



# Cisco Jabber IM for BlackBerry®

Quick Start Guide

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# Welcome

## Welcome to Cisco Jabber IM for BlackBerry!

This application provides the essentials you need to stay in touch with people on your contact list while you are away from your computer.

With the application on your BlackBerry, you can:

- Send and receive chat messages from contacts currently on the contact list stored on your computer [More](#) (on page 8)
- View a contact's profile and click to start a call, send an email message, or dash off a text message [More](#) (on page 12)
- Stay signed in on your computer and Cisco Jabber IM for BlackBerry; you can send and receive chat messages from both places!
- Exchange messages securely using SSL 3.0 encryption (your chat history is not saved)
- Join an instant meeting [More](#) (on page 13)
- Having trouble signing in? [More](#) (on page 21)

**Need to reinstall Cisco Jabber IM for BlackBerry or install an update?**  
[Check out these details](#) (on page 30).

## Signing in to Cisco Jabber IM for BlackBerry

You probably have received instructions for how to sign in. Here's a brief recap, in case you need a refresher.

Getting started couldn't be simpler!

- 1 Locate the Cisco Jabber IM for BlackBerry application:
  - **BlackBerry operating system version 6.0, 7.0:** Look on the home screen

- **BlackBerry operating system earlier than version 6.0, 7.0:** Look in the Downloads folder
- 2 Click the Cisco Jabber IM for BlackBerry icon.



- 3 Accept the **Cisco Terms of Service**.

### Handling pop-up messages for permission or certificate requests

The first time you sign in, you may see one or more messages pop up onscreen. If you are unsure how to respond to these messages, review these topics. For messages related to:

- **"Application permissions"** or **"SSL permissions"** go to [Handling permission requests sent from your device](#) (on page 22)
- Selecting a response to pop-up messages about **certificates**, go to [Handling certificate-related pop-up messages in Cisco Jabber IM for BlackBerry](#) (on page 25)
- **Server certificate error messages** (Cisco Unified Communications account holders only) go to [Handling server certificates errors when starting Cisco Jabber IM for BlackBerry \(CUP accounts\)](#) (on page 26)

**For first-time sign-in instructions, click one of the links below:**

- [My administrator installed Cisco Jabber IM for me](#) (on page 4)
- [I installed Cisco Jabber IM myself \(from a link\)](#) (on page 2)

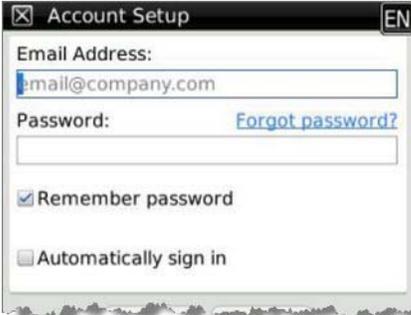
## I installed Cisco Jabber IM for BlackBerry myself (from a link)

- 1 Choose your account type.
  - **Cisco WebEx Connect**
  - **Cisco Unified Presence**

[What if I don't know which kind of account I have?](#)

If you are unsure of which type of account you have, please check with your IT administrator. This account type would be the same as the type of desktop IM application you are running.

- 2 Enter the details about your account:
  - You have a Cisco WebEx Connect account: Enter your username and password; you are ready to use Cisco Jabber IM for BlackBerry.

A screenshot of a Windows-style dialog box titled "Account Setup" with a close button (X) and a language button (EN). The dialog contains the following fields and options:

- "Email Address:" field with the text "mail@company.com" entered.
- "Password:" field with a blue link "Forgot password?" to its right.
- A checked checkbox labeled "Remember password".
- An unchecked checkbox labeled "Automatically sign in".

Sign-in screen for Cisco WebEx Connect accounts that do not have "single-sign on."

- You have a Cisco Unified Presence account: Enter your username, password and server address, (if it is not already filled in).

A screenshot of a Windows-style dialog box titled "Account Setup" with a close button (X) and a language button (EN). The dialog contains the following fields and options:

- "Username:" field with the text "username" entered.
- "Password:" field.
- "Server Address:" field with the text "welcome.company.com" entered.
- A checked checkbox labeled "Remember password".
- An unchecked checkbox labeled "Automatically sign in".

Sign-in screen for Cisco Unified Presence accounts

**Note:** If the server address is not filled in, and you are not sure what to enter, contact your site administrator for details

Or, if you are familiar with your computer network, you can enter either of these:

- **Your complete domain name** which includes the top-level domain and the root domain (officially known as a "fully qualified domain name")  
**Example:** Your local hostname is `myhost` and its parent domain is `mycompany`, the FQDN is `myhost.mycompany.com`
- **Your Internet protocol (IP) address**, which is a number assigned to a server, computer, or other device that is connected to a computer network.  
**Example:** 172.16.254.1

Now you are ready to use Cisco Jabber IM for BlackBerry!

## My administrator installed Cisco Jabber IM for BlackBerry for me

Depending on how your company wants you to sign in, you see either **your company's sign-in page** or the **Cisco Jabber IM for BlackBerry sign-in page**.

### If you see your company's sign in page

You fill in the requested information and then return to Cisco Jabber IM for BlackBerry.

Now you are ready to get started!

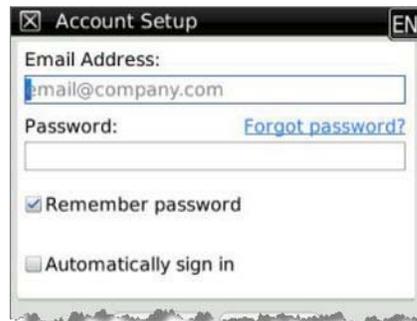


This process is also called "single sign on."

### If you see the Cisco Jabber IM sign-in page

Enter the requested information. You can bypass this screen next time by checking the "Automatically sign in" check box.

- You have a Cisco WebEx Connect account: Enter your username and password; you are ready to use Cisco Jabber IM for BlackBerry.



Sign-in screen for Cisco WebEx Connect accounts that do not have "single-sign on."

- You have a Cisco Unified Presence account: Enter your username, password and server address, (if it is not already filled in).



Sign-in screen for Cisco Unified Presence accounts

**Note:** If the server address is not filled in, and you are not sure what to enter, contact your site administrator for details

Or, if you are familiar with your computer network, you can enter either of these:

- **Your complete domain name** which includes the top-level domain and the root domain (officially known as a "fully qualified domain name")  
**Example:** Your local hostname is `myhost` and its parent domain is `mycompany`, the FQDN is `myhost.mycompany.com`
- **Your Internet protocol (IP) address**, which is a number assigned to a server, computer, or other device that is connected to a computer network.  
**Example:** `172.16.254.1`

Now you are ready to use Cisco Jabber IM for BlackBerry!

## Quick overview

Use these keys to easily navigate through menus and lists.



When using Cisco IM on your BlackBerry, use:

- ① The **Menu** key to see the full list of options
- ② The **Trackball** key to see a list of options for the screen you are viewing
- ③ The **Escape** key to move back a screen or cancel a menu list

---

# Keeping up: Chat, Place Calls, and Meet

You don't skip a beat with Cisco Jabber IM for BlackBerry. And you can do much more than just swap messages:

- Check for new chat messages [More](#) (on page 7)
- Search for a contact [More](#) (on page 10)
- Chat with a contact [More](#) (on page 8)
- Handle more than one conversation [More](#) (on page 9)
- Place a call [More](#) (on page 12)
- Send a text message [More](#) (on page 12)
- Join a meeting [More](#) (on page 13)
- Single resource login [More](#) (on page 14)
- Multiple resource login [More](#) (on page 14)

## Checking for new chat messages

Cisco Jabber IM for BlackBerry has several ways of informing you of new chat messages:

- You can receive notifications through your **Event settings**. For details, see [Changing settings](#) (on page 18).
- When you are viewing the contact list screen, you see a chat group at the top of the list whenever you are chatting with someone.
- You see a status indicator in the chat group.



**Tip:** If Cisco Jabber IM for BlackBerry is running in the background, you receive (in your BlackBerry messages application) a notification for each chat message sent to you while you were away from Cisco Jabber IM for BlackBerry.

## Chatting with a contact

- 1 On the contact list screen, select the contact you want to chat with.  
You can:
  - Open the group that contains the contact and select the name, *or*
  - Select the **Search** icon and enter the first few letters of the contact's name

For more information about searching, see [Finding contacts on your contact list](#) (on page 10)

The chat screen appears.

- 3 Start typing your message.  
Don't forget, you can [add an emoticon to your message](#) (on page 9)
- 4 Select **Send** in the contextual menu.

### Shortcut keys in the chat screen

**Note:** You can use these shortcuts when the cursor is **outside** of the text entry box.

- |          |                                     |
|----------|-------------------------------------|
| <b>T</b> | Go to the top of the chat screen    |
| <b>B</b> | Go to the bottom of the chat screen |
| <b>R</b> | Reply to a message                  |

### Offline messages in Cisco Jabber IM for BlackBerry

**Important:** This feature is available only if you use **Cisco Unified Personal Communicator** as your desktop application.

As with your Cisco Unified Personal Communicator, Cisco Jabber IM for BlackBerry displays messages you send to an offline contact the next time that contact signs in (desktop or mobile). If you are offline, and someone sends you a message, you receive it the next time you sign in (desktop or mobile).

Be sure that you have Cisco Jabber IM for BlackBerry set to show offline contacts. For details, see [Showing and hiding contacts](#) (on page 15).

## Adding an emoticon to a message

- 1 In the chat screen, select the **emoticon** button.  
Look just to the right of the text entry box.
- 2 From the group of emoticons, select the one you want to add to your message.

You see the representation (in text) of the emoticon.

When you are ready, send your message.

## Switching between conversations

If you are in a chat session, you can quickly jump to another chat session without returning to the contact list screen.

### To move between chat screens:

- 1 Press the **Menu** key > **Switch Chat**.
- 2 Highlight the chat session you want to switch to and then press the **Trackball** key.

**Tip:** If you are currently involved in chats with any of your contacts, you see a **Chat** group at the top of the contact list screen. Open the chat group to view your list of chat sessions. Select a chat to open that session.

## Closing chat sessions

### To close your current chat session:

If you are currently in the chat session you want to close, press the **Menu** key > **Close Chat**.

**To close all chat sessions:**

Go to the contact list screen.

Press the **Menu** key > **Close All Chats**.

## Is my chat history saved?

Your chat history is not saved.

After you close a chat session, those messages are not saved. After you sign out of Cisco Jabber IM for BlackBerry, no messages in any chat session are stored.

## Finding contacts on your contact list

- 1 On the contact list screen, press the **Menu** key and then select **Search**.

**Tip:** If your phone has a touch screen, press the **Search** key in the bottom right corner of the screen.

- 2 Now look at the top of the screen; in the text box, enter the first few letters of the name you want to find.

As you type, a list of names appears just below the text box.



- 3 Select the name from the list.

**To stop a search:**

Press the **Escape** key twice.



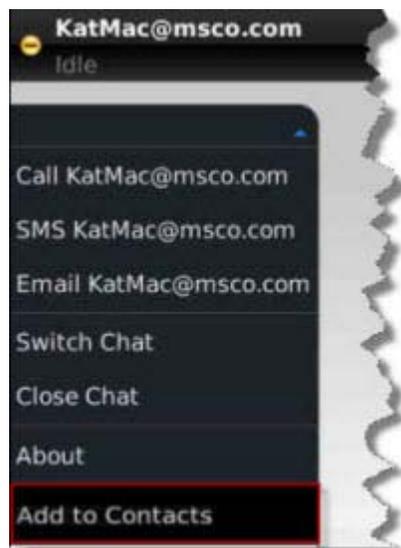
**Note:** Cisco Jabber IM for BlackBerry only looks for matches in your contact list. It doesn't look in your corporate directory.

## Can I add contacts and groups to Cisco Jabber IM for BlackBerry?

You can't add new contacts or create personal groups in Cisco Jabber IM for BlackBerry.

If you see an **Add to Contacts** menu item, it comes from the BlackBerry operating system.

On your BlackBerry, when you highlight a name, number, or email address and press the **Menu** key > **Add to Contacts**, you can add that person to your *BlackBerry* contact list. You may have used this BlackBerry feature to populate your BlackBerry contacts from a message, call log, or web page.



The **Add to Contacts** menu item is sent from the BlackBerry operating system.

## What happens if someone adds me to his or her contact list while I am using Cisco Jabber IM for BlackBerry?

You see the invitation the next time you sign into your desktop application.

## Viewing someone's profile

**Tip:** If your device has a touch screen, press the **Profile** button, located at the bottom of the screen.



- 1 On the contact list screen, highlight the contact you'd like to view.
- 2 Press the **Menu** key and then select **View Profile**.

You see the details, such as title, phone number, and email address for the person you've selected.

**Tip:** From a contact's profile, you can call, text, or send an email message to that person with just a few clicks.

### Viewing your own profile:

On the contact list screen, press the **Menu** key > **My Profile**.

### Viewing a contact's profile in a chat session

On the chat screen, press the **Menu** key > **View Profile**.

## Placing a call from a contact's profile

- 1 On the contact list screen, highlight the contact you'd like to view.
- 2 Press the **Menu** key > **View Profile**.
- 3 On the profile screen, select the phone number.
- 4 Press the **Menu** key > **Call <number>**.

## Sending a text message from a contact's profile

- 1 On the contact list screen, highlight the contact you'd like to view.
- 2 Press the **Menu** key > **View Profile**.  
The contact's profile appears.
- 3 Press the **Menu** key > **SMS<username>**.

- 4 Enter your message.
- 5 Press the **Menu** key > **Send**.

## Sending an email message from contact's profile

**Note:** Cisco Jabber IM for BlackBerry uses your device's default mail application.

- 1 On the contact list screen, highlight the contact you'd like to view.
- 2 Press the **Menu** key > **View Profile**.
- 3 On the profile screen, select the email address.
- 4 Enter your message.
- 5 Press the **Menu** key > **Send**.

## Why do I see "Profile information is not available" for some of my contacts?

Check your device signal and network connection.

Also, your ability to view someone's profile may be restricted due to one of these conditions:

- Your contact's administrator may have set limits on who may view the profiles of people in that organization.
- Your contact may have decided to restrict who may see his or her profile.

**Example:** Your contact has limited the viewing of profile information to people in his or her organization. If you are not a member, you cannot view the profile.

- This contact's status is "Response Pending" on your contact list. In this case, profile information can't be displayed.

## Joining an instant meeting

If a contact invites you to join an instant meeting, the meeting notification appears at the top of the contact list screen.

**Note:** If you don't have the WebEx Meetings for BlackBerry application installed, you will be directed to download the application.

**To join an instant meeting:**

- 1 Scroll to the top of the screen.
- 2 Click **Meeting Invitation** to see who sent the invitation.
- 3 Click again to open the invitation.
- 4 Click **Join** to join the meeting.

## Working with desktop applications

### Multiple Resource Login

Users can be signed into his or her desktop application (Cisco WebEx Connect or Cisco Unified Presence) and Cisco Jabber IM for Blackberry at the same time.

Users receive messages on both the desktop application and the BlackBerry device until they respond to a chat message. After sending a response, that resource is "locked" and messages are sent to that resource. If a user moves between devices, messages follow them to a device as soon as he or she starts a conversation from that device.

### Single Resource Login -WebEx Connect only

If your organization requires single resource login, the following behavior will occur: When you are logged into your desktop client and then log in to your mobile client, you will be logged off your desktop client and conversely, so all IM activity is on the device you are currently using.

**Note:** If you have downloaded the application from the BlackBerry App World, you will have single resource login

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# Handling Contacts and Your Contact List

## Showing and hiding contacts

To help you locate a contact quickly, you can hide contacts who are offline.

### To hide contacts who are offline:

On the contact list screen, press the **Menu** key > **Hide Offline Contacts**.

### To show all contacts (online and offline):

On the contact list screen, press the **Menu** key > **Show Offline Contacts**.

**Tip:** If you move between the applications on your device, when you return to Cisco Jabber IM for BlackBerry you may notice a delay (of up to a minute) before the status for all contacts appears.

## Expanding and collapsing contact groups

Your contacts appear onscreen in Cisco Jabber IM for BlackBerry in the groups you set up for them.

**Note:** You cannot add contacts or groups to Cisco Jabber IM. If you make changes to your contact list in your desktop application, you see those changes in Cisco Jabber IM the next time you start the application on your BlackBerry.

**To expand a group:**

- 1 On the contact list screen, highlight the group you want to view.
- 2 Click the **Trackball** key.

The list expands and you see all contacts and their status.

**To collapse a group:**

- 1 On the contact list screen, highlight the group you want to collapse.
- 2 Click the **Trackball** key.

The list collapses; you now see just the group name.

**To collapse all groups:**

On the contact list screen, press the **Menu** key > **Collapse All Groups**.

You now see just the list of your groups.

## How Cisco Jabber IM for BlackBerry handles changes made on your desktop application

If your organization allows multiple resource login, you can have your desktop application and **Cisco Jabber IM for BlackBerry** open at the same time.

However, if you make changes **in your desktop application** to your contact list (for example, add or delete contacts or groups) while your Cisco Jabber IM for BlackBerry is running, these changes do not appear in Cisco Jabber IM for BlackBerry until you sign out and sign in again.

**Important:** You can't add new contacts or groups to Cisco Jabber IM for BlackBerry. You can only add them to your desktop application (Cisco WebEx Connect or Cisco Unified Personal Communicator). For more details, see [Can I add contacts and groups to Cisco Jabber IM for BlackBerry ?](#) (on page 11)

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# Understanding Status and Settings

You choose whether you want to be notified when your contacts sign in and out. You can also choose whether you want to hear a sound when you have a new chat message or a meeting invitation.

The settings you select for Cisco Jabber IM for BlackBerry are stored in your BlackBerry device. **They are not sent to your desktop application.**

## Changing your status

- 1 On the contact list screen, press the **Menu** key > **Change Status**.  
You see your current status; it has a check mark next to it.
- 2 Select **Custom Status**.
- 3 In the Custom Message box, enter your new status.
- 4 From the **Status** drop-down list, select the status type:
  - **Green** (if you are available and can be reached)
  - **Yellow** (if you are busy or away and may not be able to respond immediately)
  - **Red** (if you don't want to be disturbed)
- 5 Click **OK**.

Your new status now appears below your name, at the top of the screen.

## Using the "Do Not Disturb" status

If you are busy and want to let your contacts know that you do not want to be bothered, you can set your availability to "Do Not Disturb."

- 1 On the contact list screen, press the **Menu** key and select **Change Status**.

You see your current status; it has a check mark next to it.

- 2 Select **Do Not Disturb**.

With the **Do Not Disturb** setting turned on, you do not hear the other sounds alerts you may have turned on (for chat messages and instant meetings).

- 3 Click **OK**.

Your new status now appears below your name, at the top of the screen.

**Note:** You continue receiving messages from contacts.

You can change your notifications settings so that you do not see any notices or hear sounds when your status is set to "Do Not Disturb."

Select **Menu > Settings**.

On the settings screen, under Events Notification, set this notification to **OFF**: "Show notifications when my status is Do Not Disturb."

## Changing settings

For your convenience, you can change these settings at any time.

### To change your settings:

Press the **Menu** key > **Settings**.

### Understanding Events Notifications

Set the option to **ON** if you want to:

- Be notified when someone on your contact list sign in or out
- Be notified (by sound or visually) when your status is set to "Do Not Disturb"  
For details, see [Using the "Do Not Disturb" status](#) (on page 18)
- Hear a sound each time you receive a chat message

- Hear a sound when you receive a meeting invitation

#### Understanding Status options

- Set your status to "Away" after an amount of time you select:
  - Select from several options, ranging from five minutes to one hour
  - Select **Never** if you do not want to show "Away" as your status at any time
- Set your status to "In a Meeting" if your calendar shows that you have a meeting scheduled. (Note that the "In a Meeting" status maps to events listed in your device's default calendar.)



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# Troubleshooting and Helpful Information

## Troubleshooting

Cisco Jabber IM for BlackBerry is easy to use, but sometimes you may have a problem. Here's a list of our more frequent questions and issues.

- [I'm having problems signing in](#) (on page 21)
- [How do I handle "permission" requests from my device?](#) (on page 22)
- [Why am I seeing certificate and connection messages?](#) (on page 25)
- [Why is my contact's profile not available?](#) (on page 13)
- [Can I add contacts and groups to Cisco Jabber IM?](#) (on page 11)
- [What happens if someone adds me to his or her contact list while I am using Cisco Jabber IM?](#) (on page 11)

## Problems signing in?

Try these tips:

- On the sign in screen, make sure that you've entered your username (usually your email address) and password correctly.
- Check your device signal and network connection. Ensure that the mobile network and Wi-Fi connections are turned on:
  - 1 Go to **Options > Device > Advanced System Settings > TCP IP**.
  - 2 Make sure that this option is checked: "APN Settings Enabled."

**Note:** Your configuration may play a role in whether changing these settings fixes the problem related to sign in.

If you are seeing a lot of pop-up messages related to permissions and certificates, take a look at these topics:

- [Handling certificate-related pop-up messages in Cisco Jabber IM for BlackBerry](#) (on page 25)
- [Handling permission requests sent from your device](#) (on page 22)
- [I use CUPC-- Can I reduce the number of pop-up messages I see?](#) (on page 25)

If you still can't sign in, contact your IT administrator.

## Where are the pictures of my contacts?

### If you use Cisco WebEx Connect on your desktop:

The first time you sign in to Cisco Jabber IM for BlackBerry, the pictures of your contacts have not yet downloaded. Wait a few seconds; the pictures start downloading and are stored automatically on your device.

The next time you sign in, the pictures appear immediately on your contact list.

### If you use Cisco Unified Personal Communicator on your desktop:

Pictures of all contacts do not download automatically. After you click to view the profile for a particular contact, his or her picture is downloaded and stored on your device.

The next time you sign in, you see the pictures of any contact whose profile you have previously viewed.

## Handling permission requests sent from your device

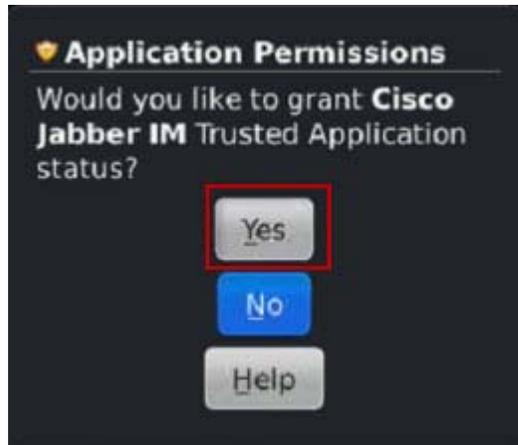
The first time you sign in to Cisco Jabber IM for BlackBerry, you may be asked to answer some questions related to "application permissions."

**Note:** If you installed Cisco Jabber IM for BlackBerry from a link, you see more of these messages than those users who had the application "pushed" to their devices by an administrator.

These questions are typical of those users will encounter. Please respond as indicated, so you can quickly and easily access Cisco Jabber IM for BlackBerry.

### Application Permissions

"Trusted Application status" permission: Select **Yes**.



**Application Permissions Request:** Make sure these two check boxes are selected:

- Personal Information
- Connectivity



**"SSL application" permissions:** Make sure both check boxes are selected:

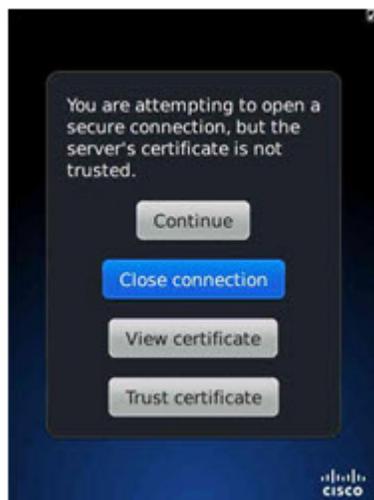
- Do not ask for SSL
- Do not ask for SSL to loginp.webex.connect.com



## Handling certificate-related pop-up messages in Cisco Jabber IM for BlackBerry

If you downloaded Cisco Jabber IM for BlackBerry from a link, you may need to handle a number of messages sent by your device that are related to certificates.

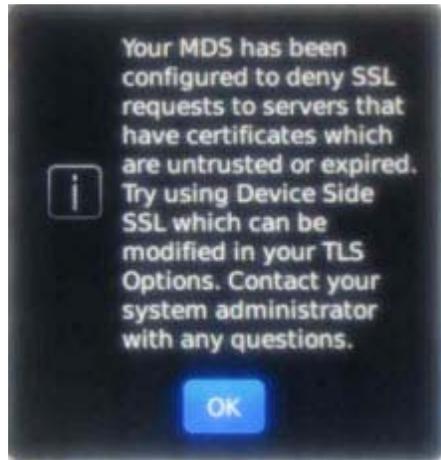
**Caution:** In general, you can click **Continue** when you receive these messages. If you see this message, be sure you select **Continue**.



**Do not** select **Trust certificate** here.

If you select any other option on this screen, you will see a number of other messages and be unable to sign in to Cisco Jabber IM for BlackBerry.

**Example:** If you choose **Trust certificate**, rather than **Continue**, you see this message.



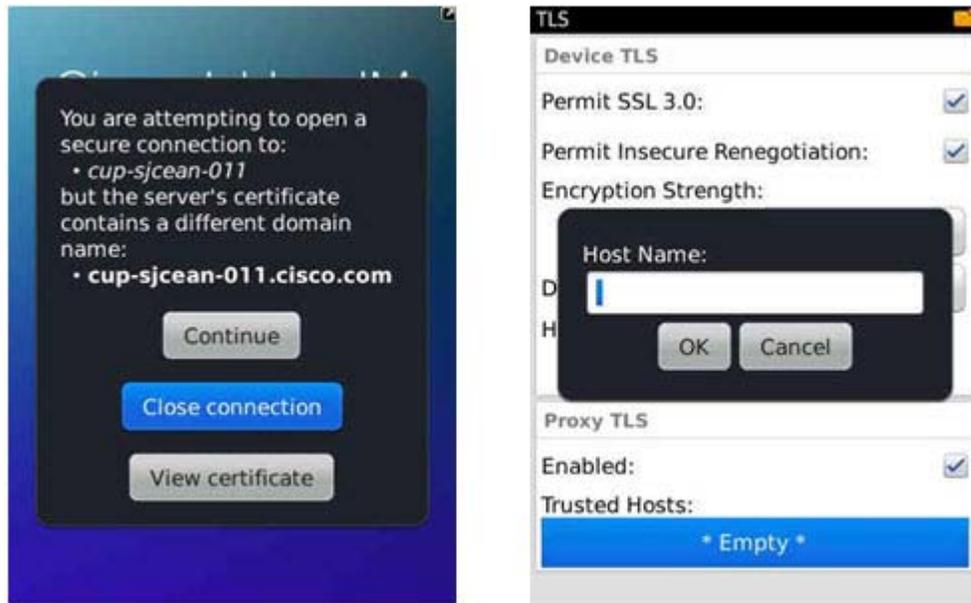
### Handling pop-up errors about server certificates (CUPC users)

You may see messages related to server certificates. The server certificate is used to authenticate web applications.

Entering the host name for your server can reduce the number of pop-up messages that appear.

**Note:** Changing this option may cause pop-up messages to appear in **other applications** on your device.

- 1 Go to **Options > Security > Advanced Security Settings > TLS**.
- 2 Enter the server or host name.



## Helpful information

Need some background information? Check out these topics.

- [Which BlackBerry devices work with Cisco Jabber IM for BlackBerry?](#) (on page 27)
- [Which desktop applications work with Cisco Jabber IM for BlackBerry?](#) (on page 28)
- [Which networks are available?](#) (on page 29)
- [What happens if I lose my connection?](#) (on page 29)
- [Reporting problems about Cisco Jabber IM for BlackBerry](#) (on page 31)
- [Updating or reinstalling Cisco Jabber IM for BlackBerry](#) (on page 30)

## Which BlackBerry devices and operating systems work with Cisco Jabber IM for BlackBerry?

Make sure that your device meets these requirements:

### Supported BlackBerry Devices

- Bold 9000
- Bold 9650
- Bold 9700
- Bold 9780
- Bold 9900
- Tour 9630
- Torch 9800
- Torch 9810
- Torch 9850
- Curve 8330 (You may need to upgrade the operating system to one of those listed below.)
- Curve 8520
- Curve 8530
- Curve 8900

### Supported BlackBerry Operating Systems

- OS 4.6
- OS 4.7
- OS 5.0
- OS 6.0
- OS 7.0

### How can I find out which OS I'm on?

- Go to **Settings > Options > About** (If this does not work, you may be on OS6.0 or higher), *or*
- Go to **Options > Device > About Device Versions**

## Which desktop applications work with Cisco Jabber IM for BlackBerry?

- Cisco WebEx Connect version 6.5
- Cisco WebEx Connect version 6.7

- Cisco WebEx Connect version 7.0
- Cisco Unified Personal Communicator version 8.0
- Cisco Unified Personal Communicator version 8.5
- Cisco Jabber for MAC version 8.6.1

## Which networks are available?

- 3G
- CDMA
- WCDMA
- EDGE
- Wi-Fi

## What happens if I lose my connection?

If your signal is dropped, Cisco Jabber IM for BlackBerry immediately tries to reconnect. After three attempts, if a Wi-Fi or cellular data connection can't be made, you are signed out. You must sign in again to establish a connection.

**Note:** To help minimize unnecessary data charges, Cisco Jabber IM for BlackBerry always looks for a wireless connection first and then looks for other networks (for example, cellular, WAP, BIS, BES/MDS).

## Best practices for improving battery life

You can improve battery life by following these tips:

- When not actively using Cisco Jabber IM for BlackBerry, put the application in the background
- After your workday, sign out of Cisco Jabber IM for BlackBerry

For other tips on improving battery life of your BlackBerry device, please visit: [BlackBerry support page \(http://us.blackberry.com/support\)](http://us.blackberry.com/support)

## Updating or reinstalling Cisco Jabber IM for BlackBerry

From time to time, an updated version of Cisco Jabber IM for BlackBerry may be available.

There are two ways of updating the application: installing over (replacing) the current version or deleting the application and then reinstalling the application.

To replace the current version of the application with a newer version, simply download a newer version of the application. A dialogue box will appear asking if you would like to replace the current version. Click Yes to proceed with the download.

To ensure that updating is a smooth process, please make sure that you follow these steps before installing the new version.

- 1 Delete the current version of Cisco Jabber IM for BlackBerry from your device.

Step-by-step instructions are provided below.

- 2 Reboot your device before you install the upgrade.

### Tips:

- Follow these steps whether you install Cisco Jabber IM for BlackBerry from a link or it is pushed to the device automatically.
- If at any time you need to **reinstall** the existing version of Cisco Jabber IM for BlackBerry, be sure you delete the application first and then reboot before reinstalling.

If you install over an existing version of Cisco Jabber IM for BlackBerry or do not reboot before installing, you may see errors and the application will not run properly.

### To delete Cisco Jabber IM for BlackBerry from your device:

- 1 In the device options, click **Advanced Options**.
- 2 Click **Applications**.
- 3 Highlight the Cisco Jabber IM for BlackBerry application.
- 4 Press the **Menu** key.
- 5 Click **Delete**.

## Reporting problems about Cisco Jabber IM for BlackBerry

Using your BlackBerry device, you can report any issues you encounter in Cisco Jabber IM for BlackBerry.

- 1 On the contact list screen, press the **Menu** key and select **Send Log**.
- 2 Enter the requested information, including a description of the problem.

Your description of the problem helps the team troubleshoot and find the solution more quickly.

**Note:** If you use Cisco Unified Presence, you send your report in an email message from your device. If you have not yet set up your email account on your device, you will be asked to do so.