What is Jabber for the iPad?

Cisco Jabber Video for TelePresence is a videoconferencing tool that allows individuals at multiple locations to interact or share applications via simultaneous video and audio transmissions. This brings enhanced benefits to collaboration between you and others at Tufts, as well as with others outside the Tufts community. With Jabber for the iPad, you can now use the strength of Jabber videoconferencing from the convenience of your iPad device.

Note: Before using Cisco Jabber for the iPad, you must first request a Cisco Jabber account from the TTS Technology Support Center at it@tufts.edu or 617-627-3376.

Installing Jabber for the iPad

To install Jabber for the iPad, you must first obtain the application from the App Store. To install, complete the following steps:
1. From the iPad home screen, tap App Store.
2. Search for “Cisco Jabber for iPad”. From the result list, tap onto the app.
3. Tap Free.
5. You will now be prompted for your Apple ID and Password. Enter both your Apple ID and password, and then tap Ok.

Next you will need to setup Jabber on your iPad. To do so, complete the following steps:
1. From the Home Screen, locate the Jabber app and tap it to open.
2. From the Jabber for iPad welcome screen, enter your Tufts email address, and tap Continue.
3. After entering your email address and clicking confirm, the account verification screen opens. To begin the process of verifying your account, tap TelePresence Video Communication Server.
4. You are now asked to enter additional account and server settings, as follows:
   a. Username – Enter your Tufts Username (e.g. jsmith01).
   b. Password – Enter your Tufts Password.
   c. Internal Server Address – this should be set to uit-vcsc.uit.tufts.edu.
   d. External Server Address – this should be set to uit-vcse.uit.tufts.edu.
   e. SIP Domain Address – this should be set to tufts.edu.
   f. Remember My Password – Leave this option on.
   g. Tap Sign In.
Calling Another Jabber User

You can call other Jabber users at Tufts using the built-in directory. To call another Jabber user, complete the following steps:

1. To start, tap TelePresence Directory.
2. Next, enter either the first or last name of your desired contact. The directory will display matching results.
3. When you have located the desired account, tap onto it.
4. To call the selected contact, tap Call.
   a. Note: To save this person to your personal Contacts, tap Add Contact. This person will be added to My Contacts, located next to the TelePresence Directory tab.

Available Options While on a Call

While you are on a call with another Jabber user, you have access to the following:

- Mute – tap mute to mute your microphone
- Keypad – tap this option to display the keypad
- Hold – tap this option to place your call on Hold
- End – tap End to hang up

You also have the option of changing the orientation of your camera or disable it completely.

Making a Call to a Videoconference Room

To make a direct call to a videoconference enabled room on the Tufts campus, complete the following steps:

1. To start, tap the TelePresence Directory.
2. Enter the name of the room (e.g. Tab 200C).
3. Tap Call.

Dialing Into a Conference Call

To dial into a conference call, complete the following steps:

1. Tap the Dial Pad icon in the upper right corner.
2. Tap the ABC icon to enable the keyboard (circled below).
3. Enter the number of the conference.
4. Tap Call.

Support

For critical problems that have an immediate impact on important University business, contact the TTS Technology Support Center at it@tufts.edu. For all other issues, please use the table below to contact your local support organization.

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<tr>
<th>Location</th>
<th>Email Address</th>
<th>Phone Number</th>
</tr>
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<tr>
<td>Boston</td>
<td><a href="mailto:emc@tufts.edu">emc@tufts.edu</a> or 617-636-0931</td>
<td></td>
</tr>
<tr>
<td>Grafton</td>
<td><a href="mailto:itshelpdesk@tufts.edu">itshelpdesk@tufts.edu</a> or 508-839-8777</td>
<td></td>
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<tr>
<td>Medford</td>
<td><a href="mailto:it@tufts.edu">it@tufts.edu</a> or 617-627-3376</td>
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