



CALLING

Webex with Jabber Cross Launch

Application Note

January 20, 2021

© 2021 Cisco – CTG TME



Webex with Jabber Cross Launch Implementation

If a subset of your users requires advanced calling features, you can set user calling behavior to “Cisco Jabber app” in Webex Control Hub which will cross launch Cisco Jabber from the Cisco Webex app when placing a call. We are adding these advanced calling features to Webex in the very near future, and once available you can easily switch the Calling Behavior back to “Calling in Webex (Unified CM)” in Webex Control Hub for all your users.

Please refer to the *What's New* article available at <https://help.webex.com/en-us/8dmbcr/Webex-What-s-New> for the latest features available in the Webex app.

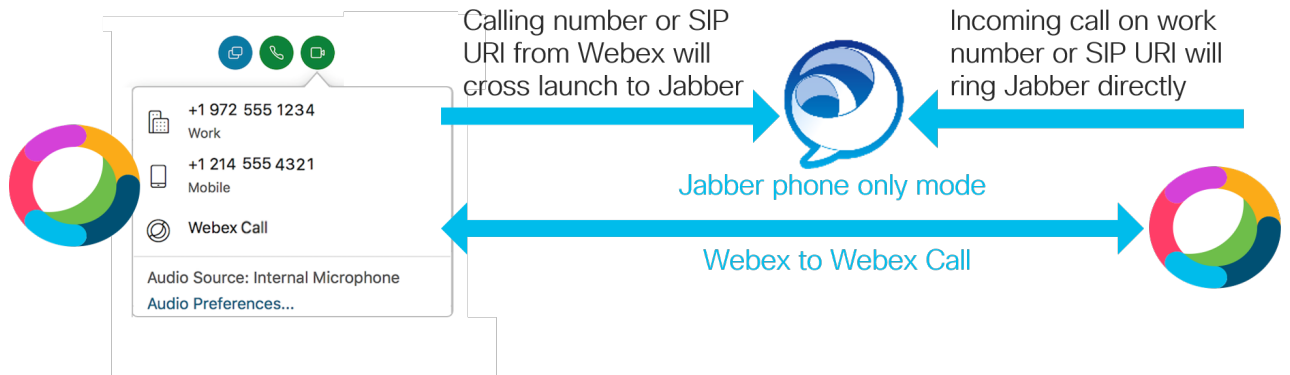
Some of the advanced calling requirements where Jabber cross launch may be needed including:

- Ad hoc call recording
- Agent greeting
- Silent monitoring
- Whisper announcement
- Supervisor barge
- Recording tone
- Auto pick up with zip tone

It is important to understand the behavior of Webex cross launch to Jabber. Jabber will be the primary client for calling. Therefore, some features including Single Number Reach, and Call Forward All will still need to be set using Jabber.

Figure 1 shows the calling behavior with cross launch of Jabber from Webex enabled. The calling behavior can be summarized as follows:

- Cross launch of Jabber only applies for outgoing calls.
- In the case of multi-line, all outgoing calls will cross launch to the active line assigned in Jabber. If the user wants to switch the line used for outgoing calls, they must select a different line within Jabber.
- Incoming calls on work number or SIP URI will directly ring Jabber, except in the case of Webex to Webex calls.

Figure 1. Cross Launch for Webex to Jabber Phone Only Mode Calling Behavior

In order to configure Webex with Jabber cross launch you will need to make the following changes in Cisco Unified Communications Manager (Unified CM) and Webex Control Hub. Also, the assumption is Jabber is already configured and working properly for your existing deployment:

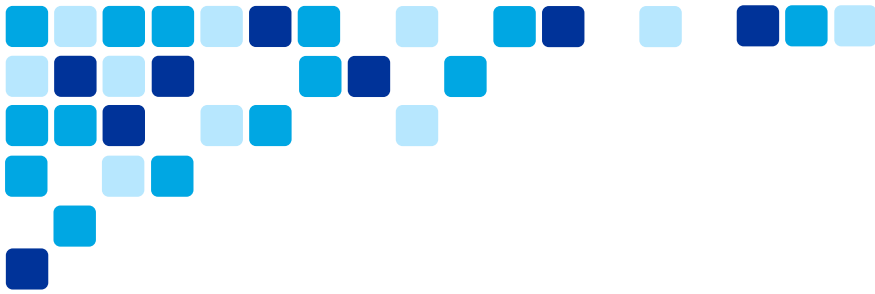
1. In Unified CM, create a new jabber-config file based on the parameters in Table 1.
2. In Unified CM, create a new Jabber Phone Only Service Profile (depending on your deployment, you may need to add additional UC Services to this profile, for example, Voicemail Profile, Conferencing Profile, and so on):
 - i. Assign CTI Profile.
 - ii. Assign Jabber Client Configuration Profile with new jabber-config.xml file.
 - iii. Do not assign IM and Presence Profile.
3. In Unified CM, update End User configuration (under Service Settings):
 - i. Associate new Service Profile from the drop-down list.
 - ii. Make sure “Enable User for Unified CM IM and Presence” option is NOT selected.
4. In Control Hub, change the individual user’s Calling Behavior to “Cisco Jabber app”.

Table 1 below shows recommended settings in jabber-config.xml. This requires Cisco Unified CM administrator access permissions to change the file. The file needs to be uploaded to Cisco Unified CM TFTP servers before users start using Webex cross launch to Jabber. Please refer to the *Parameters Reference Guide for Cisco Jabber* available at <https://www.cisco.com/c/en/us/support/unified-communications/jabber->

[windows/products-installation-guides-list.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/webex/ucm/11.5/windows/products-installation-guides-list.html) to check parameter details.

Table 1. *Jabber-config.xml File for Cross Launch*

Action Description	XML Keys
1. Turn off Calendar integration. User can still set this from client, but Calendar Tab will not show regardless of user change. This setting works with EnableLocalAddressBookSearch and affects local address book search)	<pre><CalendarIntegrationType>0</CalendarIntegrationType> <MacCalendarIntegrationType>0</MacCalendarIntegrationType> <EnableCalendarIntegration>>false</EnableCalendarIntegration></pre>
2. Turn off local address book search EnableLoadAddressBook is only for Jabber mobile clients to prevent loading native address book.	<pre><EnableLocalAddressBookSearch>>false </EnableLocalAddressBookSearch> <EnableLoadAddressBook>>false</EnableLoadAddressBook></pre>
3. Turn off meeting	<pre><Meetings_Enabled>>false</Meetings_Enabled></pre>
4. Turn off proximity	<pre><EnableProximity>>false</EnableProximity></pre>
5. Turn off Cisco Headset integration	<pre><BlockAccessoriesManagerPlugins>CiscoHIDPlugin.dll </BlockAccessoriesManagerPlugins></pre>
6. Set Do Not show Docked window	<pre><DockedWindowVisible>>false</DockedWindowVisible></pre>
7. Set Start client when OS boot up	<pre><Start_Client_On_Start_OS>>true</Start_Client_On_Start_OS></pre>
8. Optional: Enable SIP URI Dialing Configure to true if Directory URI is configured on Unified CM and URI dialing is allowed, otherwise configure it to false.	<pre><EnableSIPURIDialling>>true</EnableSIPURIDialling></pre>



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)