

Set Up Automatic Answering for Cisco Jabber for iPhone and iPad

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Overview

This guide shows you how to set up Cisco Jabber for iPhone and iPad to automatically answer incoming Jabber calls with voice and video turned on. Ordinarily, users need to tap a button to accept incoming calls. Automatic answering removes this requirement, which allows callers to start video calls with users who are unable to use the app by themselves.

Jabber's automatic answering feature uses Guided Access, an accessibility feature in iOS that limits a device to a single app. When configured correctly in a Guided Access session, Jabber can automatically answer incoming video calls, even from the lock screen.

Automatic answering works best when Apple Push Notifications are enabled. For information on how to turn on push notifications, see the guide [Feature Configuration for Cisco Jabber](#).

To set up automatic answering, you will need to complete these tasks:

- Add the AutoAnswerForGuidedAccess Configuration Parameter
- Turn on Guided Access
- Start a Guided Access Session with Jabber
- Turn On Automatic Answering

Add the AutoAnswerForGuidedAccess Configuration Parameter

You need to add the AutoAnswerForGuidedAccess parameter to the client configuration file. This parameter adds the **Auto Answer** toggle in the client settings.

Procedure

Add the AutoAnswerForGuidedAccess parameter to the jabber-config.xml file with a value of *true*. If you use the Unified CM Administration interface to configure Jabber, you may need to add the AutoAnswerForGuidedAccess parameter as a custom parameter.

Example:

```
<AutoAnswerForGuidedAccess>true</AutoAnswerForGuidedAccess>
```

Turn On Guided Access

Guided Access limits your iPhone or iPad to work with only one app. You need to turn on Guided Access before you can start a Guided Access session with Cisco Jabber.

Procedure

- Step 1** Go to **Settings > Accessibility > Guided Access**, and toggle **Guided Access** to on.
 - Step 2** Tap **Passcode Settings**, and then select **Set Guided Access Passcode**.
 - Step 3** Enter a passcode for your Guided Access sessions, and then re-enter the passcode to confirm.
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Start a Guided Access Session with Cisco Jabber

With Guided Access enabled, you can now start a Guided Access session with Cisco Jabber.

Procedure

- Step 1** Open the Cisco Jabber app.
 - Step 2** On devices without a home button, triple-click the side button. On devices with a home button, triple-click the home button.
 - Step 3** Tap **Start** to begin the Guided Access session.
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Turn on Automatic Answering

You can turn on automatic answering in Jabber if you're in an active Guided Access session.



- Note** Jabber needs to have connected at least one phone call before automatic answering can work correctly. If you're on a fresh installation of the Jabber app, make a phone call before you turn on automatic answering.
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Procedure

- Step 1** Tap your profile picture, and then go to **Settings > Call Option**.
 - Step 2** Toggle **Auto Answer** to on.
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