

## JABBER FOR ANDROID - INSTALLATION & USER GUIDE

### INTRODUCTION

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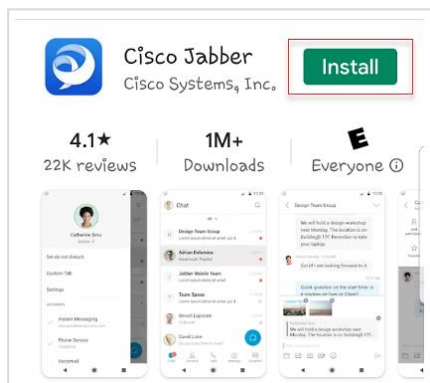
Jabber allows you to connect and collaborate with your CSUN colleagues via softphone, using your Android phone. This guide provides Android instructions for both CSUN owned devices and personal devices.

**Note:** Before you install this software you must complete the [Jabber Request Form](#) and you must be connected to [CSUN's GlobalProtect VPN](#).

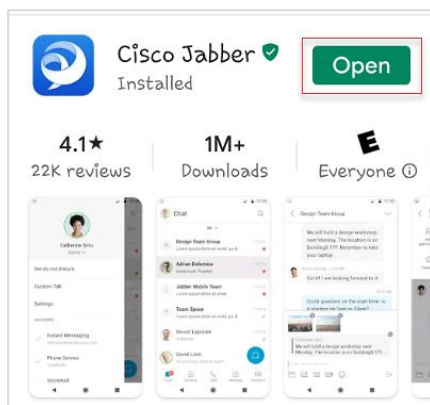
### INSTALLING JABBER ON YOUR CSUN-OWNED OR PERSONAL ANDROID DEVICE

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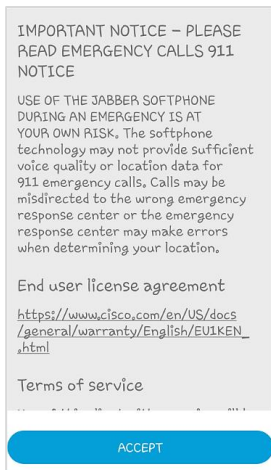
1. From the **Play** store, Search for **Cisco Jabber**, and then select the **Install** button.



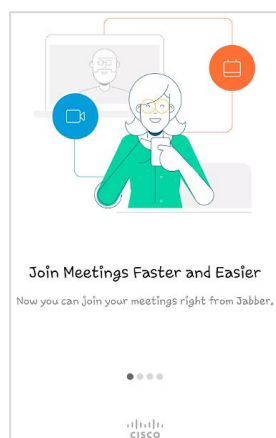
2. Jabber will download and install. Once installation is complete, the **'Install'** will change to **'Open'**.



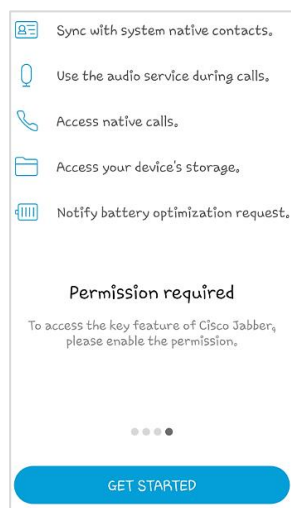
3. Tap **Open** to launch the application.
4. Launch [CSUN GlobalProtect VPN](#). You must be connected to VPN.
5. A 911 notice displays. Tap **ACCEPT**. Do not use Jabber to make 911 calls.



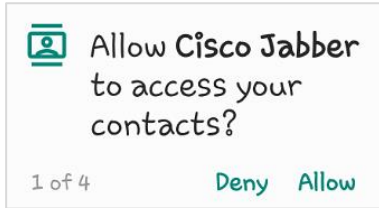
6. A brief tutorial displays. Swipe right through the 4 screens.



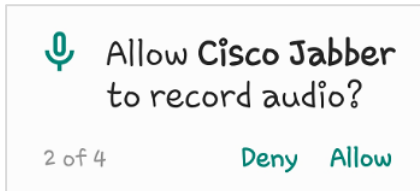
7. Tap **GET STARTED**.



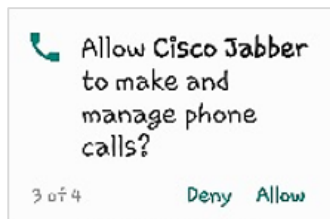
8. A pop-up screen displays. **Allow Cisco Jabber to access your contacts?** Select **Deny** or **Allow** to continue.



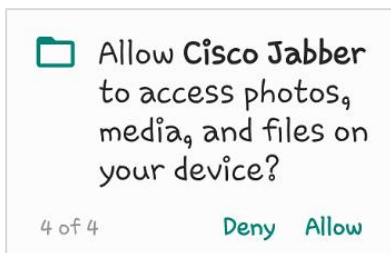
9. A pop-up screen displays. **Allow Cisco Jabber to record audio?** Select **Deny** or **Allow** to continue.



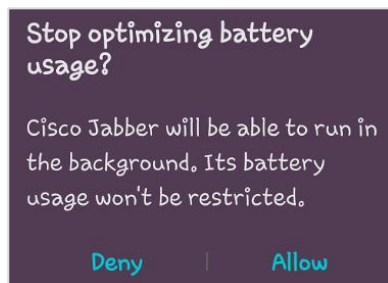
10. A pop-up screen displays. **Allow Cisco Jabber to make or manage phone calls?** Select **Allow** to make and manage phone calls.



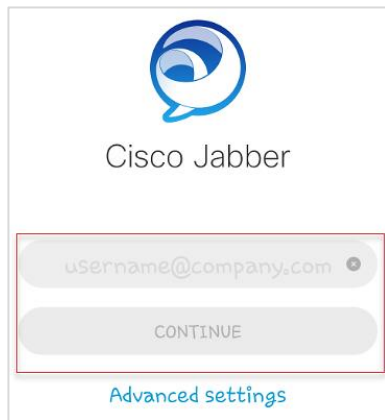
11. A pop-up screen displays. **Allow Cisco Jabber to access photos, media, and files on your device?** Select **Deny** or **Allow** to continue.



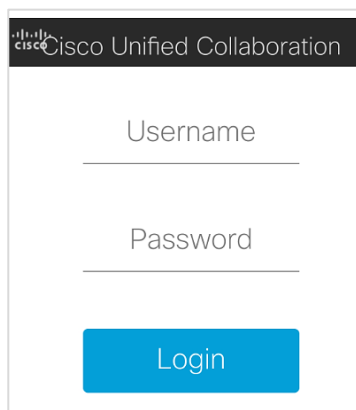
12. A pop-up screen displays. **Stop optimizing battery usage?** Select **Allow**.



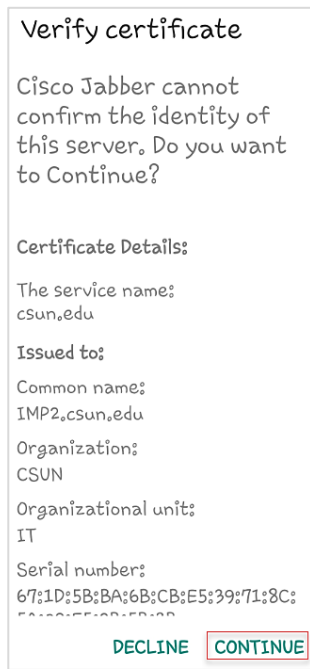
13. Enter a CSUN email address, and then tap **CONTINUE**.



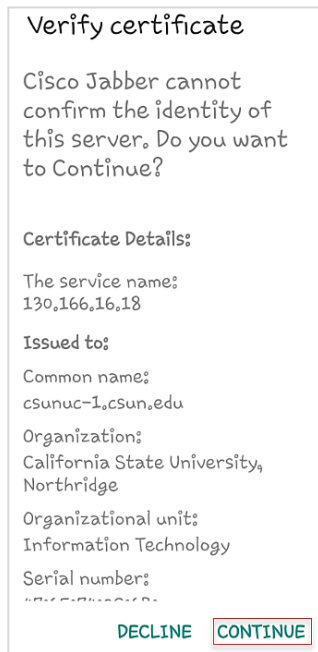
14. Enter your CSUN Username and Password, and then tap **Login**.



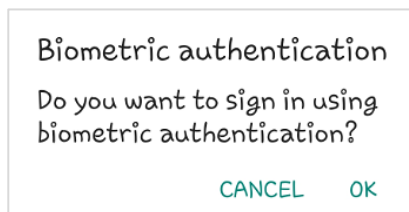
15. Tap **CONTINUE** to verify certificate.



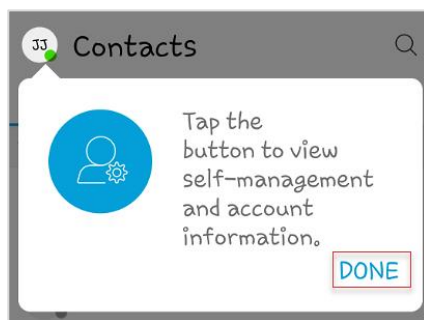
16. Tap **CONTINUE** to verify second certificate.



17. A pop-up screen displays. Choose whether to use Biometric authentication (you may or may not get this pop-up depending on your phone) by selecting **CANCEL** or **OK**.



18. A pop-up screen displays. **Tap the button to view self-management and account information.** Tap **DONE**.



19. Jabber is ready for use. For instructions on how to use Jabber, see the section titled **Using Jabber**.

## USING JABBER

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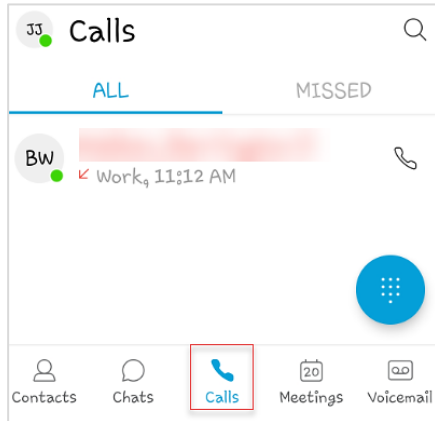
You must be on [CSUN's GlobalProtect VPN](#) to receive and make calls with Jabber.

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### How to Make a Phone Call

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1. Tap the **Jabber** icon to launch Jabber.
2. Select **Calls** from the bottom of the screen.

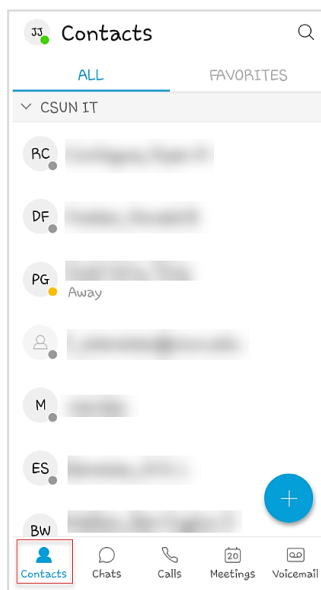


3. Click on the **Dialpad** icon and dial the number.
  - a. For CSUN internal numbers, use the 4-digit extension.
  - b. For external numbers, use 9+1+phone number.

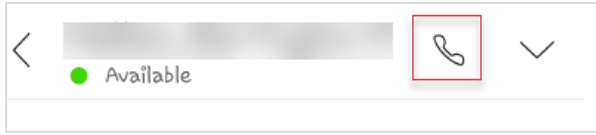
### To Make a Call from Your Contacts

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1. To make a call from your contacts, tap **Contacts**.



2. Tap on the contacts name.
3. Tap on the **Phone** icon at the top right-hand side of the screen



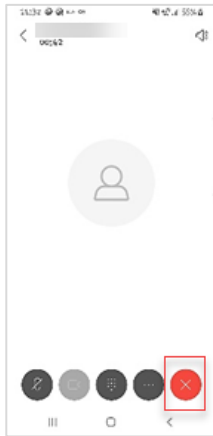
4. Tap the number you want to call.
5. The phone will now dial the contact.

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### ***To Hang Up On a Call***

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1. To hang up on the call, tap the red circle with white X.

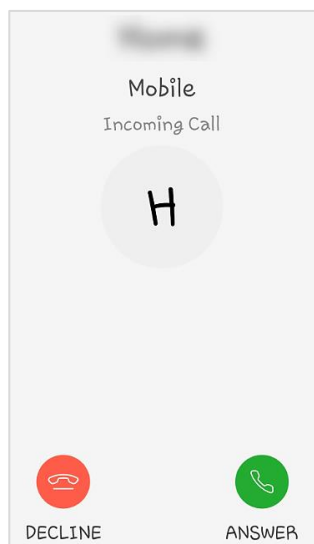


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## How to Receive a Phone Call

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1. When a call comes in, a pop-up Jabber screen displays.



2. Select the **ANSWER** button to accept the call. Select the **DECLINE** button to send the call to campus voicemail.

### NEED HELP?

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Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).