Cisco Jabber for iPhone

Launching the Client
The client will not automatically connect on the iPhone when the phone is switched on. To launch the Cisco Jabber client select the Cisco Jabber icon.

Once the client is connected then the following icons show that the client is successfully registered to the WLAN and the Cisco Unified Communications Manager.

- Indicates you are connected to your Wireless Network.
- Indicates your Jabber extension is active and ready to use.

Working with Calls

Placing a Call
To place a call through Cisco Jabber the client must be launched on the iPhone. There are several ways of placing calls either as you would from your desk phone or from your mobile phone.

**Step 1.** Enter a phone number using one of the following techniques:
- From Your Jabber Contacts:
- Dial an Ext.
- Dial Full Outside Number:

**Step 2.** Once the method to call has been chosen, select **Dial** to place the call over VoIP.

Holding a Call
To put an active internet call on hold:

**Step 1.** Select the **Pause** symbol.

When a call is on hold the **Pause** symbol will change color to Blue.

**Step 2.** Select the **Pause** symbol to resume the call.

**Note:** If you put a call on hold on your mobile phone, you can pick it up on your desk phone because your desk phone and mobile phone share a line on the CUCM.

Making a Second Call
Cisco Jabber for the iPhone allows more than one call at a time. Follow the instructions below to make another call during an active VoIP call.

**Step 1.** Select **Show Actions > Add Call** to launch the phone dialer on your Cisco Jabber client.

**Step 2.** Enter a number or select a contact and select **Dial**. The active call is put on **Hold**.

**Step 3.** To swap between active and held calls, select **Swap**.

Transferring a Call
An active Cisco Mobile VoIP call can be transferred to any number. The following steps show how to transfer a call:

**Step 1.** In an active call select **Show Actions > Transfer**. The other party on the call will be placed on hold until the transfer is complete.

**Step 2.** Enter the number to transfer to using any of the supported dialing techniques:
- Search for contacts to find the number
- Enter an internal extension number
- Enter full phone number

**Step 3.** Select **Dial**. Once it is answered the Cisco Mobile client will show 2 active calls.

**Step 4.** Select **Show Actions > Complete Transfer** and the call will be moved.

Making Conference Calls
You can connect an active call to a held call to make a conference call. Up to five participants (including you) are allowed in a conference call.

**Step 1.** To start a conference call, you must first have two calls connected to Cisco Mobile.

**Step 2.** Select **Show Actions > Conference**.

**Step 3.** Call another person and then repeat Step 2 above.
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Receiving a Call
The Cisco Jabber client can receive calls to your extension when the client is connected to the WLAN and CUCM but is not launched on the iPhone. A Cisco Mobile prompt appears on your iPhone when your Cisco telephone extension is called:

Whenever a Cisco Mobile call is received select one of the following options:

- **Answer** to launch the Cisco Jabber client and connect the call.
- **Close** to ignore the call and divert it to your Unity Voicemail.

Using Visual Voicemail
Cisco Jabber allows you to listen and manage your Cisco Unity Voicemail.

**Step 1.** Select the **Voicemail** icon.
**Step 2.** Select from the following options:

Working with Contacts
You can save contact numbers and initiate phone calls using Cisco Mobile Contacts. The Cisco Mobile Contacts also:

- Searches remotely through your Microsoft Outlook and personal contacts directories.
- Phones a contact directly.

Adding a Contact in Contacts View
To manually add contacts to your Directory:

**Step 1.** Select **Contacts**.

**Step 2.** Select the + symbol in the top right hand corner of the contact list.

**Step 3.** Select **New Contact**.

**Step 4.** Enter the contact information.

**Step 5.** Choose **Done** from the menu button. The contact is now stored in your Directory. It is also added to your personal contacts directory on the network.