1. Open your profile by tapping on the circle with your initials

2. Select settings.
3. Scroll down and select Problem reporting

4. Select Send Problem Report
5. **Select Phone Service Connectivity**

![Problem reporting screen](image)

- Select problem type
  - Crash
  - Sign In/Sign Out Using Single Sign-on
  - Sign in or out
  - Instant Message and Presence
  - Phone Service Connectivity
  - Audio/Video Calling
  - Voicemail
  - Contact
  - Meetings
  - User interface improvements
  - Others

6. **Tap on the blue triangle**

![Problem reporting screen](image)

- Enter your problem description below:

  0 / 200

- Select screenshots to send
7. Select an email app to send the report. Gmail is used in this example.

8. Replace jabberfeedback@cisco.com with the email address provided by support and tap on the blue arrow.

9. Your report has now been submitted.