

Jabber App for Cell/Smart Phones Make and Accept Calls



Table of Contents

Summary	3
Request District Assigned Phone Number be Configured for Use with Jabber Mobile APP	3
Caveats	4
Install the CISCO Mobile Jabber APP	5
How To User the Mobile Jabber APP	6
Launch the APP for the first time and Sign In	6
Summary Version for First Time Sign In	6
First Time Use: Failure to Discover Network Services Error Message	7
Detailed Version for First Time Sign In.....	7
Place a Call	12
To Make a call using the Mobile Jabber App, the App must be active.	12
Accept a Call	14
To accept a call through Mobile Jabber app the app must be active	14
Set Ring Tone	15
Sign Out of the APP	18
Subsequent Logins	19

Summary

Full-time Faculty requested a feature with the new phone system to contact students using their personal cell phone without revealing their personal cell phone number to the students. The **CISCO Jabber APP** for smart phones allows district full time employees with an assigned phone number to make and receive calls using their district assigned phone number on their cell phone. *Note: cell phone minutes/data charges apply when using the app*

Request District Assigned Phone Number be Configured for Use with Jabber Mobile APP

To configure your assigned district phone number for use with the CISCO Jabber APP, you must create an ETS Request for Help (*using a browser go to etshelp.fhda.edu; sign in using your MyPortal ID and password*) and ask that your district assigned phone number be configured for use with the CISCO Jabber Mobile APP.

You must provide the following in the ETS Request for Help:

1. Your cell phone number
2. Your cellular provider (example: ATT, Verizon, Sprint, T-Mobile)
3. Operating system of phone (iOS or Android)

Caveats

- a. There are so many different models of smart/cell phones, cellular providers and operating systems there is no guarantee the CISCO Mobile Jabber APP will work on your device.
- b. The extent to which ETS is able to troubleshoot any problems for this Jabber Mobile APP on your device is limited. ETS does not support personally owned cell/smart phone devices.
- c. When using the mobile Jabber APP, the caller ID is a Foothill-De Anza Community College District phone number and should be used mainly for business purposes.
- d. The Jabber app does *NOT* work on Windows phones.
- e. There are many versions/flavors of Android and therefore you may run into features on the APP that do not work as expected.
- f. The quality or ability to make calls using the Jabber Mobile APP depends on the quality of the cell service.
- g. The quality of the cell service or coverage in the area can affect how many times the phone rings before it goes to Voice Mail.
- h. Once you have installed the Jabber APP and your district VoIP account has been set up for use on your smart/cell phone but it is not working, one user rebooted his cell phone and it began working. This may or may not solve the problem for your device.

Install the CISCO Mobile Jabber APP

The mobile CISCO Jabber APP is a free download. Download the app as per normal procedures for your cell phone.



How To User the Mobile Jabber APP

Launch the APP for the first time and Sign In

Summary Version for First Time Sign In

-Launch the App

-Follow the Prompts

-**First time Login** requires User Id format of **CWID@fhda.edu**; **Subsequent logins** may only require you to select Sign In or with the default of Auto Login set to ON you will just need to launch the App.

-If you receive a **“Failure to discover network services...”** error, **turn off WIFI** on your phone **during this first-time login sequence**. Re-launch the App.

-If you receive a **“Certificate Not Valid”**, this is normal for iPhones, just **select Accept**

-Click on the hand set icon at the bottom of the screen, then Keypad at the top to make a call.

First Time Use: Failure to Discover Network Services Error Message

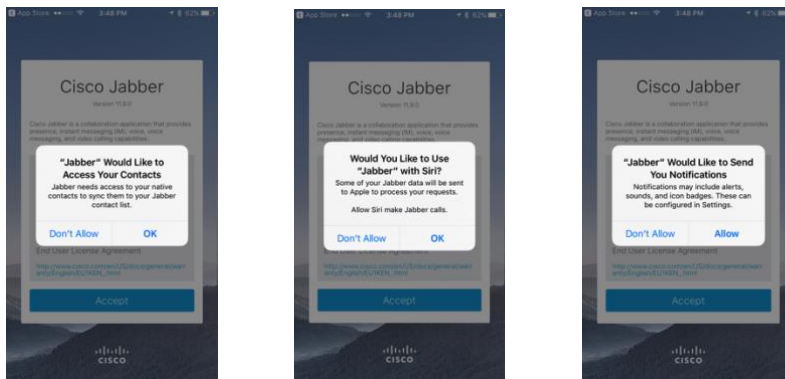
If you receive a “Failure to discover network services...” error message during the first time use of the APP, turn off WIFI on your phone during this first-time login sequence.

Once you have re-launched the APP after turning off WIFI, you should receive the Sign In screen. Or it may require you to go through the screens one more time before you reach the Sign In screen.

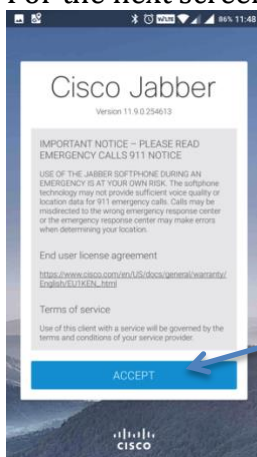
Detailed Version for First Time Sign In

Examples below are from iOS/iPhone.

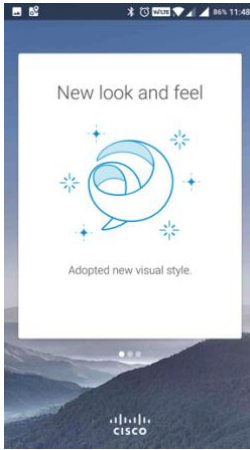
Make your personal ***selections*** for the first three screen shots.



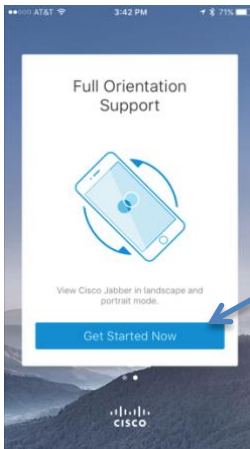
For the next screen, ***select Accept:***



For the next screen, **swipe left:**



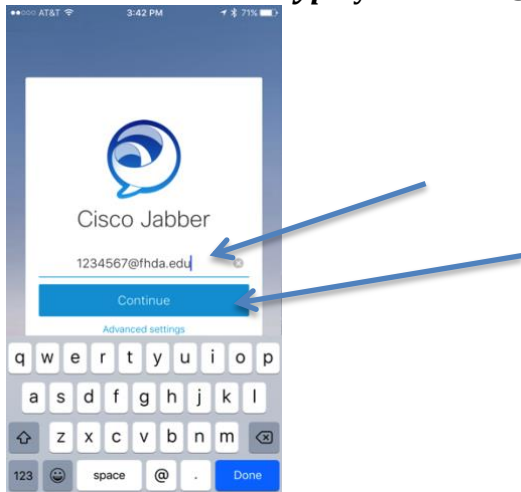
For the next screen **select Get Started Now**



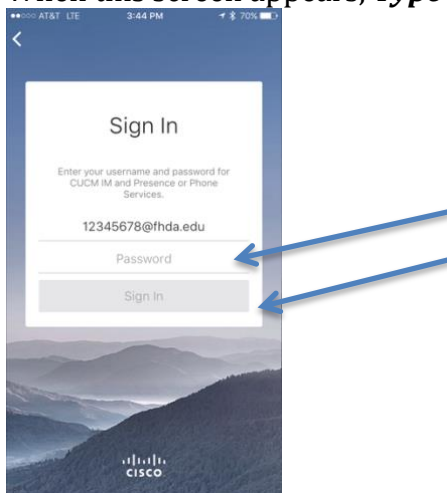
For the next screen **select OK:**



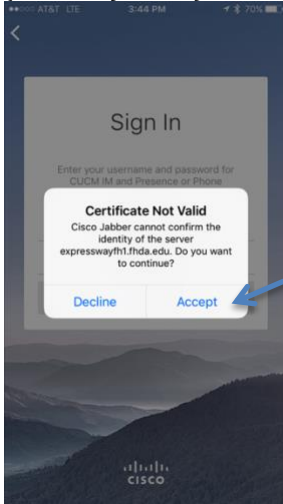
For the next screen **Type** your **CWID@fhda.edu** then **select Continue**.



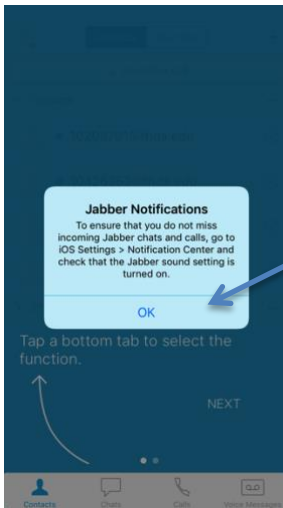
When this screen appears, **Type** your **MyPortal Password** and **select Sign In**:



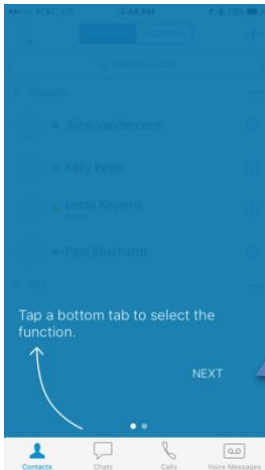
If you see the next screen, **select Accept:**
(Normal for iOS)



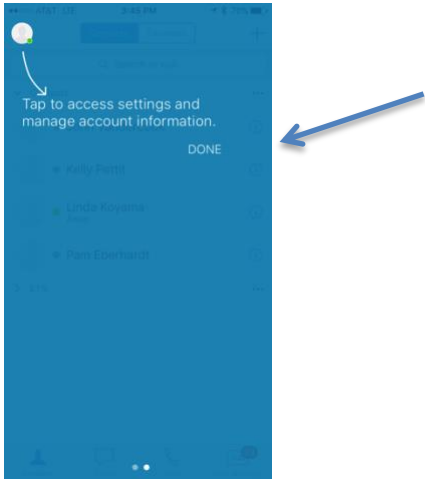
For the next screen **select OK.**



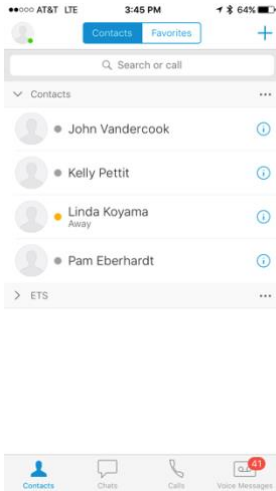
For the next screen **select NEXT:**



For the next screen **select DONE**:



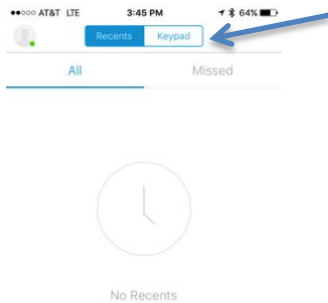
The next screen will be your **Contacts** you've set up for your desk phone.



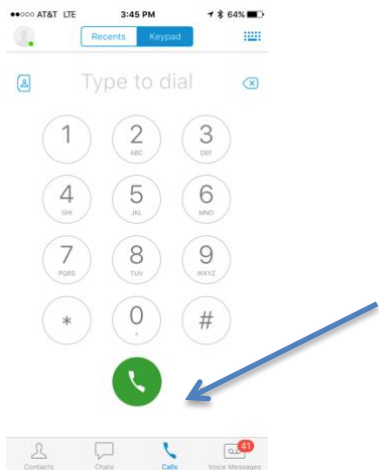
Place a Call

To Make a call using the Mobile Jabber App, the App must be active.

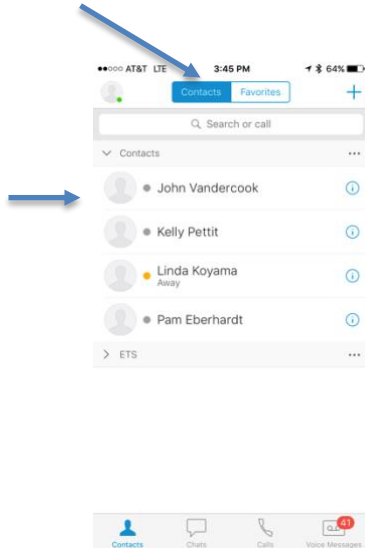
1. To place a call, **select** the icon of the telephone hand set at the bottom of the screen. Next, **select Keypad** at the top of the screen.



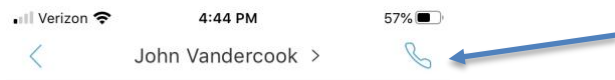
Enter the number you want to call then **Select** the **Green** hand set icon to place the call.



2. You can also select someone in your **Contacts** list to initiate a call



Select the **hand set** icon at the top right. Phone number choices for the contact will appear. Select the phone number you want to call.



Enter message here



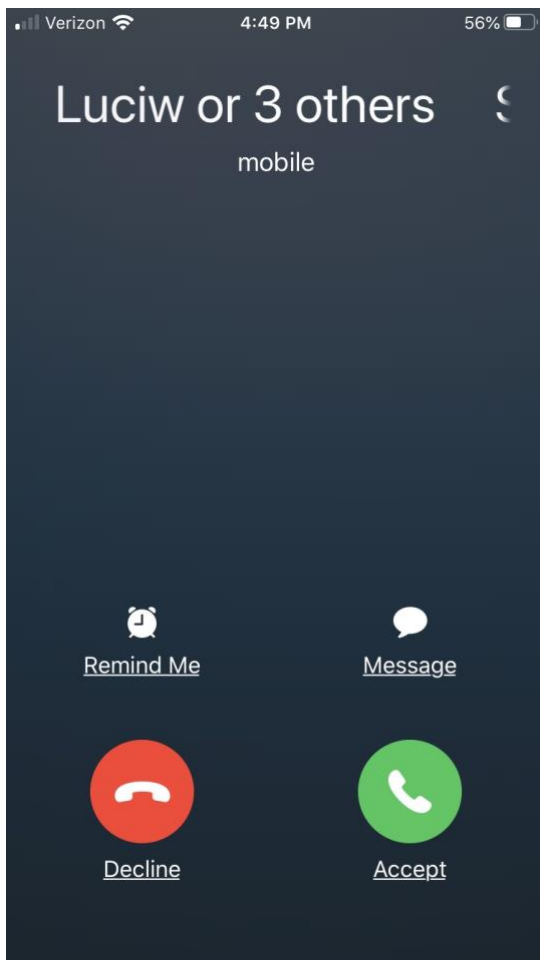
▶ 0000000

Accept a Call

To accept a call through Mobile Jabber app the app must be active.

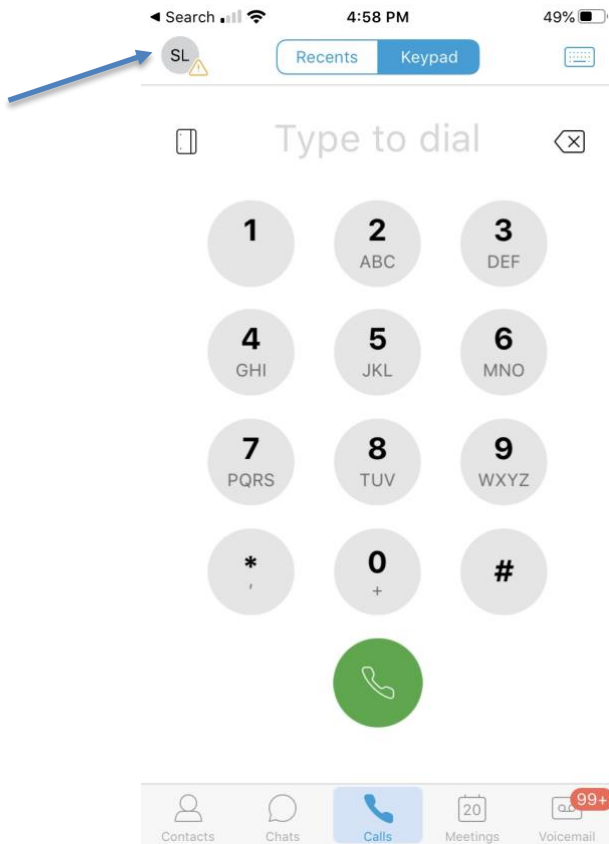
When a call comes in, press the Green **Accept** button.

If you do not want to answer the call, press the Red **Decline** button. The caller will be sent directly to your district phone voicemail box.



Set Ring Tone

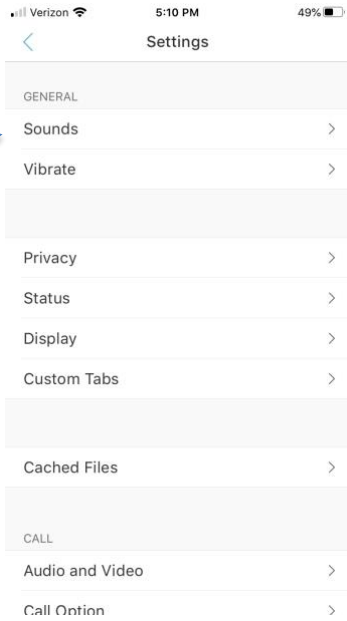
1. To set the **ring tone** for Jabber Mobile Calls so it is different from cell phone calls, select the icon with your initials at the top left of the screen.



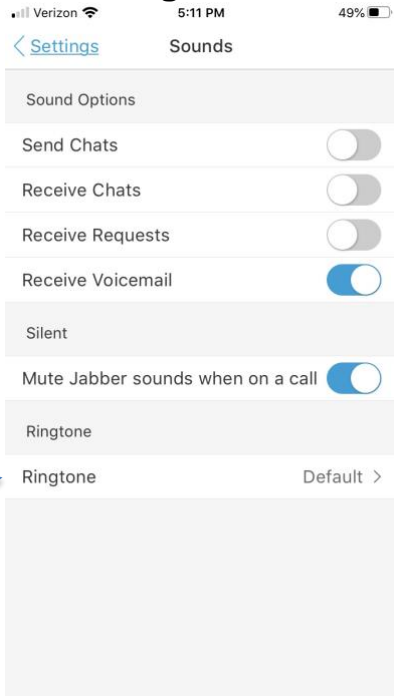
2. On the next screen select **Settings**.



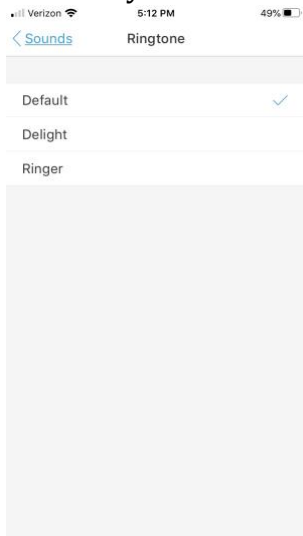
3. Select Sounds.



3. Select Ringtone.

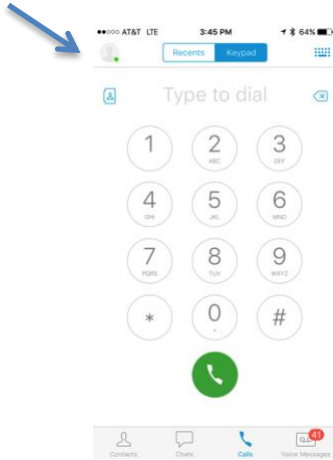


4. Make your selection.



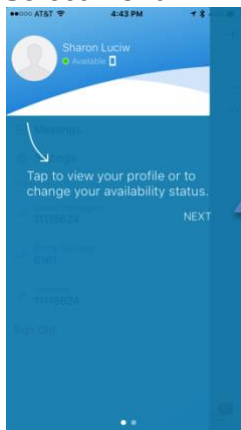
Sign Out of the APP

Even if you quit the APP you are still signed in. To completely sign out, tap on the icon for your personal preferences in the top left of the screen.

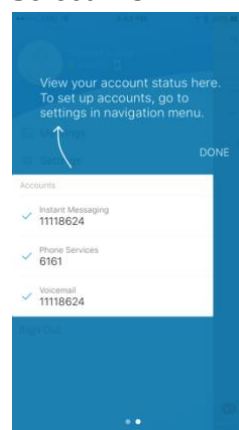


The first time entering preferences you will see the following screens:

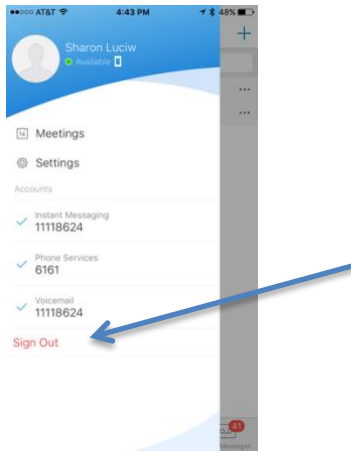
Select Next:



Select DONE:



Select Sign Out on the next screen:



Subsequent Logins

After the first-time login, you may only need to provide your CWID without the @fhda.edu. **However**, since Auto Login by default is on, it should automatically login you after the first time. But if you Sign Out – see below, you will be prompted to select Sign In.