

Cisco Jabber Mobile for Android Getting Started Guide



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About Jabber Mobile for Android

Jabber is a next generation unified collaboration client designed natively for the Android mobile platform that brings together key Cisco technologies - Enterprise instant messaging (chat), presence, telephone services including point-to-point video calling, and visual voicemail.

With Cisco Jabber, you can:

- Use your business phone number for outgoing and incoming calls, hiding your personal phone number
- Connect instantly, find contacts in your corporate directory, use instant messaging, and view visual voicemail
- Lower costs by placing and receiving calls over wireless LAN and Wi-Fi networks
- Experience real-time, face-to-face video and voice calling

Limitations

The following limitations apply to all devices:

- Because of a limitation of Cisco Unity Connection, the voicemail server cannot display the URI for a missed call. This issue occurs if you decline an incoming Cisco Jabber call that was placed from a URI, and then that caller is diverted to voicemail. If the caller's contact information contains only a URI, the voicemail server displays the caller as Unknown. If the contact information contains a URI and a directory number, the voicemail server displays the directory number for that contact.
- If you play music with a third-party application in the background, and make or receive a Cisco Jabber for Android video call, the music does not pause or resume after the video call ends. To work around this issue, you can open the third-party application to pause or resume the music.
- If you make a Cisco Jabber for Android call using Expressway for Mobile and Remote Access over a 2G, 3G, or 4G network, you may experience audio quality issues.
- If you use Cisco AnyConnect Secure Mobility Client, MobilePASS one-time password generator from SafeNet, and Cisco Jabber for Android on the same device, you may experience problems due to compatibility issues between these applications. For example, during a Cisco Jabber for Android call, you may hear no audio or one-way audio, or you may experience delays if you transfer the call.
- If you use Cisco Samsung AnyConnect Secure Mobility Client, use a version later than 4.0.01128. Earlier versions may cause connection problems.

The following limitations apply to Android OS 4.0 and later:

- Because of a limitation of Android OS 4.0 and later, Cisco Jabber cannot register to Cisco Unified Communications Manager on some devices. Cisco is working with select device manufacturers to resolve this issue at the Android OS level.
- Because of a limitation with Android OS 4.1.2 and later on some devices, you may experience issues if you perform the following steps:
 - Make a call from the native Android phone application.
 - Select Jabber (or another voice application) from the dialog box.
 - Select Always to indicate that you always want to use Cisco Jabber (or another voice application) to make calls.
- After you complete these steps, the native Android phone application no longer shows you the dialog box that allows you to select another voice application. Instead, you can only make calls through the native Android Phone application.

Bluetooth limitations:

- Because of a limitation with certain mobile carriers, if a user resumes an active Cisco Jabber VoIP call that was interrupted by an incoming mobile voice call to the device, and then the user tries to power on and use a Bluetooth audio device, the Bluetooth device cannot receive audio.
- Switching between Bluetooth and other audio devices such as the device speaker, earphones, or a headset is supported only on Android OS 4.2.2 and above.
- Because of a limitation of the Android OS, Cisco Jabber for Android does not support answering or ending calls with the Talk button on a Bluetooth headset. To work around this issue, answer and end your Cisco Jabber for Android calls using the Cisco Jabber user interface.
- Because of a limitation of the Android OS, incoming call ringtone cannot be played to both the device speaker and a Bluetooth audio device.
- If you use a Samsung Galaxy S4 with either Jawbone ICON for Cisco Bluetooth Headset or Plantronics BackBeat 903+, you may experience problems due to compatibility issues between these devices.
- Using a Bluetooth device on a Samsung Galaxy SIII may cause distorted ringtone and distorted call audio.
- We support Cisco Jabber for Android with tested Bluetooth devices. Although other Bluetooth devices are not officially supported, you may be able to use Cisco Jabber for Android with other devices.

- Using a Bluetooth device on a Samsung Galaxy SIII may cause distorted ringtone and distorted call audio.
- If you use a Samsung Galaxy S4 with either Jawbone ICON for Cisco Bluetooth Headset or Plantronics BackBeat 903+, you may experience problems due to compatibility issues between these devices.

Phone Services mode users with more than 2,000 local contacts may experience performance issues when loading contacts from the native address book.

Software and Hardware Requirements

Cisco Jabber for Android does not support downloading the app from Google Play with the following devices:

- Android phones with Intel chipsets.
- Android phones with screen resolution that is lower than 320 x 480.
- Cisco DX series devices including DX650, DX70, and DX80. If you want to use the Jabber for Android 10.6 release on these devices, first download the Jabber for Android 10.6 application package (Jabber-10.6-release.apk) from cisco.com.

Cisco supports the current Google Play version of Cisco Jabber for Android. Previous Google Play versions of Cisco Jabber become obsolete as new versions become available. Defects found in any Cisco Jabber release are evaluated against current versions.

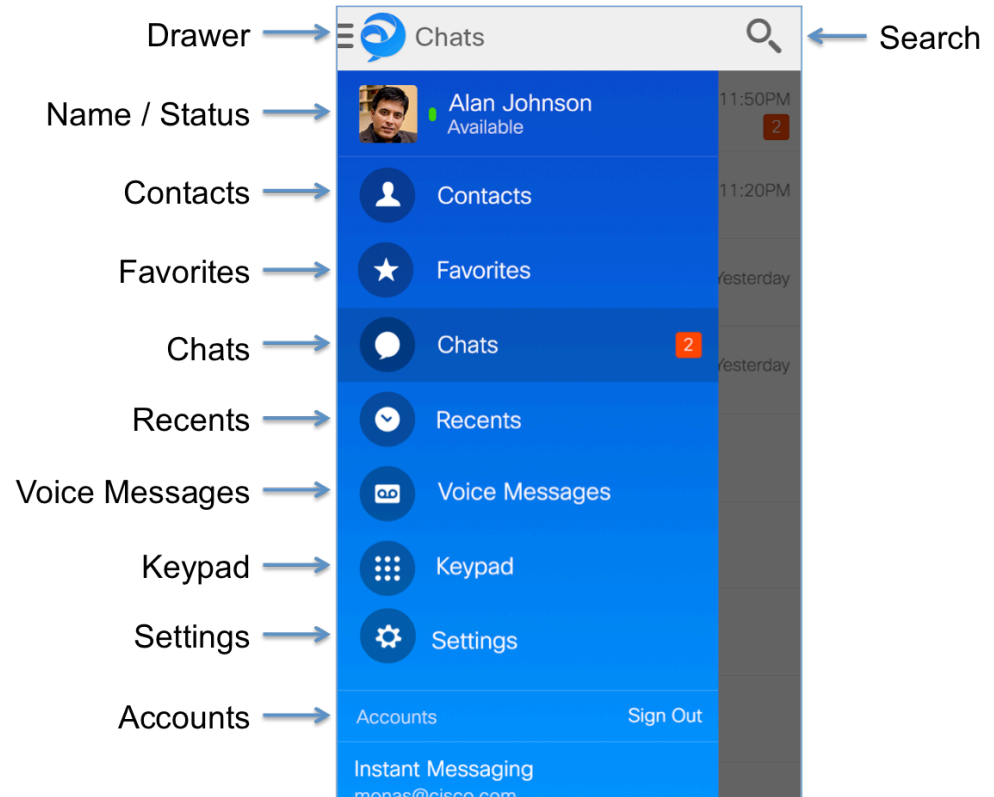
Due to an Android kernel issue, Cisco Jabber cannot register to the Cisco Unified Communications Manager on some Android devices. To resolve this problem, try the following:

Upgrade the Android kernel to the latest version. This solution applies to the following supported devices:

- Google Nexus 5 (Android OS 4.4.x and Android OS 5.0)
- Google Nexus 7 (Android OS 4.4.x and Android OS 5.0)
- Google Nexus 10 (Android OS 4.4.x and Android OS 5.0)
- LG G2 (Android OS 4.2.2 to Android OS 5.0.x)
- LG G3 (Android OS 4.4.x to Android OS 5.0.x)
- Motorola Moto G (Android OS 4.4.x)
- Samsung Galaxy Note II (Android OS 4.2 to Android OS 4.4 x)
- Samsung Galaxy Note III (Android OS 4.3 to Android OS 4.4 x)
- Samsung Galaxy Note 4 (Android OS 4.4.x)
- Samsung Galaxy Note Pro 12.2-inch (Android OS 4.4.x)
- Samsung Galaxy Rugby Pro (Android OS 4.2.2 to Android OS 4.4 x)

- Samsung Galaxy SII (Android OS 4.1.2 to Android OS 4.4 x)
- Samsung Galaxy SIII (Android OS 4.1.2 to Android OS 4.4 x)
- Samsung Galaxy S4 (Android OS 4.2.2 to Android OS 4.4 x)
- Samsung Galaxy S4 mini (Android OS 4.2.2 to Android OS 4.4 x)
- Samsung Galaxy S5 (Android OS 4.4.x)
- Samsung Galaxy S5 mini (Android OS 4.4.x)
- Samsung Galaxy Tab 3 8-inch (Android OS 4.4.x)
- Samsung Galaxy Tab 4 7-inch, 8-inch and 10.1-inch (Android OS 4.4.x)
- Samsung Galaxy Tab S 8.4-inch and 10.5-inch (Android OS 4.4.x)
- Samsung Galaxy Tab PRO 8.4-inch and 10.1-inch (Android OS 4.4.x)
- HTC One M8 (Android OS 4.4.x)
- HTC One M7 (Android OS 4.4.x)
- HTC One Max (Android OS 4.4.x)
- Sony Xperia M2 (Android OS 4.3)
- Sony Xperia Z1 (Android OS 4.2 to Android OS 4.4 x)
- Sony Xperia ZR/A (Android OS 4.1.2 to Android OS 4.4 x)
- Sony Xperia Z2 (Android OS 4.4.x)
- Sony Xperia Z2 tablet (Android OS 4.4.x)
- Sony Xperia Z3 (Android OS 4.4.x)

Jabber for Android Client Overview



The Drawer icon at the uppermost left corner of the client provides access to all tabs within the Jabber client. From any screen, you can tap the Drawer icon to navigate elsewhere in the client.



The Search tool is available on all tabs of the Jabber client. Tap the Search icon to search your company directory or local Android contacts.

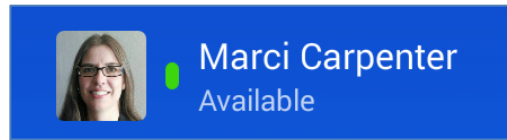
Status

At the top of your client, you will see your picture, if available, your Name, and your current presence Status.

When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when your Android device is locked.

If you join a WebEx meeting from your WebEx Mobile application on your Android device, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting.

You may also set your status manually by tapping your name or photo at the top of the Drawer menu.

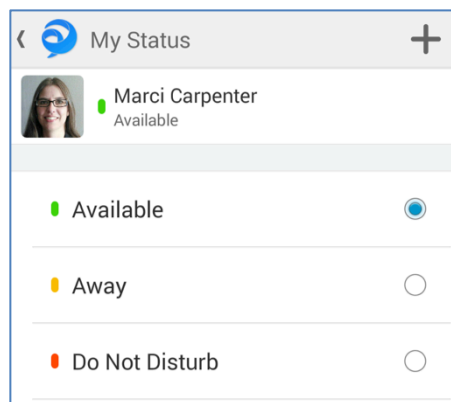


This opens the Status menu.


When you log into your client, your presence status will be set to *Available*. Your client changes your status automatically to *On a call* when your telephone number is in use on any of your devices. Your status will auto automatically change to *Away* when you have not touched your computer keyboard for a default of 15 minutes, or when you lock your computer to step away.

If you join a WebEx meeting from the same computer running Jabber, your status will also automatically change to *In a WebEx meeting* when you join or start the meeting, and then into a do not disturb status displayed as *Presenting* when you are the current presenter.

You may also set your status manually by selecting the arrow just to the right of your current status.




You may select one of the default status messages, or you may create your own custom status to provide more details to your colleagues about your current availability.

Tap the *Plus*  icon at the top of the *My Status* tab. The Add Custom Status dialog box opens.

Type your desired status in the space provided, then select the presence level you wish to display with your customer status. Green indicates *Available*, yellow indicates you are *Busy* or *Away*, and red turns on *Do Not Disturb* mode.

Tap *Save* to set your new custom status. Your Jabber client will save three custom statuses per status level. You may edit or delete your custom status by


tapping the *Edit*  icon at the top of the My Status tab.

Name

To view your personal contact information, tap your name or photo in the Drawer menu, which opens the My Status page. Tap your name or photo again to open the *My Profile* tab. Here you may view your contact details, edit your information, and change your profile picture.

To edit your details, tap the *Edit*  icon at the top of the My Profile tab.

My Profile

 **Marci Carpenter**
Available
CONSULTING SYSTEMS ENGINEER.SALES

PHONE

+19199278113
WORK

88943599
WORK

+14088943599
WORK

marcarpe@cisco.com
WORK

+12165774184
MOBILE

EMAIL

marcarpe@cisco.com
EMAIL

INFORMATION

Editable fields will be displayed with text boxes in which you may enter information. Not all fields are editable.

Contacts

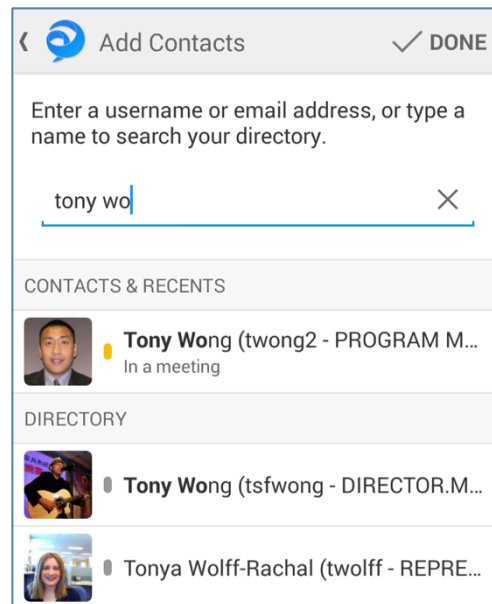


The *Contacts* tab of your Jabber client gives you the option to save people you interact with frequently so you can quickly see if they are available and just tap their name to interact.

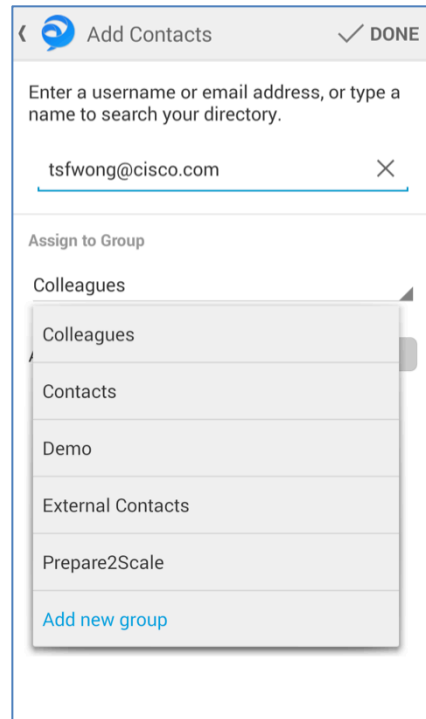
To add a contact to your list, open your *Contacts* tab and tap the *Search* icon.



Type the name, username or email address of the person you wish to add to your contact list. As you type, Jabber will display matching results. As you continue to type the results will narrow. Jabber will display people already in your contact list and with whom you have had recent conversations at the top of your results, followed by matches in your company directory.

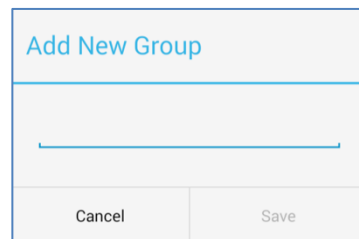


Tap the result you wish to add to your contact list.

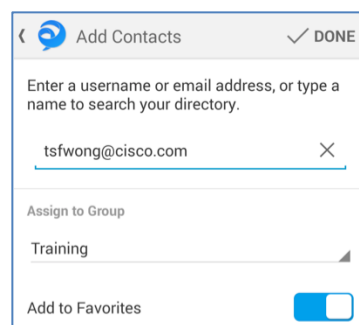


Groups are a helpful way to organize your Contacts list and make your frequent contacts easier to locate and interact with.



Select an existing Group for your contact, or select *Add new group* to create a new group for your contact.

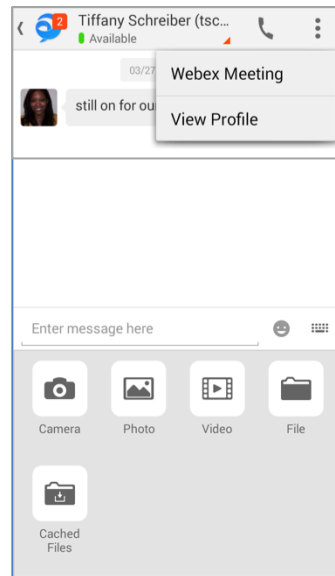


Type a name for your new group, then tap *Save*. Your new group will automatically be selected for your contact.




You may toggle the switch to also add the contact to your *Favorites* list if you desire. Tap *Done* at the top of the dialog to save your contact to your contacts list.

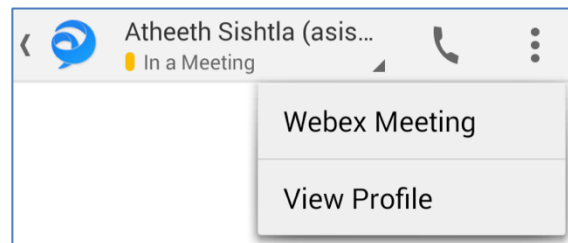
Within your contacts list, tapping a contact will open the Chat dialog. From here, you have the option of placing a *Call*  to the person, open the *Options*  menu to *View Profile* to see all contact information for the contact, or interact via text using the chat features as described in the *Chats* section of this document.



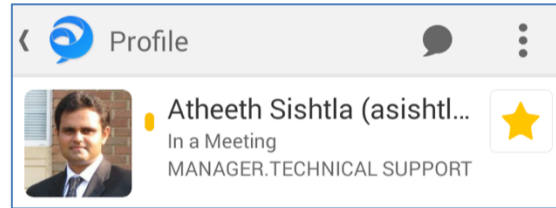
Favorites

Your Favorites are people with whom you interact most frequently. You can add any contact to your Favorites list either using the Search tool as described in the *Contacts* section of this document, or from your existing Contacts list.

To add an existing contact to your Favorites list, tap the contact to open the Chat dialog then select the *View Profile* option from the *Options*  menu.

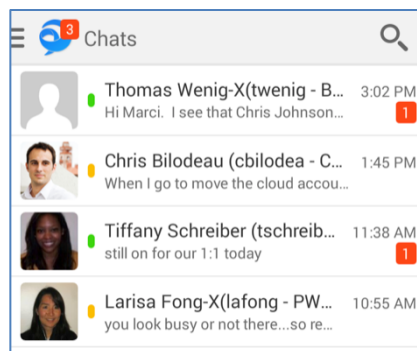



Within the contacts profile, tap the *Star* icon to add the contact to your Favorites. The star will be gray when the contact is not selected as a Favorite, gold when selected.

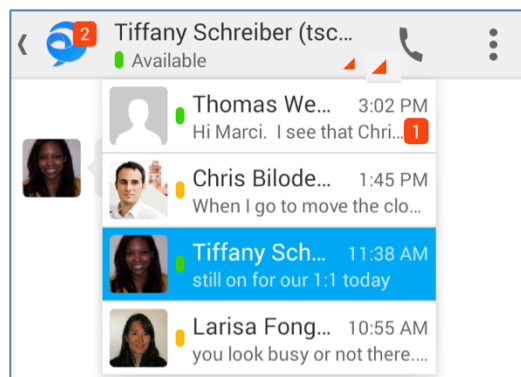


Chats

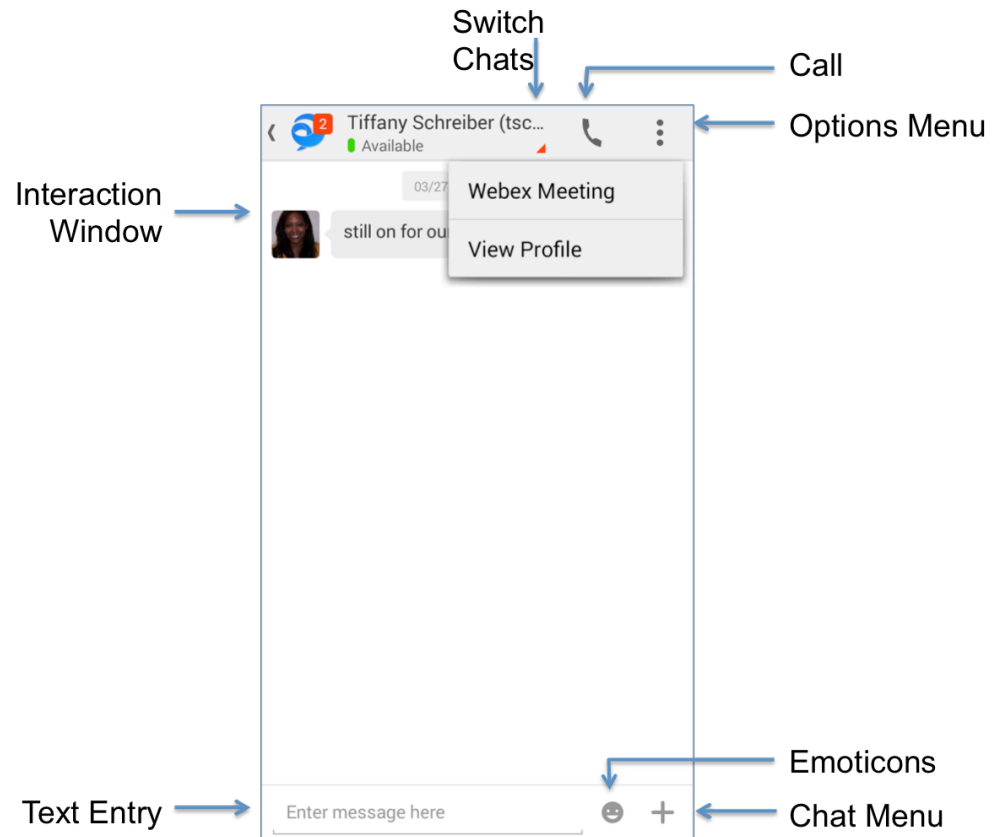
All your active chat sessions can be found in the Chats tab of your Jabber client. All Chats that have been initiated while your Jabber for Android client has been logged in will appear here.






When you have multiple chat sessions active at the same time, you can open this tab to switch between chats, or use the pull-down  within any of your active chats and select another chat from the list.

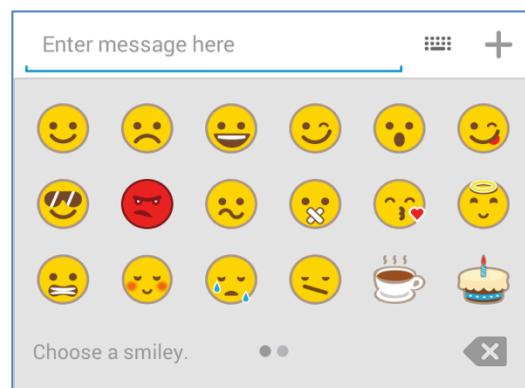



Within a chat message, you have several options for communicating with your participant(s).

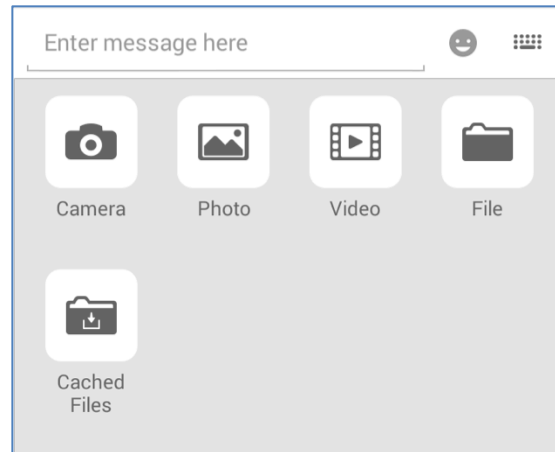


At the top of your Chat window, you have the option to *Switch*  to another open chat, escalate the chat to a phone *Call*  or open the *Options*  menu to *View Profile* to see the contact details of your chat participant.

At the bottom of the window, you have your text entry field, which opens the Keyboard when you tap in the space to type. Tap the *Emoticons* icon to pick from a pre-built list of emoticon options.

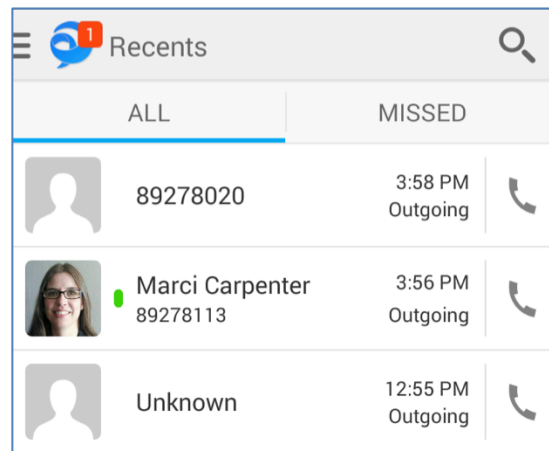


Tap the *Chat menu*  icon to send pictures, videos or files from your device to your chat participant(s).



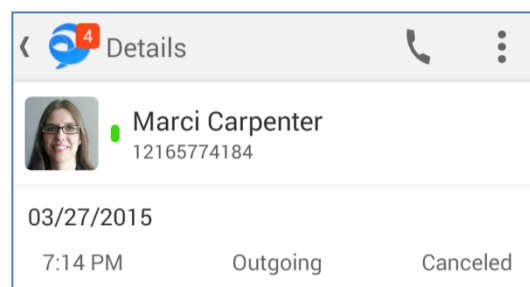
Recents


Open the Recents tab to view all your Placed, Missed and Received calls. Use the tabs at the top of the Recents window to view *All* calls, or filter only your *Missed* calls. Calls will only display if your Jabber client was signed in at the time of the call. Calls made, received or missed when your client is not open will not be displayed.



Caller ID is shown for all calls unless it is being purposely blocked by the caller. For internal callers, both telephone and name will shown, as well as the current presence status for the caller.

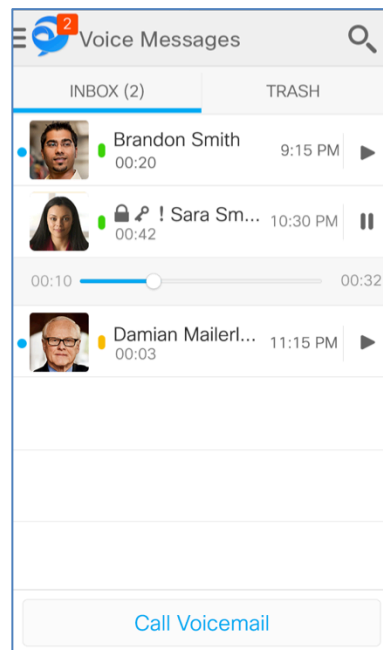
Tap the interaction to view additional details for the call.




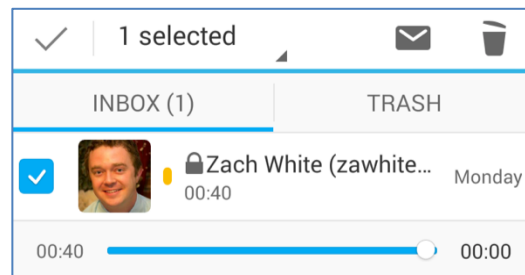
Tap the *Call*  icon in any entry with a telephone number displayed to dial the number displayed. In *Details* view, tap the *Options* menu to reply to the recent call with a *Text Message* when available.

Voice Messages

You can manage your voicemails in the Voice Messages tab of your Jabber client. Here you can view the details of your voice messages, including the time and length of the message, caller ID information, and presence status for internal callers.



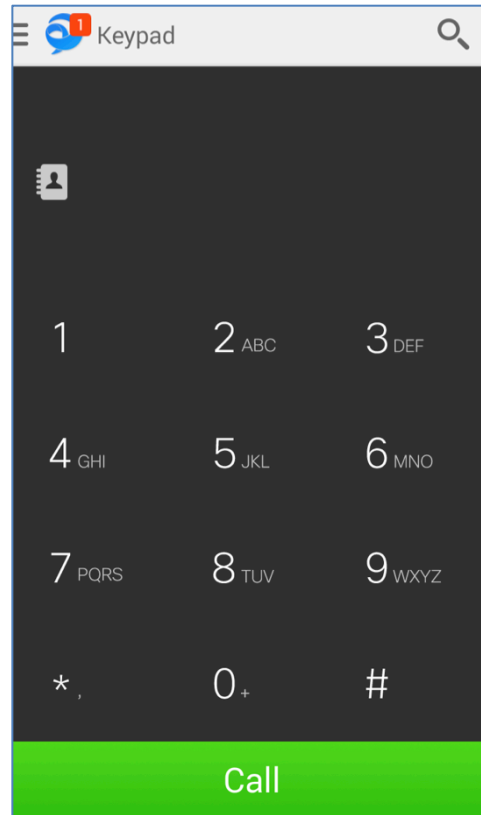
To delete the message, tap and hold any message, then select any message. Tap the *Trash*  icon to delete all selected messages.



NOTE: When you delete a message from one device, the message will be deleted from all your devices. If you accidentally delete a voicemail message, tap the *Trash* tab to restore the message to your Inbox.

Keypad

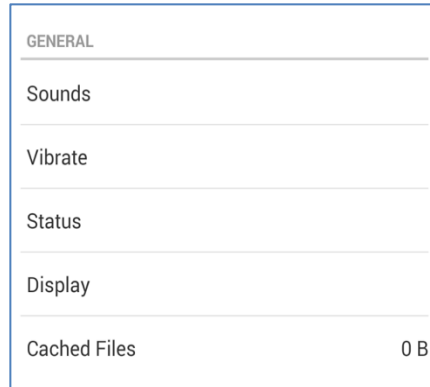
Use the Keypad tab to dial telephone numbers not in your directory or Contacts list. When using the Jabber Keypad to dial numbers, your caller ID will show as your desk telephone number, not your mobile device telephone number.



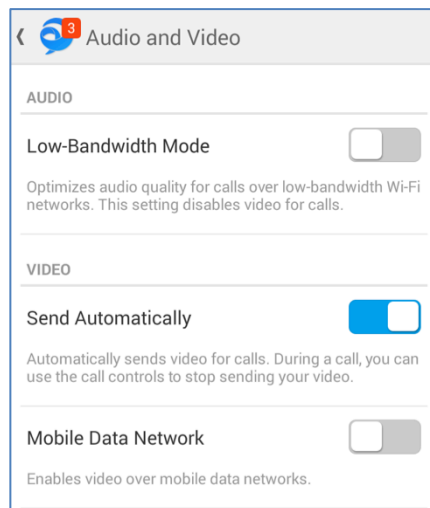
You may also open the keypad when on an active call to enter additional digits, like when navigating through an automated attendant.

Settings

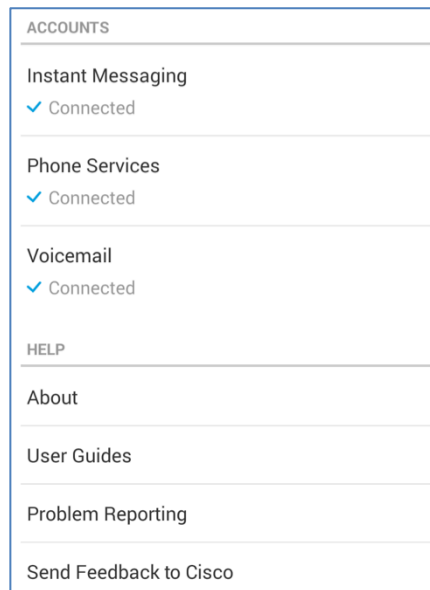
The Settings tab of your Jabber client allows you to set your personal preferences for the way Jabber reacts and alerts you to interactions. Tap any of the General settings to change the default behavior.



Tap the Audio and Video preferences under Call to set your preferences for using your phone in lower quality environments.

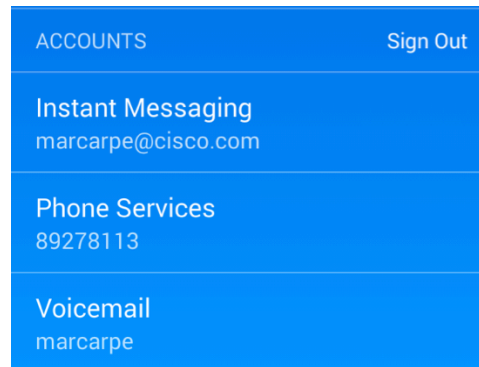


You can also use the Settings tab to view the current status of your Accounts, and to access Help features, such as User Guides and Problem Reporting.



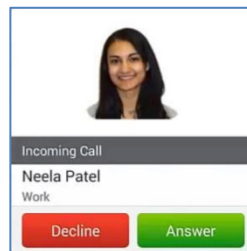
Accounts

To sign out of your Jabber client, open the Drawer and tap Sign Out next to Accounts.



Working with Calls

Your Jabber for Android client has the ability to make and receive phone calls to your University of Florida telephone number. When receiving a call on your Jabber client, you will be notified with the caller ID of the caller, and the option to Answer or Decline the call.



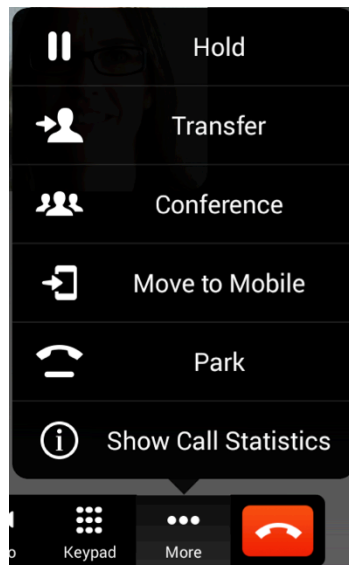
If you choose to decline the call, the caller will be sent directly to your voicemail.

TIP: Jabber for Android can not preempt a locked phone screen. If you receive a call while your phone is locked, the audible alert will sound, but you will need to unlock your phone in order to see and respond to the visual alert.



Mid Call Features

During your call, you may tap the More icon to access Mid-Call Features.



Use these features to place your call on *Hold*, *Transfer* to another party, add additional participants to your call to create a *Conference*, *Move to Mobile* to transfer the call from your corporate WiFi network to your cellular network, *Park* the call to retrieve from another phone, and show the current *Call Statistics*.

Need Help?

For the duration of the Jabber pilot project please call 352-294-2099, or email jabber-pilot-l@lists.ufl.edu