

Cisco Jabber Softphone for iOS Devices

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Download and Install Cisco Jabber App

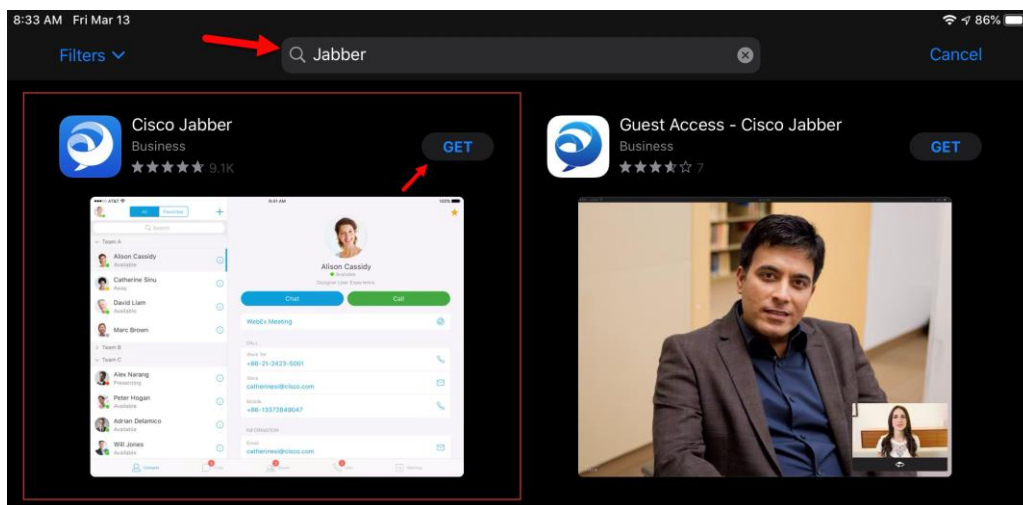
Follow the steps below to download and install the Cisco Jabber App in the App Store.

1. Open the **App Store**

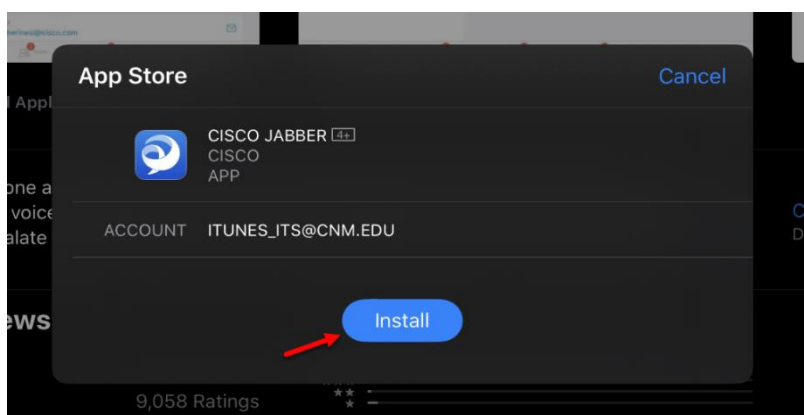


2. Search for **Cisco Jabber**.

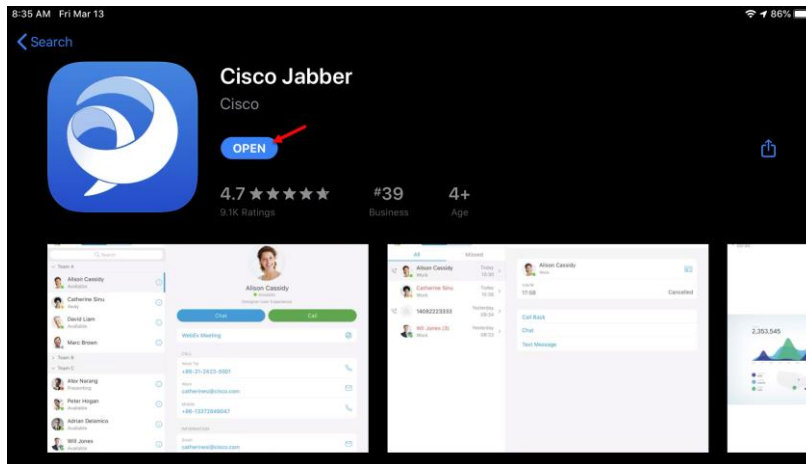
Select **GET**.



3. Select **Install**.

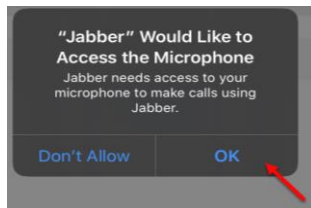


4. Select Open.

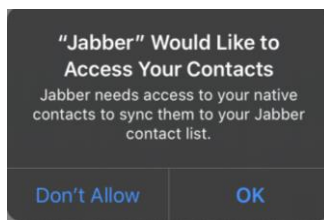


Set up Cisco Jabber App

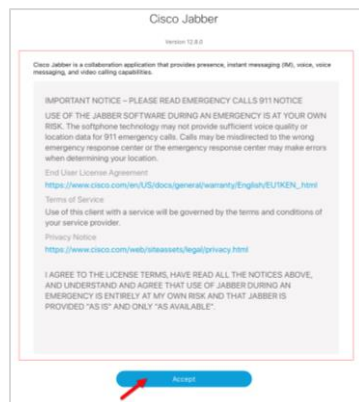
1. Select **OK** to allow access to the microphone.



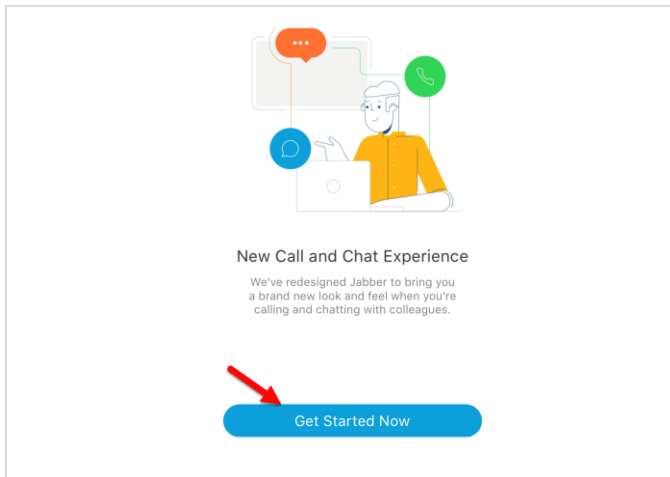
2. Select **OK** to allow access to your contacts.



3. **Accept the Important Notice.**



4. Select **Get Started Now**.

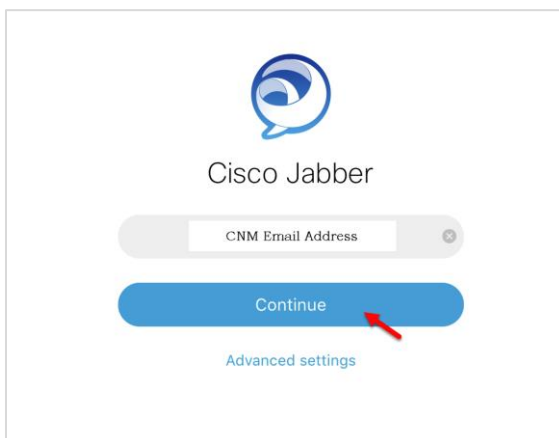


5. Select **OK** to allow access to the microphone.



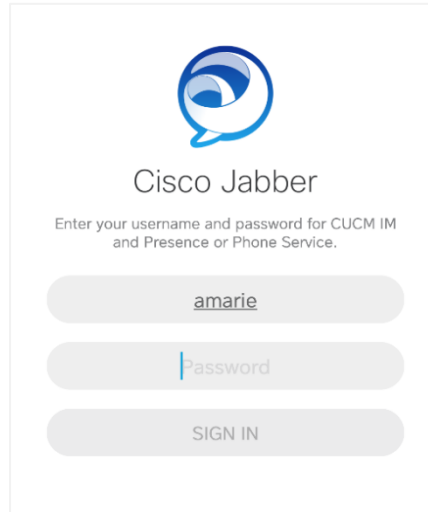
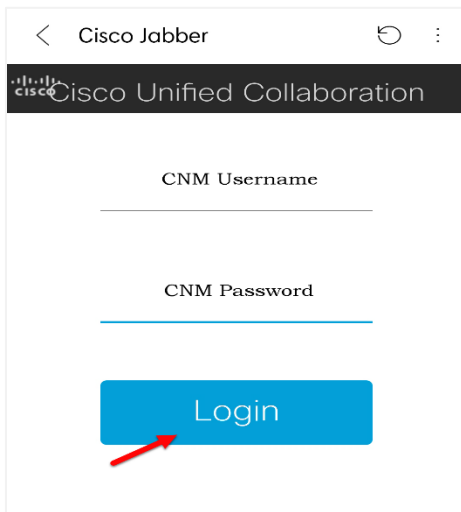
Log in to Cisco Jabber App

1. Type in your **CNM email address**
Select **Continue**.



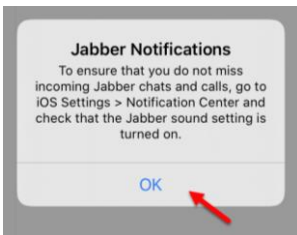
2. One of the following screens displays.

Type in your **CNM Username** and **Password**, select **Login** or **Sign In**.

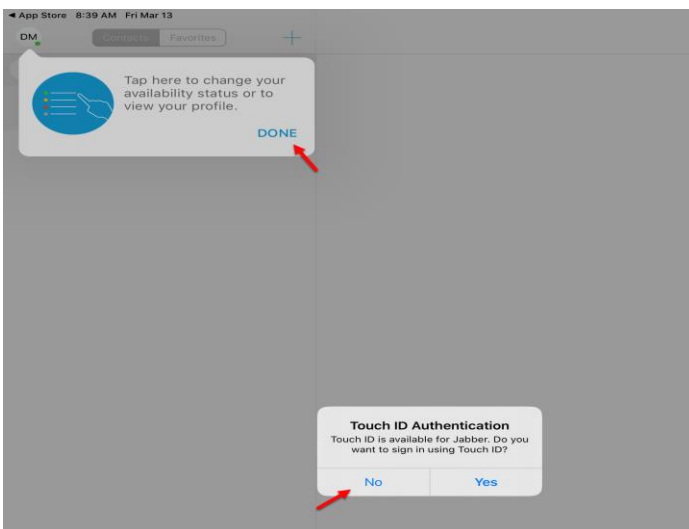


Note: The screen on the right with the Jabber logo prepopulates your entire email address. **Remove @cnm.edu so only your username displays.**

3. Select **OK**.



4. Select **No** for Touch ID (unless needed), select **Done**.



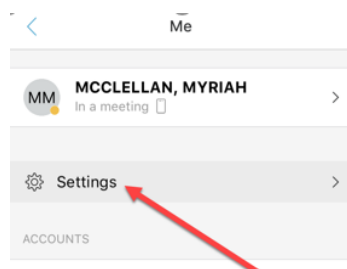
As long as you are logged into the Jabber app, incoming calls to your CNM phone will ring on your iPhone or iPad.

If you have any trouble connecting to Jabber after your initial log in, sign out and log in again. To sign out, tap your initials in the upper left portion of the screen and tap **Sign Out**.

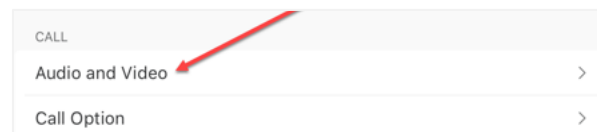
Turn Off Video Calls

Incoming and outgoing calls default to display video as well as voice. Use the following steps to turn off video as the call default.

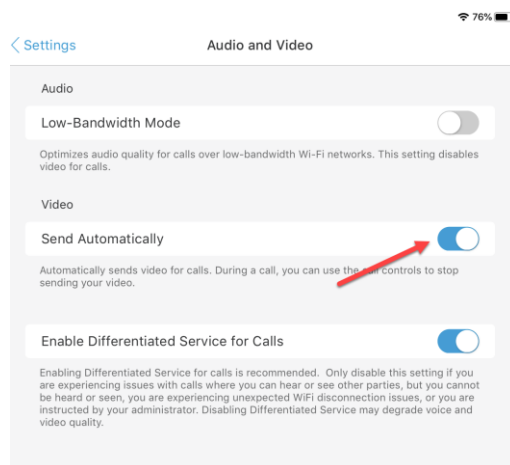
1. Tap your initials in the upper left portion of the screen, select **Settings**.




2. Tap **Audio and Video**.

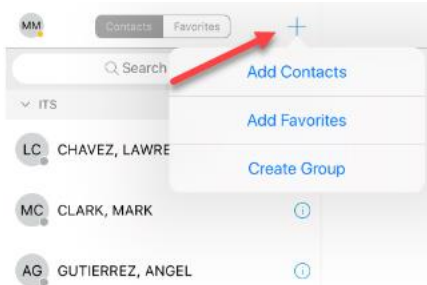


3. In the Video area, tap the toggle to turn off **Send Automatically**.



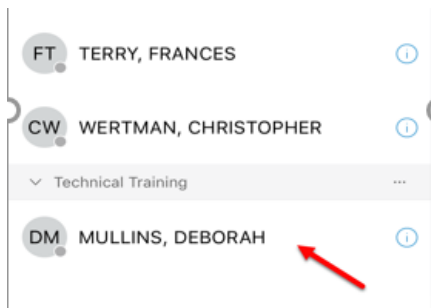
Adding Contacts

1. Select the  to display options to **Add Contacts**, **Add Favorites**, or **Create a Group**.

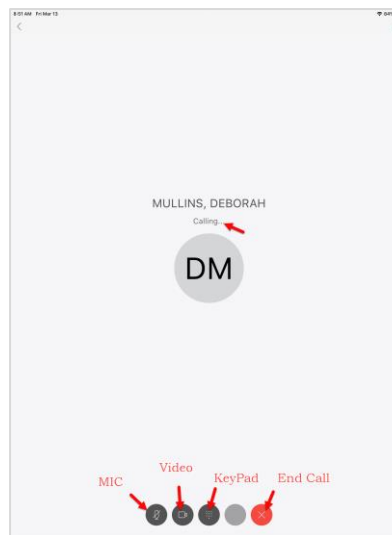
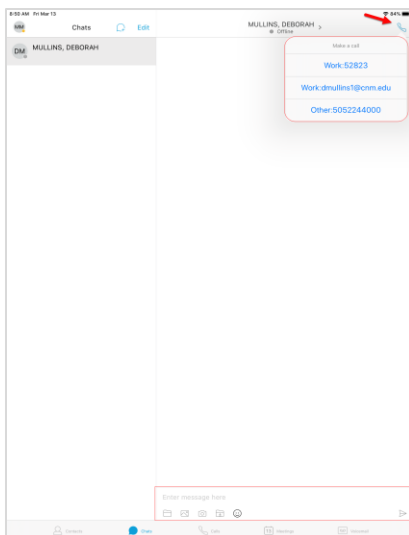


Making Calls

1. Select the contact's name from the list.



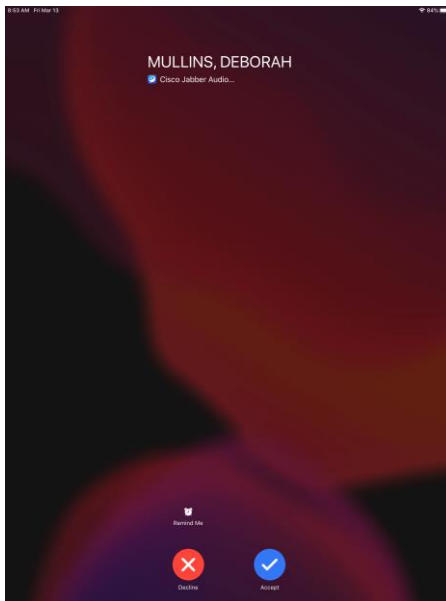
2. The new screen will allow you to call the contact, or send a chat (located at the bottom of screen). Select the phone icon (located in the top-right corner) to call. Select **Work**.



Note: If the contact has multiple numbers, select the number you would like to reach.

Receiving Calls

1. Incoming calls will display a window and audio notification.
Select **Accept** to answer the call. **Decline** to decline the call.




Checking Voicemail

1. Options are at the bottom of the screen.
2. Select **Voicemail**
3. Follow prompts.



Signing out of Jabber Softphone

1. Select your initials  located at the top-left portion of the screen.
2. Select **Sign Out**.

