CUNY Jabber Install Guide for Android Mobile

Jabber is a softphone which extends your CUNY office phone number to a compatible device.

Requirements:
A participating hardware platform. This guide is for Android systems.
Participating sites: Any CUNY site served by the Central Office Cisco Phone system.
A "login.cuny.edu" credential.

1)	Contact your local Service Desk to request an Android Jabber account. Please specify if this is for a phone or tablet.

2)	It is recommended that your Android device is registered to a wireless network.

3)	Using your Android, visit the Play Store to Search for and Install "Cisco Jabber". Don't open the app yet.

4)	Open this html document on your Android Device (usually the Chrome browser)

5)	Click the following hyperlink to Update Domain Settings. Jabber will launch.

6)	Swipe left several times to read a brief tutorial. Press "Get Started" and answer some questions:

7)	Importing Contacts is optional. **Record audio – Allow. Make and manage phone calls – Allow.** Access photos media and files (storage) – optional. **Battery usage – "Allow" is required to receive calls.**

8)	Login to your CUNY Jabber account using Firstname.LastnameXX@login.cuny.edu

9)	You will be prompted whether to use Biometric Authentication – optional.

10)	Press the Calls icon and make a test call. On your first call you will be asked to allow/deny the camera.