Frequently Asked Questions

Frequently Asked Questions: Cisco Jabber 9.x for Android

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Frequently Asked Questions (FAQs)

Q. What is Cisco Jabber for Android?

A. Cisco Jabber for Android is an Android application that lets you place, receive, and manage your work calls using your mobile device. This application connects to your corporate network using the Internet instead of your mobile voice network.

When you are in the office, you connect to the office Wi-Fi network directly. When you are away from the office, you can use another Wi-Fi or mobile data network, but you also must use a VPN connection to your corporate network. You must set up this VPN connection before you use Cisco Jabber for Android. Contact your system administrator if you need assistance.

For a list of supported devices, see the Release Notes.

Although not officially supported, Cisco Jabber for Android runs on many Android Version 2.3 and 4.0 devices with various limitations depending on the device. For information about running Cisco Jabber for Android on unsupported devices, see the Cisco Support Forums.

Setup

- Install

- Set Up

- Upgrade

Install

Q. I want to install Cisco Jabber for Android. Where do I find it?

A. Obtain the application from Google Play (formerly known as Google Android Market).

Q. How do I install Cisco Jabber for Android?

A. Install Cisco Jabber for Android the same way that you normally install any application from Google Play on your Android device. If you need help, consult the user manual for your device, or contact your system administrator.

Set Up

Q. I'm signing in for the first time. What do I need to do?

A. Complete the following steps:

1 If you are outside your corporate network, you must set up a VPN connection to connect to the corporate network before you set up Cisco Jabber for Android. Contact your system administrator if you need assistance.

2 Obtain your setup information (such as server addresses and credentials) from your system administrator.

3 Open Cisco Jabber for Android using one of the following methods:

  • On the Installation screen, tap **Open**.

  • On the Android home screen, tap the **Applications** icon. Locate and tap the **Cisco Jabber** icon.

> **Tip**   (For new Android users) Swipe the screen to the left or right to navigate through your applications.

4 Read the licensing agreement and then tap **Accept**.

5 Tap **Begin Setup**.

> **Important**   Depending on how your system administrator set up your account, the setup wizard may not display all the screens that are documented in this procedure. If you do not see a screen for a particular feature, skip to the next step.

6 On the Internet Calling Settings screen:

  a In the **Device ID** field, enter the device ID.

  b In the **Server Address** field, enter the TFTP server address.

  c If you want to allow Cisco Jabber for Android to connect to the corporate calling system from your mobile data network over VPN, do the following:

   • Check the **Use mobile data network** check box.

   • Click **Continue** to verify the change.

  d If you want to allow Cisco Jabber for Android to connect to the corporate calling system from noncorporate Wi-Fi networks over VPN, do the following:

   • Check the **Use noncorporate Wi-Fi** check box.

   • Click **Continue** to verify the change.

  e If desired, uncheck the **Auto Start** check box to prevent Cisco Jabber from automatically starting each time your phone restarts.

  f Tap **Verify**.

  g If prompted, enter your SIP Digest Authentication username and password.

   SIP Digest Authentication is a security measure that your corporate calling system uses to authenticate your device.

7 (Optional) If you see the Voicemail Settings screen:

  a In the **Username** field, if the username is not already entered, enter your username.

  b In the **Password** field, enter your password.

  c Tap **Done** to hide the keyboard.

  d Tap **Verify**.

Note   If you do not want to set up your voicemail, tap **Skip**. You can also set up voicemail after installation.

8   (Optional) If you see the Directory Settings screen, enter your username and password.

Note   If you do not want to set up your corporate directory, tap **Skip**. You can also set up the corporate directory after installation.

9   Tap **Save**.

Upgrade

Q. How do I upgrade from Cisco Jabber for Android Release 8.6.x to Release 9.0?

A. To upgrade Cisco Jabber for Android Release 9.0, you must first uninstall any previous versions of the product from your device.

Basics

Q. How do I access the Cisco Jabber for Android settings?

A. To access the Cisco Jabber for Android settings, open Cisco Jabber for Android, and then tap **Menu** > **Settings**.

Q. Why do I need to stop other Internet calling applications before using Cisco Jabber for Android?

A. If you run multiple Internet calling applications on your Android device, they can conflict with each other and cause unpredictable behavior. To prevent these conflicts, run one application at a time.

To stop an application, complete the following steps:

Android OS 4.0:

1   Tap the Android **Settings** application.

2   Tap **Apps**.

3   Tap the name of the application you want to stop.

4   Tap **Force stop**.

Android OS 2.3:

1   On the Android home screen, tap **Menu** > **Settings** > **Applications** > **Manage applications**.

2   Tap the application name, and then tap **Force stop**.

Q. What do the icons in the status bar mean?

A. The icons indicate your connection status. Swipe down the status bar to view details.

Icon	Description
	Cisco Jabber for Android is connected to your corporate calling system and the Internet calling features are available.
	Cisco Jabber for Android is not connected to your corporate calling system and the Internet calling features are unavailable. To resolve connection issues, try one of the following: • Check whether you were on a mobile voice network call. If you are on a mobile voice network call, Cisco Jabber for Android automatically disconnects until you end the mobile voice network call. • Verify that you entered your account settings properly. In Cisco Jabber for Android, tap **Menu** > **Settings**. Under **Accounts**, tap **Internet Calling**. • Check your network settings. ◦ If you are inside your corporate network, check your Wi-Fi settings. If your status bar indicates that you are connected to a Wi-Fi network, verify that you are connected to the correct Wi-Fi network (that is, your *corporate* Wi-Fi network). To verify, open a browser and try to connect to an internal website. ◦ If you are outside of your corporate network, check your native Wi-Fi or mobile network settings. If you are using mobile data network, verify that you have a strong mobile network signal. If your network settings are correct, check whether your VPN is connected. • Contact your system administrator for additional assistance.
	Cisco Jabber for Android has an active call.
	Cisco Jabber for Android has a call on hold.

Icon	Description
	Cisco Jabber for Android has an error. Swipe down the status bar to view details about the error. For some error messages, you can tap the notification message to go to an associated screen or popup window to try to resolve the error.
	Cisco Jabber for Android lost the connection to the voicemail server. Swipe down the status bar to view details about the error. For some error messages, you can tap the notification message to go to an associated screen or popup window to try to resolve the error.

Q. How do I view details about features that do not connect properly?

A. If features do not connect properly, check the connection status. To view the connection status, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under **Accounts**, check the connection status for the related feature.

- **Connected:** Feature is set up and connected properly.

- **Connecting:** Feature is currently making a connection attempt.

- **Disconnected:** Feature is set up but is not currently connected. For example, you see this connection status if the corporate Wi-Fi network is not properly connected or the server is down.

- **Error:** Feature is not currently set up or connected. For example, you see an error if you enter an incorrect password.

Q. How do I view my account settings?

A. To view your account settings, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under **Accounts**, tap one of the accounts to view the settings:

- **Internet Calling:** Settings for your corporate phone system.

- **Directory:** Settings for your corporate directory or Lightweight Directory Access Protocol (LDAP) server. If your system administrator did not set up your account for directory search, the application does not display the directory account.

- **Voicemail:** Settings for your corporate visual voicemail server. You see this setting only if your system administrator set up your account for visual voicemail. You do not see this setting if your system administrator set up your account for basic voicemail.

Q. I want to delete my Cisco Jabber for Android account settings. How do I do that?

A. To delete your account settings, you must clear your application data.

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Attention   If you clear data, Cisco Jabber for Android deletes all your current account information, including Internet calling, directory, and voicemail data.

To clear your application data, complete the following steps:

Android OS 4.0:

1 Tap the Android **Settings** application.

2 Tap **Apps**.

3 Tap **Jabber**.

4 Tap **Force stop**.

5 Tap **Clear data**.

Android OS 2.3:

1 On the Android home screen, tap **Menu** > **Settings** > **Applications** > **Manage applications**.

2 Tap **Jabber**.

3 Tap **Force stop**.

4 Tap **Clear data**.

Q. Why does Cisco Jabber for Android start automatically?

A. When you first set up Cisco Jabber for Android, you can choose whether to allow it to start automatically each time your device restarts. To change this setting, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under **General**, turn off **Auto Start** to prevent Cisco Jabber for Android from starting automatically.

Q. How do I exit Cisco Jabber for Android?

A. To exit Cisco Jabber for Android, go to the Cisco Jabber for Android home screen and tap **Menu** > **Exit**.

After you exit Cisco Jabber for Android, it stops running in the background, disconnects from the server, and prevents you from making or receiving your work calls.

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Tip   Cisco Jabber for Android does not display the Exit menu on all screens. If you do not see the Exit menu, go back to the Cisco Jabber for Android home screen.

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Note   If you turned on **Auto Start**, Cisco Jabber for Android automatically starts after you boot your device.

Connectivity

Q. How does Cisco Jabber for Android connect to my corporate network when I'm inside or outside my corporate Wi-Fi network?

A. While you're inside your corporate Wi-Fi network, Cisco Jabber for Android connects to your corporate Wi-Fi network directly.

While you're outside your corporate Wi-Fi network, you can use any Wi-Fi or mobile data connection, but you also must have a VPN connection to your corporate network. You must set up this VPN connection before you use Cisco Jabber for Android. Contact your system administrator if you need assistance.

Q. My administrator told me to install Cisco AnyConnect Secure Mobility Client so I can use Cisco Jabber for Android outside my corporate Wi-Fi network. How do I do that?

A. For information about how to install and use Cisco AnyConnect Secure Mobility Client on your Android device, see the latest Android end user guide for Cisco AnyConnect Secure Mobility Client in the user guide list.

Q. I want to use Cisco Jabber for Android with mobile data networks, but not with noncorporate Wi-Fi networks. Can I do that?

A. Yes. To prevent Cisco Jabber for Android from connecting to the corporate calling system with noncorporate Wi-Fi networks over VPN, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under General, turn on **Use mobile data network**.

3 Under General, turn off **Use noncorporate Wi-Fi**.

Q. I want to use Cisco Jabber for Android with noncorporate Wi-Fi networks, but not with mobile data networks. Can I do that?

A. Yes. To prevent Cisco Jabber for Android from connecting to the corporate calling system with mobile data networks over VPN, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under General, turn off **Use mobile data network**.

3 Under General, turn on **Use noncorporate Wi-Fi**.

Q. What is low bandwidth mode?

A. Cisco Jabber for Android uses low bandwidth mode to optimize the audio for low bandwidth networks, which may improve call quality.

To use low bandwidth mode, one of the following must be true:

- Your system is set up to handle calls between devices that use different codecs

- Both your device and the device of the person you are calling support the same low bandwidth codec (G.729a or G.729b).

Note If you call a device that does not support the same low bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio
- The call is immediately disconnected

If you have questions about your system setup, contact your system administrator.

Q. How do I turn on low bandwidth mode?

A. To turn on low bandwidth mode, complete the following steps.

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.
2 Under **General**, turn on **Use low bandwidth mode**.

Calls

Q. How do I make a call?

A. Before you make a call, make sure your Android device is connected to your corporate network.

Cisco Jabber for Android integrates with the standard Android Phone application. You can make calls from either the Android Phone application or the Cisco Jabber for Android application. To make a call, complete the following steps:

From the Android Phone application:

1 Tap the **Phone** icon on the Android home screen.
2 Dial a number.
3 If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

From the Cisco Jabber for Android application:

1 Tap the **Phone** tab on the Cisco Jabber for Android home screen.
2 Dial a number.
3 If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

Q. Why do I need to choose whether to make a call using either Cisco Jabber for Android or my mobile phone for each call?

A. Cisco Jabber for Android integrates with the Android Phone application and allows you to choose how you want to place the call each time. To change this setting, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.
2 In the "General" section, tap **Dial Options**.
3 Tap one of the options:

- **Call using Cisco Jabber:** Uses Cisco Jabber for Android to make all calls with your work number over your corporate network.

- **Ask for every call:** Allows you to choose which number to use to make each call.

- **Call using my mobile phone:** Uses the Android Phone application to make all calls with your mobile number over your mobile network.

Q. How do I answer a call?

A. You can answer calls using Cisco Jabber for Android if you are connected to your corporate network. When your device rings, tap **Accept**.

If you do not want to accept the call, tap **Decline**, and the system transfers the caller to your available voicemail system.

If you decline the call, the device displays it as a received call in the standard call log on your Android device.

Q. How many calls does Cisco Jabber for Android support at the same time?

A. Cisco Jabber for Android acts like a two-line phone. If you are already connected to a call, you can receive or make another one. Only one call is active at a time; the other call is automatically placed on hold. Tap **Swap** to toggle between the two calls.

Q. How do I make a call from the call log on my Android device?

A. Before you make a call, make sure your Android device is connected to your corporate network.

Cisco Jabber for Android integrates with the standard call log on your Android device. You can access the call log from either the Android Phone application or the Cisco Jabber for Android application.

To make a call from the call log, complete the following steps:

From the Android Phone application:

1. On the Android home screen, tap the **Phone** icon.

2. Tap the **Logs** tab.

3. Tap the white **Phone** icon.

4. If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

From the Cisco Jabber for Android application:

1. On the Cisco Jabber for Android home screen, tap the **Phone** tab.

2. Tap the **Recents** button ().

3. Tap the white **Phone** icon.

4. If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

Note   After you save a contact, you can also call using an alternate method. Tap the contact's picture in the call log item, and then tap the **Phone** icon on the slider that appears.

Q. How do I make a call from Favorites?

A. Before you make a call, make sure your Android device is connected to your corporate network.

Cisco Jabber for Android integrates with the standard Favorites on your Android device. The procedure for making a call from Favorites varies depending on your Android operating system.

To make a call from Favorites, complete the following steps:

Android OS 4.0:

1 On the Android home screen, in the Favorites tray, tap the **People** icon.

2 Tap the phone number that you want to call.

3 If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

Android OS 2.3:

1 On the Android home screen, tap the **Phone** icon.

2 Tap the **Favorites** tab.

3 Tap the name of the Favorite that you want to call.

4 Tap the green **Phone** icon.

5 If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

> **Note** You can also tap the picture in the Favorites list, and then tap the **Phone** icon on the slider that appears.

Q. How do I make a call from Contacts?

A. Before you make a call, make sure your Android device is connected to your corporate network.

Cisco Jabber for Android integrates with the standard Contacts on your Android device. To make a call from Contacts, complete the following steps:

1 Tap the **Contacts** icon on the Android home screen (or the **Contacts** tab if you are already in the Phone application).

2 Tap a contact in the list.

3 Tap the green **Phone** icon.

4 If prompted, tap **Cisco Jabber** to place your call using Cisco Jabber for Android.

Q. How do I make a second call?

A. To make a second call while on a Cisco Jabber for Android call, complete the following steps:

1 While on a call, tap **More**.

2 Tap **Add Call**.

3 Make the new call.

Cisco Jabber for Android automatically places your first call on hold and displays the status of both calls.

4   Tap **Swap** to toggle between connected calls.

Q. How do I make a conference call?

A. To make a conference call, complete the following steps:

1   While on a call, tap **More**.

2   Tap **Add Call**.

3   Make the new call and wait for it to connect.

4   Tap **Merge**.

Repeat the steps to add more people to the call.

Q. How do I transfer a call?

A. To transfer a call, complete the following steps:

1   While on a call, tap **More**.

2   Tap **Transfer**.

3   Dial the number to which you want to transfer the call, and then tap **Complete Transfer** either before or after the call is answered.

After you complete the transfer, the system automatically disconnects you from the original call.

Q. How do I answer a call while I am already on a call?

A. If you are already on a call when a new call arrives, the caller ID information for the new call appears on the screen. Tap **Accept** to answer the call and choose whether to put your current call on hold or end it.

If you do not want to accept the call, tap **Decline**, and the system transfers the caller to your available voicemail system.

If you decline the call, it appears as a received call in the standard call log on your Android device.

Q. How do I toggle between two calls?

A. When you are connected to two calls, only one call is active at a time; the other is automatically placed on hold. Tap **Swap** to toggle between the two calls.

Q. How do I end a call?

A. Tap **End**.

Q. How do I place a call on hold?

A. While on a call, tap **Hold**. To resume the call, tap **Resume**.

Q. How do I put a call on hold when I have two calls at the same time?

A. When you are connected to two calls, only one call is active at a time. Tap the call that is currently on hold, and the application automatically places the other call on hold.

Q. Can I move my current call from Cisco Jabber for Android to my Cisco IP Phone?

A. Yes, you can move your call if your Cisco Jabber for Android device and your Cisco IP Phone share the same directory number. To move your call to your Cisco IP Phone, complete the following steps:

1 While you are on a Cisco Jabber for Android call, place the call on hold.

2 Use the resume function on your Cisco IP Phone to continue the call.

   After you resume the call on your Cisco IP Phone, Cisco Jabber for Android closes the call screen and displays the call log, which shows the call as ended.

> **Note** If you do not resume the call on your Cisco IP Phone, you can resume the call on Cisco Jabber for Android.

Q. If I'm about to leave my corporate Wi-Fi, can I move my current Cisco Jabber for Android call to my mobile network?

A. Yes. This action moves the call from Cisco Jabber for Android to the Android Phone application.

> **Note** This option is not available if you are connected to your corporate network using VPN over either your mobile data network or a noncorporate Wi-Fi network.

Before you move your call, make sure your mobile network signal is strong enough to receive calls. To move your call to your mobile network, complete the following steps:

1 While on a call using Cisco Jabber for Android, tap **More**.

2 Tap **Use mobile network**.

   The system calls your device over the mobile voice network.

3 Accept the incoming call.

   Cisco Jabber for Android moves the call to the mobile voice network and the call continues within the standard Android Phone application.

4 After you finish your conversation, tap **End** to end the call.

   After you end the call, the person that you were talking to hears music for a few seconds before the call disconnects.

Q. Can I accept work calls while on a mobile voice call?

A. If you are not using Cisco Jabber for Android when you accept a mobile voice call, Cisco Jabber for Android automatically disconnects while you are on the mobile voice call. Internet calling is unavailable while you are on the active mobile voice call. After you end the mobile voice call, Cisco Jabber for Android automatically reconnects.

However, if you set up Mobile Connect for your work number, the system passes work calls to you using your mobile network number. You can then handle those calls as you would any other mobile voice call.

Q. What do I do if I get an incoming mobile voice call while on a Cisco Jabber for Android call?

A. If you are on a Cisco Jabber for Android call and you receive an incoming mobile voice call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call:

- **Accept:** Puts your active Cisco Jabber for Android call on hold. If you have a Cisco Jabber for Android call on hold and you are on a second Cisco Jabber for Android call when you accept the mobile voice call, the held call drops. You cannot toggle between the mobile voice call and the Cisco Jabber for Android call. You must end the mobile voice call before you can resume the Cisco Jabber for Android call. After you disconnect the mobile voice call, your device displays your Cisco Jabber for Android call again. Tap **Resume** to continue the call. Cisco Jabber for Android does not disconnect during the mobile voice call, so it can hold the Cisco Jabber for Android call and allow you to return to it after you end the mobile voice call.

  Tip   If the Cisco Jabber for Android call does not automatically appear, open Cisco Jabber for Android to access the call again.

- **Decline:** Ignores the incoming mobile voice call (sends the call to the associated mobile number voicemail, if set up) and returns you to the Cisco Jabber for Android call.

Contacts and Directory Search

Q. When I used the Cisco Jabber for Android setup wizard, I skipped the Directory screen. Can I still set up the application to search my directory?

A. Yes. If you did not previously set up your corporate directory using the setup wizard, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu > Settings**.

2 Under **Accounts**, tap **Directory**.

3 In the **Username** field, enter your username.

4 In the **Password** field, enter your password.

5 Tap **Connect**.

Q. How do I search my corporate directory?

A. To search the corporate directory, complete the following steps:

1 In Cisco Jabber for Android, tap the **Directory** tab, and then enter a name in the text box.

2 In the search results, tap a name to see the contact details.

Q. Why isn't directory search available?

A. Directory search is not available if either the directory server disconnected your device, or if the directory server is not reachable. If the problem persists, contact your system administrator.

Q. How do I create a contact?

A. To create a contact, complete the following steps:

1   Search your corporate directory using Cisco Jabber for Android.

2   In the search results, tap a name to see the contact details.

3   Tap **Add to Contacts**.

4   Make any changes and then tap **Save**. The contact appears in the standard Android Contacts list.

Q. Why did the directory search not show the person I looked for?

A. Cisco Jabber for Android limits the directory search results to 20 items. If your search is too broad, the application might not include your target in the results. Narrow your search by including more characters in your entry.

Q. Why do the pictures of my corporate directory contacts not appear?

A. Cisco Jabber for Android does not currently support downloading images from corporate directory search results. However, you can edit the contact information to add a photo locally.

Voicemail

- Basic Voicemail

- Visual Voicemail

Basic Voicemail

Q. How do I know if I have a voice message?

A. After you receive a new voice message, the **Voicemail** icon appears in the status bar. Swipe down the status bar to see the number of new Cisco Jabber for Android voice messages.

In addition, a new voice message notification appears on the Voicemail tab on the Cisco Jabber for Android home screen.

Q. How do I listen to my voice messages?

A. Swipe down the status bar and tap the voice message notification, or tap the **Voicemail** tab on the Cisco Jabber for Android home screen. Tap the **Call Voicemail** button to call your voicemail server and listen to your voice messages. After you listen to all your messages, Cisco Jabber for Android removes the notification from both the status bar and the Voicemail tab.

Visual Voicemail

Q. What's the difference between basic voicemail and visual voicemail?

A. The visual voicemail feature is an alternative to the basic voicemail service. With a basic voicemail service, you dial in to your voice mailbox and then respond to audio prompts. With visual voicemail, you use the screen on your device to work with your messages, rather than respond to audio prompts. You can see a list of your messages without having to dial in to your voice mailbox.

If your system administrator sets up visual voicemail, you can:

- Play or pause your messages
- If available, see a transcription of your messages
- Delete messages
- Call back the contact who sent the message

Q. How do I set up visual voicemail?

A. If you did not already set up visual voicemail using the setup wizard, complete the following steps:

1   In Cisco Jabber for Android, tap **Menu** > **Settings**.

2   Under **Accounts**, tap **Voicemail**.

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> **Note**   If your system administrator did not enable the visual voicemail feature, you do not see the Voicemail menu.

3   In the **Server Address** field, if the address is not already entered, enter the voicemail server address. If you do not already have this information, contact your system administrator.

4   (Optional) In the **Port** field, enter the voicemail server port.

5   In the **Username** field, if the username is not already entered, enter your voicemail username.

6   In the **Password** field, enter your voicemail password.

7   Tap **Verify**.

Q. How do I know if I have a visual voice message?

A. After you receive a new visual voice message, the **Voicemail** icon appears in the status bar. Swipe down the status bar to see the number of new Cisco Jabber for Android visual voice messages.

A new visual voice message notification also appears on the Voicemail tab on the Cisco Jabber for Android home screen.

Q. How do I listen to my visual voice messages?

A. Complete the following steps:

1   Do one of the following:

- Swipe down the status bar and tap the visual voice message notification.
- Tap the **Voicemail** tab on the Cisco Jabber for Android home screen.

On the Voice Messages screen, Cisco Jabber for Android displays the most recent messages at the top of the list.

Cisco Jabber for Android indicates unread messages with a green bar.

2   Within the message, do one of the following:

- Tap the **Play** button to play the message in the list view.

• Tap anywhere else to play the message in the detail view.

3 If prompted, tap **Call voicemail** to call the voicemail system.

Q. Can I listen to my visual voice messages even if I'm not connected to my office network?

A. Cisco Jabber must be connected to your office network (either directly or remotely using VPN) to receive new visual voice messages.

You can listen to your other saved visual voice messages even if you are not connected to your corporate network.

Q. Can I call the voicemail system directly?

A. Yes. In some cases, you may want to call the voicemail system directly instead of using the visual voicemail screens (for example, if a data network is not available and you want to use a traditional telephone user interface to check messages). To call the voicemail system directly, go to the Voice Messages screen, and then tap **Menu** > **Call Voicemail**.

Q. What is a secure visual voice message?

A. Secure visual voice messages are encrypted on your device. Your system administrator can set the voicemail system to secure all corporate visual voice messages. If your visual voice messages are secured, you cannot distribute them outside your corporate voicemail system. Also, your system administrator can specify whether Cisco Jabber for Android can download the messages.

Q. What do the icons in the Voice Messages and Voice Message Details screens mean?

A. The icons indicate the type of voice message.

Icon	Description
	Urgent message
	Secure message

Q. What do the buttons on the Voice Messages or Deleted Voice Messages screens do?

A. The buttons function as follows:

Button	Description
	Play: Tap this button to play the message.

Button	Description
	Pause: Tap this button to pause the message.
	Call back: Tap this button to call back the person who left the message.
	Speaker: Tap this button to use speakerphone.
	Delete: Tap this button to send the message to the Deleted Messages folder.
	Undelete: Tap this button to move a deleted message from the Deleted Messages folder back to your inbox.
	Read message: This button indicates that you have read the message. If you tap this button, the status of the message changes to unread.
	Unread message: This button indicates that you have not read the message. If you tap this button, the status of the message changes to read.

Q. How do I delete a visual voice message?

A. To delete a visual voice message, complete the following steps:

1   In Cisco Jabber for Android, from either the Voice Messages or Voice Message Details screen, tap **Delete** to send the messages to the Deleted Messages folder.

2   To view the contents of the Deleted Messages folder, tap **Menu** > **Deleted Messages**.

3   To permanently delete the messages in the Deleted Messages folder, tap **Menu** > **Empty Deleted Messages**.

4   Tap **OK**.

Q. I accidentally deleted a visual voice message. Can I restore it?

A. Yes. To restore a deleted message, complete the following steps:

1   In Cisco Jabber for Android, on the Voice Messages screen, tap **Menu**.

2   Tap **Deleted Messages**.

3   Tap and hold the message that you want to restore.

4   Tap **Undelete**.

Q. What ways can I communicate with my contacts from the Voice Messages screen?

A. You can communicate with contacts using any method that is set up in the native Android Contacts application (for example, email or instant messaging).

Tap the contact's picture to view the communication options for that contact.

Q.
I see the voicemail connection error icon ( ) in the status bar. How do I resolve the error?

A. Swipe down the status bar to view details about the error. For some error messages, you can tap the notification message to go to an associated screen or popup window to try to resolve the error.

Recents

Q. How do I view my recents for calls that I made using Cisco Jabber for Android?

A. The recents for all calls you made using Cisco Jabber for Android appear in the standard call log on your Android device. To view your recents, complete the following steps:

1   On the Android home screen, tap the **Phone** icon.

2   Tap the **Logs** tab.

Note The native Android call log does not store Caller ID information that is obtained from a remote location. Therefore, you can see the Caller ID information during a call, but only the number is stored in the native Android call log after the call ends.

You can add the contact to the native Android Contacts application to resolve the caller ID information.

Q. How do I know if I missed a call?

A. The device displays missed-call notifications in the status bar. Your Android device briefly displays the name and number of the caller. The Missed Call icon remains in the status bar until you open the standard call log on your Android device. To view details of a missed call, complete the following steps:

1 Swipe down the status bar to view details about the missed call.

2 Tap the missed-call notification to open the call log.

Feedback and Troubleshooting

Q. My system administrator requested that I send a problem report by email. How do I do that?

A. To send a problem report by email, complete the following steps.

Note The steps to send a problem report vary, depending on whether you completed the setup wizard for Cisco Jabber for Android.

If you did not complete the setup wizard:

On Begin Setup screen, tap **Menu** > **Help** > **Troubleshooting** > **Send Logs**.

If you already completed the setup wizard:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

Cisco recommends that you set up the Email application on the Android device.

2 Under **Help**, tap **Send Logs**.

3 Check the **Audio Engine Logs** check box.

4 Check the **Configuration Files** check box.

5 Tap **Send Logs**.

Your Email application launches with a new message that contains a repopulated subject line and attached log files.

6 Enter a description of the problem in the body of the email message and send it to your system administrator.

Q. How do I send general feedback about Cisco Jabber for Android?

A. To send general feedback about Cisco Jabber for Android, complete the following steps:

1 On the Cisco Jabber for Android home screen, tap **Menu** > **Feedback**.

2 Enter your feedback.

Q. I'm on company premises and I'm connected to the Wi-Fi, but I cannot get Cisco Jabber for Android to work. What could be wrong?

A. Check your Wi-Fi settings. If your status bar indicates that you are connected to a Wi-Fi network, verify that you are connected to the correct Wi-Fi network (that is, your *corporate* Wi-Fi network). To verify that you are connected to your corporate Wi-Fi network, open a browser and try to connect to an internal website.

If you are properly connected and you entered your account settings, Cisco Jabber for Android should automatically connect.

If Cisco Jabber still does not connect, verify your Wi-Fi settings using the following steps:

1 On the Android home screen, tap **Menu** > **Settings** > **Wireless and network** > **Wi-Fi settings**.

2 Verify that the access point that you are connected to has a green check mark beside it.

If not, tap the check box to add the green check mark.

Q. I'm using Android OS 4.0 and Cisco Jabber for Android won't connect to my calling system? Why not?

A. Due to a limitation of Android OS 4.0, 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.

Q.
I see the **Cisco Jabber for Android error** icon ( ) in the status bar. How do I resolve the error?

A. Swipe down the status bar to view details about the error. For some error messages, you can tap the notification message to go to an associated screen or popup window to try to resolve the error.

Q. I can't see my Cisco Jabber icon in the status bar when I'm connected. What could be wrong?

A. Due to a limitation of Android OS, this problem can occur if you use Cisco Jabber for Android with the Samsung Galaxy Nexus with Android OS 4.0.

To check your connection status, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under **Accounts**, check the connection status for the related feature.

• **Connected:** Feature is set up and connected properly.

• **Connecting:** Feature is currently making a connection attempt.

- **Disconnected:** Feature is set up but is not currently connected. For example, you see this connection status if the corporate Wi-Fi network is not properly connected or the server is down.

- **Error:** Feature is not currently set up or connected. For example, you see an error if you enter an incorrect password.

Q. Cisco Jabber for Android does not ring when I have an incoming call, and the option to make a call using Cisco Jabber is disabled or unavailable. What's wrong?

A. Cisco Jabber for Android must be registered to the server and running on your Android device to receive incoming calls. Verify the following:

- The device is connected to your corporate Wi-Fi.

  Verify your Wi-Fi settings to make sure you are still connected to your corporate Wi-Fi network.

- The device is connected to a preferred Wi-Fi network.

  Verify your Custom Wi-Fi Networks settings to make sure you enable the Wi-Fi to which you want to connect. On the Cisco Jabber for Android home screen, tap **Menu** > **Settings**. Under **General**, tap **Wi-Fi Networks** > **Custom Wi-Fi Networks**. Ensure that you check the desired Wi-Fi network check box to enable Cisco Jabber for Android to register to the network.

Q. Cisco Jabber for Android shut down unexpectedly. What do I do?

A. Restart the Cisco Jabber for Android application. You do not need to enter your setup information again. If the problem persists, contact your system administrator.

Q. I was already on a Cisco Jabber for Android call when I accepted a mobile voice call. After I ended the mobile voice call, I received a "Call failed" error for my Cisco Jabber for Android call. Why?

A. Due to a limitation on certain mobile carriers, while Cisco Jabber for Android is connected to a VPN, you may not be able to resume a Cisco Jabber for Android call after you accept an incoming mobile voice call and then end it quickly.

Q. During a call, I received a message that the call failed. After I tap OK on the message, the call log appears. Can I continue my call?

A. Calls sometimes drop if:

- **The device disconnects from the Wi-Fi.**

  Look for the black **Cisco Jabber** icon ( ) in the status bar to verify that Cisco Jabber for Android is registered and available. Then, tap the call in the standard call log on your Android device to redial.

- **The application must preregister.**

  If your system administrator makes changes to your setup, the application preregisters twice (once, and again 30 seconds later).

  Look for the black **Cisco Jabber** icon ( ) in the status bar to verify that Cisco Jabber for Android is registered and available. Then, tap the call in the standard call log on your Android device to redial.

- **There is a codec mismatch.**

  Codec mismatches occur if your system does not already handle codec mismatches, and some but not all the devices in a call use low bandwidth mode. For example:

◦ You make a call to, or receive a call from a device that does not support the low bandwidth codec (G.729a or G.729b). In both cases, the call is immediately disconnected.

◦ You initiate a conference call with low bandwidth mode turned on, but the device of another person on the conference call does not support the same low bandwidth codec (G.729a or G.729b). You or the other person may be immediately disconnected from the conference call.

To resolve these issues, turn off low bandwidth mode and then retry. In Cisco Jabber for Android, tap **Menu** > **Settings**. Under **General**, turn off **Use low bandwidth mode**.

Q. I turned on low bandwidth mode, but now I can't hear any audio on my calls. Why not?

A. To use low bandwidth mode, one of the following must be true:

• Your system is set up to handle calls between devices that use different codecs

• Both your device and the device of the person you are calling support the same low bandwidth codec (G.729a or G.729b)

If these conditions are not met, you may not be able to hear audio. To verify your system setup, contact your system administrator.

Q. I was on a call and the person I called could not hear my audio for a few seconds. What could be wrong?

A. This problem can occur when you are roaming between access points within your corporate Wi-Fi network. Audio should return to normal within a few seconds.

Q. I tried to move my Cisco Jabber for Android call to my mobile voice network, but the "Use mobile network" option was not available. Why not?

A. The option to move your Cisco Jabber for Android call to your mobile voice network is not available if you are connected to your corporate network using VPN over either your mobile data network or a noncorporate Wi-Fi network.

Q. When I received a Cisco Jabber for Android call, I saw the person's caller ID, but now I can't see the caller ID in my recents list. Why not?

A. The native Android call log does not store Caller ID information that is obtained from a remote location. Therefore, you can see the Caller ID information during a call, but only the number is stored in the native Android call log after the call ends.

Tip You can add the contact to the native Android Contacts application to resolve the caller ID information.

Q. Can I install Cisco Jabber for Android on the SD card of my device?

A. Cisco does not support the installation of Cisco Jabber for Android on a Secure Digital (SD) card. Cisco Jabber for Android must always run in the background to work properly. The Android OS terminates applications that you installed on the SD card when the SD card is mounted as a disk drive.

Q. I'm trying to install Cisco Jabber for Android Release 9.0, but it won't install. Why not?

A. You must uninstall any previous versions from your device before you run Cisco Jabber for Android Release 9.0.

Q. With my previous version of Cisco Jabber for Android, I used secure connect to connect to my corporate network from a remote location, but now I can't see that feature. Can I still use Cisco Jabber for Android from a remote location?

A. Yes, you can still use Cisco Jabber for Android when you are away from your corporate Wi-Fi network if your administrator set up your system to use VPN. For more information, contact your administrator.

Q. With my previous version of Cisco Jabber for Android, I used secure connect to connect to my corporate network from a remote location, but now my administrator asked me to use a VPN client. Does Cisco Jabber for Android work differently with a VPN client than it did with secure connect?

A. Both secure connect and VPN allow you use Cisco Jabber for Android when you are outside of your corporate network. However, VPN clients differ from secure connect as follows:

- VPN clients secure your whole device as opposed to the Cisco Jabber for Android application only.

- VPN clients do not maintain active calls if you transition between your mobile data network and your corporate Wi-Fi network. Instead, you must either end your call or transfer it to your mobile voice network before you transition between networks.

- VPN clients re-register more frequently when you transition between networks.

Q. I'm using a noncorporate Wi-Fi network, but I can't get Cisco Jabber for Android to connect to my corporate network. What could be wrong?

A. To resolve your connection issue, try one of the following:

- Check whether you are connected through VPN.

  When you are away from the office, you can use a Wi-Fi or mobile data network, but you also must use a VPN connection to your corporate network. You must set up this VPN connection before you use Cisco Jabber for Android. Contact your system administrator if you need assistance.

- Verify that you turned on the **Use non-corporate Wi-Fi** setting.

  In Cisco Jabber for Android, tap **Menu** > **Settings**.

  Under General, verify that you turned on **Use non-corporate Wi-Fi** to enable your VPN to automatically connect to your corporate network when you are connected to a noncorporate Wi-Fi network.

Q. My battery seems to drain faster when I use Cisco Jabber for Android. What could cause this?

A. Like other Android applications, Cisco Jabber for Android consumes more power when used with a mobile data network.

In addition, some settings can cause high battery drain while Cisco Jabber for Android is idle. To reduce battery drain, update your selected Custom Wi-Fi Networks. When Cisco Jabber for Android is running in the background, it maintains a connection to the server. If this connection is lost, it continually tries to reconnect, which uses more power. To prevent this power drain, you can set Cisco Jabber for Android to reconnect only when your device is connected to specific Wi-Fi networks (other than the networks that your system administrator presets, which you cannot change). Open Cisco Jabber for Android and tap **Menu** > **Settings**. Under **General**, tap **Wi-Fi Networks** > **Custom Wi-Fi Networks**.

Q. When I use Cisco Jabber for Android to participate in a Cisco WebEx conference, I have a hard time hearing participants and they have a hard time hearing me. What do I do?

A. Tap **Hold**, and then tap **Resume**.

Q. When I'm using VPN and my phone rings, the phone stops ringing before I can answer it. What can I do?

A. Contact your system administrator to verify that the SIP dual-mode alert timer is set to the recommended value. Your administrator can set the SIP dual-mode alert timer value to extend the length of time that the systems rings the mobile phone.

Q. I'm remotely connected to my corporate network and my phone rings, I answer the call but I can't hear audio and the caller gets sent to my voicemail. What could be the problem?

A. If you answer an incoming call when you are remotely connected to your corporate network, the Accept signal sometimes cannot reach the corporate calling system because of network delays. As a result, the corporate calling system sends the call to voicemail. This problem occurs if the network does not communicate the acceptance to the calling server on time. For best results, connect to a better quality Wi-Fi or mobile data network.

Q. During setup, Cisco Jabber for Android prompted me for SIP Digest Authentication credentials, but my system administrator didn't give me that information. I entered some text and the application accepted it. Is my device authenticated properly?

A. No. Contact your system administrator to verify that SIP Digest Authentication is set up properly on the system.

Q. I can't download my voice messages using visual voicemail. Can I call the voicemail system directly?

A. Yes. From the Voice Messages screen, tap **Menu** > **Call Voicemail**.

Q. I see a notification that my voicemail credentials are not valid but I entered the correct username and password. What could cause this?

A. You may see this message if your voicemail account is locked. Your voicemail account may be locked for either of the following reasons:

- Your voicemail administrator locks your account.

- The voicemail system locks your account after too many failed login attempts.

To resolve a locked voicemail account, contact your voicemail administrator.

Q. I see a notification that I lost the connection to my voicemail server because of expired or invalid credentials, but I can't change my password. What can I do?

A. You cannot change your voicemail password in Cisco Jabber for Android. To resolve this issue, go to the Cisco Personal Communications Assistant (PCA) to change your password. To access your Cisco PCA, go to http://<*Cisco Unity Connection server*>/ciscopca.

Q. I was on the Deleted Voice Messages screen and after I declined an incoming call I did not see any more incoming calls. Why not?

A. This is a known issue. To resolve this issue, tap the **Search** tab or place a Cisco Jabber for Android call.

Q. When I call certain numbers, the calls immediately drop. What could be wrong?

A. Check your settings to see if low bandwidth mode is turned on. Calls sometimes drop if the system is not set up to handle codec mismatches and the device used by the person you called does not support the same low bandwidth codec (G.729a or G.729b). To resolve this issue, turn off low bandwidth mode and then retry.

To turn off low bandwidth mode, complete the following steps:

1 In Cisco Jabber for Android, tap **Menu** > **Settings**.

2 Under **General**, turn off **Use low bandwidth mode**.

Q. Sometimes my directory search is slow or it doesn't work at all. What could be the problem?

A. If you use a 3G mobile data network to remotely connect to your corporate network, network delays can cause issues with directory searches. For best results, you must connect to a better quality Wi-Fi or mobile data network.

Q. When I check my call log, calls that I received in Cisco Jabber for Android don't display correctly. What could be wrong?

A. If you receive a call from someone who is not already in your contact list, the Android operating system uses a default format to display the call log entry. After the operating system applies the default format to the Cisco Jabber for Android phone numbers, some phone numbers do not display correctly in the call logs. For example, the call log displays a call received from John Doe at 8-555-1234 as an Unknown caller at 855-512-34.

To resolve this issue, you can add new contacts to your contact list with the correct formatting. The call log recognizes phone numbers in your contact list and displays them using the formatting that you apply to the contact list entry.