Cisco Jabber is a communication tool that allows you access to presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing.

**Request Cisco Jabber Access**

**IMPORTANT:** Prior to using Cisco Jabber on any mobile device, send a request to tc-help@cmu.edu to have mobile device access granted. Provide the following information with your request:
- AndrewID
- Telephone Number
- Device Type (iPhone, iPad, or both)

**Note:** Your account will NOT be activated until your request is completed.

**Device Requirements**

In order to provide the best experience, these minimum requirements are desired:
- iOS 7.0 or later
- iPhone, iPad, and/or iPod Touch

**Note:** The Cisco Jabber app has been optimized for iPhone 5+

**Download Cisco Jabber**

Search for and download Cisco Jabber from iTunes.

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**Start Jabber**

1. Connect to a wireless network or use your mobile data
   **Note:** Additional charges may apply.
2. Tap the Cisco Jabber icon on your device.
3. Continue through the prompts to accept the Terms of Service and review the quick tips.
4. Tap **Get Started Now**.
5. To log in, enter AndrewUserID@uc.cmu.edu and tap **Continue**.
6. Complete login by entering your Andrew password.
   **Note:** The username field is pre-populated with the email address previously entered. If prompted for a server name or domain, enter presence.cmu.edu
LOGGING IN AND OUT

Log In and Out

To Log In:
1. Tap the Jabber Icon on your device.
2. Tap the username and password fields to enter your information.
   Note: Tap the toggle to set Automatic sign-in to on/off
3. Tap Sign In.

To Log Out:
1. Tap your name at the top left-corner of your device.
2. Tap Sign Out.

Change Your Status

1. Tap your name at the top-left corner of your device.
2. Tap a status to enable it.
3. Tap anywhere outside of the status window.

Create a Custom Status

1. Tap your name at the top-left corner of your device.
2. Tap Add Custom Status at the bottom of the status menu.
3. Enter a custom status, and tap Save.
4. Tap anywhere outside of the status window.

CONTACTS

Add Contacts

Note: You can add contacts within Jabber as long as the person has an active jabber account. If the contact does not have an account, the directory name displays grayed out.

1. From the Contacts tab, tap the plus (+) sign.
2. Enter the name of the person you’d like to add as a contact. As you type, results will appear for your selection.
3. When the person you’d like to add appears, tap their name. The Add Contacts window appears.
4. Edit the name of the contact (if desired) and choose a group assignment from the dropdown.
5. Tap Done. The contact displays in the specified group.

Delete Contacts

1. From the Contacts tab, tap the next sign (>) next to the contact you want to delete.
2. Tap Delete Contact. The Delete Contact confirmation window appears.
3. Tap Delete.

View Contact Information

1. From the Contacts tab, tap the next sign (>) next to a contact.
2. The contact’s information appears. Tap a number or email address to initiate a call or compose an email.
FAVORITES AND CHATS

Assign/Unassign a Favorite Contact
1. From the Contacts tab, tap the next sign (>) next to a contact.
2. Tap the star button (at the top right) to set the contact as a favorite. Tap the button to toggle again in order to unassign the favorite status.

Start a Chat
1. From the Contacts tab, tap the name of the contact you’d like to start a chat with. The Chat tab appears.
2. Type your message and tap Send.
   Note: From the Chat tab, you can also switch to other concurrent chats by tapping the name of the contact.

Delete a Chat
1. From the Chats tab, slide the name of the contact to the left to delete your chat.
2. Tap Delete.
   Note: Once you slide to reveal the delete button, the Clear option appears at the top right of Chats. Tap Clear to select Mark All as Read or Clear All Chats.

RECENTS (ALL AND MISSED CALLS)

Review All Calls
1. From the Recents window, tap All to view a list of All calls.
2. Tap on any contact’s name to view details of the call. You may have the option to Call Back or Chat.

Review Missed Calls
1. From the Recents window, tap Missed to view a list of Missed calls.
2. Tap on any contact’s name to view details of the call. You may have the option to Call Back or Chat.

Delete Calls
1. From the Recents window, tap either All or Missed to view a list of calls.
2. Slide the name of any contact to the left that you wish to remove from the Recent Calls list.
   Note: Once you slide to reveal the delete button, the Clear option appears at the top right of Recents. Tap Clear to select Clear All Missed Calls and empty the Recents list.
VOICE MESSAGES

Review Messages (Inbox)
1. From the Voice Messages tab, tap Inbox to review all voicemail messages.
2. You have the option to review an individual voicemail or call your voicemail to review your options via phone.
3. Tap on a voicemail to play a message, Mark as Unread, Call Back, or Delete the voicemail.
   **Note:** Use the slider to jump to any time in the voicemail.

Delete a Message
1. From the Voice Messages tab, tap Inbox to review all voicemail messages.
2. Tap on a voicemail, then tap the Delete option. The message disappears from the Voice Messages list.

Empty or Restore Trashed Messages
1. From the Voice Messages tab, tap Trash to view all trashed voicemails.
2. You have the option to restore an individual voicemail or empty all trashed messages permanently.
3. Tap on a voicemail, then tap Restore or Empty trash.
   **Note:** Empty trash is a permanent option that cannot be undone. Once a voicemail is cleared from Trash, it can no longer be retrieved.

SETTINGS

The Settings tab allows you to review and configure a range of options from sounds that play when a call is received to the quality of the audio or video used in the Jabber application. You can also view Cisco User Guides and Reset Jabber. For advanced help using Settings for Cisco Jabber contact us at tc-help@andrew.cmu.edu.

1. From the Settings tab, select the name of the feature you’d like to change.
2. Toggle the option to adjust your preferences or follow the instructions to complete the change.