### Start a Cisco WebEx Meeting from Chat

- Step 1. Within a chat conversation, tap  to hold a WebEx meeting with the contact.

## View User Guides

Your Cisco Jabber application has built-in help features, as well as Quick Start Guides and videos. To view the user guide information on your client:

- Step 1. Open the navigation drawer and tap **Settings**.
- Step 2. Under **Help**, tap **User Guides**.
- Step 3. Tap one of the following options to see the related content:
  - a. **Quick Start Video**: Video tour of the features and benefits of Cisco Jabber.
  - b. **Quick Start Guide**: Instructions to help you sign in to Cisco Jabber for the first time and use a few key features.
  - c. **User Guide**: Detailed instructions to assist you in using Cisco Jabber.