

Jabber Quick Start: Personal or Unity Health smartphones

Updated: June 2020

To set up your smartphone with Jabber please open a ticket with the helpdesk

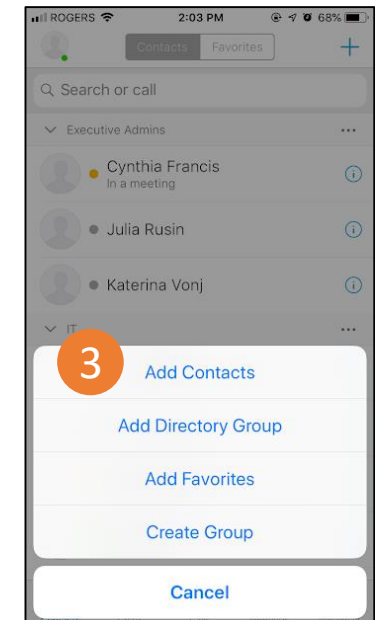
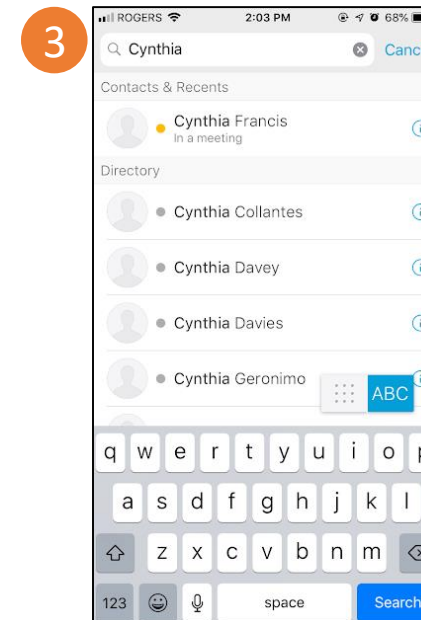
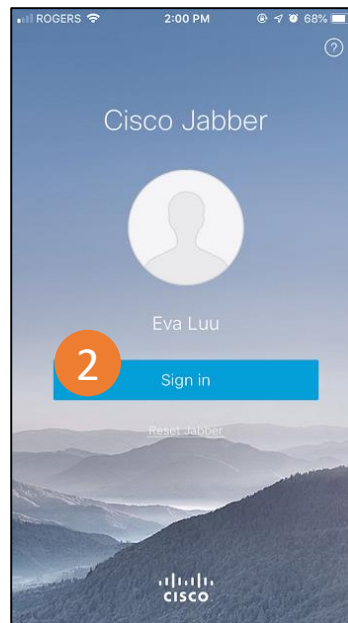
	SJHC	SMH	PHC
Extension	x 3805	x 5751	x 3000
Email	helpdesk@stjoestoronto.ca	helpdesk@smh.ca	helpdesk@providence.on.ca

How to download, sign in and add contacts

1. Go to the App Store (Apple) or Google Play Store (Android) and search for Cisco Jabber and download

2. Sign-in using your SMH username followed by @smh.ca and password (e.g. username@smh.ca). SJHC and PHC will be provided with a unique user ID

3. Add contacts by searching for individuals and adding them to your contact list



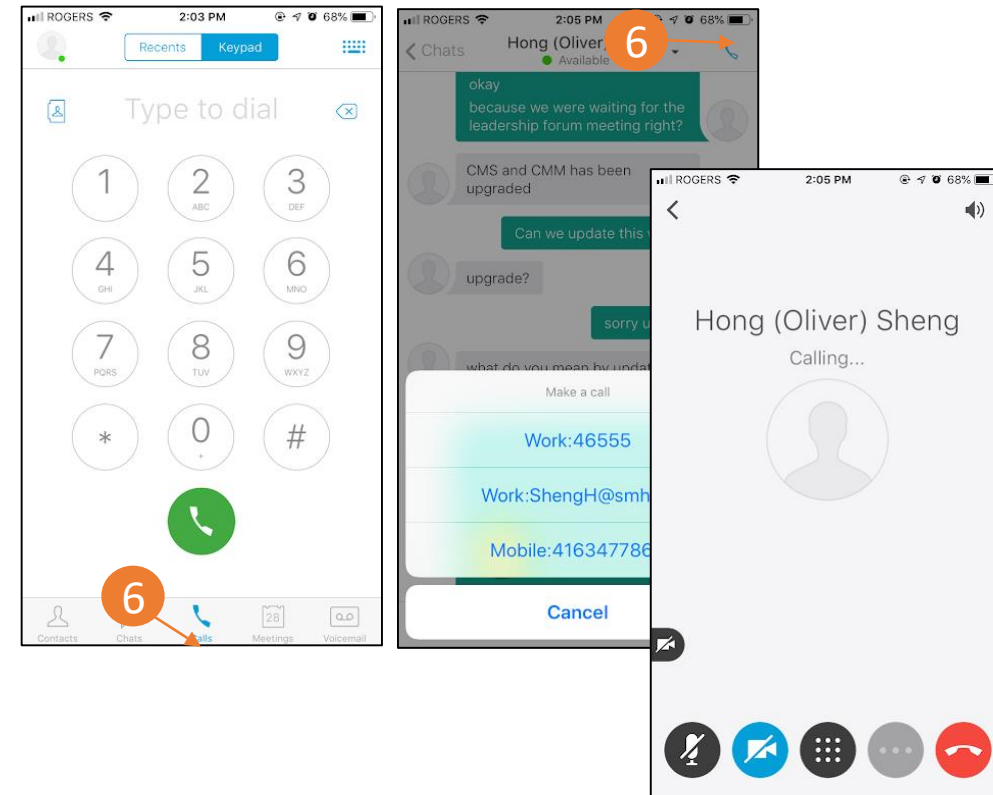
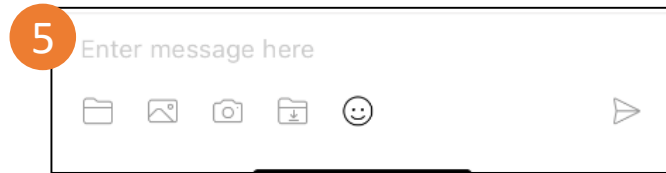
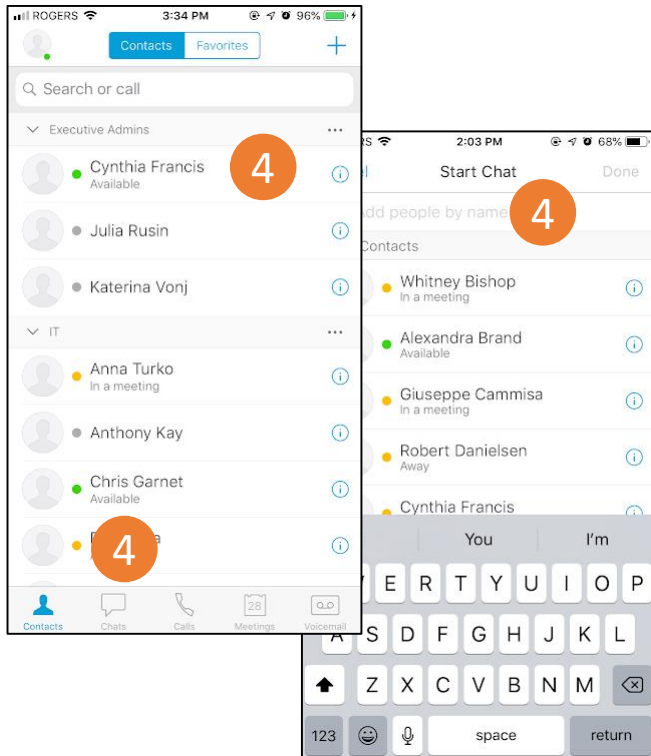
****NOTE**:** The Jabber application must be **open and running in the background** in order to receive calls and messages

Messaging, calling and screen sharing

4. To chat, click the name of an individual in your contact list, or click the chat icon and search for an individual

5. Within chats, there will be icons at the bottom allowing to share photos, files, video, or add participants

6. To call, click the icon and enter a number or extension
You can also start a call from a chat by clicking the icon at the top right



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Voicemail

7. Voicemail messages will show beside the voicemail icon. Tap the icon to show message information

8. To listen to the message, tap the message and the Play icon

9. To call back or for more options (delete, forward), click "Call Back" or "More"

