Cisco Jabber Softphone for VDI

Contents

Extend the rich collaboration experience of Cisco Jabber for Windows to your virtualized environments by enabling intelligent processing of real-time voice and video on your local devices.

Product overview

The Cisco Jabber® platform streamlines communications and enhances productivity on many devices, including PCs, Macs, tablets, and smartphones. It unifies presence, instant messaging, video, voice, voice messaging, and conferencing capabilities securely into one client on your desktop.

But what if your organization is implementing virtualization strategies? Now you can use the Cisco® Jabber Softphone for VDI (JVDI), formerly known as Virtualization Experience Media Edition (VXME), to deliver the rich, uncompromised user experience of the Cisco Jabber platform to virtualized desktops in addition to your PCs, Macs, tablets, and smartphones.

How it works

In virtualized environments, the Cisco Jabber application is deployed in the hosted virtual desktop in the data center, while Cisco JVDI runs on the local thin client. With the Cisco Jabber application running on your hosted virtual desktop, you can see presence status, send an instant message, check voice messages, or collaborate via voice and video calls. Cisco JVDI processes voice and video traffic locally and routes from point to point between clients, bypassing the data center. This feature eliminates the inefficient "hairpin" effect in which messages between two endpoints are routed through the data center, rather than traveling directly from the sender to the receiver. With this optimized architecture, users in virtualized settings benefit from the same uncompromised experience they enjoy with the traditional Cisco Jabber for Windows solution.

Features and benefits

Table 1 lists the features and benefits of Cisco JVDI.

Table 1.　Features and benefits

Feature	Benefit
Cisco Jabber platform on the virtual desktop	• Rich collaboration that supports the uncompromised user experience of the Cisco Jabber application
Local voice and video processing	• Efficient use of local thin-client resources to reduce the use of network bandwidth and data center resources, eliminating the hairpin effect for the ultimate user experience
Cisco Precision Video Engine	• High-fidelity wideband audio and business-quality video communications up to high definition (720p at 30 frames per second [fps]) • Standards-based (H.264) video for interoperability with Cisco TelePresence® endpoints and video
Secure Real-Time Transport Protocol (SRTP)	• Secure media encryption
Secure remote access	• Secure remote access through native Cisco AnyConnect® Secure Mobility Client

Feature	Benefit
Citrix XenDesktop, Citrix XenApp (published desktop and application), and VMware published desktop and shared session desktop	• Support for the latest Citrix and VMware infrastructure
Cisco Jabber Binary Floor Control Protocol (BFCP) desktop share	• Support for desktop share of the thin-client
Collaboration Edge	• Cisco Mobile and Remote Access (MRA) provides a secure connection for Jabber application traffic without having to connect to the corporate network over a VPN. MRA allows Jabber clients that are outside the enterprise can use instant messaging and presence services, make voice and video calls, search the corporate directory, share content, launch a web conference, and use visual voicemail.

System requirements

Table 2 outlines the system requirements for Cisco Jabber for Softphone VDI.

Table 2.   System requirements for Cisco Jabber application with Cisco JVDI (based on Release 12.9)

OS support (running on thin client)	Windows
	• Windows 8
	• Windows 8.1
	• Windows 10
	• Windows Embedded Standard 7 (32 and 64 bit)
	• Windows Embedded Standard 8 (64 bit)
	• Windows Thin PC (32 bit)
	• Windows 10 IoT
	HP Thin Pro*
	Dell Thin OS*
	Ubuntu*
	eLux*
	*See platform release notes for specific supported versions.
Unified communications client on virtual environment	Cisco Jabber for Windows 12.9 running on a Windows 8, 8.1, or 10 hosted virtual desktop with:
	• Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 7.x and later (latest LTSR 1912), and 7.15 LTSR
	• VMware Horizon versions 6.x to 7.11.
	• Citrix Receiver and VMware View Client: See platform release notes for specific supported versions

OS support (running on thin client)	Windows
Cisco Unified Communications Manager	Version 10.5(2)
Accessories	For a complete list of supported accessories, refer to the [Cisco Unified Communications Accessories](#) site.

* For all Windows editions supported and eLux support, note that there are minimum thin-client hardware specifications to run Jabber Softphone for VDI at desired performance levels. This information is available in the specific Jabber for Softphone VDI platform release notes.

Note: Desk phone video (display of video on the desktop when the thin client is tethered to the user's desk phone), Federal Information Processing Standards/Information Assurance (FIPS/IA) compliance, Kerberos/Call Admission Control (CAC) support with Single Sign-On (SSO), Far-End Camera Control (FECC), and Cisco Unified Survivable Remote Site Telephony (SRST) are not supported with Cisco JVDI.

Warranty information

Find warranty information on Cisco.com at the [Product Warranties](#) page.

Ordering information

Cisco Jabber for Windows and Cisco Jabber Softphone for VDI are a part of Cisco Unified Workspace Licensing. Visit https://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your organization.

To download software, visit the [Cisco Software Center](#).

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	[Materials](#)
Information on electronic waste laws and regulations, including products, batteries, and packaging	[WEEE compliance](#)

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a highly secure, resilient Cisco Unified Communications solution so you can meet aggressive deployment schedules and accelerate your business advantage. The Cisco portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

For more information

For more information about the Cisco Jabber Softphone for VDI, visit:

- https://www.cisco.com/go/vxme

- https://www.cisco.com/go/jabber

Printed in USA

C78-743313-01   06/20