

JABBER FOR IPHONE - INSTALLATION & USER GUIDE

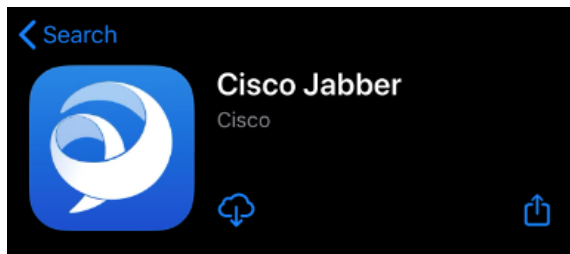
INTRODUCTION

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

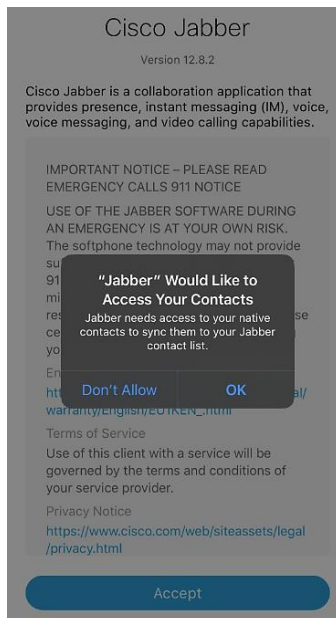
Note: Before you install this software you must complete the [Jabber Request Form](#) and you must be connected to [CSUN's GlobalProtect VPN](#).

INSTALLING JABBER ON YOUR CSUN-OWNED OR PERSONAL IPHONE DEVICE

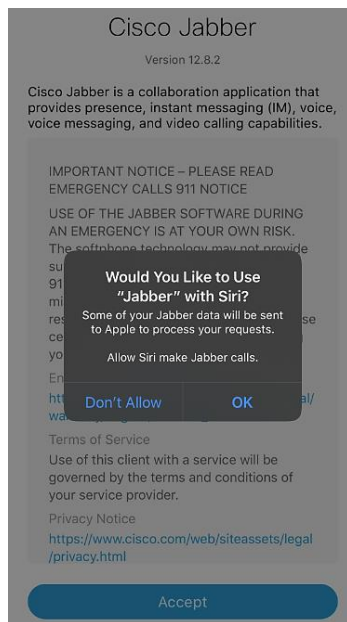
1. From the **App Store**, Search for **Cisco Jabber**, and then select the **Install** button.



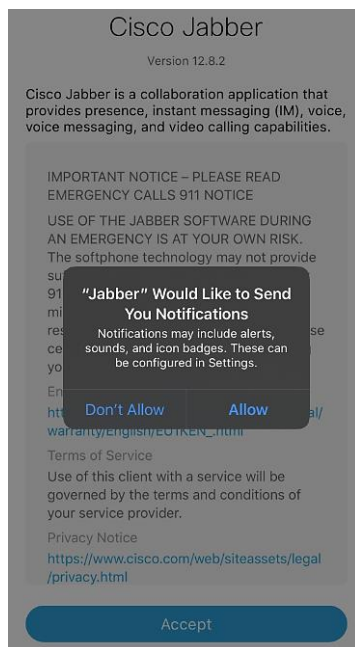
2. A pop-up screen displays, **“Jabber would like to access your Contacts”**, Select **Don't Allow** or **OK**. If you select **OK**, your contacts will be populated.



3. A pop-up screen displays, “**Would you like to use Jabber with Siri?**” Select **Don’t Allow** or **OK**.

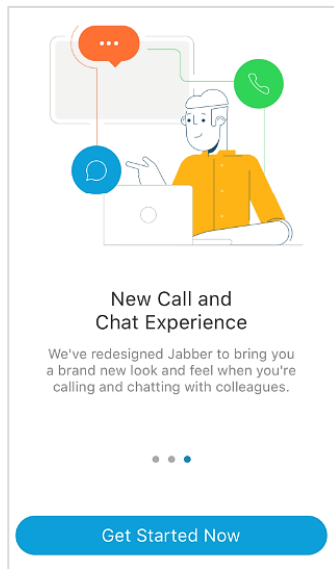


4. A pop-up screen displays, “**Jabber would like to send you notifications**”. Select **Don’t Allow** or **Allow**.



5. When all the pop-ups have been addressed, select the **Accept** button to continue.

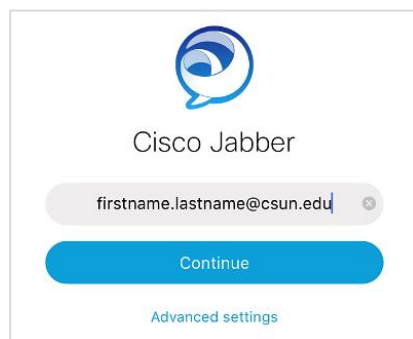
6. A tutorial displays. Swipe to view tutorial. Select **Get Started Now** when ready.



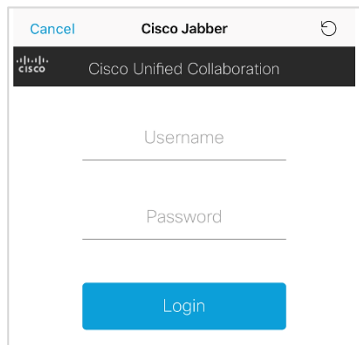
7. A pop-up screen displays, "**Jabber would like to access the microphone**". Select **Don't Allow** or **OK**.



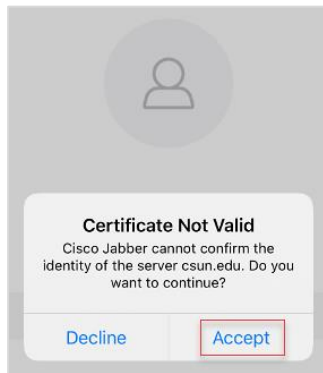
8. Enter your CSUN email address, and then select **Continue**.



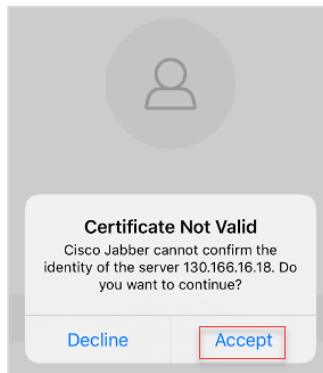
9. Enter your CSUN **Username** and **Password**, and then select **Login**.



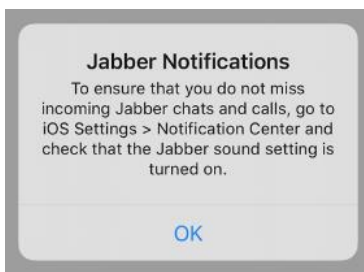
10. A pop-up screen displays, "**Certificate Not Valid**". Select the **Accept** button.



11. A second pop-up screen displays, "**Certificate Not Valid**". Select the **Accept** button.



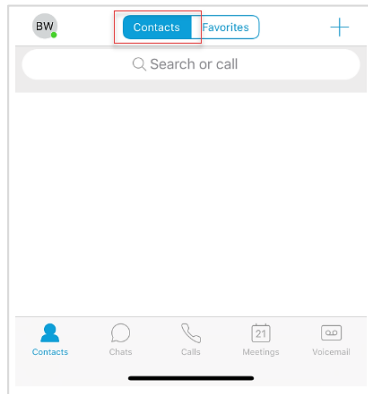
12. A **Jabber Notifications** screen displays. Select **OK**.



13. A pop-up screen displays for **Self-Management and Account Information**. Select **Done**.



14. The **Contacts** screen displays.



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

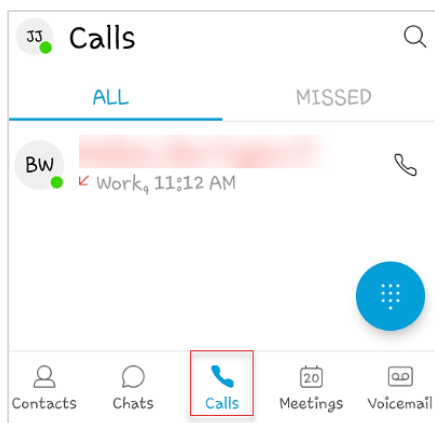
USING JABBER

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

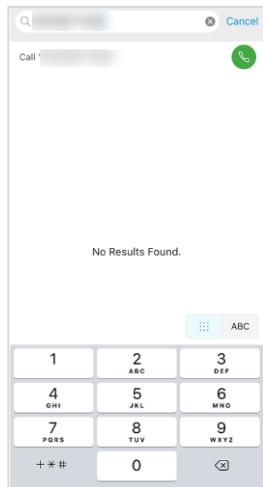
Note: Jabber should not be used to make calls to 911.

How to Make a Phone Call

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

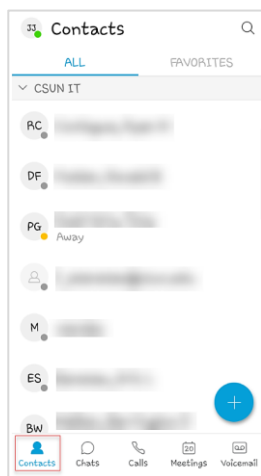


3. Click on the **Dialpad** icon and dial the number.
 - a. For CSUN internal numbers, use the 4-digit extension.
 - b. For external numbers, use 9+1+phone number.

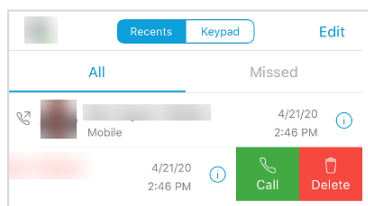


To Make a Call from Your Contacts

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



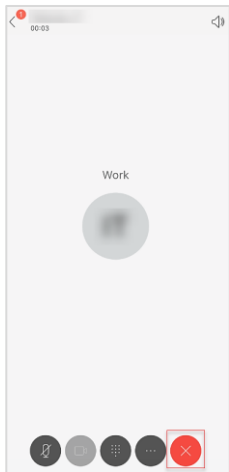
2. Tap on the contact's name.
3. Tap on the **Call** icon.



4. The phone will dial the contact.

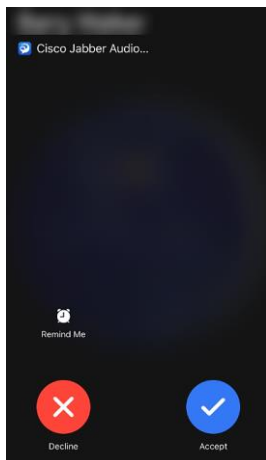
To Hang Up On a Call

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



How to Receive a Phone Call

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



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

NEED HELP?

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).