



Jabber for iPad

Quick Reference Guide

Version 11.0

Collaborate with Jabber

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.

For more information on the various features of Jabber, click on the desired links below:

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2. [Navigate](#)
3. [Sign Out](#)
4. [Set Status](#)
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1. Sign In

Follow these steps after you initially set up the app.

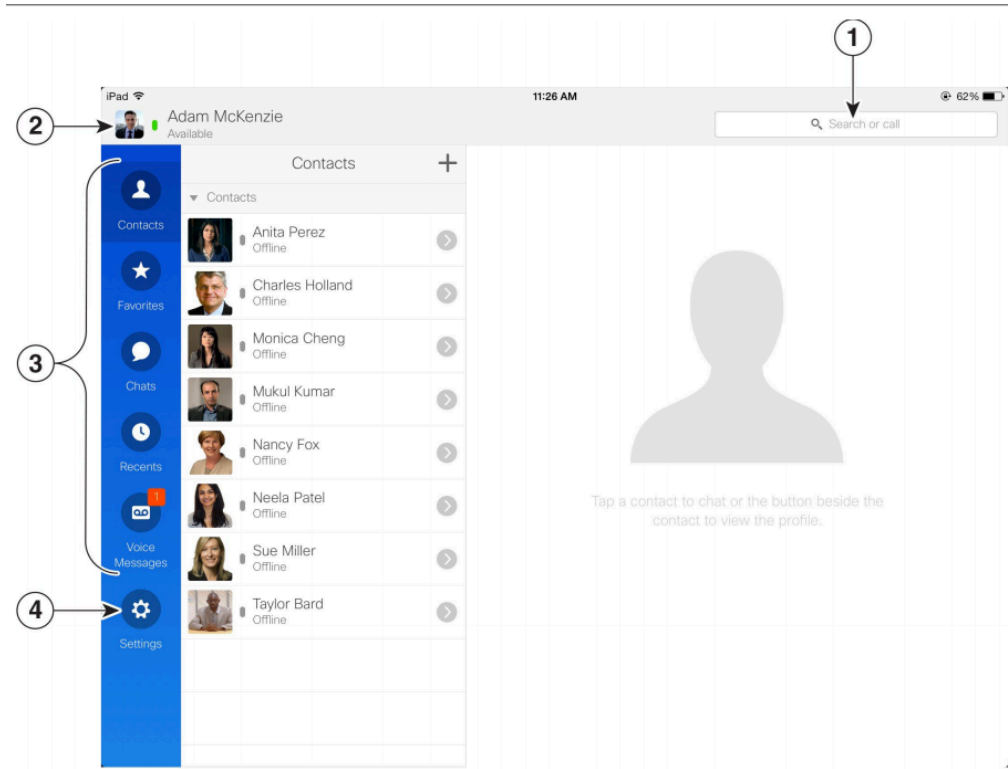
1. Open Cisco Jabber.
2. If your account is not set up with single sign-on, the app automatically signs you in using your previous credentials.
3. If your account is setup with single sign-on, enter your credentials and then tap **Sign In**.

Note: After you sign in, Cisco Jabber opens to your **Contacts** screen.

2. Navigate

From the main window you can:

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



3. Sign Out

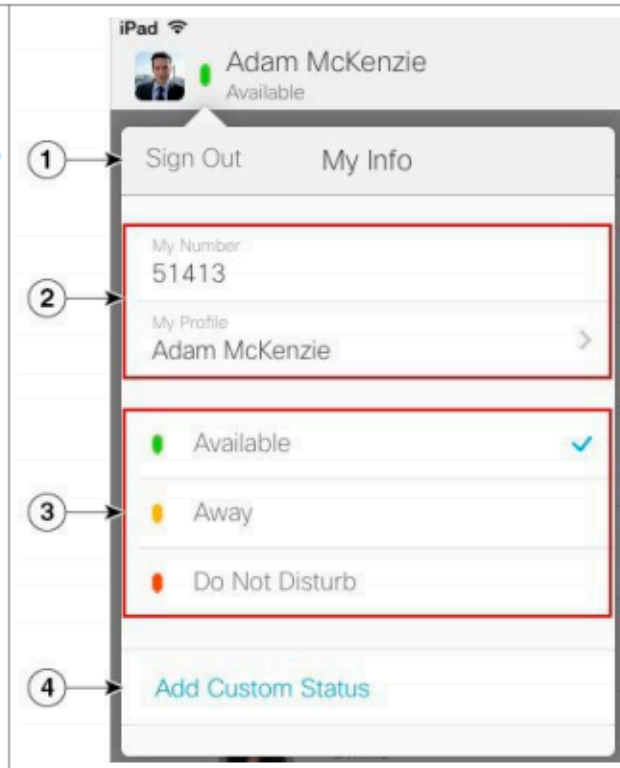
1. On the navigation page, tap the status area.
2. Tap **Sign Out**.

4. Set Status

Tap the status area.









On the **My Status** screen, you can:

- 1 View your basic profile information and sign out.
- 2 Open the **My Profile** screen to view more profile details.
- 3 Select an availability status.
- 4 Create a custom availability status.



5. Status Icon

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.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Offline

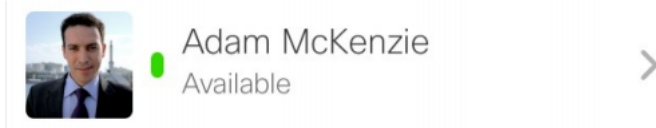
6. View Your Profile

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

1. Your company name and title.
2. Your work and mobile phone numbers.

Your email address

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



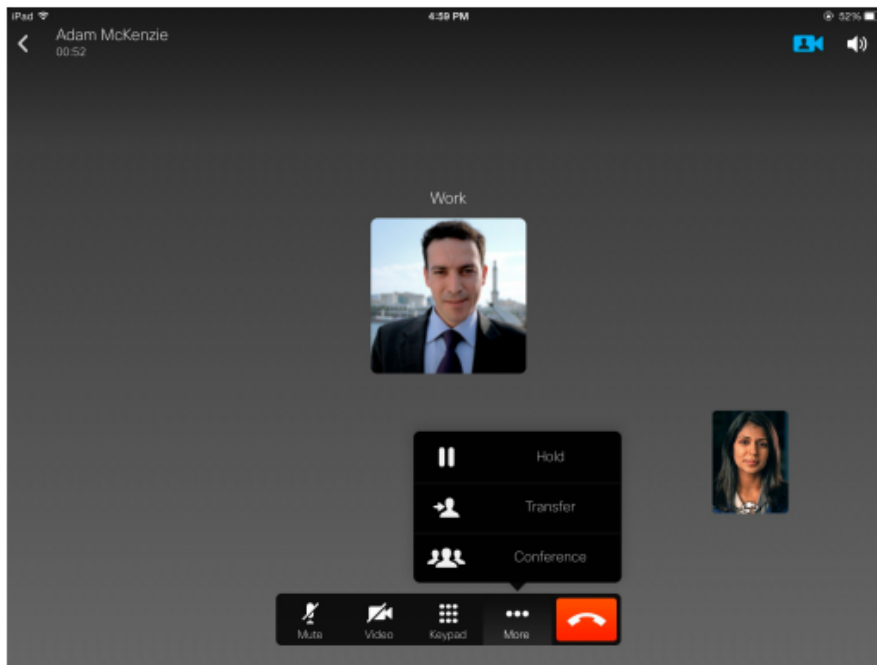
2. On the My Status screen, tap Cisco Jabber displays your profile ➤

7. 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





8. Call Controls

Button	Description
	Open the keypad
	View more options: <ul style="list-style-type: none"> ▪ Hold: Hold a call ▪ Merge: Merge two existing calls into a conference call ▪ Transfer: Transfer a call ▪ Conference: Start a conference call ▪ Move to Mobile: Move your call to your mobile phone number
	Complete your call transfer
	Merge your calls to create a conference call
	End your call
	Change between your front and back camera
	Hide your self-view
	View a list of conference participants
	Use speakerphone
	Use Bluetooth headset
	Use wired headset
	Mute your audio
	Stop sending your video

9. Make Calls from Keypad

Tap search area to open the Keypad screen, follow one of these steps to make a call:

1. Tap the numbers on the keypad then tap **Call**.
2. Search for the contact in your directory then tap  for more choices.
3. Input an email address, such as username@example.com then tap Call or tap  for more choices.

10. Answer a Call

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

To receive incoming calls:

1. Your device must be connected to your corporate network.
2. Cisco Jabber must be running on your device, in either the background or the foreground.

1. Tap **Answer**

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


If you tap **Decline**, the caller is diverted to your network service.

11. Make a Jabber to Jabber Call

Jabber to Jabber voice and video calling allows you to make calls between two Jabber clients. There are some differences in using Jabber to Jabber calls:

- You can make a Jabber to Jabber call with only one contact at a time.
- When you are on a Jabber to Jabber call, you cannot call another contact until your ongoing call ends.
- When you and the contact you want to call start a Jabber to Jabber call at the same time, the call is connected but you don't get any incoming call notice.
- When you are on a mobile call, you cannot answer any Jabber to Jabber call. The incoming Jabber to Jabber call is listed as a missed call.
- When you are on a Jabber to Jabber call and receive an incoming mobile call on your iPhone, the Jabber to Jabber call ends immediately, even if you don't answer the call.

Making a Jabber to Jabber Call:

1. On the **Contact** screen, tap  next to the contact you want to call.
2. On the **Profile** screen of the contact, tap **Jabber Call**.


12. Mobile Call When Already on Cisco Jabber VoIP Call

If you are already on a Cisco Jabber VoIP call when a new mobile call arrives to your device, Cisco recommends that you decline the new call.

1. Tap **Decline**.
2. Tap **Resume** to resume your Cisco Jabber VoIP call.


13. In Call Features

Hold and resume calls



1. From the in-call view, tap .
2. Tap **Hold**.
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:

1. If the held call is in the foreground, tap **Resume** to resume the call.
2. If the held call is in the background tap,  to resume the call.
3. Cisco Jabber automatically places your other call on hold.

Transfer a call


1. From the in-call view tap .
2. Tap Transfer.
3. Follow one of these steps to call:
 - a. Tap the numbers on the keypad then tap **Call**.
 - b. Search for the contact in your directory then tap one of the search results to call.
 - c. Input an email address, such as username@example.com then tap **Call** or tap one of the search results to call.
4. Tap  to complete the transfer.

Conference calls

1. From the in-call view tap .
2. Tap Conference.
3. Follow one of these steps to call:
 - a. Tap the numbers on the keypad then tap **Call**.
 - b. Search for the contact in your directory then tap one of the search results to call.
 - c. Input an email address, such as username@example.com then tap **Call** or tap one of the search results to call.
4. Tap  to merge the two calls into a conference call.


Merge calls

Use the merge feature to merge two existing calls into a conference call.

1. From the in-call view, tap .
2. Tap Merge Calls.
3. Tap **OK**.

Move call to mobile network

This procedure applies only to Cisco Jabber VoIP calls, This feature is not available for DVO calls.

1. From the in-call view, tap .
2. Tap Move to Mobile.
3. Tap **OK**.
4. Tap **Answer** when your device rings.

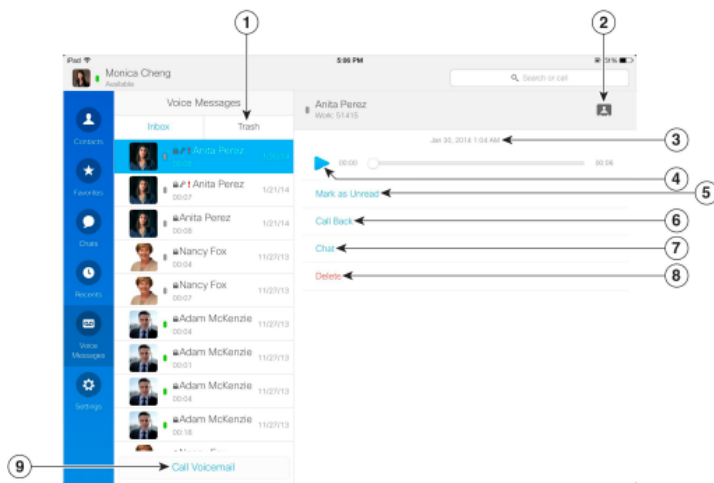
14. Voicemail

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.

With visual voicemail you can:

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. Display the date and time when the message was sent.
4. Play or pause a message.
5. Mark the message as read.
6. Call back the person who left you a message.
7. Open the chat window.
8. Move a message to the Trash.
9. Call the voicemail system directly.



15. Voice Message Icons

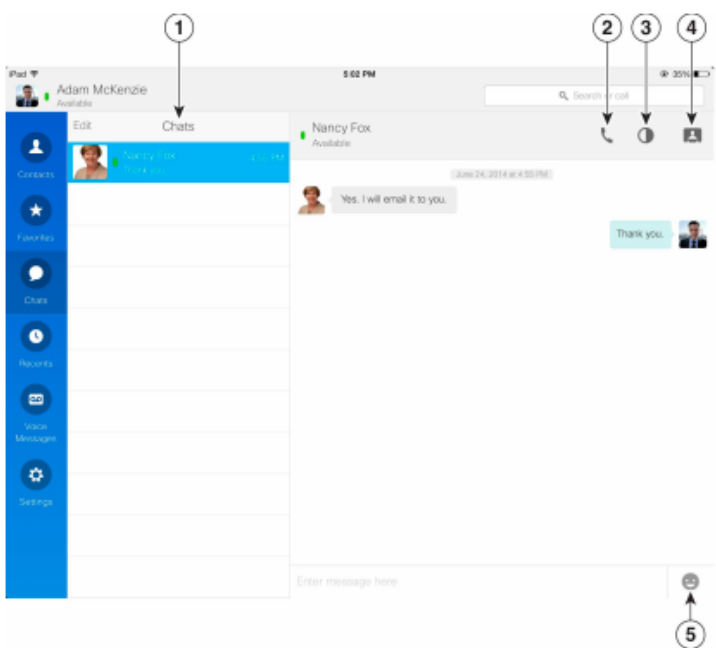
Icon	Description
	Unread message
	Important message
	Secure message
	Private message

16. Chat



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 WebEx meeting.
5. Add emoticons to your conversation.




17. Chat Controls

Button	Description
	Show emoticons
	View the list of participants


18. Toggle Between Chats

From a **Chats** screen, tap the different chats to view different conversations on the right.

19. Make Call from Chat


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

20. Return a Call From a Voice Message

1. On the **Voice Message** screen, tap  next to message.
2. On the voice message **Details** screen, tap **Call Back**.


21. Send a Text From a Voice Message

If you have visual voicemail you can use this feature.

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

22. Start a Chat From a Voice Message

You can use this procedure if your Voicemail account is setup with visual voicemail.

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

23. Transfer a File During a Chat Session

If your system administrator has enabled this feature you can initiate a file transfer during a chat session.

1. Select **+** button on the chat window.
2. Select the file type from the provided options.
3. Select the file from the device.
4. Wait for file to transfer.

24. Receive a Transferred File During a Chat Session

If your system administrator has enabled file transfer, you can receive files from a chat participant.

1. Select **Accept** when prompted.
2. Wait for the file transfer to complete.

25. Set a Ringtone

If you want to set a different ringtone other than those available on your iPad, you can set the Jabber ringtones.

1. On the **Settings** screen, under **General**, tap **Sounds**.
2. Tap **Ringtone** and select the ringtone of your choice. The ringtone plays when you receive an incoming call.