CISCO JABBER OUTBOUND MOBILE | CHEAT SHEET

Stanford | University IT

GET STARTED

DOWNLOAD THE APP

1. Visit the **App Store.**
2. Download **Cisco Jabber.**
3. Follow download instructions.

LOG INTO JABBER

- University users enter **SUNetID@stanford.edu** and password.
- SHC users enter **SID@stanfordmed.org** and password.
- SCH users enter **SCH email address** (e.g. doe@stanfordchildrens.org) and password.

USING CISCO JABBER MOBILE

PLACE A CALL

1. If using an iOS, go to the home page and tap [Contacts icon] and then **Search or call.** If using an Android, go to the Jabber home page and tap [phone icon].
2. Tap [keypad icon] in the lower-right corner.
3. Enter the phone number you want to call and then tap [phone icon].

TRANSFER A CALL

1. Tap ••• in the active call window.
2. Select **Transfer.** (The call is placed on hold. Tap **Resume** to resume the call.)
3. Type the phone number you want to transfer the call to in the search box.
4. Press **Transfer** to complete the transfer, and hang up by tapping the phone symbol.

PLACE A CALL ON HOLD

1. Tap ••• in the active call window.
2. Select **Hold.**
3. Tap **Resume** to resume the call.

FORWARD A CALL

1. If using an iOS, tap [profile icon] to get to **Settings.** If using an Android, tap **Settings** from the Jabber home page.
2. On the Settings page, tap **Call Forwarding**.
3. Tap **New number**.
4. Enter a phone number, including 9, 1, area code and seven-digit phone number and tap **Save.**

Audio preferences

SET UP AUDIO PREFERENCES

1. If using an iOS, tap your profile picture in the upper-left corner to display the **Settings** window and tap **Settings**. If using an Android, tap **Settings** on the Jabber home screen.
2. Tap **Audio and Video** to access your call settings.

BLUETOOTH

Default Audio Output automatically selects **Receiver** or **Speaker**. If a Bluetooth headset is connected via the iOS settings, you can select the audio output of choice.

SUPPORT

- For more info, visit softphone.stanford.edu and click "Quick Guides."
- Submit a Help request at services.stanford.edu.
- Submit a Service Now form to request outbound Cisco Jabber.