Limitations and Restrictions

This section contains information on the current limitations and restrictions of the application.

Known Issues

The following issues are known in Cisco Jabber for iPad:

- **General Issues**
  - Cisco Jabber for iPad does not support Global Site Backup (GSB). To resolve problems related to this issue, try closing Cisco Jabber for iPad, starting it, and then signing in again.
  - Users of Cisco WebEx free accounts cannot add contacts using email addresses. When adding contacts, they must know their Jabber user IDs.
  - If the title of a group chat you started in Cisco Unified Personal Communicator contains a space, the space will be shown as \20, instead of a space, in Cisco Jabber for iPad.
  - If you are signed in with your IM account on multiple devices and answer an incoming call on the iPad, the incoming call dialog box remains on the other devices.
  - You cannot start device calls with contacts using Cisco Jabber for Mac and Cisco Jabber for Windows. Cisco Jabber for iPad also cannot display error messages when such calls cannot be started.

- **Cisco WebEx Messenger**
  - Users of Cisco WebEx Messenger 7.0.1 cannot make a device call.
  - If you have the same sign-in information for your Cisco WebEx Messenger and Cisco Jabber Video for TelePresence accounts, you can sign in to Cisco WebEx Messenger only.

- **Cisco Unified Presence**
  - If you are signed in using a Cisco Unified Presence account, your profile images may appear compressed.

- **Cisco Jabber Video for TelePresence**

  ◦ If you have the same sign-in information for your Cisco WebEx Messenger and Cisco Jabber Video for TelePresence accounts, you can sign in to Cisco WebEx Messenger only.

- **iOS 6**

  ◦ If the iPad is rotated so the Home key is to the left and the user starts a video call, the receiver of the video call will see a green bar at the top of the video screen if they are using Cisco Unified Communications Manager for video and voice calling.

Important Considerations

Note the following important considerations when using Cisco Jabber for iPad:

- **General Considerations**

  ◦ If you transition between networks, your availability status may not be accurate.

  ◦ It may take up to 10 minutes for your availability status updates to appear for other contacts.

  ◦ Cisco Jabber for iPad supports interoperability and optimal video quality with Cisco TelePresence System (CTS) devices if you use a TelePresence or video bridge to connect the devices. The number of devices that you can use for joining a video call will be determined by the Multipoint Control Unit (MCU) and settings defined for the conference bridge.

  For the best video experience when establishing a direct video call between Cisco Jabber for iPad and a CTS device, use the required versions and settings. Otherwise, video quality in Cisco Jabber for iPad will be impacted; resulting video quality may include low frame-rate video with high or increasing latency, lack of lip synchronization, or excessive video artifacting. For more information, see **CSCtx47090** in Open caveats.

Required versions and settings for CTS interoperability
VCS call control environment: All CTS devices must be using 1.9.1(68) or a later firmware version.

Unified Communications Manager call control environment:
 	
• All CTS devices must be using 1.9.1(68) or a later firmware version.
 	
• Create Media Regions for iPad and CTS by following these steps:
 	
  1 Provision two media regions with the first region for CTS using a maximum video call bit rate of 32000 Kbps and second region for iPad using a maximum video call bit rate of 768 Kbps.
 	
  2 Create a region relationship from the CTS region to the iPad region, described in step 1, using a maximum video call bit rate of 512 Kbps.

To verify your VCS firmware and hardware codec versions, check the Device information screen in the Cisco TelePresence System Administration.

Consult the Cisco Unified Communications Manager Administration documentation for details about setup.

◦ Cisco Jabber for iPad bandwidth has been limited to 384 kbps due to CPU constraints on the supported iPad hardware.

• **Cisco WebEx Messenger**

◦ You cannot block contacts who are within your own organization.

◦ You cannot join a conference call if the call is placed by a Cisco WebEx Messenger user from a group chat started on his or her computer.

◦ If you delete a group of contacts on a device other than iPad, the group will still appear in Cisco Jabber for iPad.

• **Cisco Unified Presence**

◦ If you delete a group of contacts on a device other than iPad, the group will still appear in Cisco Jabber for iPad.

◦ You cannot block contacts who are within your own organization.

• **Cisco WebEx Meetings**

◦ If you start an action, such as signing in or tapping **WebEx Meeting** to start a meeting, and then bring Cisco Jabber for iPad to the background before the action is completed, you cannot successfully complete the action.

◦ Invitees will receive meeting invitations whether or not the meeting has been started.

◦ If you tap **WebEx Meeting** to start a meeting, a meeting invitation is sent immediately. If the invitee selects the meeting link immediately but the meeting is still in the process of starting, the invitee receives an error message and, as a result, cannot join the meeting again.

◦ If you sign in using a Cisco WebEx Meetings account, you can use instant messaging (IM), but you cannot start a WebEx meeting from Cisco Jabber for iPad.

• **Cisco TelePresence Video Communication Server**

◦ Cisco Jabber for iPad does not support proxy server setup if you are using Cisco TelePresence Video Communication Server (VCS) or Cisco Jabber Video for TelePresence.

◦ The VCS Starter Pack Express does not support Cisco Jabber for iPad. Cisco Jabber for iPad registers to VCS with the device name **jabbertablet**, which is not supported by the current built-in provisioning template of VCS Starter Pack Express. This will be added to the VCS Starter Pack Express in future releases.

◦ Cisco Jabber for iPad may experience limitations with interworked calls when registered to VCS running version X6.0.

• **Cisco Jabber Video for TelePresence**

◦ Cisco Jabber for iPad does not support proxy server setup if you are using Cisco TelePresence Video Communication Server (VCS) or Cisco Jabber Video for TelePresence.

◦ If you sign in to Cisco Jabber for iPad using a Cisco Jabber Video for TelePresence account for the first time, your contact list is empty. You will need to add contacts.

• **Single Sign On**

◦ Cisco Jabber for iPad does not support ID search in directories and Contacts.

◦ Cisco Jabber for iPad supports only form-based authentication. You cannot sign in if your organization uses only basic authentication.