Cisco Jabber User Guide

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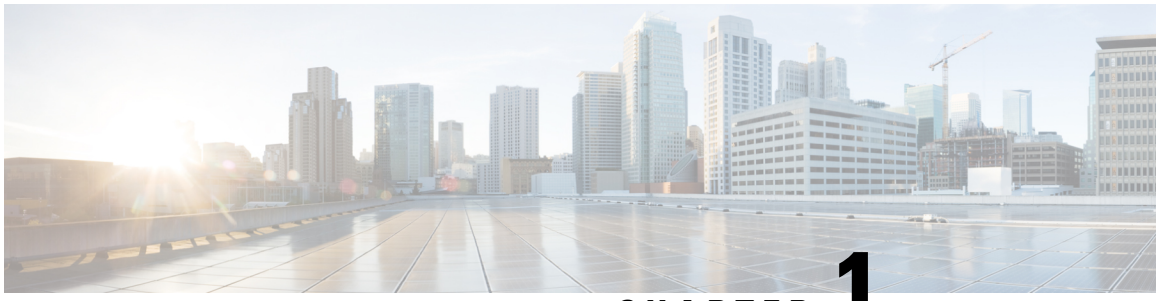

CHAPTER 1

Getting Started

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- Jabber Setup, on page 1
- Jabber User Interface, on page 4
- Jabber Basics, on page 29
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Welcome to Cisco Jabber

Cisco Jabber is an all-in-one communications tool for businesses. You use it to send instant messages, make phone calls, join meetings, and manage your contacts.

There are versions of the Jabber app for these devices:

- Windows computers
- Mac computers
- iPhone and iPad
- Android devices

Jabber Setup

Use this section to set up Jabber on your device.

Download and Install

Contact your system administrator for instructions on how to download and install Cisco Jabber for Windows or Cisco Jabber for Mac. You can get the mobile versions directly from Google Play or the App Store.

Desktop

Your system administrator controls how Jabber is installed on your computer. Administrators often customize installation files to make it easier for you to connect to services in your network.

To install, reinstall, or upgrade Jabber, ask your administrator for help.

Mobile

Download Cisco Jabber directly from the App Store or Google Play.

Sign In and Connection

How you sign in to Jabber depends on how your organization authenticates users. Your calling, messaging, meetings, and other services connect automatically. If you run into difficulties, contact your system administrator who knows the specifics of how your organization set up Jabber.

When you sign in to Jabber, your organization's system authenticates your username and password. Jabber then automatically connects all your services.

There are many ways to do that authentication. Your organization chooses how Jabber gets authentication information. So, how you sign in differs based on factors like:

- The type of device that you use
- Your method of connecting to your organization's network (on-premises, VPN, MRA)
- The type of authentication that your organization (simple accounts, single sign-on with your organization account, multifactor authentication)

What you see on the sign-in screen and the steps that you follow changes accordingly.

If you run into an issue, talk to your system administrator. Your administrator might add a custom link to the Jabber sign-in screen to report issues. Otherwise, go through your standard channels to report your issue.

Sign In with Fingerprint or Face Recognition

Step 1 When you sign in with a password for the first time, Jabber will ask whether you'd like to use fingerprint or face recognition. Tap **Yes** to make this your default sign-in option.

Step 2 The next time you start Jabber, follow your device's instructions to sign in with fingerprint or face recognition. If it doesn't work after three tries, you'll be asked to enter your password.

Tip You can stop Jabber from using fingerprint or face recognition. Tap your profile picture, and then go to **Settings** > **Privacy**.

Certificate Validation in Cisco Jabber for Android

When you set up and use Cisco Jabber, you may be prompted to validate your server certificates to connect to your services.

Depending on your account setup, you may need to verify server certificates for the following services:

- Instant Messaging
- Phone Services
- Voicemail
- Directory
- Expressway Mobile and Remote Access
- SSO IdP certification for SSO deployments

Note Depending on how your administrator sets up the servers, you may have to validate multiple certificates for IM and phone services.

If you decline a certificate, the following occurs:

Instant Messaging
You cannot sign in to Cisco Jabber.

Phone Services

- An invalid certificate notification will be shown.
- If the system has only one server, you cannot sign in to Cisco Jabber.
- If the system has two servers and you decline one certificate, you can accept the second certificate and sign in to that particular server.
- You cannot sign in to Cisco Jabber.

Voicemail

- An invalid certificate notification will be shown.
- You can sign in to Cisco Jabber but you cannot access the Voicemail service. You must sign out of Cisco Jabber and then sign back in to view the certificate validation message again.

Jabber for Windows Uninstall

You uninstall Jabber for Windows differently, based on your version of Windows.

Uninstall Jabber for Windows 7

Step 1 Go to **Start** > **Control Panel**.
Step 2 Double-click the **Uninstall a program** link or double-click the **Programs and Features** icon.
Step 3 Right-click on **Cisco Jabber**, and select **Uninstall**.
Step 4 When prompted to confirm the uninstall, click the **Yes** button.

Step 5 Click the **OK** button.

Uninstall Jabber in Windows 11

Step 1 In the **Type here to search** field on the taskbar, type **Programs**.
Step 2 Click the **Apps & Features** entry or press **Enter**.
Step 3 Click on **Cisco Jabber**, then select **Uninstall**.
Step 4 When prompted to confirm the uninstall, click **Uninstall**.
Step 5 Click the **OK** button.

What to do next

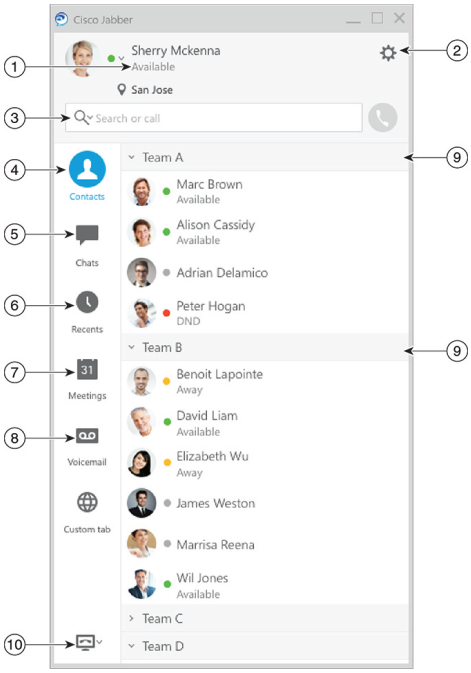
After uninstalling Cisco Jabber, there may be some Jabber files and folders in the **HKEY_CLASSES_ROOT\Installer\Products** registry key, and these files and folders will need to be deleted manually.

Jabber User Interface

Use Cisco Jabber to work with colleagues whether you're in the same office or spread out globally. You can message and call people. You can set your status and see your coworkers' statuses, search for people, manage your phone calls, check your upcoming meeting information, and lots more.

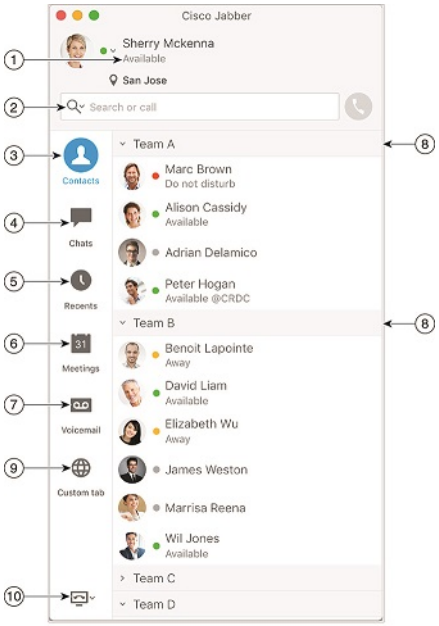
Note This section might include features or controls that are not available in the deployment of Cisco Jabber that you're using.

Windows Layout



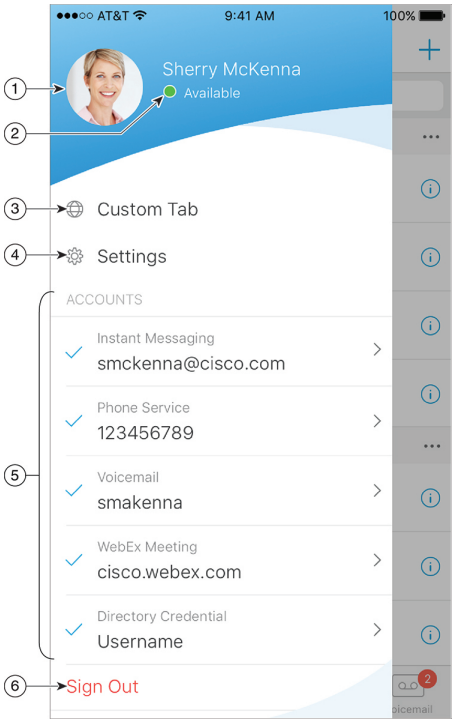
1. Your status	6. Recent calls
2. Menu	7. Meetings
3. Search or call bar	8. Voicemail
4. Contacts	9. Custom groups
5. Chats	10. Phone controls

Mac Layout



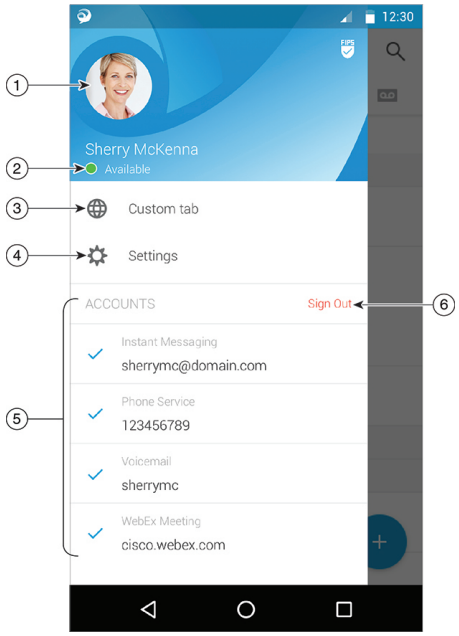
1. Your status	6. Meetings
2. Search or call bar	7. Voicemail
3. Contacts	8. Custom groups
4. Chats	9. Custom tabs
5. Recent calls	10. Phone controls

iPhone and iPad Layout



1. Your profile
2. Status
3. Custom tabs
4. Settings
5. Accounts
6. Sign out

Android Layout



1. Your profile
2. Status
3. Custom tabs
4. Settings
5. Accounts
6. Sign out

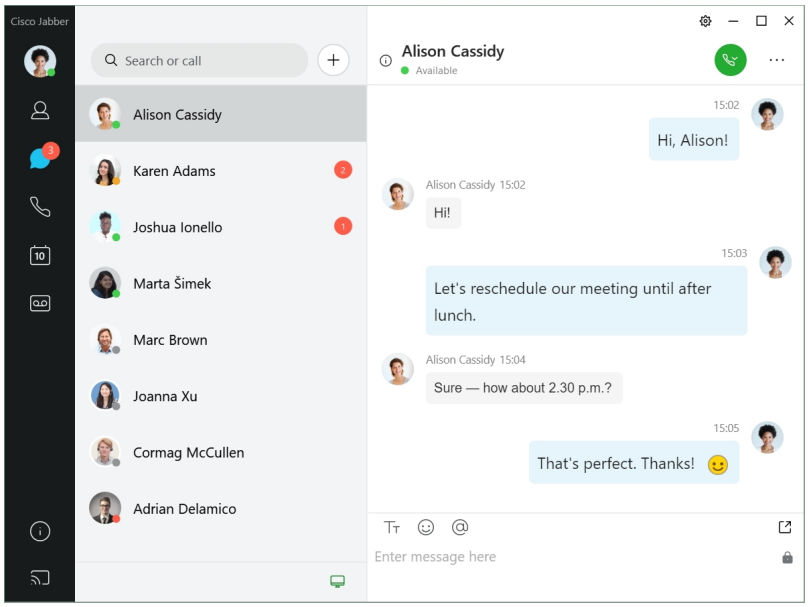
Jabber Interface by Release

Each major Jabber release has differences in the interface. The following sections describe the interface for each release.

14.0–14.1

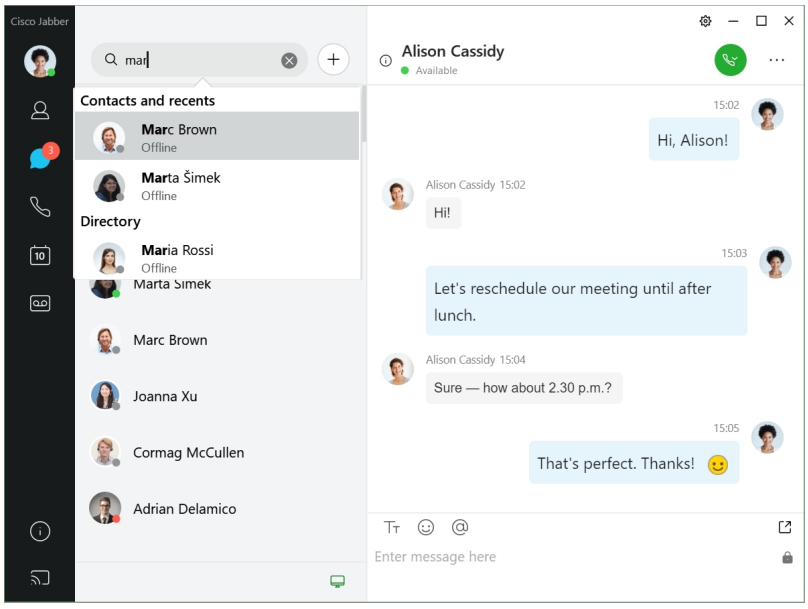
Getting around Cisco Jabber

Cisco Jabber is intuitive and easy to navigate.



Send and Receive Messages

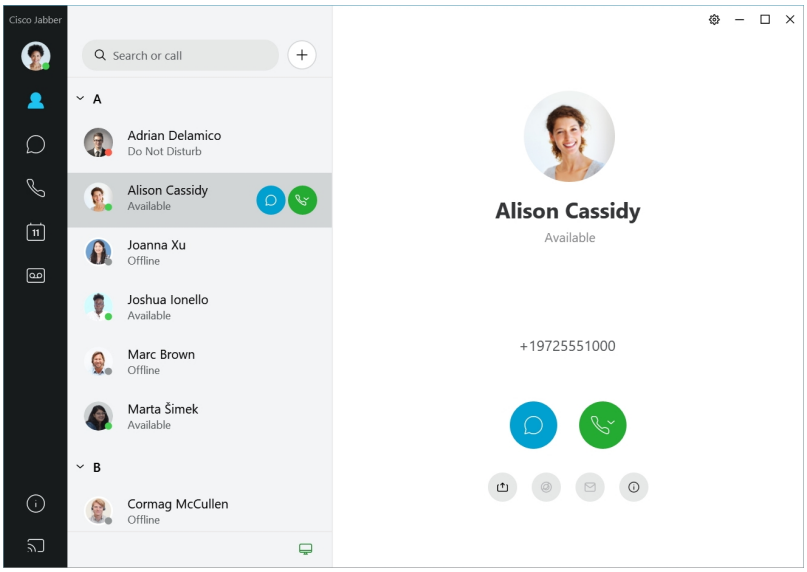
Send a message to a person—Enter the name in the search bar and select the person from the list of contacts.



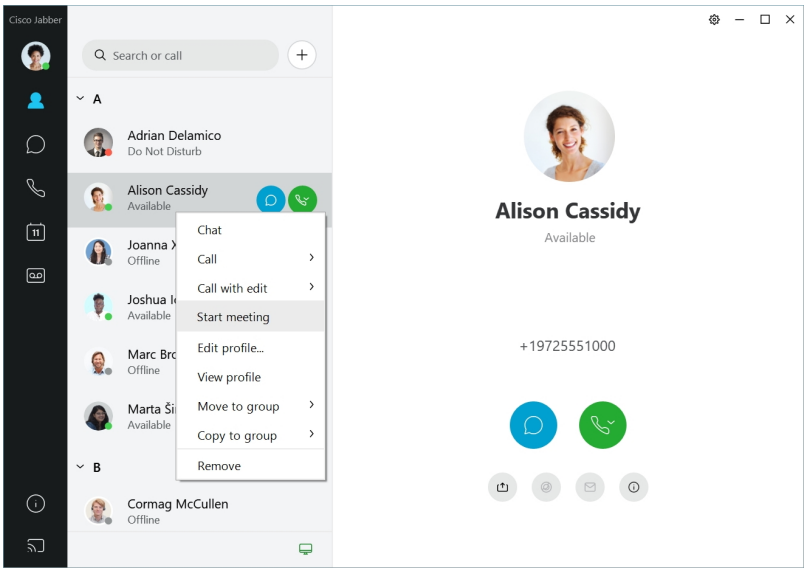
You can change the fonts and color, send a screen capture,send a file, mention a user, or add an emoticon to your message.

You can call and meet others using Cisco Jabber, right from your Cisco Jabber app

Call a person—Simply select the **Call** icon from an active conversation window or from your contacts list.



Schedule a Meeting—It's easy to create meeting spaces if you want to talk or meet with several people.Simply select the contacts you want to add to your meeting, right-click and select **Start meeting**.



12.7–12.9

Getting around Cisco Jabber

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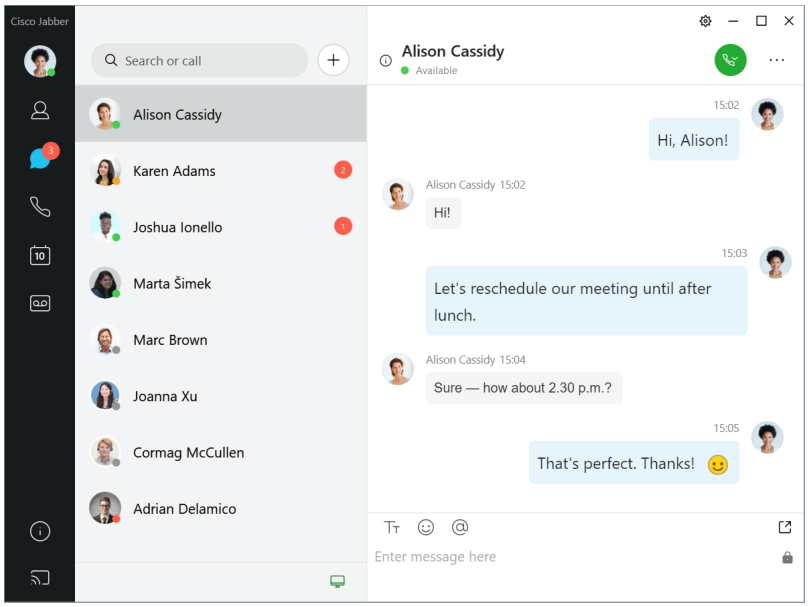

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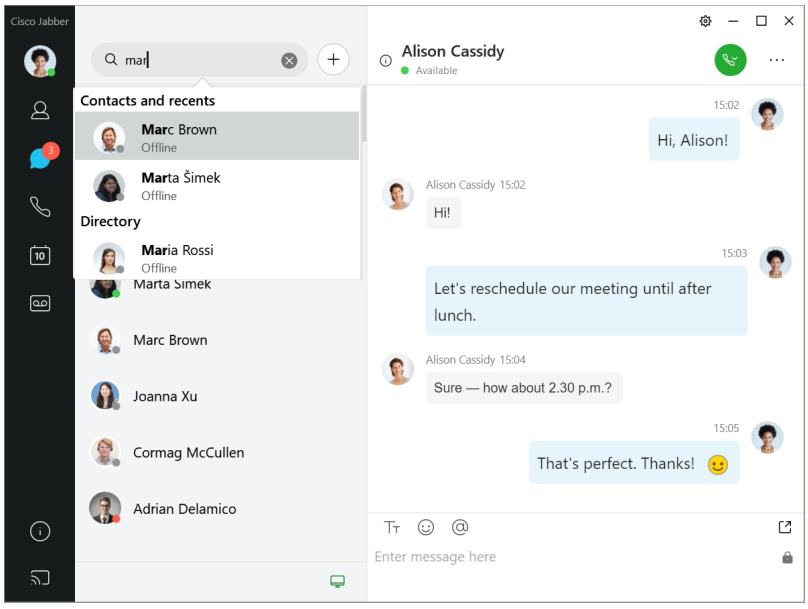

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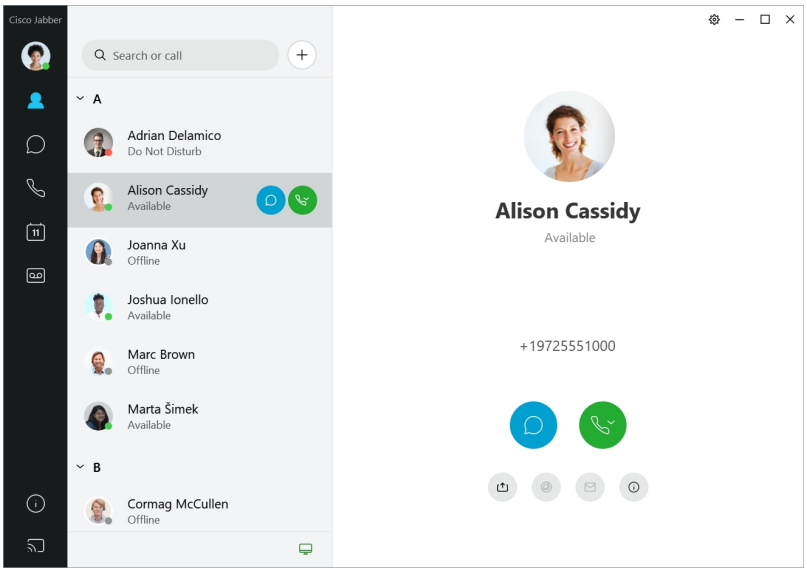

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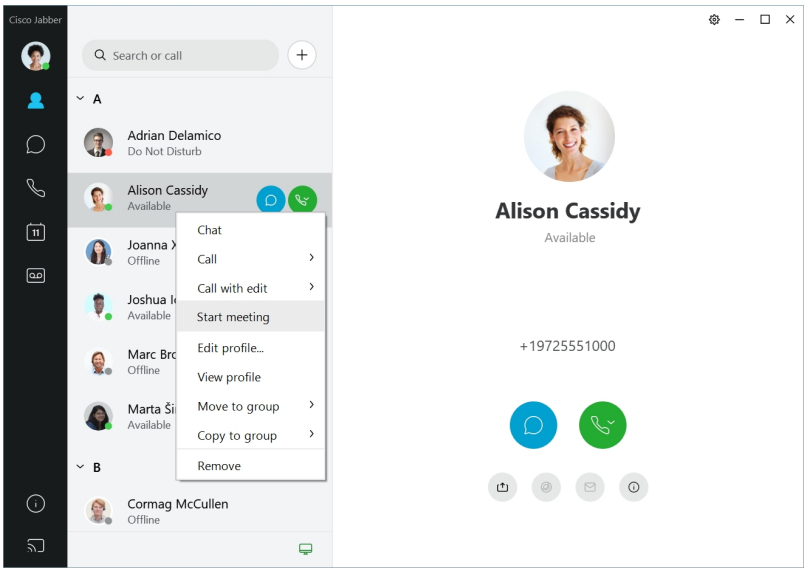

12.6

Getting around Cisco Jabber

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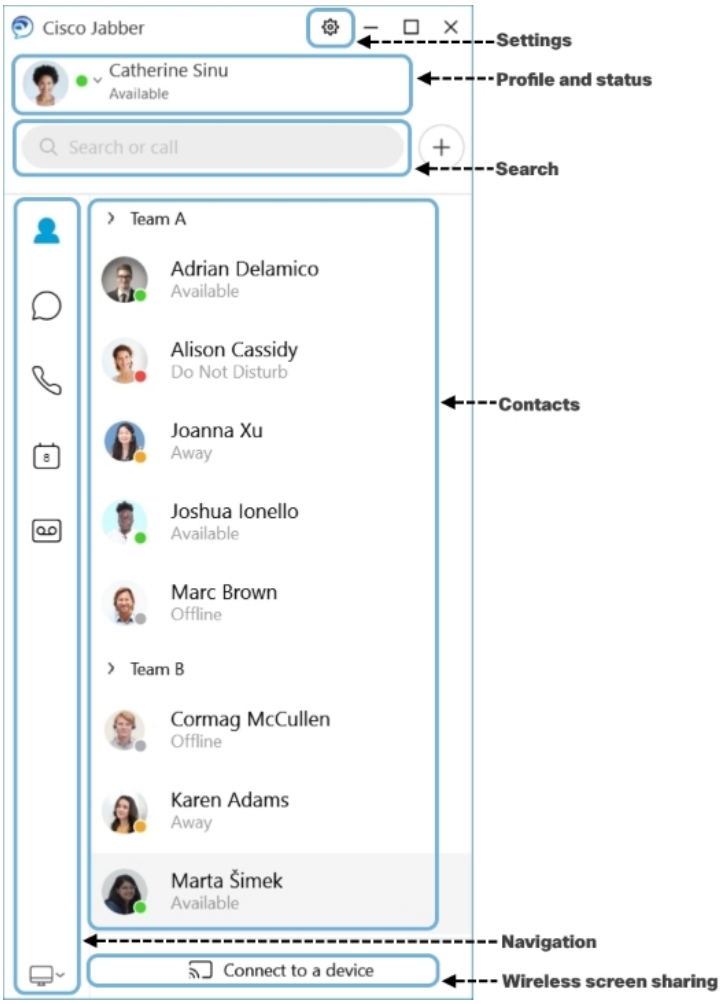

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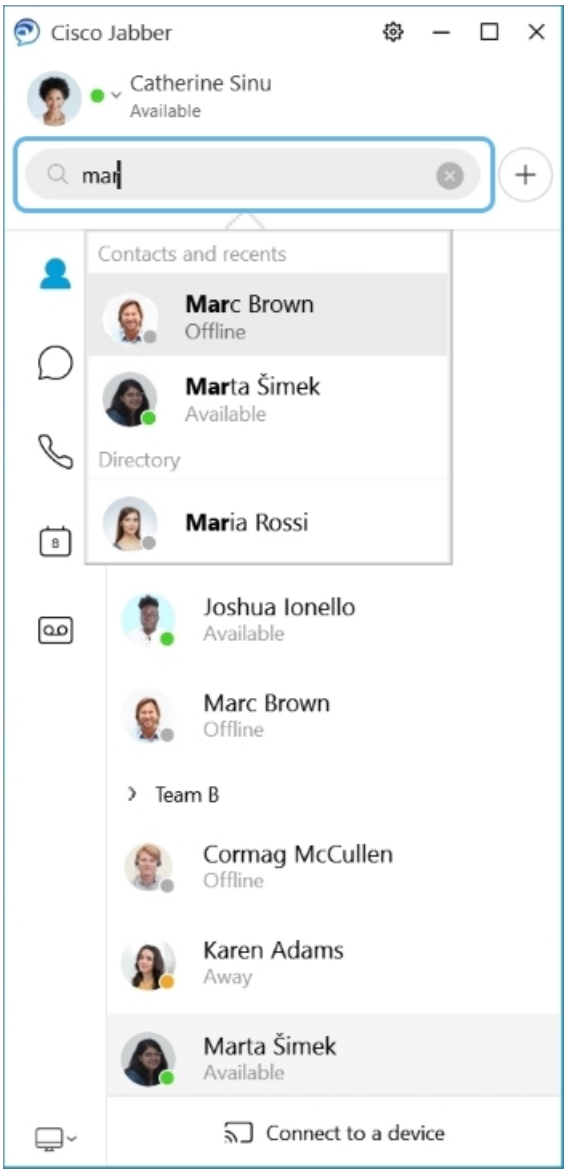

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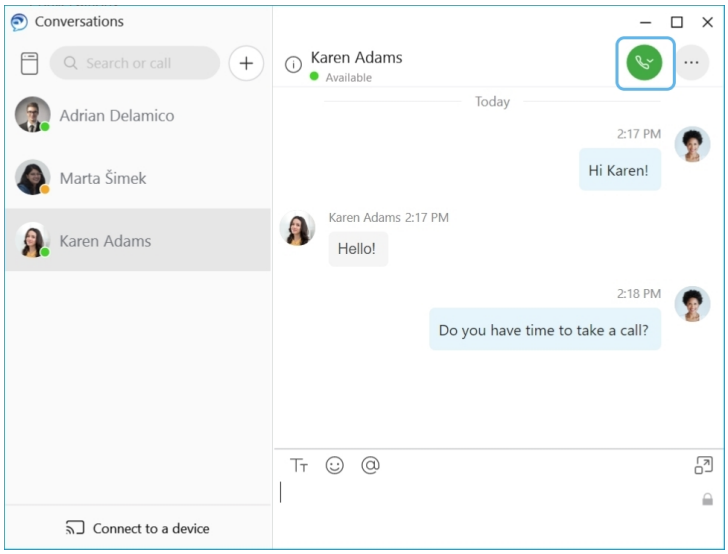
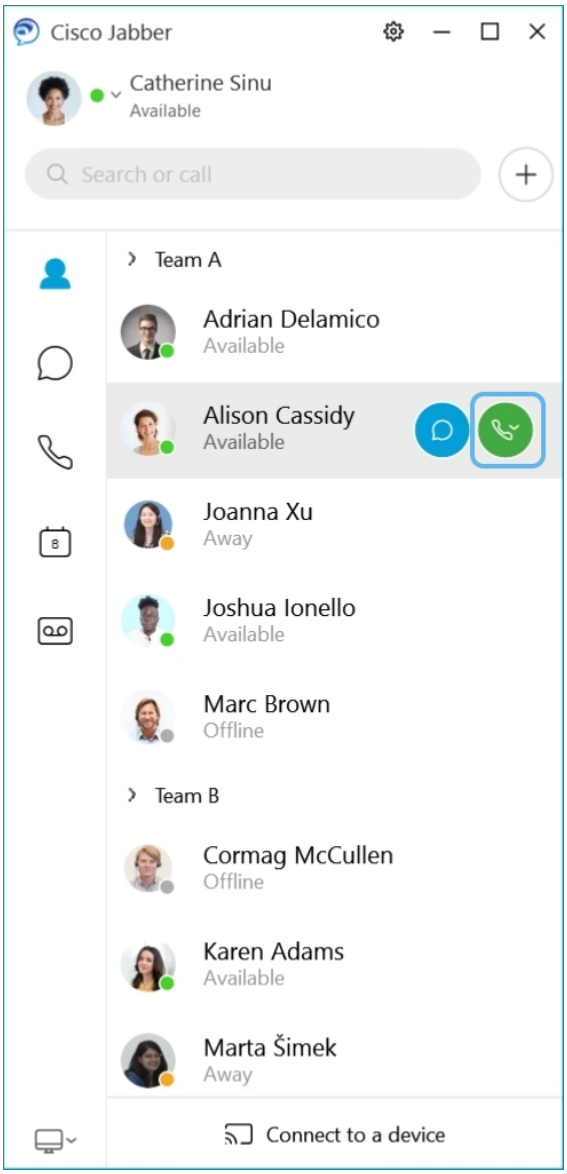
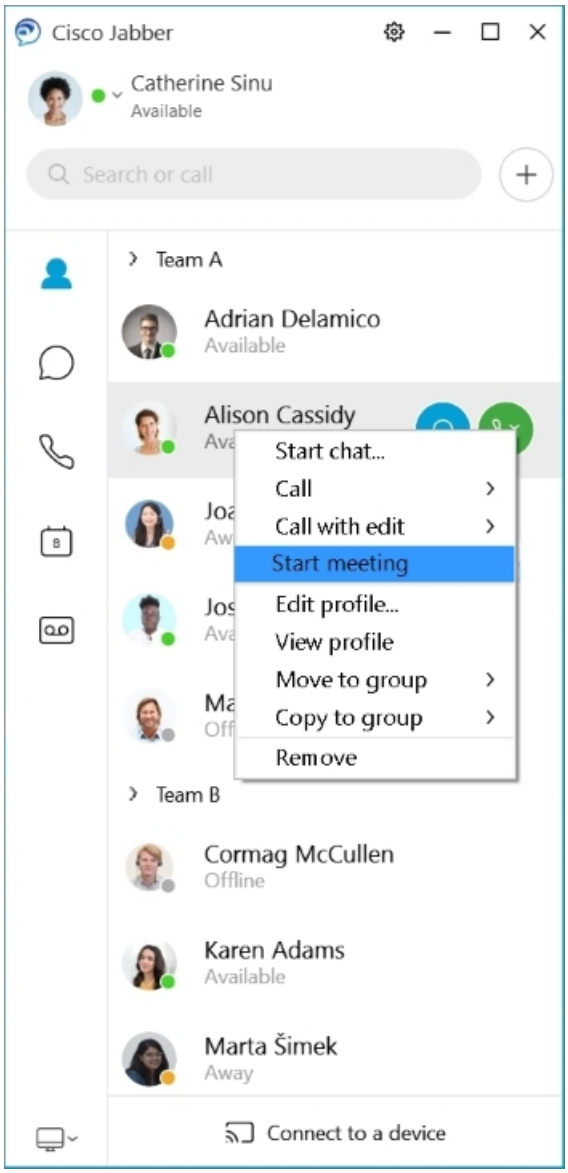

Conversations
Search or call
Adrian Delamico
Marta Šimek
Karen Adams
Connect to a device
Karen Adams
Available
Today
2:17 PM
Hi Karen!
Karen Adams 2:17 PM
Hello!
2:18 PM
Do you have time to take a call?



Schedule a Meeting—It's easy to create meeting spaces if you want to talk or meet with several people.Simply select the contacts you want to add to your meeting, right-click and select **Start meeting**.



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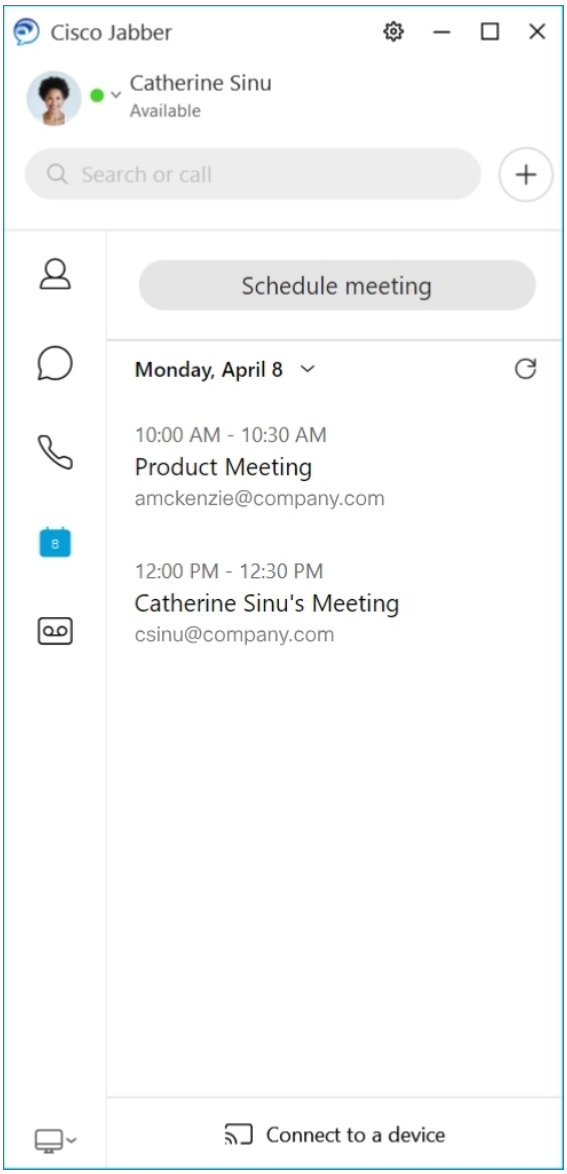
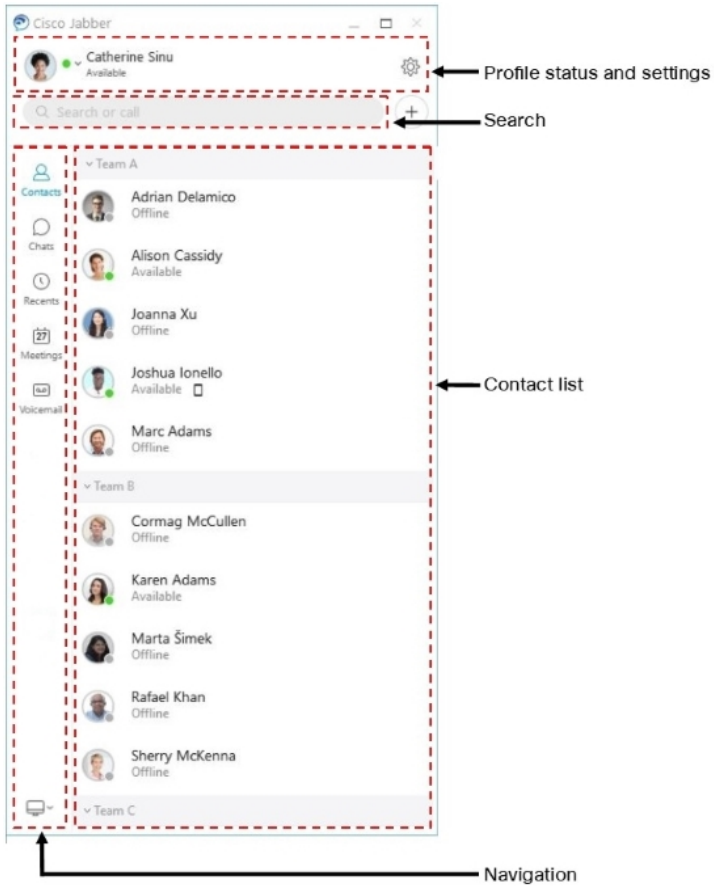


12.5

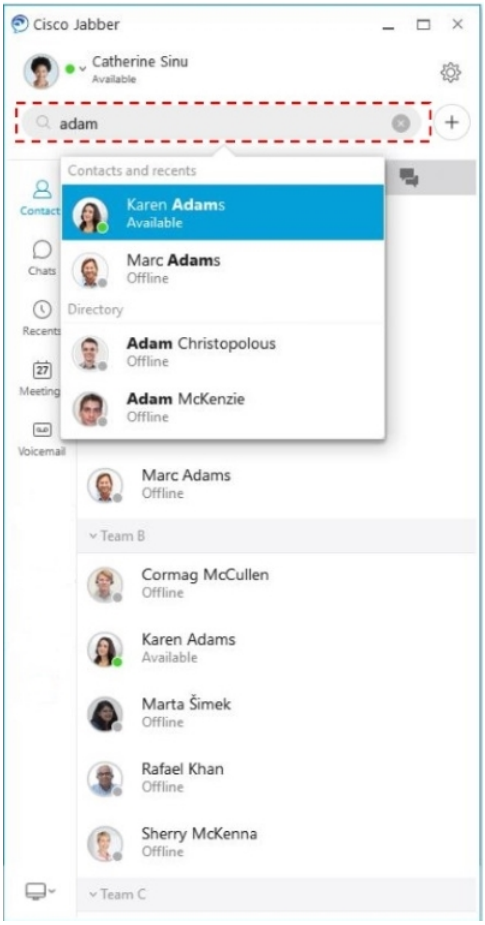
Getting around Cisco Jabber

Cisco Jabber is intuitive and easy to navigate.



Send and Receive Messages

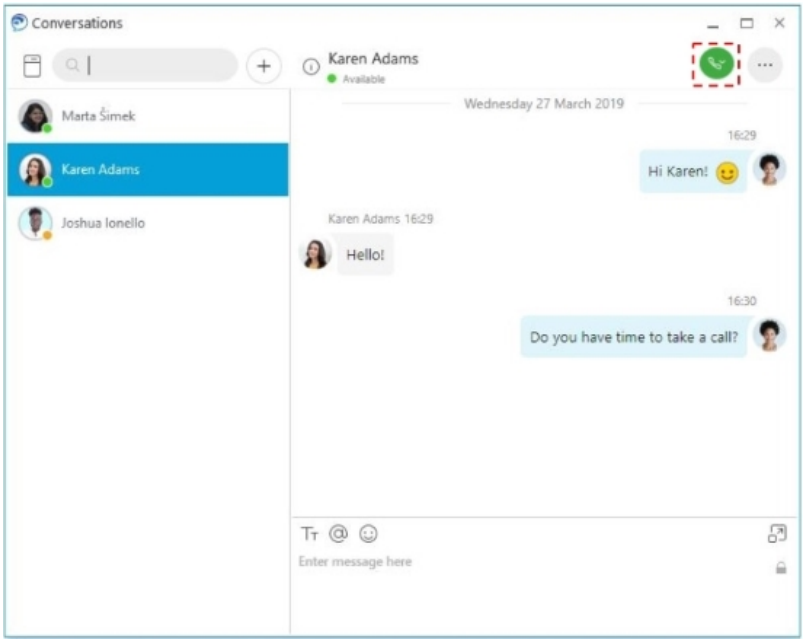
Send a message to a person—Enter the name in the search bar and select the person from the list of contacts.

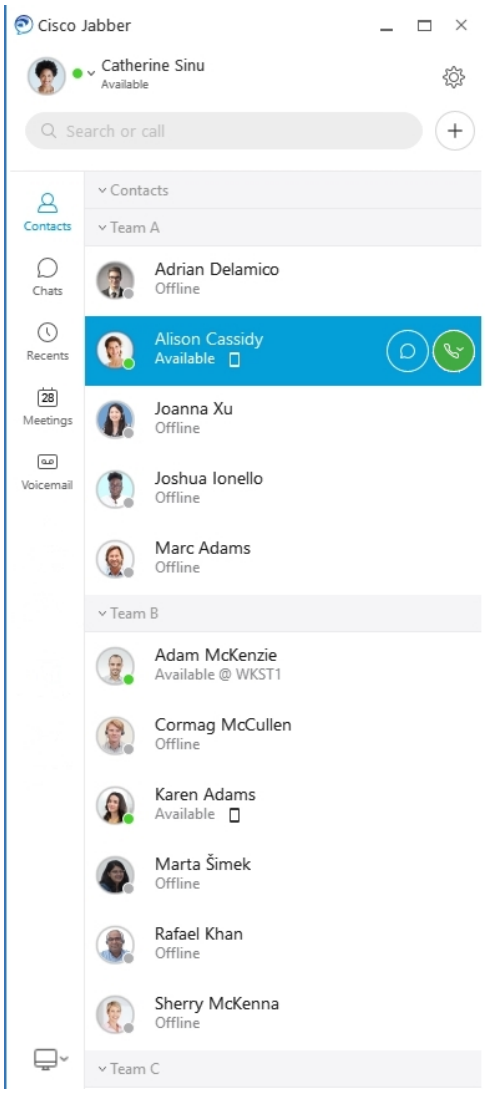


You can change the fonts and color, send a screen capture,send a file, mention a user, or add an emoticon to your message.

You can call and meet others using Cisco Jabber, right from your Cisco Jabber app

Call a person—Simply select the **Call** icon from an active conversation window or from your contacts list.


Conversations
Karen Adams
Available
Marta Šimek
Karen Adams
Joshua Ionello
Wednesday 27 March 2019
16:29
Hi Karen!
Karen Adams 16:29
Hello!
16:30
Do you have time to take a call?
Enter message here



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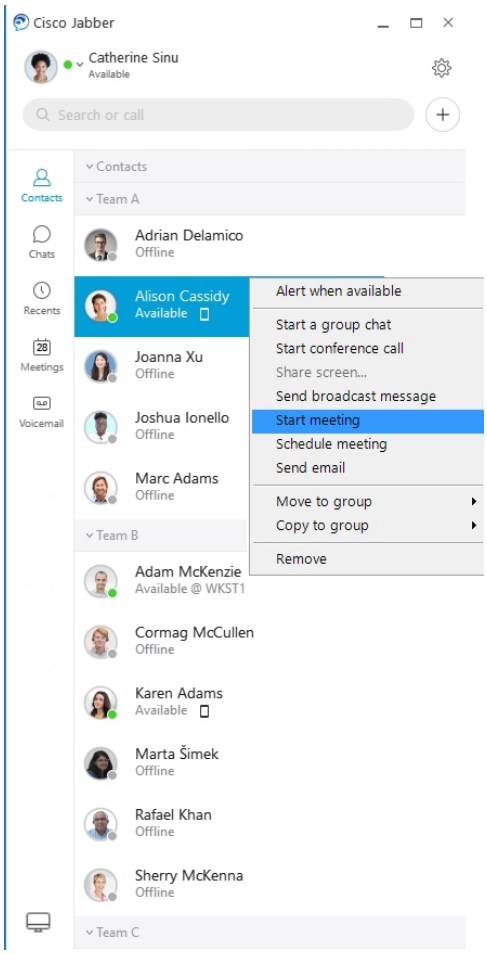

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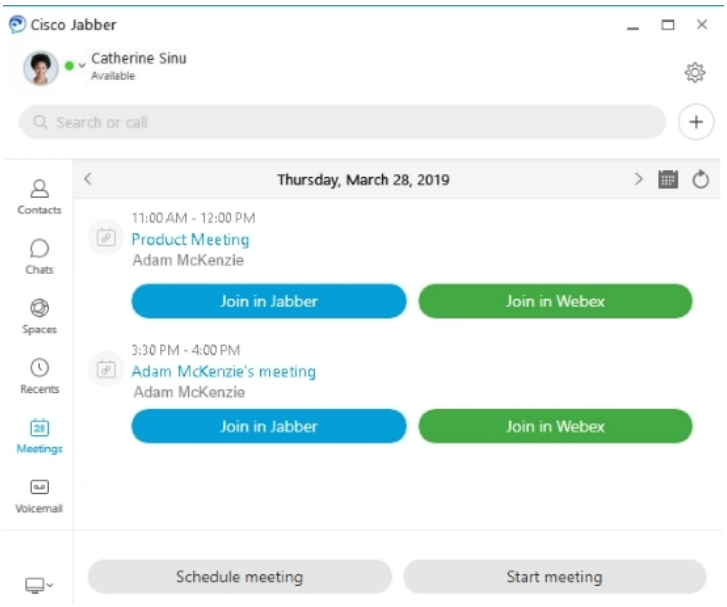

12.0

Getting around Cisco Jabber

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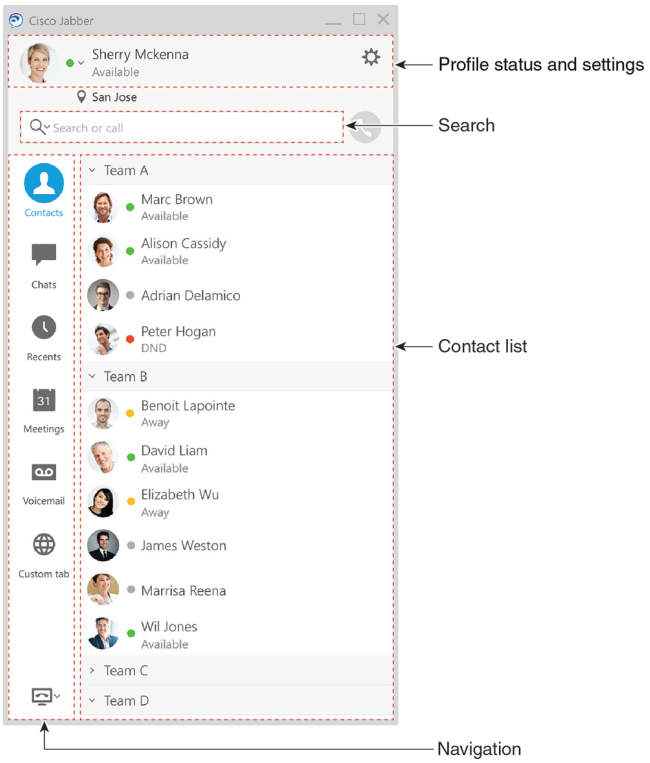

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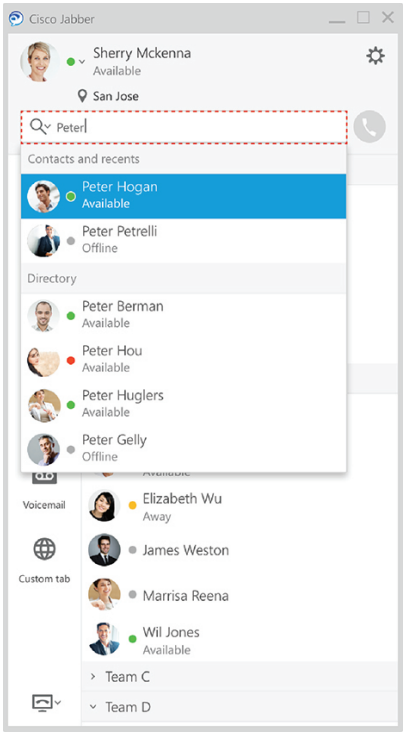

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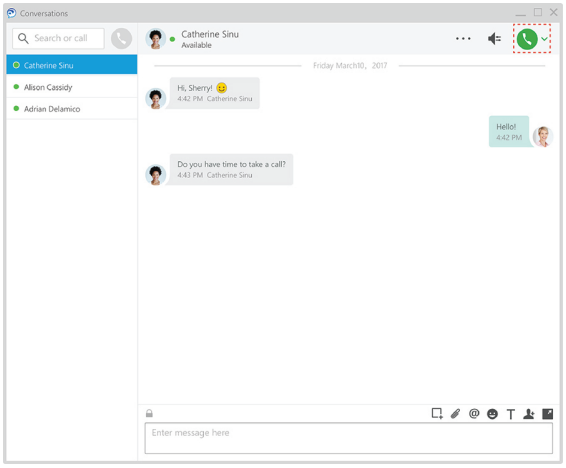

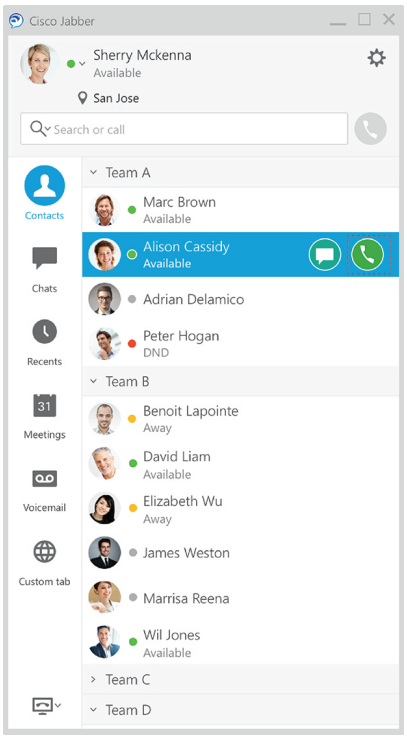

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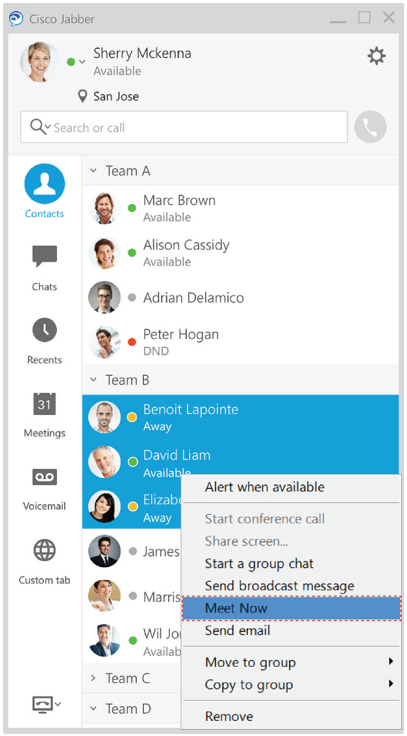

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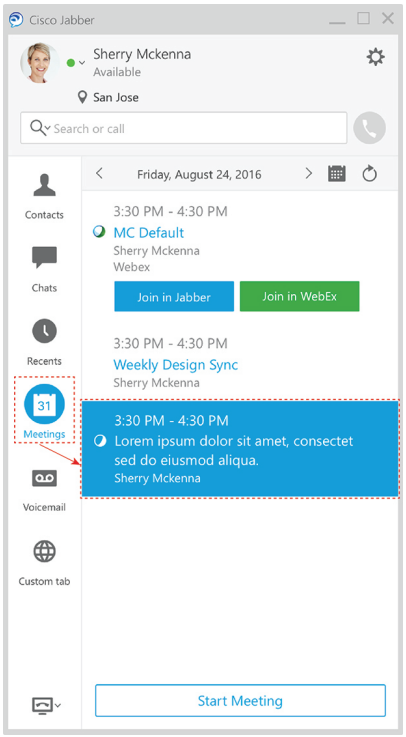
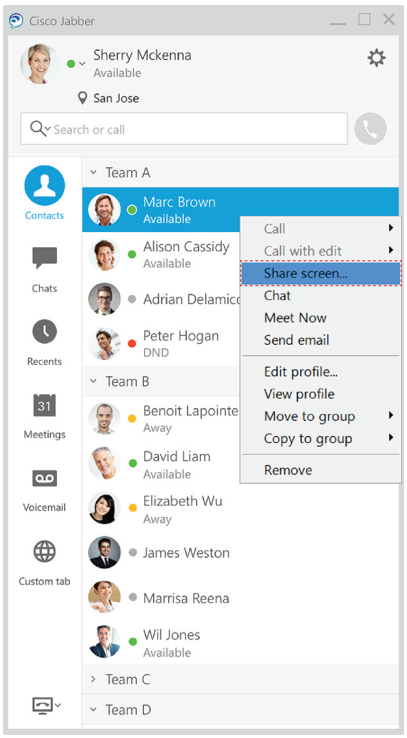


Share your screen

If you're using the Cisco Jabber app on your computer, you can share your entire screen, or select an application to share.

Use the pop-up tool bar to access additional features like annotations, granting control of your screen to another user, or to stop sharing your screen.



Emoticons

You can insert emoticons using keyboard shortcuts and Jabber's emoticon palette. Your system administrator can customize the available emoticons in Jabber.

You can add a Jabber emoticon by typing its shortcut or choosing from the emoticon palette. The palette offers normal emoticons ☺ and animated emoticons .

To save space, the palette doesn't show all the available emoticons. Try these shortcuts to see the other emoticons.

:-{	**=.=**	**:-+**	**:-I**
(sleepy)	**=.=b**	**(picknose)**	**(beer)**
(clock)	**:parcel**	**(drink)**	**(:kevin)**
(snow)	**(panda)**	**:spockon**	**:callme**

Use the "Call Me" emoticon to send an icon that someone can click to call you.

For the Jabber desktop applications, you can also use emoticons from the OS if they align to the global standard. Access these emoticons through the Mac Touch Bar or Windows Touch Keyboard.

Jabber Basics

You can use the following sections to understand some of the basics of Jabber.

Change Your Availability Status

You can make sure that people know when you're reachable in Cisco Jabber by keeping your availability status current.

Use one of these methods to change your availability status:

- Click the drop-down arrow next to your availability status on the main window and choose a status.
- Hover over the Cisco Jabber icon on the taskbar and choose a status.
- Right-click on the Cisco Jabber icon on the Windows system tray and choose a status.

You can also create custom status messages to expand on the default options.

Personal Status Messages

Adding a personal status message in Jabber replaces the default status message. It’s a great way to tell your contacts what you are doing. Use this space to let your contacts know if you’re on vacation, working remotely, reachable during certain hours and a lot more.

Share Your Location in Cisco Jabber

Step 1 Select the **Status** window.

Step 2 Select **Show Icon When Mobile**.

Note If you set different locations on mobile and desktop, the desktop location takes priority.

Connect To A Device from Cisco Jabber

Step 1 From your Jabber window, select **Connect to a device**. Jabber looks for a device with which to pair.

Step 2 When a device is detected, select **Share on Device**. When you are done, select the drop-down menu beside **Connected** and choose **Disconnect**.

Locate Your Cisco Jabber Version

You can use the following steps to check your Cisco Jabber version.

Step 1 Sign in to Cisco Jabber.

Step 2 Select **Menu** > **Help** > **About Cisco Jabber**.

Send Problem Report About Cisco Jabber

Before you begin

- Set up an email app on your device.
- Get Cisco's email address from your administrator to send your feedback.

Step 1 Go to **Settings**, **Help**, and tap **Problem Reporting**.

Step 2 Turn on **Detailed Logging**.

Step 3 Tap **Send Problem Report** and select your problem type.
Cisco Jabber opens your email with a new message that contains a prefilled subject line and log files attached.

Step 4 Describe your problem in email, enter the email address, add any attachments, and tap send.

Tip Include the time the problem occurred. If it's a call-related issue, check your **Recents** list to find that time.

What to do next

Important To save your device battery, storage space, and to avoid issues with Jabber calls, turn off **Detailed Logging** after you report your problem.

Accessibility

Jabber is accessible to use. The following sections help you set up your app for accessibility.

Click the link to get the Cisco Accessibility Conformance Report on Cisco Jabber products.

Accessible Status Icons

You can set up the app to use accessible status icons. It'll help if you can't distinguish colors that we use for showing people's presence because the accessible icons are modified to use symbols.

Windows

Select **View** > **Show accessible presence icons**.

The following table shows standard and accessible icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Mac

Accessibility status icons use symbols to show availability.

To use accessibility status icons, select **Jabber** > **Preferences** > **Status** > **Use accessible presence icons**.

The following table shows standard and accessibility status icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Mobile

Tap **Settings** > **Display**and turn on **Accessibility Icons**.

The following table shows standard and accessibility status icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Offline

Screen Readers

You can use screen readers to access Cisco Jabber. The reader will read the screen for you out loud if you have a visual impairment that makes navigating the app difficult.

Turn Off Timestamps in Windows

Cisco Jabber for Windows supports JAWS 15.0 to JAWS 18.0 screen reader on a Windows 7, 8, or 10 operating system.

With pre-12.5 releases, Cisco Jabber for Windows supports JAWS 15.0 to JAWS 18.0 screen reader on a Windows 7, 8, or 10 operating system.

- You must download a script to run JAWS with the client. You can download the scripts and reference guide from the Cisco Jabber software download site. The file that you need is called CiscoJabber-JAWs-Scripts.<latest-version>.zip.
- You can also download the latest scripts from the Cisco accessibility page.

Starting in Release 12.5, Jabber does not require the JAWS scripts that previous releases used.

You can remove the timestamps from messages you get so that your screen reader doesn't read them for each message.

Press **Ctrl+SHIFT+B**.

Android Screen Readers

You can use Cisco Jabber for Android with a screen reader, and you can use assistive touch to help you navigate the app. Cisco Jabber for Android is compatible with the Google TalkBack screen reader app. With it, you can navigate Cisco Jabber for Android using Expore by Touch.

Set the Vibrate Options in Cisco Jabber for iPhone and iPad

Step 1 Go to the **Settings**, and then tap **Sounds**.

Step 2 Turn on the **Vibrate on Ring** option to set the vibration mode for your Jabber calls.

Step 3 Turn on the **Vibrate on Silent** option to mute your Jabber calls.

Keyboard Navigation and Shortcuts

You can use keyboard navigation and shortcuts to make working in Cisco Jabber more accessible, based on your needs, and also to save time and reduce the number of mouse clicks.

Keyboard Navigation and Shortcuts for Windows

You can use your keyboard to navigate through Cisco Jabber.

- Use the Tab key to navigate in your app, use Shift + Tab to navigate back through items.
- Use the arrow keys to navigate through messages, contacts, or menu items.
- Use the Spacebar or Enter key to select items.

Calls

Action	Keyboard Shortcut
Answer call	Ctrl + L
Decline call	Ctrl + D
End call	Ctrl + K
Mute	Ctrl + Down arrow
Start or stop video	Ctrl + Shift + V *Not available in virtual environments*
Dock the call window	Ctrl + Alt + P
Hold calls	Ctrl + Shift + H
Open the keypad	Ctrl + Shift + K *Not available in virtual environments*
Open more call options menu	Ctrl + Shift + Plus sign (+)
Transfer a call	Ctrl + Shift + T
Reply to call with chat	Ctrl + R *Not available in virtual environments*
Show the call statistics	Ctrl + Shift + S
Place focus on the screen share button. **Note** You can then choose to stop the share or share a different application.	Ctrl + Shift + M

Chat

Action	Keyboard Shortcut
Close chat window	Ctrl + W
Bold	Ctrl + B
Italic	Ctrl + I
Underline	Ctrl + U
Copy	Ctrl + C
Paste	Ctrl + V
Cut	Ctrl + X
Undo	Ctrl + Z

Action	Keyboard Shortcut
Redo	Ctrl + Y

Global Keyboard Shortcut Keys

You can use these global shortcuts to control Jabber even when you're using another application.

Action	Keyboard Shortcut
Access the docked window	Ctrl + Shift + ?
Open the context menu	Shift + F10
Bring conversation window to front Open unread conversation	Ctrl + Alt + Z

Keyboard Navigation and Shortcuts for Mac

You can use your keyboard to navigate through Cisco Jabber. For full keyboard navigation on your Mac, enable Full Keyboard Access in System Preferences.

- Use the Tab key to navigate in your app, use Shift + Tab to navigate back through items.
- Use the arrow keys to navigate through messages, contacts, or menu items.
- Use the Spacebar to select items.

Hub Window Commands

To navigate the tabs in the hub window, press Command + Number key (1–9). For Contacts, the first tab, press Command + 1. For Chats, the second tab, press Command + 2, and so on.

Action	Keyboard Shortcut
Add a contact	Command + D
Show expanded contacts view	Shift + Command + T
Show offline contacts	Shift + Command + H
Bring the hub window to the front	Command + /

Calls

Action	Keyboard Shortcut
New call	Shift + Command + N
Call the selected contact	Option + Command + C
Redial	Command + R

Action	Keyboard Shortcut
End call	Command + K
Answer a call	Command + L
Decline a call	Shift + Command + D
Mute	Option + Command + Down arrow
Increase volume	Command + Up arrow
Decrease volume	Command + Down arrow
Transfer call	Option + Command + T
Call control strip auto-fade	Command + Option + Shift + H *Available only if VoiceOver is enabled*

Chat

Action	Keyboard Shortcut
Start a chat with selected contact	Command + N
Start a group chat with multiple selected contacts	Option + Shift + Command + N
Switch between chats	Control + Tab
Close chat	Command + W
Exit the messaging text entry field	Shift + Tab
Restore default font	Option + Shift + Command + T
Show all fonts	Command + T
Bold	Command + B
Italic	Option + Command + I
Underline	Command + U
Increase font size	Command + Plus sign (+)
Decrease font size	Command + Hyphen (-)
Show colors	Shift + Command + C

Voicemail

Action	Keyboard Shortcut
Delete voice message	Delete

Action	Keyboard Shortcut
Empty voice message trash	Option + Command + Delete
Play or pause voice message	Option + Command + P

Global Shortcuts

Global keyboard shortcuts are for when the Cisco Jabber window is in the background. You may need to enable them first by going to **System Preferences** > **Keyboard** > **Shortcuts**.

Action	Keyboard Shortcut
Answer a call	Control + Command + L
Mute active call	Shift + Option + Command + Down arrow

Notices and Disclaimers

View legal notices and disclaimers related to Cisco Jabber at any time by accessing the About section from the Help menu.

View Notices and Disclaimers in iPhone and iPad

Step 1 On the **Settings** screen, under **Help**, tap **About**.

Step 2 Tap **Notices and Disclaimers**.

Step 3 Tap one of the following options to see the related content:

- Emergency Number Notice
- Open Source Notice
- Problem Reporting Notice
- Strong Encryption Notice
- Usage and Error Tracking

View Notices and Disclaimers in Android

Step 1 On the **Settings** screen, under **Help**, tap **About**.

Step 2 Tap **Notices and Disclaimers**.

Step 3 Tap one of the following options to see the related content:

- Emergency Number Notice
- Open Source Notice
- Strong Encryption Notice

- Usage and Error Tracking

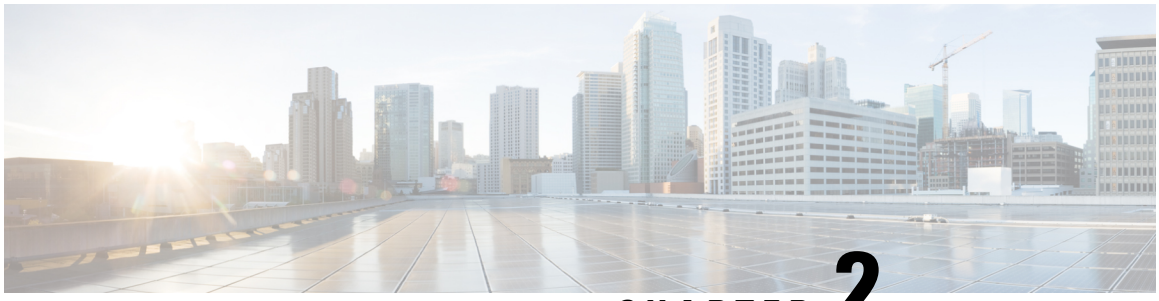
Mobile application management license agreement

Note Mobile application management currently isn't supported for Webex Meetings Online customers.

- The Mobile Application Management (MAM) wrapper program's focus is to make IPA and APK files available to customers outside of app stores for MAM integration purposes. This program is provided free of charge (normal Jabber and Webex licensing costs do apply).
- Cisco doesn't test any MAM wrappers or SDK integrations with Jabber or Webex, and only supports the unwrapped (latest released) version of Jabber and Webex. Any issues that customers find with the modified versions of Jabber or Webex must be reproduced with the unwrapped versions before submitting a Cisco support case.
- While others may test their integrations with Cisco applications, Cisco cannot make any support statement around those integrations.
- Integrations may sandbox applications, meaning that some interaction with other apps (such as Webex cross-launch) may not perform correctly.
- Cisco only supports the latest version of Cisco Jabber, Webex App, and Webex Meetings mobile apps. As a result, there’s an expectation that customers upgrade their user bases once Cisco releases new versions in the App Store and Google Play Store. These versions will also be available through the MAM program.
- Even if an initial MAM integration is successful, subsequent changes to the ecosystem including OS updates, new devices, new Jabber or Webex versions, and new wrappers, SDKs, or other software versions could break subsequent integrations. As such, we recommend that customers participate in our Early Adopter Program (EAP) also to ensure that updates to Jabber do not break use cases that the customer is targeting.

The Mobile Application Management License Agreement is an agreement that's made between Cisco and another organization or licensee looking to wrap the mobile application.

For more information, contact your Site Administrator or CSM .



CHAPTER 2

Calls

- Phone Service Accounts, on page 39
- Make a Call, on page 40
- Answer Calls, on page 43
- During a Call, on page 44

Phone Service Accounts

When you call Cisco Jabber, the app uses your work phone number and displays that work number to the person you call.

You can make calls in different ways, depending on how your account is set up.

A basic Phone Services account allows you to make audio calls using Voice over Internet Protocol (VoIP). Your system administrator can also enable the following features for your account:

A basic Phone Services account allows you to make audio/video calls using VoIP. The video capability is enabled by default. Your system administrator can also enable the Dial via Office (DVO) feature. This feature allows you to call using your work phone number and your mobile voice network.

Check your account settings to ensure your system administrator has enabled the DVO feature.

- Video: Allows you to make video calls.
- DVO is only available on iPhone. It is not supported in the collaboration edge environment. A VPN is required to use this feature when you are out of office.

The following table compares the call behavior between VoIP and DVO calls, based on various criteria:

Table 1: Comparison between VoIP and DVO call behavior

Criteria	VoIP	DVO
Networks used	Wi-Fi or mobile data networks	Mobile voice network
Maximum number of calls at a time	TwoOnly one call is active at a time; the other is automatically placed on hold.	One
In-call features (such as hold or conference)	Available	Not available

Criteria	VoIP	DVO
Incoming calls	Open in Cisco Jabber	Open in the native phone application
Outgoing calls	Cisco Jabber immediately dials the number that you enter.	The corporate calling system calls you back before dialing the number that you enter.

The following table lists the call settings that you can set up in the Cisco Jabber Settings menu, based on your Phone Services account setup.

Table 2: Call settings

If your account is...	You can modify these Cisco Jabber settings
Video enabled	**Send Automatically:** Use this setting to turn automatic video for calls on and off. **Mobile Data Network:** Use this setting to automatically turn video on or off when you use a mobile data network. **Note** These options are not available if you enable low-bandwidth mode.
Not DVO enabled	**Low-Bandwidth Mode:** Use this setting to optimize audio if you make VoIP calls while you are connected to a low-bandwidth network.
DVO enabled	**Calling Options:** Specify whether you want Cisco Jabber to always make VoIP calls, always make calls with your mobile voice network, or automatically select the call method based on your network connection. **Low-Bandwidth Mode:** If you select a calling option that uses VoIP, Cisco Jabber displays the **Low-Bandwidth Mode** setting. Use this setting to optimize audio, if you make VoIP calls while you are connected to a low-bandwidth network.

Make a Call

Use Cisco Jabber to call your coworkers, and anyone else you need to be in touch with.

Choose a Phone Number for Multiple Lines in Desktop

If you're using Cisco Jabber 12.0 or later on Windows or Mac and your admin has set you up with the multiline feature, you can select which line to use when you call someone.

Step 1 From the drop-down list of phone numbers next to the search bar, select the phone number you'd like to use to make the call.

Step 2 Make the call.

Make a Call Using the Desktop Keypad

You can use the keypad if you're using Cisco Jabber for Windows or Mac 12.6 or later.

Step 1 Go to **Calls**, and select the keypad icon.

Step 2 Use your mouse to click on the keypad to dial the number you want, and then click Call . You can use the backspace to correct any dialing mistakes.

Contact List Call

You can use the search bar to quickly call anyone in your directory. If the person has only one number, Cisco Jabber uses it; otherwise, you can select the number to call first.

Call Someone from Your Contact List in Desktop

Step 1 Click the search bar and enter the name of the person you want to call.

Step 2 In the search results, hover over their name, and click **Call**.

Call Someone from Your Contact List in Mobile

Step 1 Go to **Contacts**, tap the search bar, and enter the name of the person you want to call.

Step 2 In the search results, tap their name, and then tap **Call**.

Messaging Window Call

Sometimes, its just easier to talk to someone instead of sending lots of lengthy messages. But if you're already messaging someone, then you can just quickly call them directly from your messaging window.

Call Someone While Messaging in Desktop

From your conversation window, select **Call** from the top-right corner of the conversation window.

Call Someone While Messaging in iPhone and iPad

From the conversation window, tap , and tap the number to call.

Call Someone While Messaging in Android

While you're chatting with someone in Cisco Jabber, you might get new chat message from a different person, Cisco Jabber displays a preview of the new chat message in your current chat window, so that you don't miss anything.

When you're on a video call, tap the back button on your device to minimize the video call window. Tap the minimized video call window to view the video call on full screen. You can drag and position the video anywhere on your device.

From the conversation window, tap , and tap the number to call.

SIP URI Calling

You can use Uniform Resource Identifier (URI) dialing to make calls and resolve contacts with URI. For example, a user named Anita Perez has the following SIP URI associated with her directory number: aperez@example.com. URI dialing allows you to call Anita with her SIP URI rather than her directory number.

You can also send DTMF tones with the SIP URI. Use these tones to dial extensions, or other digit sequences. For example, to dial Anita Perez at extension 1234, enter aperez@example.com,1234. The comma (,) gives a 2 second pause before the next character is dialed.

Users that are connected to Cisco TelePresence Video Communication Server (VCS), are only accessible using their associated URI.

Contacts imported from Microsoft Outlook may contain SIP URIs. For releases prior to Apple OS X Maverick Version 10.9, the Mac address book may not display some characters, for example aperez@example.com can display as aperezexamplecom. However, you can still search and call using these URIs.

Related Topics

Forward Calls in Android, on page 48
Send Call Icons for Calling in Chat, on page 69
Set up Bridge Information for Conference Calls in Windows, on page 100
Set up Bridge Information for Conference Calls in Mac, on page 100
Jabber App Commands from Slack, on page 109

Dial a Contact Using a SIP URI in Windows

Before you begin

Your administrator must enable URI dialing.

Step 1 Enter the SIP URI.

Step 2 (Optional) Add a comma and the DTMF tones.

Step 3 Click **Call**.

Dial a Contact Using a SIP URI in Mac

Step 1 Enter the characters of the URI including the @ symbol and at least two characters after the @. For example, aperez@ex.

Step 2 Select **Call** in the bricklet to call the contact using their SIP URI.

Answer Calls

Respond to a Call with Chat in Windows

When you get a call in Jabber, you can choose to answer or decline it. You can also respond with a text message, in case you are unable to accept it.

If you choose **Chat reply**, the call is automatically forwarded to your voicemail. A chat window with the caller also pops up, giving you the option to send a quick reply to the caller.

Before you begin

To use the Chat reply feature, you must have voicemail set up.

Step 1 When you receive a call from one of your contacts, choose one of these options:

- Answer
- Decline
- Chat reply

Step 2 If you choose **Chat reply**, you can send a quick reply to the caller in the chat window.

Turn on Automatic Answering

Jabber for iPhone and iPad can answer calls automatically, even from the lock screen. Before you can turn this on, you need to open the Jabber app in an active Guided Access session. Your administrator controls whether you can turn on automatic answering.

Before you begin

Jabber needs to be open in an active Guided Access session. You can learn how to start a Guided Access session from Apple Support.

Jabber needs to have made at least one phone call before automatic answering can work. If you're on a fresh installation, make a phone call before you attempt to turn on automatic answering.

Step 1 Tap your profile picture, and then go **Settings** > **Call Option**.

Step 2 Toggle **Auto Answer** to **on**.

Automatic Call Mute

If you don't want to worry about interrupting your calls with background noise, set up Cisco Jabber to automatically mute your audio when you connect to a call.

Mute My Calls Automatically in Windows

Go to **Options** > **Calls** and turn on **Mute audio by default for Jabber calls**.

The Calls tab is only available if you have set up Phone Services in your Accounts tab.

Mute My Calls Automatically in Mac

Go to **Preferences** > **Calls** and turn on **Mute audio by default for Jabber calls**.

The Calls tab is only available if you have set up Phone Services in your Accounts tab.

Mute My Calls Automatically in Mobile

Go to **Settings** > **Calls** and tap Auto Mute in the **Mute me on all Jabber calls** field.

The Calls tab is only available if you have set up Phone Services in your Accounts tab.

During a Call

Related Topics

Screen Share in Chat, on page 70

Merge Calls in iPhone and iPad

Use the Merge feature to merge two existing calls into a conference call.

This procedure applies only to Cisco Jabber VoIP calls. The Merge feature is not available for DvO calls.

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Merge**.

Step 3 Tap **OK**.

Step 4 (Optional) Tap to view a list of conference participants.

Merge Calls in Android

Use the Merge feature to merge two existing calls into a conference call.

This procedure applies only to Cisco Jabber VoIP calls. The Merge feature is not available for DvO calls.

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Merge**.

Step 3 Tap **OK**.

Step 4 (Optional) Tap to view a list of conference participants.

Move a Call to the Mobile Network for iPhone and iPad

If you are on a Cisco Jabber VoIP call with call quality issues, you can move the call to your mobile network and receive the call on your mobile.

This procedure applies only to Cisco Jabber VoIP calls. This feature is not available for DvO calls.

Note Your system administrator must enable the **Transfer to Mobile Network** option on the server.

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Move to Mobile** and tap **OK**.

Step 3 Tap **Answer** when your device rings.

Move a Call to the Mobile Network for Android

You can move a call to a mobile network This procedure applies only to Cisco Jabber VoIP calls. This feature is not available for DvO calls.

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Move to Mobile** and tap **OK**.

Step 3 Tap **Answer** when your device rings.

Park a Call in Android

If you're on a call, you can park the call to a call park extension (for example, to a phone in another office or in a conference room) or temporarily place the call on hold. Another phone in your system can dial the call park extension to retrieve the call.

Complete this task to park an ongoing call so that you can transfer it to another device or temporarily place it on hold.

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Park**.

Step 3 Retrieve the call from another device or resume the call from the current device.

Conference Calls

When you need to talk to more than just one person at a time, you can start a conference call in Cisco Jabber. Rather than setting up a formal meeting by sending out invitations and booking conference rooms, you can just get your group call started right away.

Start Conference Calls in Windows

Step 1 To get your conference call started, choose any of these methods:

- While on a call—convert the call to a conference call by clicking the **More . . .** button on the call control strip, and then selecting the **Conference Call** option.
- From a group header—hover over a group header and click the call button to start a conference call with all of the available contacts in that group.
- From multiple contact selection—select the contacts that you want in your conference call and click the call button that appears when you hover over any of the selected contacts.

Step 2 Add contacts to a conference call using these options:

- Search for contacts in the **Add participants** field.
- Drag contacts from your Contacts tab and drop them into the conference call window.

Make a Conference Call in Android

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Conference**.

Step 3 Follow one of these steps:

- Enter a phone number and select **Call**.
- Enter a name or video address, and tap an item in the search results.

Cisco Jabber automatically places your first call on hold and displays the status of both calls.

Step 4 On the control bar, tap **Merge**.

Hold and Resume Calls in Android

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Hold**.

Step 3 To resume the call, tap **Resume**.

Toggle Between Calls in Android

When you are connected to two internet calls, only one call is active at a time; the other is automatically placed on hold.

Tap the red bar to toggle between the two calls.

Transfer a Call in Android

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Transfer**.

Step 3 Follow one of these steps:

a) Enter a phone number and select **Call**.

b) Enter a name or video address, and tap an item in the search results.

Call Forwarding

If you're going to be away from your desk but don't want to miss an important call, you can forward your calls to another phone number, or voicemail.

Forward Calls in Windows

Step 1 Select the phone control menu on the main window.

Step 2 Select **Forward calls to** and then select the appropriate option.

Forward Calls in Mac

Step 1 Select **Jabber** > **Preferences** > **Calls**.

Step 2 Select **Call Forward**.

Step 3 In the **Forward Calls to** section, do one of these options:

- Select **Plus (+)** and add a new number in the available list.
- Enter a phone number, including country and area codes.

Forward Calls in iPhone and iPad

Step 1 Go to **Settings** > **Call** > **Call forwarding**.

Step 2 Select one of these options:

- Do not forward calls
- Voicemail
- Mobile
- Home
- Customize—Enter the number (with country and area codes) to forward calls to an alternate number.

Forward Calls in Android

Step 1 Go to **Settings** > **Call** > **Call forwarding**.

Step 2 Select one of these options:

- Disable call forwarding
- Voicemail
- Mobile
- Home
- Add a number—Enter the URI or phone number (with country and area codes) to forward calls to an alternate number.

Related Topics

SIP URI Calling, on page 42

Far-End Camera Control

If you call a unit or person that has a device with a controllable camera, you can control the far-end camera to give you a better view during the video call. If you call a Cisco bridge, you can choose the layout of the video displays on your conference call.

Control Far-End Cameras in Windows

Before you begin

Ensure that the system you are calling supports far-end camera control (FECC). For more information, see the documentation for each device.

Your video conference administrator must enable this feature.

You also need to be in softphone mode, which means you've selected **Use my computer for calls** in your hub window.

Step 1 After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2 Choose one of these options:

- For direct calls to devices, use the controls to pan left or right, tilt up or down, and zoom the camera in and out.
- For calls to bridges, use the controls to select the conference layout that you want to use.
- Use the following keyboard shortcuts to manually control the camera.

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Control Far-End Cameras in Mac

Before you begin

Ensure that the system you are calling supports far-end camera control (FECC). For more information, see the documentation for each device.

Your video conference administrator must enable this feature.

Step 1 After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2 Choose one of these options:

- For direct calls to devices, use the controls to pan left or right, tilt up or down, and zoom the camera in and out.
- For calls to bridges, use the controls to select the conference layout that you want to use.
- Use the following keyboard shortcuts to manually control the camera.

Option	Description
Tilt up	Up arrow key

Option	Description
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Control Far-End Cameras in iPhone and iPad

Before you begin

Ensure that the system you are calling supports far-end camera control (FECC). For more information, see the documentation for each device.

Your video conference administrator must enable this feature.

Step 1 After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2 Choose one of these options:

- For direct calls to devices, use the controls to pan left or right, tilt up or down, and zoom the camera in and out.
- For calls to bridges, use the controls to select the conference layout that you want to use.
- Use the following keyboard shortcuts to manually control the camera.

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Control Far-End Cameras in Android

Before you begin

Ensure that the system you are calling supports far-end camera control (FECC). For more information, see the documentation for each device.

Your video conference administrator must enable this feature.

Step 1 After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2 Choose one of these options:

- For direct calls to devices, use the controls to pan left or right, tilt up or down, and zoom the camera in and out.
- For calls to bridges, use the controls to select the conference layout that you want to use.
- Use the following keyboard shortcuts to manually control the camera.

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Control Call Recording

In Jabber installations configured with this feature, you can start and stop recording of a Cisco Jabber call.

Depending on your Jabber configuration, you can record calls between yourself and another user. Either person can start and stop the recording. After the call ends, one of you would receive an email with a link to download the recording.

Step 1 In the Jabber Phone tab, dial the conference bridge number or click the link that is provided to you. Then, enter the passcode, if needed.

Step 2 In the call window, click **More . . .** to display the menu and select **Record**.

After several seconds, an automated voice announces that the recording has started.

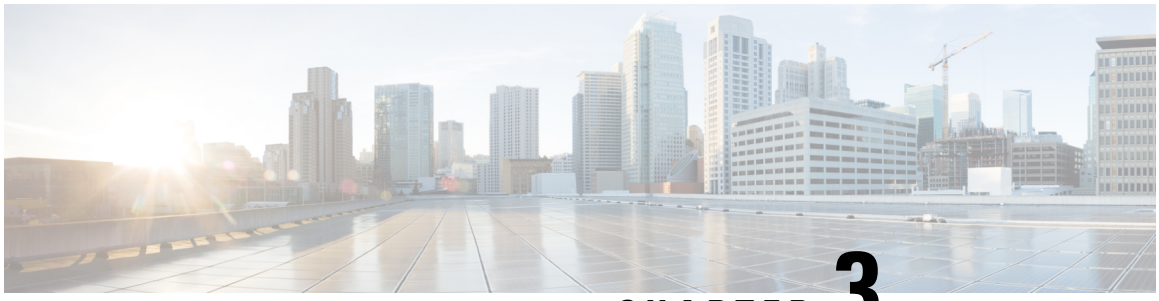
Step 3 To stop the recording, click **More . . .** > **Stop**.

The recording automatically stops when the call ends and a link to the recording is sent out.

Show Call Statistics in Android

Step 1 From the in-call view, tap **More** .

Step 2 Tap **Call Statistics**.



CHAPTER 3

Voicemail

- Voicemail, on page 53
- Return a Call From a Voice Message, on page 53
- Forward Messages, on page 53
- Text Reply to Voice Messages, on page 55
- Send Voice Messages Without Calling, on page 55
- Audio Output for Messages, on page 56

Voicemail

If you miss a call, your caller can leave a voicemail message.

Return a Call From a Voice Message

Step 1 Go to **Voicemail**, tap next to a message.

Step 2 On the voice message **Details** screen, tap **Call Back**.

Step 3 If using Dial via Office (DVO), follow these steps:

a) Tap **Answer** to accept the call.

b) If prompted, press a number on the keypad.

After you accept the call, the corporate calling system places your callback. The DVO call opens in the native phone application.

Forward Messages

You can forward your voice messages to other people in your company who also use Cisco Jabber. Before forwarding the voice message, you can record a message to send along with it so you can let them know why you're forwarding it.

Forward Messages on Desktop Devices

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, right-click on it and click **Forward voice message**.

Step 3 (Optional) Click **Record** to record a message to include with the voice message.

You can play back and rerecord your message.

Step 4 In the **Forward voice message to** dialog box, add the users you want to send the voice message to.

Step 5 Click **Send**.

Forward Messages on iPhone and iPad

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, tap **More**, and tap **Forward Voice Message**.

Step 3 (Optional) Tap **Attach your Voice Message**, and then tap the microphone icon to add your recording to the voice message. You can record a message up to 30 minutes. Tap **Stop** when you're done.

Step 4 Add contacts in the **To** field or choose contacts from the **Recents** tab.

Step 5 Tap **Send**.

Forward Messages on Android

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, and then tap **Forward**.

Step 3 (Optional) To record your own message:

a) Tap **Add your voice message** to record your message.

You can record a message up to 30 minutes.

b) Tap **Stop** when you’re done.

Your recording is added to the voice message.

Step 4 Add your contacts in the **To** field or choose contacts from the **Recents** tab.

Step 5 Tap **Send**.

Text Reply to Voice Messages

All unanswered calls are directed to the your voicemail in Cisco Jabber. If you are too busy to return to the calls, you can text your caller back from the voicemail screen.

Reply to Messages by Text on iPhone and iPad

You can use this procedure if your Voicemail account is set up with visual voicemail.

Step 1 Go to **Voicemail**, tap next to a message.

Step 2 On the voice message **Details** screen, tap **Chat** or tap **Text Message**.

Reply to Messages by Text on Android

You can reply to a voicemail message with a text message. If your voicemail account is set up for visual voicemail, you can also reply with a chat message.

Step 1 Go to **Voicemail**, tap the voice message username to view the message detail

Step 2 Choose one of these options:

- With visual voicemail: On the voice message **Details** screen, tap **Chat**.
- Without visual voicemail: On the voice message **Details** screen, tap **Text Message**.

Send Voice Messages Without Calling

You can record a voice message and send it in Cisco Jabber, just as you would an email or text message. Use your computer microphone or Jabber-connected phone to record the voice message and then address it to one or multiple users. Also, just as with an email, the recorded messages can be forwarded by recipients and a recipient can reply with a voice message of their own.

Your voice message arrives in the recipient's Cisco Jabber voicemail and can be treated like a phone voice message, with one notable exception. Because a voice message that is recorded in this manner can be sent to multiple recipients, any of those recipients can click **Reply All**. This opens a new recording window, so that a new voice message can be recorded and sent to the recipient list.

Step 1 Click **Voicemail**. Then, beside the Search bar, click **Record Voice Message**.

Step 2 (Optional) Enter a subject for your message.

Step 3 Use the Search field to enter a user to receive your message. You can enter multiple recipients.

Step 4 Click the **Recording** button.

A countdown timer appears in the top of the window. When the timer reaches 0:00, a beep sounds and the recording begins.

Step 5 Record your message and click **Stop** when you are finished.

Step 6 Click **Send** to send the voice message to your recipients.

Audio Output for Messages

When you get a voice message in Cisco Jabber, you can listen to it either through an earpiece or your device speaker. You can set the default option for listening to your voice messages.

Set Audio Output on iPhone and iPad

Before you begin

Make sure that phone service is enabled for your account.

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Under **Audio**, set **Disable Speaker for Voicemail** to off.

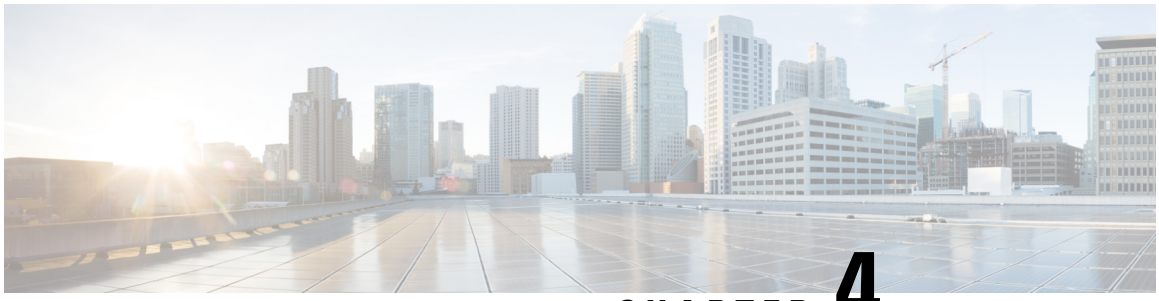
Whenever you play a voice message, it plays on your phone's receiver.

Set Audio Output on Android

Step 1 Go to **Settings**, tap **Audio and Video**.

Step 2 Tap **Disable Speaker for Voice Messages**.

The voicemail plays through your earpiece.



CHAPTER 4

Contacts and Contact Groups

- Contacts, on page 57
- Contact Groups, on page 61

Contacts

Contacts are people that you interact with on a regular basis.

Add New Contacts in Windows

Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can easily double-click on their names to start a phone call or a chat.

Step 1 In the hub window, select the **Menu** icon.

Step 2 Select **File** > **New** > **Contact**.

Step 3 Start typing the person's name to search the directory, or enter the username directly if you know it.

Step 4 Select which group to add the new contact to and select **OK**.

Custom Contacts

You can personalize your contact list by adding people who are not part of your corporate directory list or do not have an IM address to your contact lists. You can also add contact phone numbers to the existing corporate directory list. This helps you to collaborate and communicate with a wider group of people.

Custom contacts created in Jabber for desktop clients appear in Jabber for Android. Custom Contacts allow you to add non-directory contacts to the existing directory contact list, even if the contacts don't have an IM address.

Custom Contacts allow you to add phone numbers to existing directory contacts. You can call, chat, email, and send text message. You can make custom contacts as their favorite contact.

Note You cannot have a WebEx session with the custom contacts.

If there is no IM address or Phone contact details, the call or chat button is hidden. If the custom contacts have IM address, then their presence is displayed. If the custom contacts have only phone numbers, then their presence is not displayed.

If the IM or email address of a custom contact matches a corporate directory contact, the corporate directory contact displays the merged information. For the display name attribute, Jabber displays custom contact name, for other contact details, Jabber display the merged information.

Add Custom Contacts in Windows

Custom contacts can be added only within your corporate network.

Step 1 Go to **File** > **New** > **Custom Contact**.

Step 2 Enter the person's information, select a contact group, and click **Add**.

Jabber displays a notification if the custom contact details you're trying to add already exists. Jabber allows you to duplicate a contact only if the user is already a directory contact.

Add Custom Contacts for Mac

Custom contacts can be added only within your corporate network.

Step 1 Go to **File** > **New** > **Custom Contact**.

Step 2 Enter the person's information, select a contact group and click **Add**.

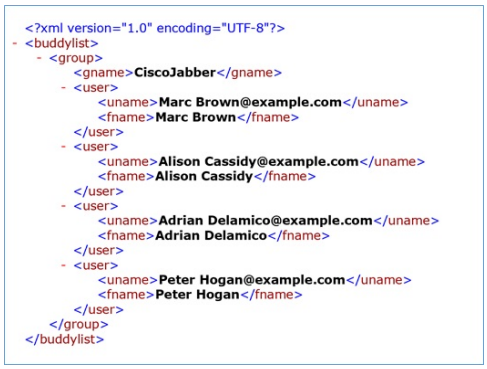
Jabber displays a notification if the custom contact details you're trying to add already exists. Jabber allows you to duplicate a contact only if the user is already a directory contact.

Import Contacts

Importing contacts using contact list definition file is not supported in Jabber for Mac. For Jabber mobile clients, you do not have to import contacts, because the contacts are automatically synchronized.

Before you begin

Before importing your contacts, you must create your contact list definitions file. This is a file that lists all your contacts. You can add up to 500 contacts in .xml, .csv, or .vcf formats. Here is an example of a definition file.



Step 1 From Cisco Jabber, click the **gear icon**, choose **File** > **Import contacts**.

Step 2 Browse to the location of the contact list definitions file, choose the contact list definitions file, and then click **Open**.

The contact list is imported and the results are displayed in the Import Contacts Result window.

Integrate Local Mac Contacts

You can allow Cisco Jabber to search for people from your Mac contacts list so you'll be able to contact them easily directly from Jabber. When you search for someone in Jabber, the search results includes people from your Mac contacts list. If you receive a call from a local contact, Jabber matches that number to people in your Mac contact list.

Step 1 Select **Jabber** > **Preferences**.

Step 2 Select the **General** tab.

Step 3 In the Contacts section, select **Integrate local Mac Contacts with your Cisco Jabber contacts**.

Step 4 Restart your client to see the contacts.

Contact Sorting

Choose what order you want to see your Cisco Jabber contacts. You can sort them by name or availability.

Sort Contacts for Mac

To view your available contacts, you can sort your contacts by status or name.

Step 1 Select **View** > **Sort Contacts by**.

Step 2 Select either **Status** or **Name** to sort contacts.

Sort Contacts for Android

You can sort your contacts based on their status or name.

Step 1 Go to **Settings** > **Display** > **Sort contacts by**.

Step 2 Select **Name** or **Status**.

Find Contacts with Spotlight Search

Use Spotlight search on your iPhone or iPad to find your Cisco Jabber contacts. You can then start a conversation or make a call.

Before you begin

You must be signed in to Jabber.

Step 1 Swipe down from the middle of the home screen.

Step 2 Tap the **Search** field and type the name of the person you're looking for.

Step 3 Tap their Cisco Jabber contact card to call them or start a conversation.

Use Contacts in iPhone and iPad

Shortcuts in Jabber let you save time when contacting people. For example, choose the Chat icon to start your chat immediately.

Step 1 On the **Contacts** window, select the contact you want to communicate with or add to Favorites.

Step 2 Swipe left on the contact and select one of these options:

- Tap **Chat** to chat with the contact.
- Tap **Call** to call the contact.
- Tap **Favorite** ☆ to add the contact to Favorites or remove a contact already added to Favorites.

Configure a Jabber Alert

Configure Cisco Jabber to notify you when your contacts are available. You can choose to receive an alert when a contact or groups of contacts are online. This makes it easier to know if other people are available to respond to your messages.

Step 1 Select a contact, group of contacts, or a header for the contact group.

Step 2 Right-click and select **Alert When Available**.

You receive an alert as each contact becomes available.

Contact Groups

In Jabber, you can create groups to help you better organize your contacts. For example, if you are working on several projects, you can create groups for each project. Or, if you typically work on large cross-department projects you can create groups for each department, such as marketing, engineering, documentation, and so on.

Contact Groups from Callers

Your contacts groups keep contact information for the people you work with regularly. When you add people to your contact groups, you can send messages and make calls with a single click.

Add Contacts to a Contact Group for Desktop Devices

Step 1 Enter the person's name in the search bar, hover over their name in the search results, and click **Add** .

Step 2 Choose one of these options:

- Use and existing group: choose a contact group from the drop-down list.
- Create a new group: click **New group**, enter a group name, and click **Create**.

Step 3 Click **Add**.

Add Contacts to a Contact Group for Mobile Devices

Step 1 From **Contacts** , tap the search bar and enter the name of the person you want to add.

Step 2 Tap the contact in the search results, and then tap **Add to Contacts**.

Step 3 Tap **Assign to Group** and choose one of these options.

- Use an existing group: choose a contact group from the list.
- Create a new group: tap the **plus sign** , enter a new group name, and tap **Create**.

Step 4 Go back to the **Add Contact** screen and tap **Done**.

Directory Groups

Directory groups are lists of people who belong to a specific group within your organization. These lists are maintained by your administrator and is synced automatically when someone leaves or joins the group. You can add an existing directory group into Cisco Jabber to gain access to all the people within it. This helps you to contact and collaborate with a larger group of people.

Add a Directory Group in Windows

If the directory group is larger than 100 people, then no presence is displayed for anyone in that group, unless someone is also in your personal contacts list.

Step 1 Select the **Menu** icon, then **File** > **New** > **Directory Group**.

Step 2 In the dialog box, enter the directory group name.

You may be able to search for the directory group that you want to add. But if you don't have any search capability, then the directory group name must be provided to you by your administrator.

Step 3 Select **Add** then **OK**.

Add a Directory Group in Mac

You can add a directory group into your contact list.

Step 1 Select **Jabber** > **Contacts** > **New Directory Group**.

Step 2 Enter the name of the directory group.

Step 3 Select **OK**.

Add a Directory Group for iPhone and iPad

If the directory group is larger than 100 people, then no presence is displayed for anyone in that group.

Before you begin

Your system administrator must enable this feature. If you cannot add directory groups, contact your system administrator for help.

Step 1 On the **Contacts** screen, tap **plus** + .

Step 2 Tap **Add Directory Group**.

Note You cannot add more than 1000 contacts in your Contacts list.

Step 3 Enter the group name you want to add in the **Add Directory Group**.

Step 4 Tap **Done**.

All the contacts in the directory group are added to your contacts list.

Add a Directory Group for Android

If the directory group is larger than 100 people, then no presence is displayed for anyone in that group.

Before you begin

Your system administrator must enable this feature. If you cannot add directory groups, contact your system administrator for help.

Step 1 On the **Contacts** screen, tap the **plus** icon.

Step 2 Tap **Add Directory Group**.

Note You cannot add more than 1000 contacts in your Contacts list.

Step 3 Enter the group name you want to add in the **Add Directory Group**.

Note If you do not have the search capability, then the directory group name must be provided to you by your administrator.

Step 4 Tap **Done**.

All the contacts in the directory group are added to your contacts list.

Move a Contact to Another Group for Android

If you've realized that people on your contact list need to be moved to another group in Cisco Jabber, you can move them to the group one at a time, with a few exceptions. You can't move move custom contacts and directory group contacts to any other group, and you can't move a contact to the directory group.

Step 1 To move contacts from one group to another group, touch and hold a contact.

Step 2 Touch and hold the edit icon that is available next to the contact name.

Step 3 Drag and drop the contact in your desired group.

Contact Group Removal

If you've created a group for your contacts on Cisco Jabber that you don't need anymore, you can remove it. If you remove a group, it also removes the contacts in the group from your contacts list. Your system administrator needs to enable this feature for you to use.

Remove a Contact Group in iPhone and iPad

Step 1 On the **Contacts** screen, tap and hold the contact group you want to remove.

Step 2 Tap **Remove** to remove the contact group.

The contact group is removed from your contacts list.

Remove a Contact Group in Android

Step 1 Touch and hold the contact group.

Step 2 Tap the trash icon.

Broadcast Messages

You can select multiple contacts from your contact list and send a broadcast message to them all at once. You only need to send the message once, but your contacts receive it as a normal one-to-one chat.

Send a Broadcast Message in Windows

Step 1 From the hub window, do one of these options:

- Select all the contacts that you want to message
- If you want to send a message to an entire group, select the header for the contact group.

Step 2 Right-click on the selected contacts and click **Send broadcast message**.

Step 3 Enter your message in the text box.

Step 4 If you want to add more people to the broadcast message, you can search for them in the **To** field and add them.

Step 5 Click **Send**.

Send a Broadcast Message in Mac

Step 1 From your contact list, do one of these options:

- Select all the contacts that you want to sent a broadcast message
- If you want to send a message to an entire group, select the header for the contact group.

Step 2 Right-click on the selected contacts and select **Send broadcast message**.

Step 3 Enter your message in the text box.

Step 4 If you want to add more people to the broadcast message, you can search for them in the People field and add them.

Step 5 Select **Send**.

Send a Broadcast Message in iPhone and iPad

Step 1 From your contact list, press the Group Contact Name icon and choose **Send Broadcast Message**.

Step 2 Enter your message in the **Broadcast Message** field and then tap **Send**.

Send a Broadcast Message in Android

Step 1 From the **Contacts** screen, tap a Group Contact Name, and then choose **Send broadcast message**.

Step 2 Enter your message in the **Broadcast message** text box and tap **Send**.

CHAPTER 5

Chat

- Chat Options in Windows, on page 67
- Find a Chat Room, on page 67
- Chat Room Participation, on page 68
- Files in Chat, on page 71
- Group Chat, on page 72
- Persistent Chat Rooms, on page 75

Chat Options in Windows

Share your ideas, thoughts, and work with others by using some of the options in your chats to securely enhance your work: send an emoticon, take a screen capture, or send an attachment, just to name a few.

In a chat you can:

- Send a screen capture.
- Send a file.
- Mention another user.
- Insert an emoticon.
- Edit the font size and color.
- Add participants to create group chats.
- Show the chat in a new window.

Find a Chat Room

You can search your list of chat rooms to find a room quickly.

Step 1 Go to **Rooms** , click the search bar, and then enter the name of the room you're looking for.

Step 2 To open the room, double-click the room name in the search results.

Chat Room Participation

You can use chat rooms to talk with others and share ideas as a group. The discussions in your rooms could be about anything, and you can be in many rooms at once. When you're in chat rooms, you can talk with the others in your room, scroll through the room's chat history, @mention other users, and filter the content by user or keyword.

The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in.

Participate in Chat Rooms in Windows

Step 1 Select the chat room icon on the hub window, and select **My Rooms** to view the rooms where you are a member.

Step 2 Double-click on the room that you want to enter.

Step 3 View the current participant list on the right side of the chat window. You can show or hide the participant list.

Step 4 Read the discussion and enter your own chat messages.

Step 5 Select **Show More** to view older messages in the chat room.

Participate in Chat Rooms in Mac

Step 1 Select the chat rooms tab.

Step 2 Double-click on the room that you want to enter.

Step 3 View the current participant list on the right side of the chat window.

Step 4 Read the discussion and enter your own chat messages.

Step 5 Select **Show More** to view older messages in the chat room.

Use Search in Chat

You can find, add, and call contacts from the search bar in chat windows.

Step 1 Enter the name of a contact in the search bar of the chat window.

You can enter phone numbers in the search bar to call directly from the chat window.

Step 2 Start a conversation with your contact by using one of the following methods:

- Hover your cursor over the contact to add that contact to a list or to call that contact.
- Double-click the contact to start a chat session.

Send a Message to Start Chat in Desktop

You can start a chat conversation by sending a message to anyone in your directory.

Step 1 Enter the person's name in the search bar, hover over their name in the search results, and then click **Chat** .

Step 2 Write your message and press **Enter**.

Send a Message to Start Chat in Mobile

You can start a chat conversation by sending a message to anyone in your directory.

Step 1 From **Contacts** , enter the person's name in the search bar, and then tap their name tin the search results to open a chat.

Step 2 Write your message and press **Send** .

Send Call Icons for Calling in Chat

You can send a call icon to people in a chat window that they can simply click it to call you. This lets them call you immediately without them having to search for your calling information in your contact card.

Before you begin

Your administrator must enable URI dialing for you to use this feature.

In a chat window, do one of the following actions:

- Type `:callme`
- Windows only: type `:telephone`

They receive the phone icon , and they just have to click it to call you.

Related Topics

SIP URI Calling, on page 42

Filter Chat Rooms in Windows

You can filter conversations to get notified about any conversations that happen in chat rooms that match your filter criteria. Filters can search when a key word is used, a certain user makes a comment, or your username is mentioned.

Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.

Step 1 In the client, select **Chat Rooms** > **Filters**, then select **Create Filter**.

Step 2 Give the filter a label and then define the filter criteria.

You can filter chat rooms using up to three keywords or by username. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords.

Step 3 Select **Create**.

Screen Share in Chat

Related Topics

During a Call, on page 44
Conference Calls, on page 46

Share Your Screen in Chat in Windows

Step 1 In a chat window, select **More . . .** > **Share screen**.

Step 2 When you're done sharing your screen, click on the **Stop sharing** button at the top of your screen.

Share Your Screen in Chat in Mac

Step 1 In a chat window, select **More . . .** and choose **Share screen**.

Step 2 When you're done sharing your screen, click on the **Stop sharing** button at the top of your screen.

View Your Chat History

In the **Chat** window, swipe down to see your messages.

If you can't see messages, it is possible that this feature isn't enabled. Contact your admin for help.

Files in Chat

You can send documents and other files to individual contacts or groups from the chat window.

From the Cisco Jabber chat window, you can share images, videos, and files with your coworkers. You can always preview your images before sending it out.

Send a File in Chat in Desktop

Step 1 Open the chat window for the person or group you want to share a file with.

Step 2 Select **Send a file** .

Step 3 Browse to the location of the file on your computer, select the file, and press **Enter**.

Send a File in Chat in iPhone and iPad

Step 1 Open the chat window for the person or group you want to share a file with.

Step 2 Open the XYZ menu by tapping <plus>**XXX** and select **Photo**, **Video**, or **Cloud**.

Step 3 Browse to the location of the file on your device, select the file, and tap **Send**.

Share Files in Chat in iPhone and iPad

Jabber supports sending .gif, .jpeg, .jpg, and .png images while chatting. You can view the image in the Jabber chat window. Touch and hold the image for more options. The .gif images that are sent in chat automatically play and loop.

Step 1 To send images and video, in the chat conversation window, tap **Plus** .

Step 2 Select your image or video from the following options:

- Camera
- Photo
- Video
- File
- Cached files

Step 3 To compress the file before sending it, tap the **Compress** option.

Step 4 Tap **Send**.

Group Chat

You can send a group chat invite to chat with more than one person at a time. Cisco Jabber doesn't save your conversation. If you close the chat window, you lose the chat history.

By default, you can invite 50 participants to a group chat. Your administrator can increase this cap through the IM & Presence Service administration pages.

Start a Group Chat in Windows

Invite participants to the group chat in one of these ways:

- Open a chat window with one participant of the group chat. Click , add participants, and click **Start**.
- On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.
- On your **Contacts** list, hover over a group name and click the group chat icon to start a group chat with all of the available participants in the group.
- Select participants from the **Contacts** or **Chats** tab, and click the group chat icon that displays when you hover over any of the selected participants.
- For existing 1:1 chats, drag a contact from the **Contacts** tab into the message content area or the participant list area.

Start a Group Chat in Mac

Step 1 To create a group chat, select one of these options:

- Select two or more people from your contact list and choose the group chat icon.
- In the **Chats** tab, select the **New Chat** icon.
- Select the header of the contact group and choose the group chat icon.

Step 2 In the **Start Chat** window, enter any additional people you want to invite.

Step 3 Update the topic for the group chat.

Step 4 (Optional) Choose any additional people from the **Recent Contacts** area.

Step 5 Select **Start**.

Start a Group Chat in Mobile

You can start a group chat either from the **Chats** screen or from the **Chat** window in the following way:

Start a group chat using one of these ways:

- In the **Chats** screen, tap **Plus** + , enter the participants in **To:** field, and tap **Done**.
- In the chat window, tap **Plus** + , then tap , enter the participants in **To:**, and tap **Done**.

Group Chat Transformation into a Meeting

When you're in a group chat, you can initiate a conference call with all the participants in the group chat to start a meeting. You'll need a Cisco Collaboration Meeting Room account or a Private Telepresence Bridge set up for you, and Cisco Webex client version 8.0 or later.

For more information, see Conference Call Bridges, on page 100

Change a Group Chat into a Meeting in Windows

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR).

Step 1 Choose one of these options:

- Later versions: Select the **Menu** icon, then from the hub window, open the **Settings** menu, and go to **Options**.
- Earlier versions: Select **File** > **Options**.

Step 2 Select **Calls**, and ensure that **Use my conference service** is not checked.

Step 3 When you are in a group chat with participants, select the **Call** icon.

You are connected into the conference call and your group chat participants are sent an invitation to enter the meeting using either a video link or using Cisco Webex

Change a Group Chat into a Meeting in Mac

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR) Cloud.

Step 1 Ensure **Use my bridge for conference call** option is not selected.

Step 2 When you are in a group chat with participants, select the **Call** icon.

You are connected into the conference call and your participants are sent an invitation to either enter the meeting using a video link or enter the meeting using Cisco Webex.

Change a Group Chat into a Meeting in iPhone and iPad

When you are in a group chat, you can initiate a conference call with all participants in the group chat.

Before you begin

The Cisco Webex client version 8.0 or higher is installed and configured for conference call.

Access to Collaboration Meeting Room is enabled for your account.

Note If the Collaboration Meeting Room access is not enabled, users can make conference calls using their telepresence bridge number, provided the private telepresence bridge settings are configured for conference calls.

Ensure you install the Webex client before installing Cisco Jabber for iPhone and iPad.

Step 1 In the **Group Chat** window, tap **Plus** + .

Step 2 Invite your participants to the conference call.

- For iPhones, tap to start a conference call or tap to start a Webex meeting.
- For iPads, at top right corner of group chat window, tap to start a conference call or tap to start a Webex meeting.

You are connected to the conference call and your participants are sent an invitation to join the conference call or Cisco Webex meeting.

Change a Group Chat into a Meeting in Android

When you are in a group chat, you can initiate a conference call with all participants in the group chat.

Before you begin

The Cisco Webex client version 8.0 or higher is installed and configured for conference call.

Access to Collaboration Meeting Room is enabled for your account.

Note If the Collaboration Meeting Room access is not enabled, users can make conference calls using their telepresence bridge number, provided the private telepresence bridge settings are configured for conference calls.

Ensure you install the Webex client before installing Cisco Jabber for Android.

Step 1 Tap on the drop-down menu icon in the **Group Chat** window.

Step 2 Invite your participants to the conference call.

- For mobile phones, tap **Start Conference** to start a conference call or tap **Meet Now** to start a Webex meeting.
- For tablets, tap to start a conference call or tap to start a Webex meeting.

You are connected to the conference call and your participants are sent an invitation to join the conference.

Persistent Chat Rooms

Persistent chat rooms offer you ongoing access to a discussion thread. They are available even if no one is currently in the chat and remains available until explicitly removed from the system. They allow workers in different locations, countries and time zone to participate with fellow team members, customers and partners to communicate quickly gain context to ongoing conversations and easy collaboration in real time.

If you need to find information in your Cisco Jabber persistent chat rooms, you can search them by entering keywords and narrow your search even more by choosing specific participants, room name, and date range. You must be a member of the chat rooms for your search to be completed.

Search Persistent Chat Rooms in Windows

Your search results will display a maximum number of 200 items sorted chronologically and grouped by room. You can only find content from when you've joined the room.

Step 1 In the room, select the **Filters** tab.

Step 2 Enter your search criteria in the search box, just like you search for contacts in the Cisco Jabber hub window.

To search for messages with special characters, include other characters in the search criteria. For example, type !@ Jabber, if you are searching for !@ which has the word Jabber alongside it.

Step 3 Double click on a result to open the room.

Search Persistent Chat Rooms in Mac

Your search results will display a maximum number of 200 items sorted chronologically and grouped by room. You can only find content from when you've joined the room.

Step 1 Enter a search term in the **Search or call** field.

To search for messages with special characters, include other characters in the search criteria. For example, type !@ Jabber, if you are searching for !@ which has the word Jabber alongside it.

Step 2 Select **Search chat room messages** and then select **Enter** to go to the chat room in the list, or you can refine your search using a different keyword.

Search Persistent Chat Rooms in Mobile

You can search for a specific chat room, and the results are listed alphabetically.

Step 1 Tap **Rooms**, then tap .

Step 2 Use the **Search** bar to find a room.

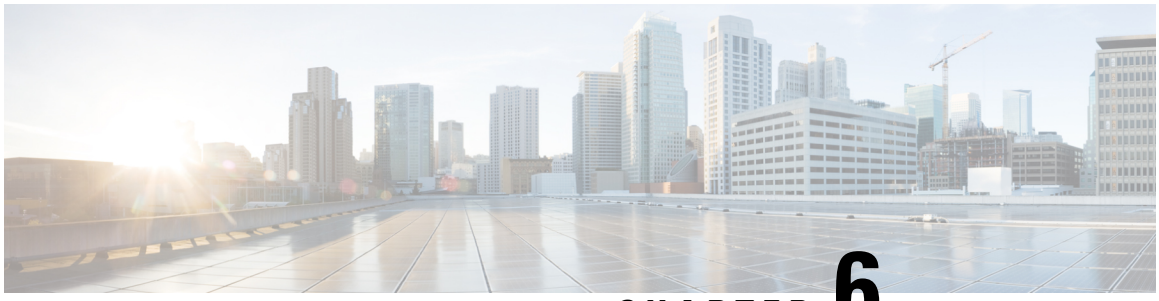
Mention Someone in Persistent Chat Rooms

When you need to get someone's attention in the restricted persistent chat room, you can mention them. They'll get notified in the My Mentions section of the persistent chat room filters. You'll still get notifications when someone mentions you even if you've muted that persistent chat room.

In Cisco Jabber for Windows client, you can use @ symbol to search for people that are available in the Cisco Jabber directory, but not in any particular room. When you search for those people they don't receive any notification.

Before you begin

In the chat room, type @, enter the person's name, and select it from the search results.



CHAPTER 6

Meetings

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- Join Meetings, on page 78
- Share Your Screen or Application During a Call or Meeting, on page 78
- Personal Room Meetings, on page 79
- Meeting Accounts with Webex, on page 80
- Calendar Integration, on page 81

Meetings

You can host and join meetings straight from Cisco Jabber without needing to launch Cisco Webex Meetings. You can see who's in the meeting, mute and unmute people, choose a video layout, record a meeting, and more, depending on how your admin has set your meetings up.

When you join a meeting, you'll be able to:

- Show the list of participants
- Change the screen layout to
- Show who is speaking
- Show who is presenting
- Mute and unmute other people
- Drop a participant from the meeting
- Lock and unlock the meeting
- Start and stop recording the meeting

And if your admin has set you up for them, you'll also be able to use these extra features:

- Show who the meeting host is, and set who it is (on Windows and Mac).
- Have meeting participants wait in the virtual meeting room lobby until you let them join the meeting (on Windows and Mac).
- Let hosts choose to end the meeting or leave the meeting (if hosts are on a mobile client, they can only end the meeting).

- Use a PIN to join the meeting.

Meetings and Your Presence Status

Your Jabber app may be configured to launch your meetings in Webex. Webex meetings are external to Jabber.

- For a Scheduled meeting with calendar integration (Outlook calendar integration or IM and Presence Exchange calendar integration): When you are in a scheduled meeting, your Jabber presence status displays `In a meeting`.
- For a Scheduled meeting without calendar integration: When you are in a scheduled meeting, your Jabber presence status doesn't update.
- For an Ad-hoc meeting: When you are in an Ad-hoc meeting, your Jabber presence status doesn't update.

Join Meetings

When it's time for your scheduled Webex meeting to begin, you can join the meeting in Jabber.

Join a Meeting on a Desktop Device

Go to **Meetings** , find the meeting you want to join, and then click **Join**.

Join a Meeting on a Mobile Device

Go to **Meetings** , find the meeting you want to join, and then tap **Join**.

Share Your Screen or Application During a Call or Meeting

When you share your screen or application in Cisco Jabber, everyone in the meeting can easily see what's being discussed. Anyone can share their content, but only one person can share at a time.

You can share content when you're in a call or meeting.

Step 1 During a meeting or call, select **Share screen** .

Step 2 Choose the screen or application you want to share. If you don't see the app you want to share, just scroll to see all your open apps.

You'll see indicators to let you know what's being shared.

Step 3 While you're sharing, you can do the following options:

- Share something else: Select to switch to another screen or application without needing to stop sharing first.
- Stop sharing: Select **Stop**

to stop sharing your screen.

Personal Room Meetings

Personal rooms are virtual spaces that you can use to have meetings. Like an office, your personal room is at a fixed address that you can send to your coworkers to have them meet you there. To use personal rooms, you'll need Cisco Webex client version 8.0 or later.

Start a Personal Room Meeting on a Desktop Device

Before you begin

Ensure **Use Personal Room for all my instant meetings** is selected for your Cisco Webex meetings.

- Release 12.0 and later: You can update your settings from a link in the **Meetings** options.
- Release 11.9 and earlier: You can update your settings from a link in the **Meet Now** settings.

Step 1 Select one or more contacts from your Contacts list.

Step 2 right-click over them and select **Start meeting**.

You'll be connected to your personal room and your contacts are sent an invitation to join you.

Start a Personal Room Meeting on iPhone and iPad

Before you begin

Ensure **Use Personal Room for all my instant meetings** is selected for your Cisco Webex meetings. You can update your settings from a link in the **Meetings** options.

You need Jabber 12.x or later.

Step 1 Open the chat window of the contact you want to invite for an instant meeting and tap + .

Step 2 Tap **Webex Meeting** on a contact's profile to start an instant meeting using your personal room.

You are connected into your personal room and your participant is sent an invitation to join your conference.

Start a Personal Room Meeting on an Android Device

Before you begin

Ensure **Use Personal Room for all my instant meetings** is selected for your Cisco Webex meetings. You can update your settings from a link in the **Meetings** options.

You need Jabber 12.x or later.

Step 1 Open the chat window of the contact you want to invite for an instant meeting and tap **+** .

Step 2 Choose one of these options:

- Tap **Start Conference** to invite your participants to the conference call.
- Tap **Webex Meeting** invite your participants to the Webex meeting.

You are connected into your personal room and your participants are sent an invitation to join your conference.

Meeting Accounts with Webex

Add Webex sites to Jabber to start, join, and manage meetings. You can see all your meeting requests in the Meetings. When your meeting time approaches, Jabber displays a pop-up to join that meeting. You can join that meeting either from Jabber or Webex.

Add Webex Sites for Windows

In the cloud-based deployments, you cannot add a meeting site that is configured for single sign-on (SSO). An SSO meeting site must be created in the Cisco Webex Administration Tool.

Step 1 From the hub window, open the **Settings** menu, and choose one of these options:

- For recent versions: go to **Options**
- For earlier versions, select **File** > **Options**.

Step 2 When the **Options** window opens, select the **Meetings** tab, then **Edit account**.

Step 3 From the **Webex Site** drop-down list, select **New Site**.

Step 4 Enter all of the required information, including the name of the Cisco Webex site that you want to add to your Cisco Jabber client, for example, cisco.webex.com.

Add Webex Sites for Mac

In the cloud-based deployments, you cannot add a meeting site that is configured for single sign-on (SSO). An SSO meeting site must be created in the Cisco Webex Administration Tool.

Step 1 Select **Jabber** > **Preferences** > **Meetings**.

Note Sites that are provisioned by your administrator cannot be edited or deleted.

Step 2 Select the **Meeting Site** drop-down list.

Step 3 Select **Edit Meeting Site...** from the drop-down list.

Step 4 Select the plus (+) button to add a new meetings site.

Step 5 Enter the required settings in the following fields:

Site URL
The name of the Cisco Webex site, for example, cisco.webex.com
Username
Your username
Password
Your password

Step 6 Select **Apply**.

Calendar Integration

You can integrate Microsoft Outlook, IBM Lotus Notes, or Google Calendar with Cisco Jabber. You can access all your events from the Meetings tab. When your event time approaches, Cisco Jabber displays a pop-up. You can join that event either using Cisco Jabber or Cisco WebEx Meetings.

Integrate Your Calendar for Windows

After you integrate your calendar, you can start using the new calendar.

Step 1 Go to **Settings** > **Options** > **Calendar**, from the **Calendar integration** menu choose a calendar, and select **OK**.

Step 2 Go to **Settings** > **Sign out** to restart Jabber.

Step 3 Sign into Jabber

Integrate Your Calendar for Mac

After you integrate you calendar, you can start using the new calendar.

Step 1 Go to **Preferences** > **Meetings**, from the **Calendar Integration** drop-down choose a calendar.

Step 2 Select **OK** to update the setting.

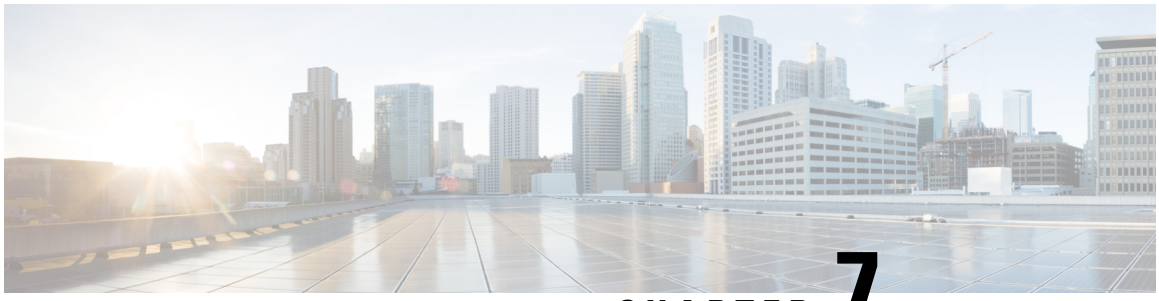
Step 3 Restart Cisco Jabber.

Integrate Your Calendar for Mobile Devices

After you integrate your calendar, you can see the events scheduled for two days—the current day and the next day. You tap **Join** on any of the event to join it from Jabber.

Step 1 Launch Jabber.

Step 2 Accept the prompt to integrate your device calendar with Jabber.



CHAPTER 7

Customization

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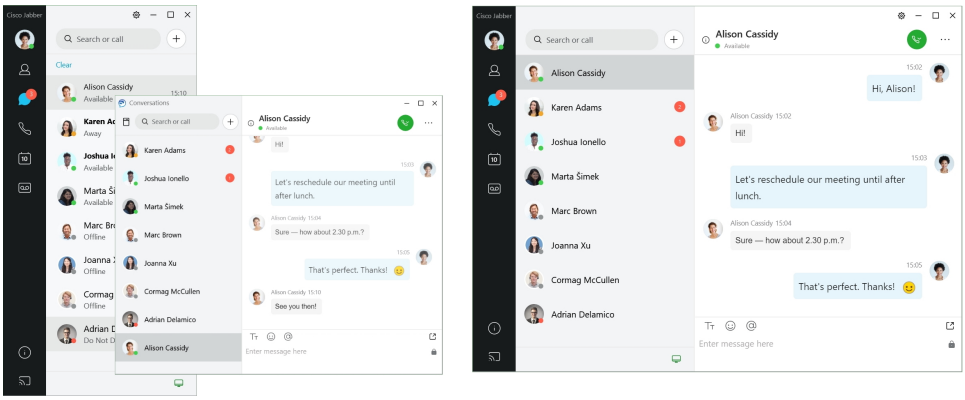
Customization

You can customize your Jabber app in many ways. However, some customizations may not apply to your app and device.

Change the App View

With Jabber's modern design, your contacts, calls, chats, and meetings are brought together into a single window. If you prefer the old layout, you can choose the classic design option in your settings.



Step 1 Click your profile picture and select **Settings** or **Preferences**.

Step 2 Go to **Appearance** > **App View** and select **Classic** or **Modern**.

The program will restart to apply the changes.

Add Custom Chat Alert Sounds in Windows

You can personalize your chat alert sounds by using custom sound files. Copy the custom sound file (in a WAV format) into the Jabber Chat Alerts folder to start using them instantly for all your chat alerts.

Supported formats include:

- WAV_FORMAT_PCM_8KHZ
- WAV_FORMAT_PCM_16KHZ
- WAV_FORMAT_PCM_24KHZ
- WAV_FORMAT_PCM_24KHZ_STEREO
- WAV_FORMAT_PCM_44KHZ
- WAV_FORMAT_PCM_48KHZ
- WAV_FORMAT_PCM_48KHZ_STEREO
- WAV_FORMAT_MU_LAW_8KHZ
- WAV_FORMAT_A_LAW_8KHZ
- WAV_FORMAT_G729

Step 1 Navigate to the Jabber Chat Alerts folder on your system.

A typical installation path is: C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Jabber Chat Alerts.

Step 2 Copy the custom chat alert sound file into the Jabber Chat Alerts folder.

You can now see the new chat alert option on the **Sounds and Alerts** tab of the **Options** window.

Allow Notifications

Customize how Cisco Jabber notifies you that there are new messages, of incoming calls, and how to behave when your availability is set to Do not Disturb.

Step 1 Go to **Settings** > **Notifications** > **Jabber** on your device.

Step 2 Turn on **Allow Notifications**.

Step 3 Choose your preferred alert style.

Allow Specific Contacts and Domains in Windows

Cisco Jabber lets you create an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to make sure those contacts can view your availability status and send you messages.

Note Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

Example 1: Allow specific contacts inside your organization

1. You set your basic privacy settings to block everyone inside your company.
2. You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

1. You set your basic privacy settings to block everyone outside your company.
2. You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

Example 3: Allow specific contacts from blocked domains

1. You add a specific domain, such as cisco.com, to your block list.
2. You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Step 1 Choose one of these options in the hub window:

- For newer versions of Jabber: select **Settings** > **Options**.
- For earlier versions of Jabber: select **File** > **Options**

Step 2 Select the **Privacy** tab and then select **Advanced**.

Step 3 Enter specific contact addresses or domains in the **Allow list**.

Step 4 Select **Apply** and then **OK**.

Block Specific Contacts and Domains in Windows

If you don't want people to contact you in Cisco Jabber, you can block individuals or everyone from the same domain. For example, you can block everyone with email addresses from the .example domain. When you block people, they can't see your availability status or send you instant messages, even if you're on their contact list.

Step 1 Choose one of these options in the hub window:

- For newer versions of Jabber: select **Settings** > **Options**.
- For earlier versions of Jabber: select **File** > **Options**

Step 2 Select the **Privacy** tab and then select **Advanced**.

Step 3 Enter specific contact addresses or domains in the **Block list**.

Step 4 Select **Apply** and then **OK**.

Change Alternate Dial via Office Callback Number in Android

This procedure applies to Cisco Jabber for Android.

Step 1 On the **Settings** screen, under **Call**, tap **Calling Options**.

Step 2 Tap the alternate DvO callback number.

Step 3 Enter a new alternate DvO callback number.

Step 4 Tap **Save**.

Google Calendar Events

You can access Google Calendar events in Cisco Jabber by signing in with your Google credentials. When your event time approaches, Cisco Jabber displays a pop-up, and you can also join that event using Cisco Jabber.

Access Google Calendar Events in Windows

Step 1 Go to **Settings** > **Options** > **Calendar**.

Step 2 From the **Calendar Integration** menu, choose **Google Calendar**, click **OK**, and restart Cisco Jabber.

Step 3 In the **Google Calendar Sign In** window, enter your Google account username and password, and then select **Sign in**.

Step 4 Select **Allow access**, and if prompted, select **Yes** to continue running scripts on the page.

Step 5 On the main Cisco Jabber window, select the **Meetings** tab.

Note If you don't want to connect your Google Calendar with Cisco Jabber, go to the Calendar tab, select **None**, and restart Cisco Jabber.

Note You can also go to your Google Accounts page and revoke access for Cisco Jabber in the Authorized Access to your Google Account section.

Access Google Calendar Events in Mac

Step 1 Go to **Preferences** > **Meeting Preferences** > **Meetings**.

Step 2 From the **Calendar Integration** drop-down list, choose **Google Calendar**, click **OK** to update the settings and restart Cisco Jabber.

Step 3 In the **Google Calendar Sign In** window, enter your Google account username and password, and then select **Sign in**.

Step 4 Select **Allow access**.

Step 5 On the main Cisco Jabber window, select the **Meetings** tab.

Note If you don't want to connect your Google Calendar with Cisco Jabber, go to the Calendar tab, select **None**, and restart Cisco Jabber.

Note You can also go to your Google Accounts page and revoke access for Cisco Jabber in the Authorized Access to your Google Account section.

Audio Device

You can specify whether you're using a headset, speaker, or microphone with Cisco Jabber. For example, if you work in a shared office and normally use a headset, you can set that as your default option.

Change Audio Device in Windows

Step 1 Plug in your headset or other audio device to the appropriate USB port.

Step 2 Click the phone control menu and select **Use my computer for calls**.

You'll also see any audio devices that are currently in use.

Step 3 To change your audio device, click **Audio Options**, select a speaker or microphone, then click **OK**.

Change Audio Device in Mac

Step 1 Plug in your headset or other audio device to the appropriate USB port.

Step 2 Click the phone control menu and select **Use my computer for calls**.

You'll also see any audio devices that are currently in use.

Step 3 To change your audio device, click **Audio /Video Preferences**, select a speaker or microphone, and click **OK**.

Change Audio Device in Android

Choose a default audio device in Cisco Jabber for Android. You can pick either a headset or a speaker depending on what’s connected to your Android device.

Step 1 Go to **Settings** > **Audio and Video**.

Step 2 Tap **Default Audio Output**.

Step 3 Tap either **Earphone** or **Speaker** to choose your default audio output.

Audio Options in Jabber

You can personalize your Cisco Jabber app audio options to seamlessly collaborate with other people. You can use a headset when you're at office; if you work remotely, you can switch to a connected speaker or

microphone. You'll hear people better with an external speaker, and they'll hear you better with an external microphone.

Choose Your Jabber Audio Options in Windows

Step 1 From Cisco Jabber, click the **gear icon** , choose **Options**, and choose **Audio**.

Step 2 Choose the devices to use for the ringer, speaker, and microphone.

Choose Your Jabber Audio Options in Mac

Step 1 From Cisco Jabber main menu, choose **Preferences** and choose **Audio/Video** preferences.

Step 2 Choose the devices and setting options to use for the ringer, speaker, and microphone.

Choose Your Jabber Audio Options in iPhone and iPad

Step 1 While on a call, tap **More**, and select Audio Settings.

Step 2 Choose a device.

Choose Your Jabber Audio Options in Android

On Android, by default, the app uses the device's microphone and speaker. When you connect a headset to the device, the app switches to the headset's microphone and earphone.

To use a headset, plug in your headset.

Call Options in Cellular Networks

Most of the time, you use Cisco Jabber over a Wi-Fi connection to make calls. But if a Wi-Fi connection isn't available, you can choose how you want calls handled using your cellular network. Be aware though, that using your cellular network depends on your data plan with it.

Choose Call Options in iPhone and iPad

If you don't want to receive calls or make calls on mobile network, you can disable the VoIP call over mobile network.

Disabling the VoIP on cellular networks results in the following changes:

- Phone Services are disabled on Cisco Jabber.
- You cannot make VoIP calls from Cisco Jabber or receive incoming calls.
- Battery consumption reduces.

Step 1 On the **Settings** screen, tap **Call Options**.

Step 2 Under **Call capability over cellular network**, tap **Disable Call Function**.

Choose Call Options in Android

You can disable or enable Cisco Jabber calls over cellular network in the **Settings** option.

If you disable call function on cellular network, then:

- Phone services are disconnected.
- No incoming calls are received.
- You cannot make a Cisco Jabber call.
- Battery consumption for Jabber is decreased.

Step 1 Go to **Settings** > **Call**.

Step 2 Choose **Call options**.

Step 3 Choose one of these options:

- **Audio only** <default option>
- **Use audio and video**
- **Disable call function**

Step 4 Choose **Disable call function**.

Ringtones

You can choose a different ringtone for your Cisco Jabber calls.

Add Custom Ringtones

Personalize your incoming Jabber call ringtone by using custom sound files. Copy the custom sound file (in a WAV format) into the Jabber Chat Ringtones folder to start using them instantly for all your incoming calls.

All sound files must be in .wav audio format. Supported formats include:

- WAV_FORMAT_PCM_8KHZ
- WAV_FORMAT_PCM_16KHZ
- WAV_FORMAT_PCM_24KHZ
- WAV_FORMAT_PCM_24KHZ_STEREO
- WAV_FORMAT_PCM_44KHZ
- WAV_FORMAT_PCM_48KHZ
- WAV_FORMAT_PCM_48KHZ_STEREO
- WAV_FORMAT_MU_LAW_8KHZ
- WAV_FORMAT_A_LAW_8KHZ
- WAV_FORMAT_G729

When you add new ringtone files, the new ringtones display in **Options** > **Sounds and Alerts**.

Step 1 Navigate to the Ringtones folder on your system.

A typical installation path is: C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Ringtones.

Step 2 Copy the custom ringtone file into the Ringtones folder.

Set Your Ringtone in Windows

Step 1 Go to **Settings** > **Options** > **Notifications**.

Step 2 In the **Ringtone** section, choose a ringtone.

Step 3 Select **Apply**.

Set Your Ringtone in Mac

Step 1 Go to **Preferences** > **Notifications**.

Step 2 In the **Ringtone** section, choose a ringtone.

Step 3 Select **Apply**.

Set Your Ringtone in iPhone and iPad

Step 1 Go to **Settings** > **General** > **Sounds**.

Step 2 Tap **Ringtone** to choose a ringtone.

Ringtones for Multiple Phone Numbers

Cisco Jabber lets you choose a ringtone to use for one, or for all your configured phone numbers, in a multiline environment. For example, you can set a unique ringtone for each of your office lines to personalize your call experience.

Set Ringtones for Multiple Phone Numbers in Windows

Step 1 Go to **Settings** > **Options** > **Notifications**.

Step 2 In the **Ringtone** section, choose a ringtone.

Note If you have multiple lines enabled for Cisco Jabber 12.8 or later, first select the line and then select the ringtone to play for that line.

Step 3 Select **Apply**.

Set Ringtones for Multiple Phone Numbers in Mac

Step 1 Go to **Preferences** > **Notifications**.

Step 2 In the **Ringtone** section, choose a ringtone.

Note If you have multiple lines enabled for Cisco Jabber 12.8 or later, first select the line and then select the ringtone to play for that line.

Step 3 Select **Apply**.

Set Your Ringtone in Android

You can set a tone for calls and a tone for chat messages.

Step 1 To set a call ringtone, go to **Settings** > **Sounds** > **Call ringtone**, and choose a ringtone.

Step 2 To set a chat notification tone, go to **Settings** > **Sounds** > **Notifications tone**, and choose a notifications tone.

Control Who Can Interact with You in Windows

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Step 1 Choose one of these options:

- On later versions of Jabber: From the hub window, open the **Settings** menu, and go to **Options**.
- On earlier versions of Jabber, select **File** > **Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 4 Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options: • **Allow**—Lets the person view your availability status and send you instant messages. • **Block**—Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to my contact list**—Lets the person view your availability status and send you instant messages. Adds the person to your contact list.
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

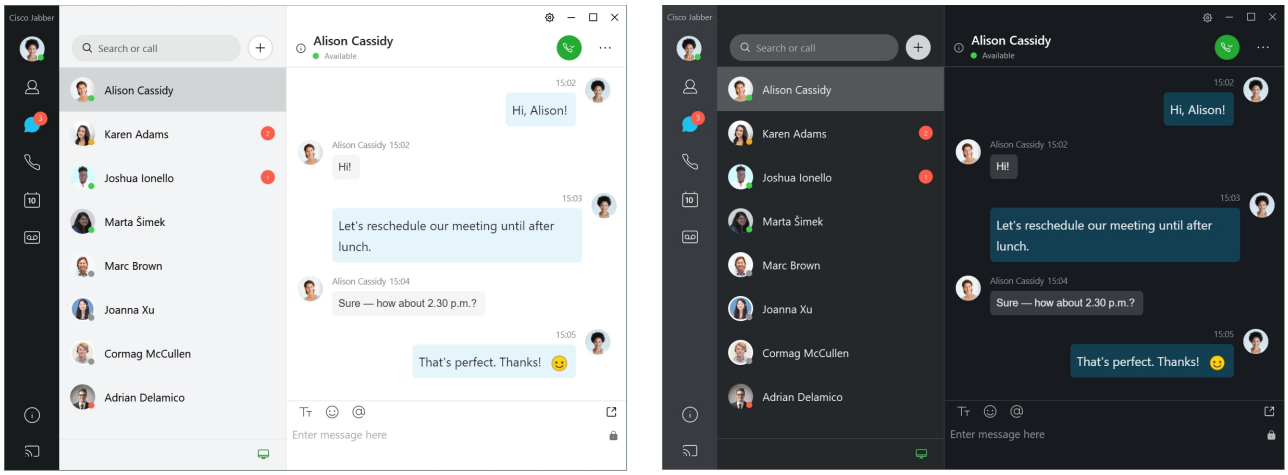
Step 5 Select **Apply** and then **OK**.

Color Theme

You can set Jabber to use dark, light, or high contrast color settings just by choosing a different theme. These themes change the way everything in the app looks. For example, if you switch to the dark theme, everything will have a dark background, including messages, teams, calls, and meetings.

Change the Color Theme in Windows

The following image shows examples of the light and dark theme.

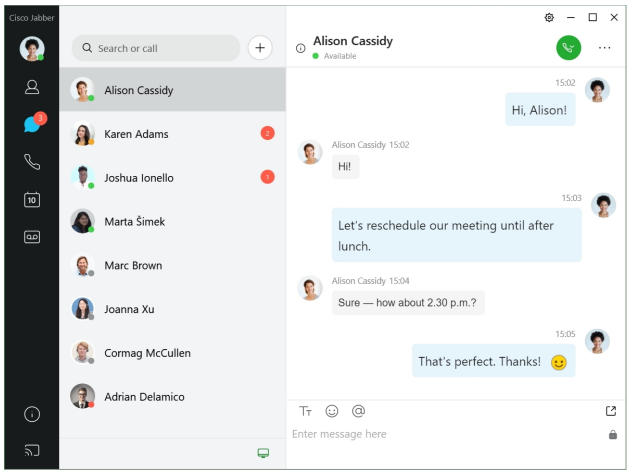


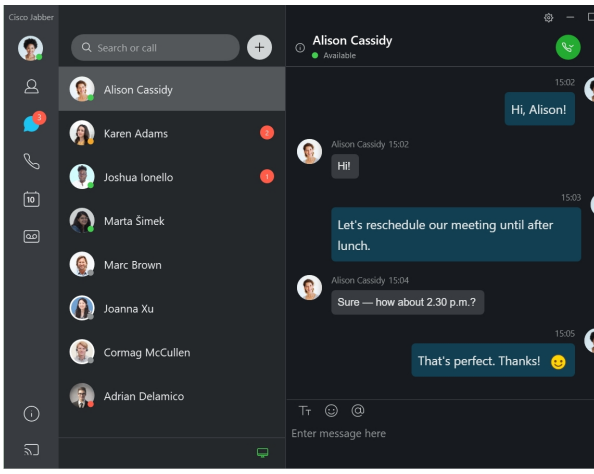
Step 1 Click your profile picture, then select **Settings** > **Appearance**.

Step 2 Choose your preferred theme, then click **OK**.

Change the Color Theme in Mac

The following image shows examples of the light and dark theme.





Step 1 Click your profile picture, then select **Preferences** > **Appearance**.

Step 2 Click one of the following options:

- **Custom**—Specify one of the available color themes.
- **Based on System Setting**—Uses the color theme set in your System Preferences for the Jabber setting.

Step 3 Click **OK** to save your changes.

Locations in Jabber for Mac

You can set up Cisco Jabber to show what location you're working from. After you add a location, Cisco Jabber recognizes it automatically and updates your location automatically anytime you're back in it.

Enable Locations for Mac

Enable locations in your client and your contacts will quickly see where you are. Your location is added to your status in the client.

Step 1 Select **Jabber** > **Preferences**.

Step 2 Select the **Locations** tab.

Step 3 Select **Enable locations**.

Step 4 (Optional) Select **Tell me when new locations are detected**.

You are alerted when the client detects a new location.

Add a Location for Mac

You can create a location for your contacts to see.

Step 1 Select **Jabber** > **Preferences**.
Step 2 Select the **Locations** tab.
Step 3 Select the + icon.
Step 4 Select **Share this location** if you want your contacts to see your location.
Step 5 In the **Name** and **Address** fields, enter information about your location.
Step 6 Select **Create**.

Edit a Location for Mac

You can edit the locations you have created to add additional information.

Step 1 Select **Jabber** > **Preferences**.
Step 2 Select the **Locations** tab.
Step 3 In the **My Locations** window, select a location from the list and select the pen or edit icon to edit your location details.
Step 4 Update your location information and select **Save**.

Remove a Location for Mac

You can remove any location that you configure.

Step 1 Select **Jabber** > **Preferences**.
Step 2 Select the **Locations** tab.
Step 3 In the **My Locations** window, select a location that you want to remove.
Step 4 Select the -.

Reassign a Location for Mac

You can reassign your current network location to a location you have already created.

Step 1 Select **Jabber** > **Preferences**.
Step 2 In the **Preferences** window, select the **Locations** tab.
Step 3 In the **My Locations** window, select a location from the list and then select the **Reassign** button.

Manage Status Requests in Windows

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Step 1 Choose one of these options:

- For later versions: from the hub window, open the **Settings** menu, and go to **Options**.
- For earlier versions: select **File** > **Options**

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside of your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: • **Allow**—Lets the person view your availability status and send you instant messages. • **Block**—Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to contacts**—Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4 Select **Apply** and then **OK**.

Remove Custom Tabs in Mac

If you've customized your app with specific tabs, you can remove them when you don't need them.

Step 1 Select the tab to remove.

Step 2 Select **Jabber** > **File** > **Remove Custom Tab...**.

Step 3 Select **Remove**.

Calling Options

If you have phone services accounts that use Dial via Office (DvO), you can set your preferences for what kind of network your mobile connects to when making calls.

Set Calling Options in iPhone and iPad

Step 1 In the **Settings** screen, under **Call**, tap **Calling Options**.

Step 2 Select an option.

Option	Description
Voice over IP	Always make VoIP calls over mobile data networks or Wi-Fi networks.
Mobile Voice Network	Always make DVO calls over the mobile voice network for your device. When you use DVO, the corporate calling system calls you back to start all calls.
Autoselect	Let Cisco Jabber choose VoIP or mobile voice network based on network connection. When you use DVO, the corporate calling system calls you back to start all calls.

Step 3 If you select either **Mobile Voice Network** or **Autoselect**, verify that the DVO Callback Number section is populated with the correct callback number (usually your mobile phone number).

Set Calling Options in Android

Step 1 In the **Settings** screen, under **Call**, tap **Calling Options**.

Step 2 Select an option.

Option	Description
Voice over IP	Always make VoIP calls over mobile data networks or Wi-Fi networks.
Mobile Voice Network	Always make DVO calls over the mobile voice network for your device. When you use DVO, the corporate calling system calls you back to start all calls.
Autoselect	Let Cisco Jabber choose VoIP or mobile voice network based on network connection. When you use DVO, the corporate calling system calls you back to start all calls.

Step 3 If you select either **Mobile Voice Network** or **Autoselect**, verify that the DVO Callback Number section is populated with the correct callback number (usually your mobile phone number).

Low-Bandwidth Mode

Cisco Jabber for Android, iPhone, and iPad let you use low-bandwidth mode to improve the call quality when you're making Voice over IP (VoIP) calls over low-bandwidth networks.

Set Low-Bandwidth Mode for iPhone and iPad

Note If you call a device that doesn't support the same low-bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio.
- The call is immediately disconnected.

Before you begin

To use low-bandwidth mode, your administrator has set up the system to handle calls between devices that use different codecs.

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Under **Audio**, set the **Low-Bandwidth Mode** setting **on** or **off**.

Set Low-Bandwidth Mode for Android

Note If you call a device that doesn't support the same low-bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio.
- The call is immediately disconnected.

Before you begin

To use low-bandwidth mode, one of the following must be true:

- Your administrator has set up the system to handle calls between devices that use different codecs
- Both your device and the device of the person you are calling support the same low-bandwidth codec (G.729a or G.729b)

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Turn the **Low-Bandwidth Mode** setting **on** or **off**.

Conference Call Bridges

With telepresence, anyone can join a meeting from any mobile, desktop, or room system and share video, audio, and content. The private telepresence bridge can be setup for conference calls when you are not using the Webex meeting client. The Collaboration Meeting Room option needs to be disabled in order to setup a private telepresence bridge.

Set up Bridge Information for Conference Calls in Windows

You use bridge information to specify the call details that are sent to users in an invitation when you create conference calls.

Step 1 Choose one of these options:

- On a later version: from the hub window, open the **Settings** menu, and go to **Options**.
- On an an earlier version, select **File** > **Options**.

Step 2 Select the **Calls** tab.

Step 3 Select the option to **Use my conference service**.

Step 4 Enter a number or URI to use for your bridge.

Step 5 (Optional) If you want your bridge to be password protected, specify a **Host PIN** and **Guest PIN**.

Step 6 Select **Apply** then **OK**.

Related Topics

SIP URI Calling, on page 42

Set up Bridge Information for Conference Calls in Mac

You can specify an alternative number to use for your conference calls.

Step 1 Select **Jabber** > **System Preferences**.

Step 2 Select the **Calls** tab.

Step 3 Select the **General** tab.

Step 4 Select **Use my conference service** option.

Step 5 Enter the number or the URI for your bridge.

If your administrator has added a bridge pattern you won't be able to edit this field.

Step 6 (Optional) Enter a Host PIN.

Step 7 (Optional) Enter a Guest PIN.

Related Topics

SIP URI Calling, on page 42

Set up Bridge Information for Conference Calls in Mobile

You can use the private telepresence bridge for conference calls when you are not using the Cisco Webex meeting client.

Note If Collaboration Meeting Room is enabled for your account, you cannot set up the private telepresence bridge.

Step 1 On the **Settings** screen, tap **Conference Bridge**.

Step 2 Turn on the **Use My Conference Service** option.

Step 3 (Optional) Enter your bridge conference number and pin number.

Step 4 Tap **Apply**.

Video Preferences

You can make or answer calls with or without video, depending on what suits you best. You can set a preference to use video for your calls, then for those days you'd rather not, you can change your preference to take calls without video that day.

Set Video Preferences for Windows

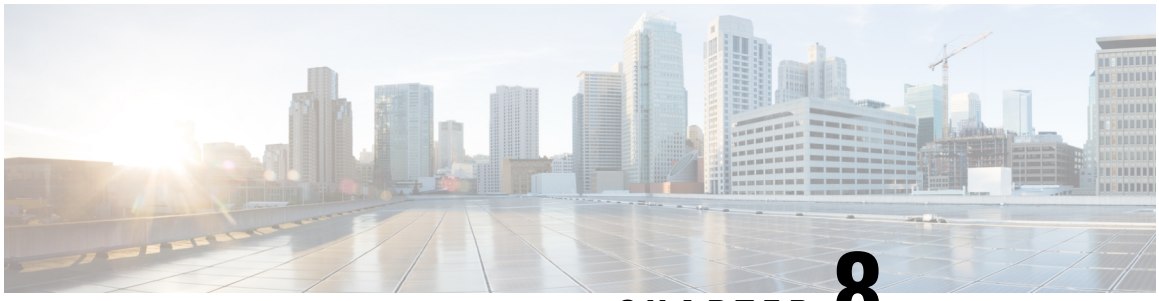
Step 1 Go to the **Settings** menu, select **Options** > **Calls**, and select your preference to **Always start calls with video** or **Never start calls with video**.

Step 2 Select **Apply**, and then **OK**.

Step 3 (Optional) For Release 12.0 and later: if you use a Windows device that has both front and rear camera, the front camera is used for your video calls, but you can change that setting in **Options** > **Videos**.

Set Video Preferences for Mac

Go to **Jabber** > **Preferences** > **Calls**, and select **Always start my calls with video**.



CHAPTER 8

Integration, Tools, and Accessories

- Jabber Integrations with Accessories and Tools, on page 103
- Cisco Webex, on page 104
- Slack, on page 108
- Microsoft Teams, on page 113
- VDI, on page 118

Jabber Integrations with Accessories and Tools

Cisco Jabber makes it easy for you to use other companies' accessories so you can use a variety of headsets and speakerphones with Jabber's calling and conferencing features.

Accessories

Plantronics

For further Plantronics and Cisco integration information, and a product overview go to http://www.plantronics.com/us/solutions/cisco.

Jabra

See Video: Jabra and Cisco Maximize the collaboration user experience

For further Jabra and Cisco integration information and a product overview, go to http://www.jabra.com/business/for-your-platform/cisco

Logitech

For further Logitech and Cisco integration information, and a product overview see the Logitech website.

Sennheiser

For further Sennheiser and Cisco integration information, and a product overview go to Headsets optimized for Cisco™ Unified Communication - Sennheiser.

Productivity Tools

Embrava Accessories

For further Jabra integration information and a product overview go to Busy Light for Lync – Embrava.

Embrava Lumena headsets also allow for inline call control and presence.

For more information, see Lumena – Embrava.

Kuando Busylight

More details on the Blynclight product can be found here: BusyLight - Kuando

Cisco Webex

Move Contacts and Common settings to Webex

If your administrator has set you up for an upgrade from Cisco Jabber to Webex, you can use a built in tool to migrate your contacts and common settings over so you're ready for the move to Webex.

After you start Jabber and sign in, the tool automatically appears momentarily (it can take between 5 minutes–3 hours), but you can run it yourself if you're ready by using these steps. You may need to restart Jabber. Your data in Jabber is safe and won't be affected by the tool moving the data to Webex.

Note You can only sign into the phone service on one calling app at a time. For example, you can't sign into the phone service on both Jabber and Webex at the same time. If you're using Jabber and sign in to Webex, the phone service in Jabber is disconnected.

Before you begin

Make sure you are on the one of the following supported releases of Jabber:

Table 3: Supported Versions of Jabber

Platform	Versions	Patch	What's Migrated
Jabber for Windows	The latest major releases (MRs): 12.1.4, 12.5.3, 12.6.4, 12.7.3, 12.8.4, 12.9.3, 12.9.4	No	All contacts and settings mentioned in this article are moved over
Jabber for Windows	Earlier MRs: 12.1.0, 12.1.1, 12.1.2, 12.1.3, 12.5.0, 12.5.1, 12.5.2, 12.6.0, 12.6.1, 12.6.2, 12.6.3, 12.7.0, 12.7.1, 12.7.2, 12.8.0, 12.8.1, 12.8.2, 12.8.3, 12.9.0, 12.9.1, 12.9.2	Yes—Download from here	All contacts and settings mentioned in this article are moved over

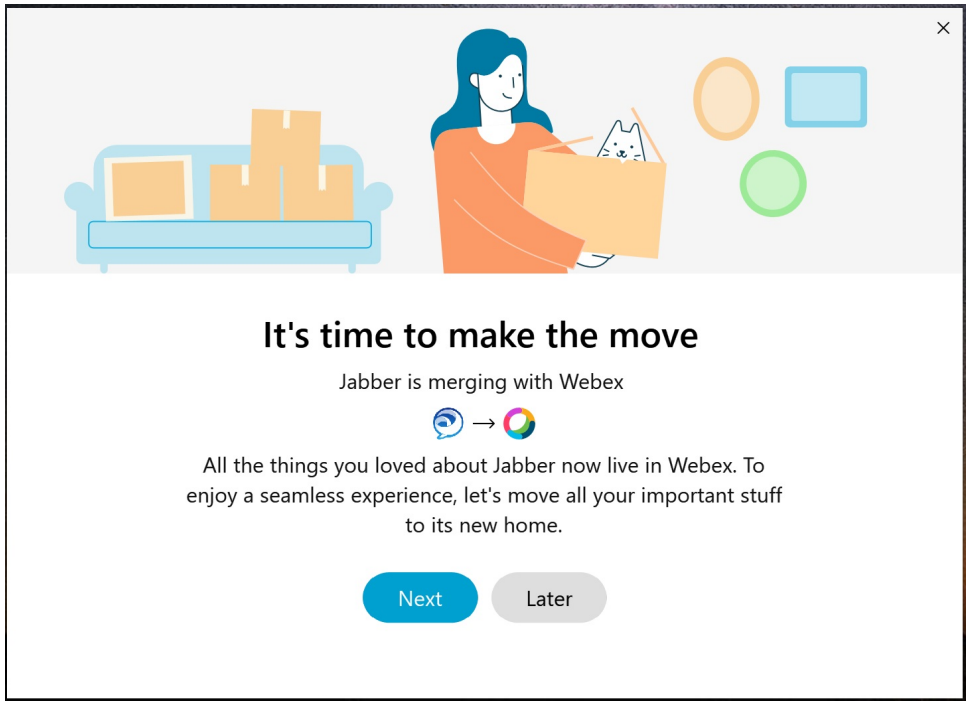
Platform	Versions	Patch	What's Migrated
Jabber for Mac	12.8.5, 12.8.6, 12.9.4, 12.9.5	No	All contacts and settings mentioned in this article are moved over

Make sure you meet the following Webex requirements:

- We recommend that you download Webex from https://www.webex.com/downloads.html or from the site your administrator directed you to and then install it on the system that you're already using Jabber on.
- Make sure you install the latest release; you may need to sign into Webex before the Jabber data can be moved over.

Step 1 Click **Help** and then choose **Move Data to Webex**.

Step 2 Read the welcome screen and then click **Next**.

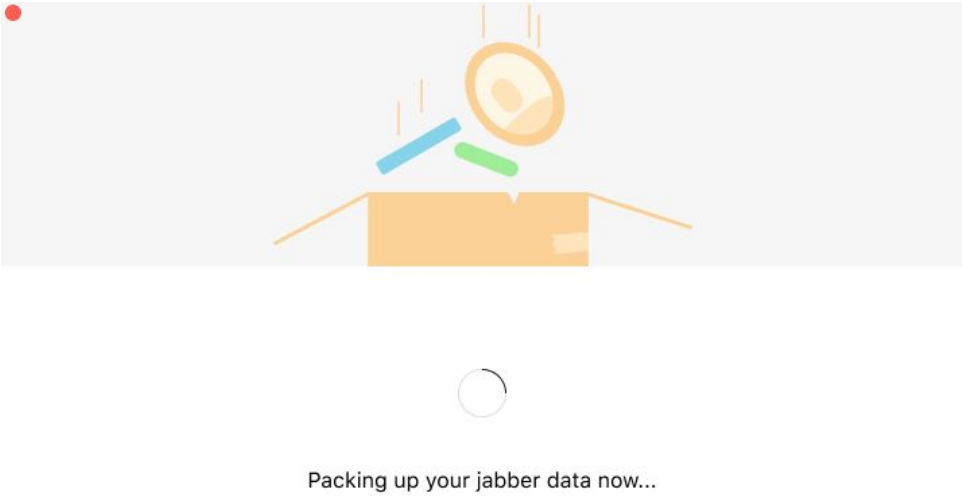


Step 3 Check the items you want to move to Webex:

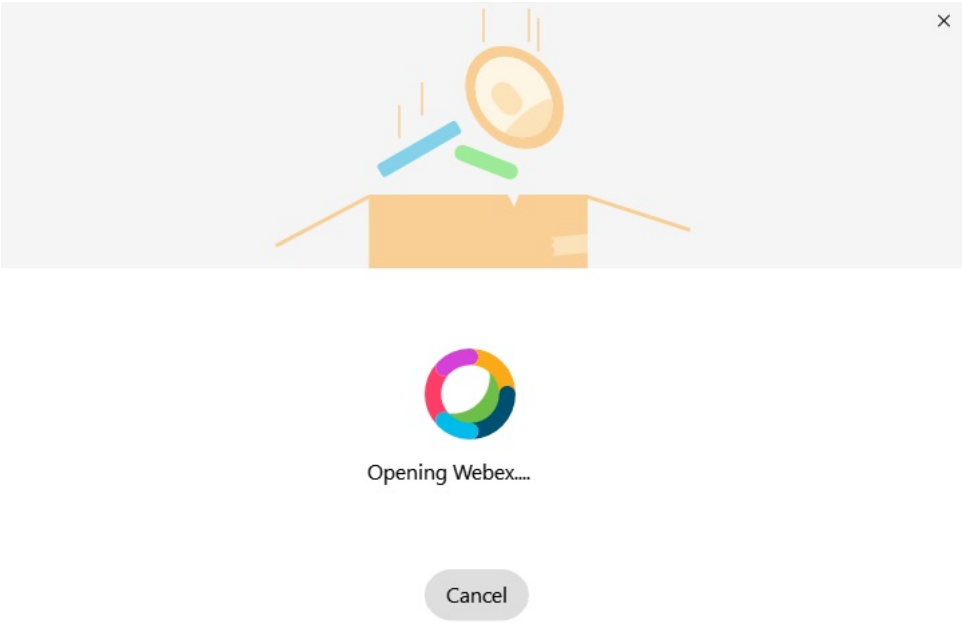
- **Contacts**—Moves most common contact types: directory contacts with existing emails in the cloud, custom contacts and photos, and XMPP federated contacts.
- **Preferences**—Moves calling preferences: video call preferences (on or off), mute notification settings (for chat and calls—mute all if it's set in Jabber, otherwise the default setting in Webex), and audio and video device selection (the currently selected device, if set).

Step 4 Click **Move to Webex**.

You'll see a status indicator that says your data is being prepared.



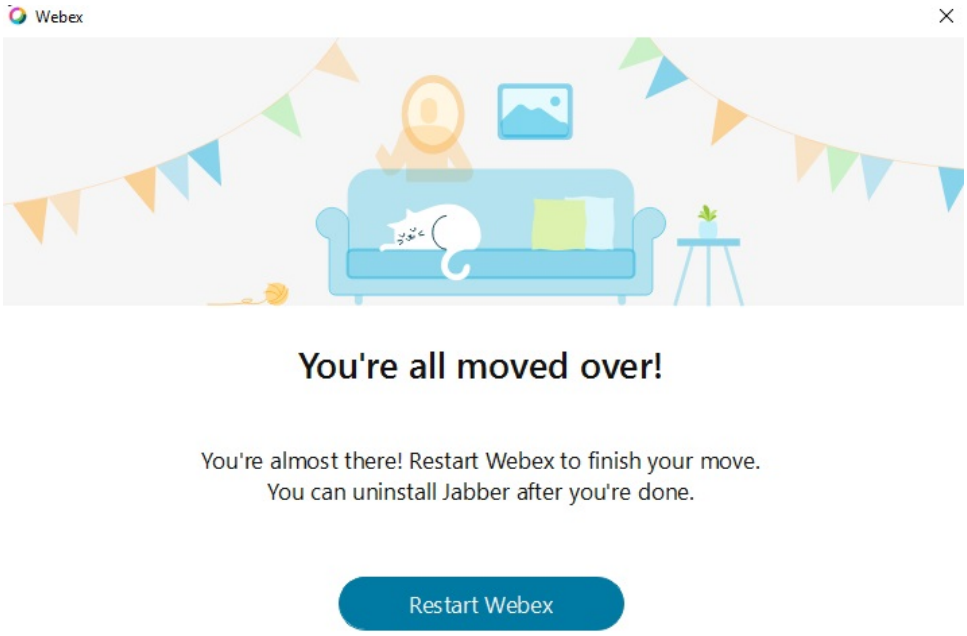
The next screen shows that Webex is going to be launched if it's installed. You may need to sign into Webex if it's the first time you're opening it.



Note If Webex is not installed, an error message appears. You can contact your administrator or install the latest version of Webex that's referenced in the prerequisites above.

Step 5 On the **You're all moved over!** screen, click **Restart Webex**.

Errors may happen if contacts can't be moved over or there's a network issue. The tool in Jabber will show you a report and next steps you can take if any issues occur—any contacts that can't be moved over (for example, contacts that aren't already in the cloud directory service that Webex uses or local contacts in Active Directory that weren't synchronized to the cloud) are exported as a comma-separated value (CSV) file for your reference. You can restart the built in tool at any time if it fails.



Chat in Jabber and Meeting in Webex

While you're on a chat conversation with your friends or coworkers, you can also join a Webex Meeting in Cisco Jabber.

Before you join your Webex meeting, make sure that you've installed the Cisco Webex Meeting app in your device, and that you're signed in.

Join a Webex Meeting While Chatting in Jabber for Windows

Step 1 From Cisco Jabber, click **Meetings** to view your meeting invites.

Step 2 Click **Join in Webex** and follow the prompts to join your call while you are still on a conversation with your coworkers.

Join a Webex Meeting While Chatting in Jabber for Mac

Step 1 From Cisco Jabber, click **Meetings** to view your meeting invites.

Step 2 Click **Join in Webex** and follow the prompts to join your call while you are still on a conversation with your coworkers.

Join a Webex Meeting While Chatting in Jabber for iPhone and iPad

- If you're using Cisco Jabber for iPhone, then from the chat conversation window, tap + and then tap . Follow the prompts to join your call while you're still on a conversation with your coworkers.
- If you're using Cisco Jabber for iPad, from the chat conversation window, tap . Follow the prompts to join your call while you're still on a conversation with your coworkers.

Join a Webex Meeting While Chatting in Jabber for Android

Step 1 Choose one of these options:

- If you're using Jabber on your phone, then from the chat conversation window, tap + and .
- If you're using Jabber on your tablet, select the Cisco Webex Meeting icon.

Step 2 Follow the prompts to connect and join the meeting.

Slack

If you work with Jabber and Slack, we've made it even easier to make a direct call from Slack using the Cisco Jabber app. Simply install the app from the Slack Directory, and enable the native caller in Slack to use Jabber. To use Jabber with Slack, you must have a valid Jabber account, and make sure your dialplan is correctly configured to use all features.

What's New in September 2021

Users

Reinstall Slack to update Cisco Jabber to the latest version and enable new features.

With Jabber installed, you can quickly start a call with someone by entering a specific command into a direct message window. But if it isn't installed, that same command provides you with a link to installation instructions from your administrator.

Administrators

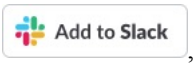
Use the new command: `/jabberconfig` to set the link that routes your users to more help with installation.

Users

Install Jabber for Slack

Before you begin

If your workspace administrator has already installed this app for your workspace, there is no need to perform this action.

Click **Add to Slack** 

, and follow the instructions.

Make a Call from Slack

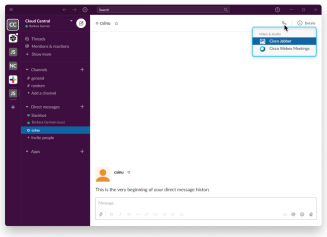
Before you begin

The sign-in address you use with Slack has to be the same address that you use to sign in to Jabber.

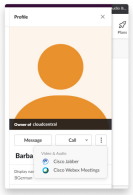
Your administrator must enable Jabber as a calling option in Slack.

Step 1 Open a Direct Message (DM) or channel to the person you want to call.

Step 2 Perform one of the following actions:



- In a DM or channel, click the phone icon and select **Cisco Jabber**.



- Click the user's profile, click **Call** and then select **Cisco Jabber**.

Jabber App Commands from Slack

Note **Install App Updates**—To enable recently added features, users that authorized Jabber prior to September 2021 must re-install the Slack app.

Use these commands with the Cisco Jabber app in Slack to call someone in a direct message, a phone number or a SIP Uniform Resource Identifier (URI) using Jabber. You can also ask a colleague to call you, and get support information about Jabber using app commands in Slack. Entering a command will create a clickable link in the direct message or channel to launch Jabber.

Note When making a call using the Jabber app for the first time, Slack will ask you for confirmation. To stop receiving this message every time you make a call, select the box **Always open links from ciscotel** and click **Open Link**.

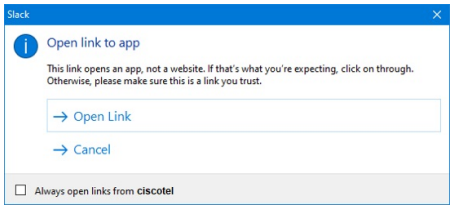
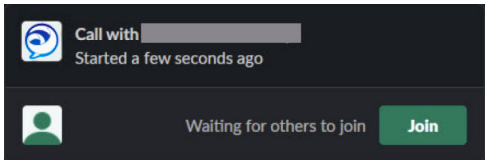
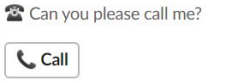


Table 4: App Commands for Jabber

Commands	Description
/jabber	**New Feature—Slack installed or reauthorized after Sept 2021** In a Direct Message with another user on Slack, performing this command will provide a **Join** option to open a Jabber call with that user. If you do not have Jabber installed, **Join** directs you to an information page from your administrator with further instructions. 
/jabber @[searchname]	Search for a colleague in your directory to call.
/jabber [number]	Calls the phone number that you entered.
/jabber [email address]	Calls the email address that you entered using SIP URI.
/callme	In a Direct Message with another user on Slack, performing this command sends an active call button to your colleague to call you. 

Related Topics

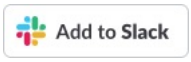
SIP URI Calling, on page 42

Administrators

Install Jabber for Slack for all Members of Your Workspace

Step 1 Sign into your workspace administrator account in Slack.

Step 2 Click **Add to Slack** below and follow the instructions.



Enable Calling in Slack using Jabber

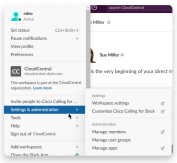
Before you begin

Note If you're using the free version of Slack, then you can only use a single calling application with the Slack **Call** button. If you're on a paid plan, (Standard, Plus, Enterprise), then multiple calling apps can be associated with the **Call** button.

Step 1 Perform one of the following actions:

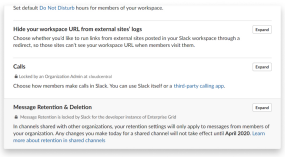
- In a web browser, go to your Teams Settings page.
- Click your workspace name in the top left, and then select **Settings and Administration** > **Workspace Settings**.

The following image shows the Workspace Settings screen.



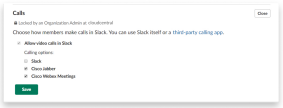
Step 2 In the **Settings** tab, scroll down the page, and next to **Calls**, click **Expand**.

The following image shows the page.



Step 3 Under **Calling Options**, check the box next to **Cisco Jabber**.

The following image shows the page.



Step 4 Click **Save**.

Configure Calling in Slack

The Calling app setting in Slack lets you choose the default calling behavior of the Cisco Jabber calling application. Choose between email address (SIP URI) and phone numbers.

Step 1 In your Slack workplace, click **Apps**.

Step 2 Click **Cisco Jabber**.

The following image shows the page display.

Step 3 Under the **Home** tab, select your calling method in the drop-down menu.

The following image shows the page display.

Customize Jabber Calling for Slack

Control what happens when a user attempts to make a Jabber call, but doesn't have Jabber installed. When they type the Jabber call command and click **Join**, they'll be routed to a Cisco web-page by default. However, you can easily route your users to your own website instead.

Prior to September 2021—Users who authorized Jabber before September 2021 must re-install the app to use the Info page.

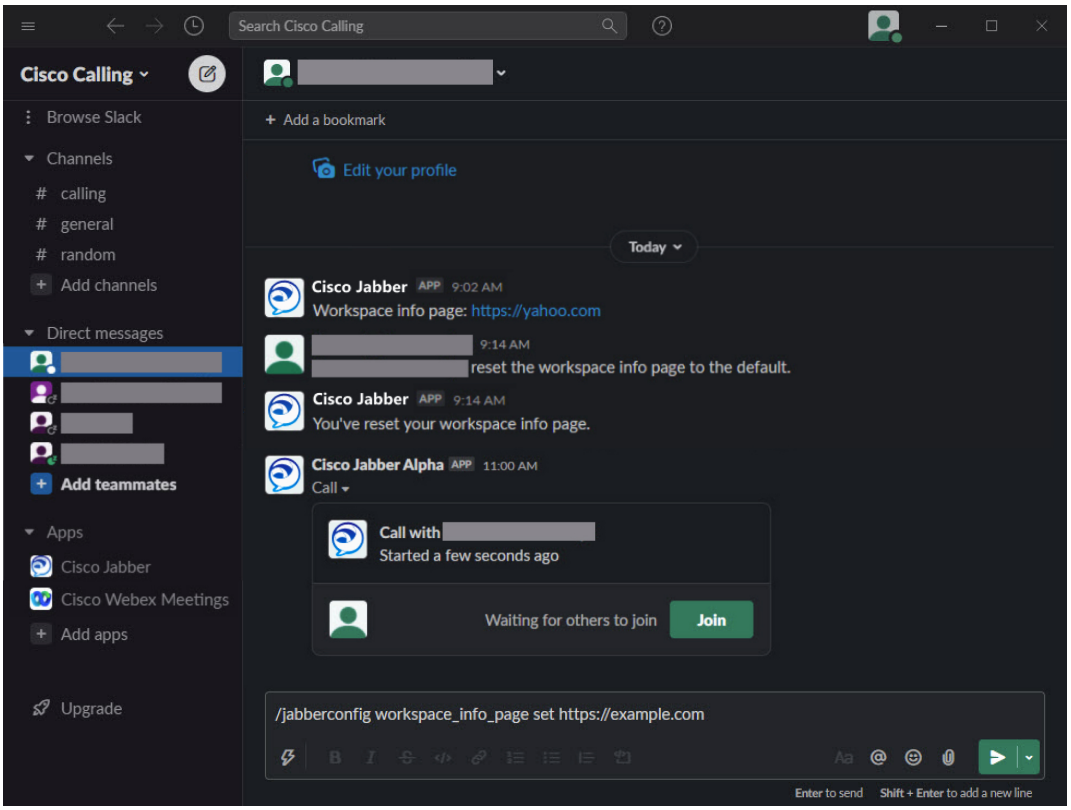
Step 1 In any message window, type: **`/jabberconfig workspace_info_page set https://example.com`**.

Replace **https://example.com** with your own URL.

Step 2 Do one of these options:

- To verify your configured info page, type: **`/jabberconfig workspace_info_page show`**.
- To reset the info page to default, type: **`/jabberconfig workspace_info_page reset`**.

The following image shows the results of the above actions.

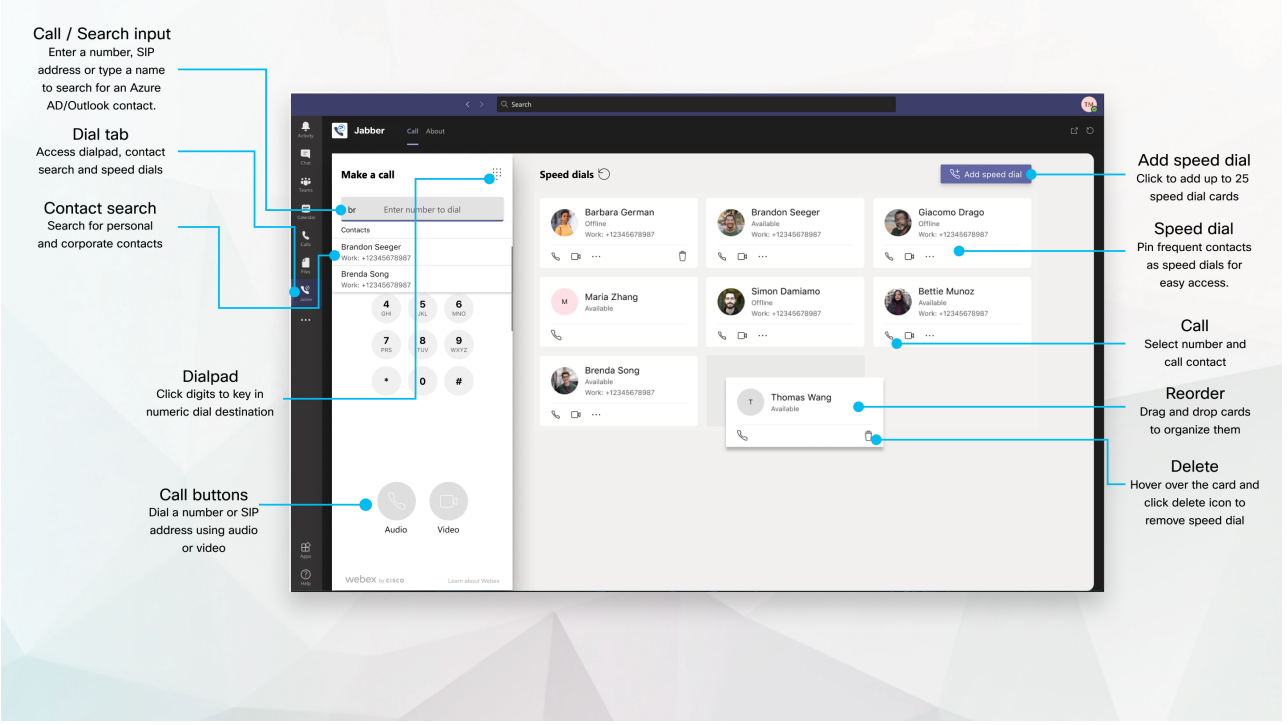


Step 3 Repeat steps for each workspace.

Microsoft Teams

Cisco Jabber for Microsoft Teams

Enhance your Microsoft Teams experience by installing the Jabber app. The app lets you launch Jabber-enhanced voice and video calls from Microsoft Teams.



For Microsoft Teams Users—Easily make calls with Microsoft Teams

Call using a dial pad or turn a chat conversation into a call using Microsoft Teams for Windows, Mac, Android, iPhone, iPad or Web browser. Call your directory-synchronized and Outlook contacts, or other custom contacts, and add these contacts as speed dials. See the tabs below for more information.

For Administrators—Configure Jabber for Microsoft Teams

For more information on how to configure Jabber for your organization to support a seamless call experience in Microsoft Teams, see *Cisco Jabber Administration Tasks*.

First Time Users—Permissions

When you first use this Cisco app (or sign out of Microsoft Teams) you're asked to grant permission to search contacts and interact with Microsoft Teams, and then asked to enter your username and password to verify.

Jabber Virtual Desktop Infrastructure (VDI)

The Jabber calling integration for Microsoft Teams can be used in VDI environments. When used in a VDI environment, both Cisco Jabber and Microsoft Teams must be running in the same virtual machine. Jabber must also be deployed in VDI mode with the Jabber VDI agent and client deployed. For more information please see Jabber VDI documentation.

What's New for Cisco Jabber for Microsoft Teams

Here's what's new in Cisco Jabber for Microsoft Teams.

February 2021

Speed Dial Improvements

- You can now add contact names and phone numbers outside of your Azure Active Directory and Outlook contacts, so you can save that local pizza place as a speed dial for those Friday afternoons!

- If a contact has more than one number, you can now select which number to save as your speed dial number.

Interactive Voice Response (IVR) dialpad

You can now access the dialpad when in an audio call, giving you full Dual tone Multi Frequency (DTMF) support.

Desktop

Make a Call in a Conversation Tab

Make a call on your iPad in Microsoft Teams using the Jabber app.

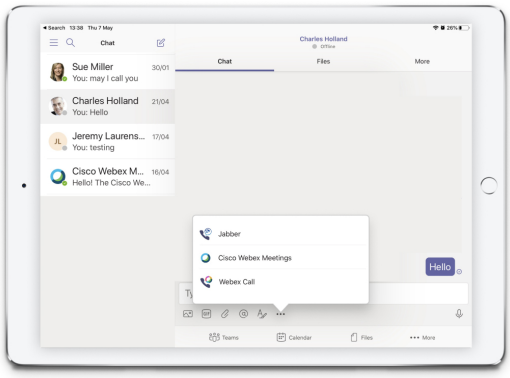
Before you begin

Make sure your administrator or your team space owner has installed the Jabber app in Microsoft Teams.

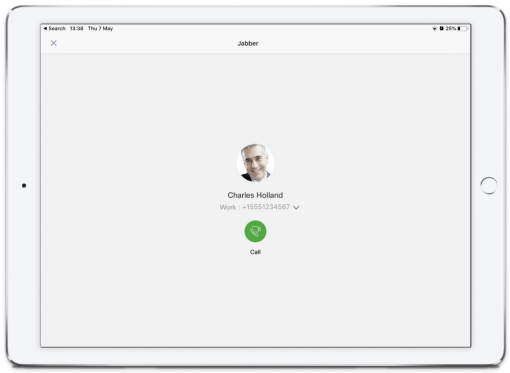
Step 1 On the home screen, tap **Chat** and .

Step 2 Search for the person you want to call, and then tap their name.

Step 3 Tap the ellipsis **...**, and then select **Jabber**.



Step 4 To open call options, tap on the number and then select the number to dial.



Step 5 Click .

Make a Call Using the Dialpad

You can make a call to a number, Azure active directory or Outlook contact, using your Jabber integration for Microsoft Teams with the dial pad.

Step 1 In the team space, on the app bar, click **Jabber**.

Step 2 Start typing the name, telephone number, or video address of the person you want to call.

Typing a name searches your directory-synchronized and personal Outlook contacts.

Step 3 Click on the suggested contact you want to call.

Step 4 Click **Call**.

Make a Speed Dial Call

Add and manage up to 25 contacts as speed dials from your Azure active directory and Outlook contacts, so you can call your most frequent contacts quickly and easily with your Cisco Jabber integration in Microsoft Teams. The app saves your speed dials to your Microsoft 365 profile. The indicator next to the speed dial title indicates when speed dials are being saved to the Microsoft cloud. You can also add custom speed dials for contacts not in your Azure active directory or Outlook contacts.

Step 1 In the team space, on the app bar, click **Jabber**.

Step 2 Click **Add a speed dial**.

Step 3 Start typing a name to search for a contact to add the speed dial, or create a new speed dial.

Step 4 Perform one of the following:

- **Arrange your speed dials on the screen**—Click and drag your speed dials to change the order of how they appear on the screen.
- **Remove a speed dial contact**—On the contact card, click the elipses and click **Remove from speed dial**.
- **Edit a custom contact**—On the contact card, click the ellipsis and click **Edit speed dial**.

Make a Microsoft Teams Call on iPhone and Android

Make a call on your mobile device in Microsoft Teams for Android and iPhone using the Jabber app.

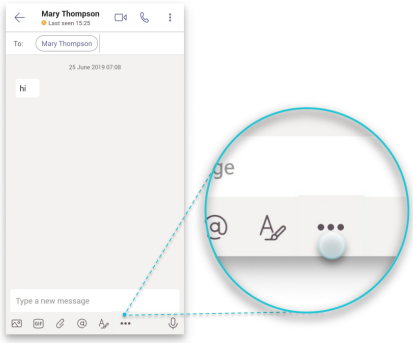
Before you begin

Make sure your administrator or your team space owner has installed the Jabber app in Microsoft Teams.

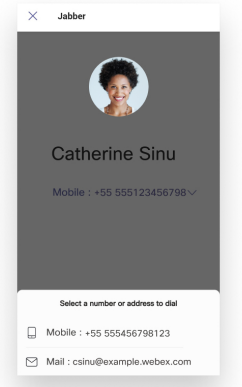
Step 1 On the home screen, tap **Chat** and .

Step 2 Search for the person you want to call, and then tap their name.

Step 3 Tap the ellipsis **...**, and then select **Jabber**.



Step 4 Tap on the number displayed to open options to call, and then select the number.



Step 5 Click .

Make a Microsoft Teams Call on iPad

Make a call on your iPad in Microsoft Teams using the Jabber app.

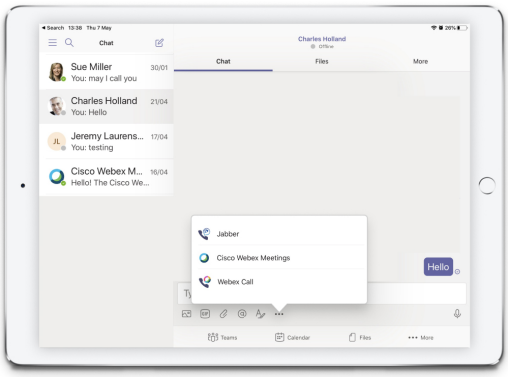
Before you begin

Make sure your administrator or your team space owner has installed the Jabber app in Microsoft Teams.

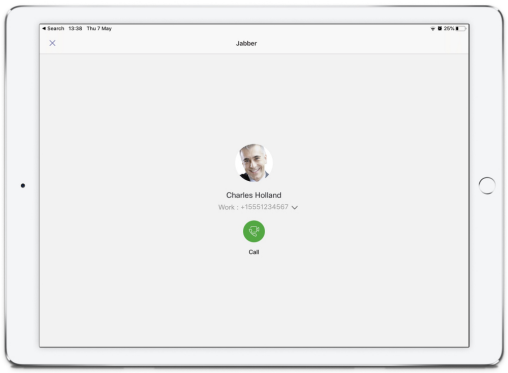
Step 1 On the home screen, tap **Chat** and .

Step 2 Search for the person you want to call, and then tap their name.

Step 3 Tap the ellipsis **...**, and then select **Jabber**.



Step 4 To open call options, tap on the number and then select the number to dial.



Step 5 Click .

VDI

Cisco Virtual Desktop Infrastructure (VDI) provides users with a hosted desktop environment. For more information, see Virtual Desktop Infrastructure (VDI).

VDI Device Selector

Cisco Jabber Softphone for VDI includes a component called **Device Selector**. **Device Selector** is a menu that you can use to manage your cameras, speaker devices, microphones, and ring alerts. You can view your currently active devices or change them. A list of speaker devices appears first in the menu, followed by the lists of microphones, ring devices, and cameras.

The **Device Selector** icon ( ) appears in the notification area (system tray), in the bottom right corner of the screen. Some icons, including the **Device Selector**, can be hidden. Click the up arrow in the notification area to show hidden icons.

After you connect a new device, a `New device found` message appears in the notification area and the new device becomes active.

When you disconnect a device, a `Device disconnected message` appears in the notification area. Jabber selects the next available device with the highest priority. To change the priority for your devices, go to **File** > **Options** > **Audio** > **Advanced**.

Note By default, when you connect a new headset, Cisco Jabber adds it to the top of the priority list. If you work in a hot-desking environment, and you move your thin client and headset, the embedded microphone becomes the preferred device. Your Administrator can set a parameter to override the default behavior. Cisco Jabber then adds new devices to the bottom of the priority list, and your headset remains the preferred device.

Use VDI Device Selector

Use the **Device Selector** menu to view your active device selections, or to select a different active camera, speaker device, microphone, or ring alert. You must have multiple devices connected.

Note **Device Selector** does not override your device priority settings for Jabber (**Advanced audio options**). Each time that you sign in to Jabber, or reconnect to your hosted virtual desktop, device selection follows these settings.

Step 1 In the Windows notification area, click the **Device Selector** icon.

Check marks indicate the selected devices.

Step 2 Click a device (camera or audio) to make it active.

Step 3 Click anywhere except on the **Device Selector** icon to close the menu.

Camera Changes

Cisco Jabber Softphone for VDI establishes the video quality at the start of a call. If you start a call with a supported high definition (HD) camera, and then switch to a standard-definition camera, video quality is affected. We recommend that you switch cameras between calls.

Screen Lock and Call Control

While your hosted virtual desktop screen is locked, you cannot make calls, but you can receive them. If you have an incoming call while your hosted virtual desktop screen is locked, you can use one of your accessories to answer the call. With supported audio accessories, the following call control features are available while your screen is locked:

- Answer call
- End call

- Hold call
- Resume call
- Toggle audio mute
- Adjust audio volume

Adjust Settings for Jabra Bluetooth Devices

Most Jabra Bluetooth devices introduce a short delay in bringing up the audio path (about 1 to 3 seconds). For supported Jabra Bluetooth devices, you can eliminate the delay by changing the device settings in Jabra Direct. For more information, visit the Jabra website.

Before you begin

Jabra Direct must be installed.

Step 1 Open Jabra Direct.
Step 2 Click the Jabra device for which you want to modify the settings.
Step 3 Click **Settings**.
Step 4 Click to expand **Softphone (PC)**.
Step 5 From the **Preferred softphone** list, select **Cisco Jabber**.
Step 6 Set **Open phone line** to On.
Step 7 Set **PC audio** to Off.
Step 8 Click **Apply**.

Headsets and Ringtones

With some wireless headsets, you may not hear the ringtone for incoming calls, because the wireless link that connects the device is not open. To open the wireless link, press the call answer button on the headset.

Note Some headsets play their own internal tone.

Jabber Softphone for VDI Feature Support

Cisco Jabber Softphone for VDI supports most Cisco Jabber for Windows features, unless otherwise noted. For a list of exceptions, see the corresponding section for your release of Cisco Jabber Softphone for VDI.

Release 14.0

- Agent Greeting
- Application Sharing

- Audio device selection from the Hub Menu
- Cisco Headset Firmware Upgrade Notification (Linux)
- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber (Linux)
- Cisco Unified Survivable Remote Site Telephony (SRST)
- Custom Contacts for Team Messaging Mode
- Far End Camera Control (FECC)
- Federal Information Processing Standard, Publication 140-2 (FIPS 140-2) and Information Assurance (IA) Compliance
- H.264 High Profile Support
- IM-only Screen Sharing
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to the user's desk phone)
- Kerberos and Common Access Card (CAC) with Single Sign On (SSO)
- Cisco Jabber Softphone for VDI does not support CAC, and supports Kerberos only with SSO.
- MRA Registration Failover
- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Cisco Jabber configuration file)
- Supervisor Barge
- Silent Monitoring
- Wireless Screen Sharing
- XMPP Federation for Team Messaging Mode
- Whisper Announcements

Release 12.9

- Agent Greeting
- Application Sharing
- Audio device selection from the Hub Menu
- Cisco Headset Firmware Upgrade Notification (Linux)
- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber (Linux)
- Cisco Unified Survivable Remote Site Telephony (SRST)
- Custom Contacts for Team Messaging Mode

- Far End Camera Control (FECC)
- Federal Information Processing Standard, Publication 140-2 (FIPS 140-2) and Information Assurance (IA) Compliance
- H.264 High Profile Support
- IM-only Screen Sharing
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to the user's desk phone)
- Kerberos and Common Access Card (CAC) with Single Sign On (SSO)
- Cisco Jabber Softphone for VDI does not support CAC, and supports Kerberos only with SSO.
- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Cisco Jabber configuration file)
- Silent Monitoring
- Supervisor Barge
- Wireless Screen Sharing
- XMPP Federation for Team Messaging Mode

Release 12.8

- Application Sharing
- Audio device selection from the Hub Menu
- Custom Contacts for Team Messaging Mode
- Far End Camera Control (FECC)
- H.264 High Profile Support
- IM-only Screen Sharing
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop, when the thin client is connected to your desk phone)
- Wireless Screen Sharing

Release 12.7

- Application Sharing
- Audio device selection from the Hub Menu

- Migrate Custom Contacts
- Far End Camera Control (FECC)
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to your desk phone)
- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Jabber configuration file)
- Wireless Screen Sharing

Release 12.6

- Accessory Call Control (adjust call volume, answer or end phone calls, and mute audio) for the following accessories:
  - Logitech
  - Plantronics
  - Sennheiser
- Audio device selection from the Hub Menu
- Device Selection menu on the Call Conversation window
- Far End Camera Control (FECC)
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to your desk phone)
- Multiline

  Only the first line of a multiline account is available. If a second call comes in, while the first line is in use, the second line rings, but no incoming call notification appears.
- Wireless Screen Sharing

Release 12.5

- Accessory Call Control (adjust call volume, answer or end phone calls, and mute audio) for the following accessories:
  - Logitech
  - Plantronics
  - Sennheiser

- Audio device selection from the Hub Menu
- Binary Floor Control Protocol (BFCP) Desktop Share
- Device Selection menu on the Call Conversation window
- Far End Camera Control (FECC)
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to your desk phone)
- Multiline

  Only the first line of a multiline account is available. If a second call comes in, while the first line is in use, the second line rings, but no incoming call notification appears.

Release 12.1

- Accessory Call Control (adjust call volume, answer or end phone calls, and mute audio) for the following accessories:
  - Logitech
  - Plantronics
  - Sennheiser
- Audio device selection from the Hub Menu
- Binary Floor Control Protocol (BFCP) Desktop Share
- Device Selection menu on the Call Conversation window
- Direct Pickup and Group Pickup
- Far End Camera Control (FECC)
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to your desk phone)
- Multiline

  Only the first line of a multiline account is available. If a second call comes in, while the first line is in use, the second line rings, but no incoming call notification appears.

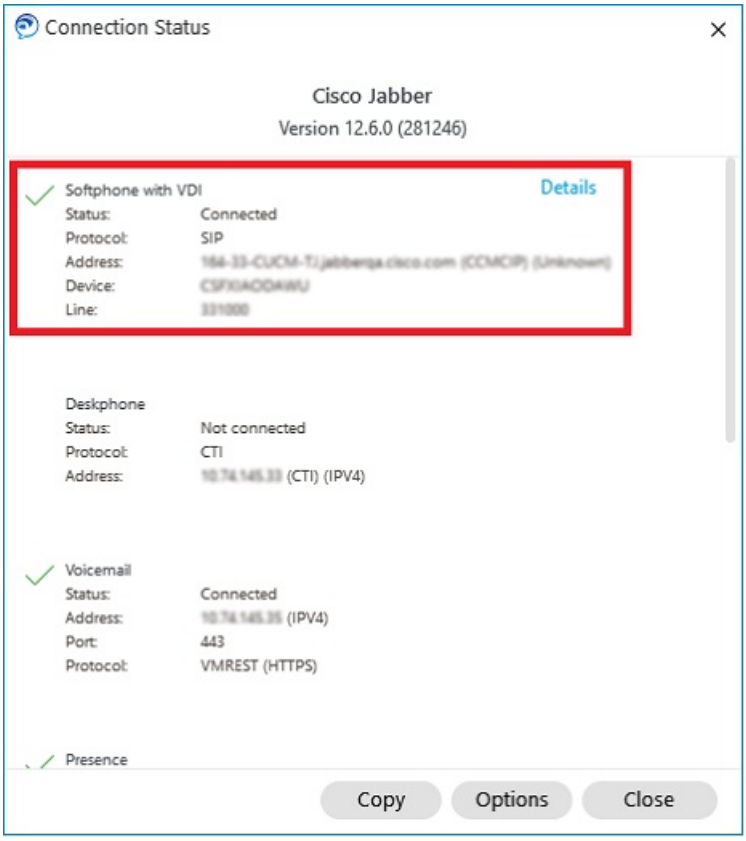
Check the Connection Settings for Jabber Softphone for VDI

You can easily find information about your Cisco Jabber Softphone for VDI connection, and version. If there is a problem, your System Administrator can use this information to help resolve it.

Step 1 Click the **gear icon** to open the **Settings Menu**.

Step 2 Go to **Help** > **Show connection status**.

A green checkmark indicates a successful connection.



Step 3 To copy the information to your clipboard, click **Copy**.

You can paste the information into an email to send to your system administrator.

Step 4 For more information, including the JVDI Agent and the JVDI Client versions, click **JVDI Details**.

Display Settings for Jabber Softphone for VDI

For optimal video performance with Cisco Jabber Softphone for VDI, use the recommended settings for Citrix or VMware.

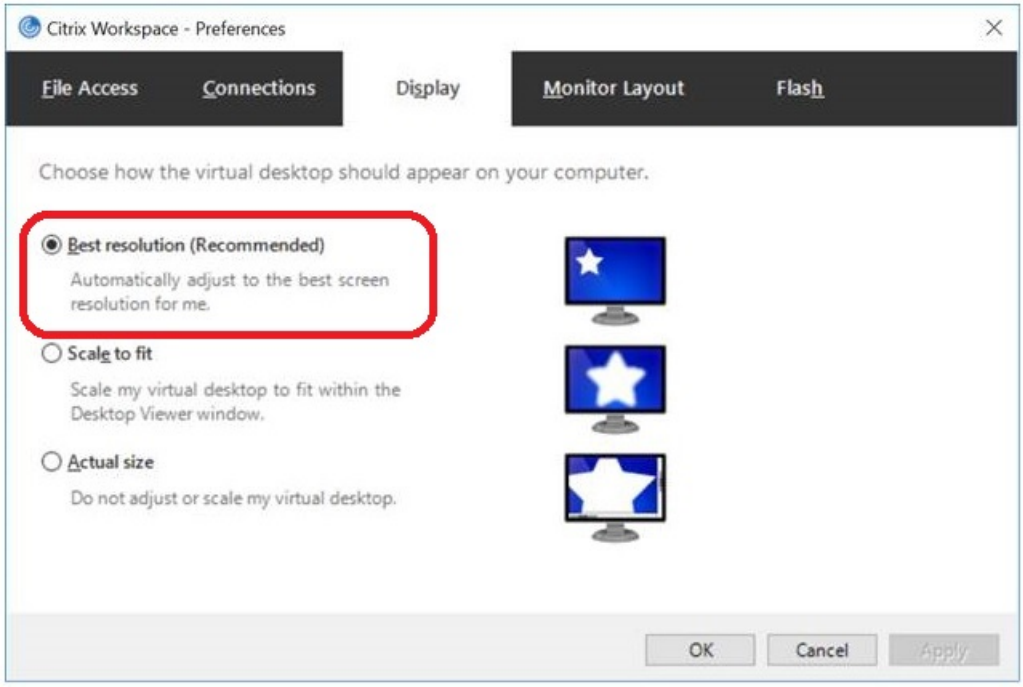
With Citrix XenDesktop and VMware, only full-screen mode is supported on the Linux-based platforms:

- Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu
- Cisco Jabber Softphone for VDI—Unicon Elux

Citrix XenApp Published Application is supported only on Cisco Jabber Softphone for VDI—Windows, in windows mode only.

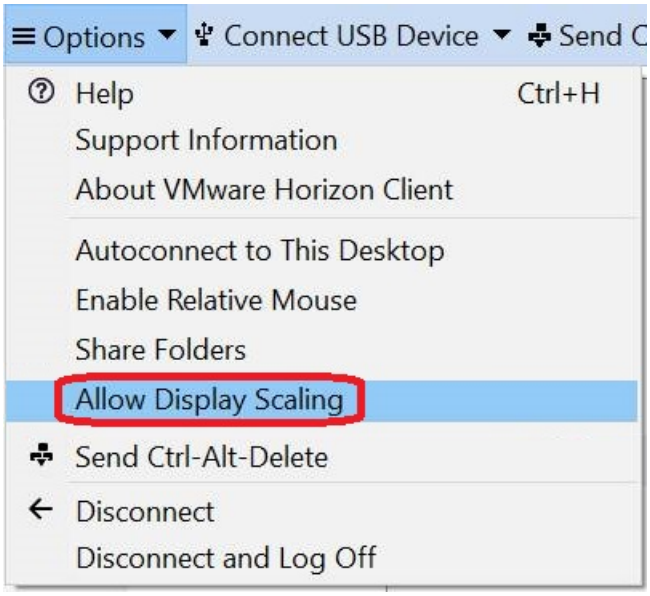
Citrix

Cisco Jabber Softphone for VDI supports only the **Best resolution (Recommended)** display option.



VMware

Cisco Jabber Softphone for VDI—Windows Release 12. 8 (and later) supports the Display Scaling feature for VMware. If you have an earlier version, check your VMware options and ensure that the **Allow Display Scaling** option is unchecked.



CHAPTER 9

Troubleshooting

- Sign-In Issue Resolutions, on page 127
- Jabber Configuration Refresh, on page 129
- Jabber Reset, on page 130

Sign-In Issue Resolutions

Here are ways to resolve sign-in issues.

iPhone and iPad

If you cannot sign in, try the following troubleshooting tips:

- Check if you are using a supported device and operating system. Click here| Supported Device and Operating System
- Check if you can access your corporate network from non-corporate Wi-Fi networks.
- If you can access your corporate network from non-corporate Wi-Fi networks, contact your system administrator to check if your collaboration edge environment has been set up correctly.
- If you have access rights to your corporate network from non-corporate Wi-Fi networks, check that your VPN is connected (if VPN is required). If your VPN is not connected, contact your system administrator.
- If you are using **Phone Services**, check the network connection between your device and the corporate network as follows:

  1. Open your Internet browser.
  2. Try to access the administration pages for your corporate calling system by entering the following URL in your Internet browser: https://your company's Cisco Unified Communications Manager (CUCM) server address.

     Example:https://209.165.200.224

     Contact your system administrator if you need the address for your company's Cisco Unified Communications Manager server.

- If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.

- If you are using Cisco Unified Communications Manager (CUCM) IM and Presence Service Release 9.1 or earlier, check that you can sign in with your user account as follows:
  1. Enter the URL using the following format: *https://presence server name/ccmuser*.

     If you cannot access the server, contact your system administrator to find out if there is a network issue.
  2. Sign in with your username and password.

     If the sign-in fails, please confirm your username and password with your system administrator.
- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the server as follows:
  1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service server.
  2. Enter the Fully Qualified Domain Name of the server in the following format: presence server name.domain.com.

     If you cannot ping the server, contact your system administrator.

Android

If you cannot sign in, try the following troubleshooting tips:

- Check that you are using a supported device and operating system. For information about supported devices and operating systems, see the Cisco Jabber for Android Release Notes for your release.
- Check that you are using the correct release of Cisco Jabber for Android.

  You can download the latest release of Cisco Jabber for Android from the Google Play Store.
- Check that your VPN is connected (if VPN is required). If your VPN is not connected, and you are not using Expressway Remote and Mobile Access, contact your system administrator for configuration details.
- If you are using HTTP basic SAML SSO authentication and the sign-in fails when switching users with the Reset Jabber functionality:
  1. Reset Cisco Jabber.
  2. Force Quit the application fully in Android OS.
  3. Log in.
- If you are using Phone Services, check the network connection between your device and the corporate network as follows:
  1. Open your web browser.
  2. Try to access the administration pages for your corporate calling system by entering the following URL in your web browser: http://cisco_unified _communications_manager_node_name_or_ip_address/ucmuser.
  3. Contact your system administrator if you do not have the address for your company's Cisco Unified Communications Manager node.

- If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.
- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the node as follows:
  1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service node.
  2. Enter the Fully Qualified Domain Name or IP address of the node in one of the following formats:
     - presence_node_name.domain.com
     - ip_address.domain.com

     If you cannot ping the node, contact your system administrator.
- If you are using a tablet, contact your system administrator to ensure that it is set up for use. Some tablet services require extra configuration that may not have been performed.
- If you still cannot set up Cisco Jabber for Android, send a problem report to your system administrator.

Jabber Configuration Refresh

Keep your Cisco Jabber client up-to-date by refreshing your Cisco Jabber configuration any time after you're signed in to it. Refresh Cisco Jabber if your administrator has modified the parameter settings. Even if you don't update or refresh, Cisco Jabber automatically checks with the servers every 8 hours to make sure it has the latest configuration.

Refresh Your Windows Configuration

Step 1 From Cisco Jabber, click the **gear icon** , choose **Help** and choose **Refresh Configuration**.

Step 2 Click **OK**.

Refresh Your Mac Configuration

Step 1 From the main menu, go to **Help** and choose **Refresh Configuration**.

Step 2 Click **OK**.

Refresh Your Mobile Configuration

Step 1 Tap your contact picture, go to **Settings**, and scroll down to **Help**.

Step 2 Tap **Configuration** and then **Refresh Configuration**.

Jabber Reset

You can reset Cisco Jabber when you want to change your account, clear your log files, clear your chat or call history, or troubleshoot Jabber issues.

Reset Your Windows App

Step 1 From Cisco Jabber, click the **gear icon** and choose **Sign out**.

Step 2 From the **Sign In** page, click **Reset Jabber**.

Step 3 Click **Keep** to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.

Reset Your Mac App

Step 1 From the main menu, scroll down and choose **Quit Jabber**.

Step 2 From the **Sign In** page, click **Reset Jabber**.

Step 3 Click **Keep** to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.

Reset Your Mobile App

Step 1 Tap on your profile picture and then tap **Sign out**.

Step 2 From the **Sign In** page, tap **Reset Jabber**.

Step 3 Tap **Keep** in Android or tap **Keep Certificate** in iPhone and iPad to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.