

Cisco Jabber IM for iPhone

Cisco® Collaboration Solutions improve team and customer experiences to help organizations encourage innovation and improve decision making while building trust and enhancing team performance.

Stay connected while mobile: Cisco Jabber™ IM for iPhone delivers instant messaging (IM) and presence to your Apple iPhone.

- Access your desktop IM contact list (Figure 1) and take action with features such as click to IM, click to call, click to email, and click to text (Figure 2) from a person's profile.
- Start or join an instant Cisco WebEx® meeting from an IM conversation (Figure 3).
- Search for colleagues in your corporate directory (Figure 4).
- Maintain security by using Secure Sockets Layer (SSL) encryption and by connecting your iPhone directly to the Cisco IM infrastructure - [Cisco Unified Presence](#) or [Cisco WebEx Messenger® service](#) (formerly Cisco WebEx Connect service).

Figure 1. Contacts List

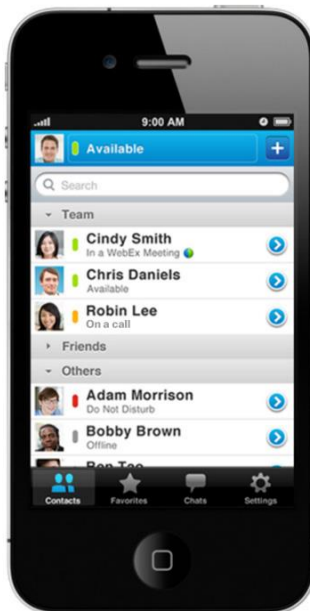


Figure 2. Contact Profile

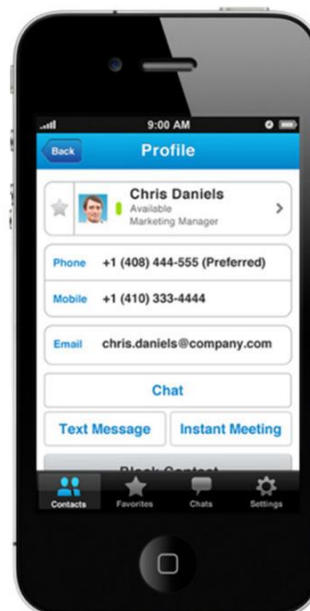


Figure 3. Join a WebEx® Meeting

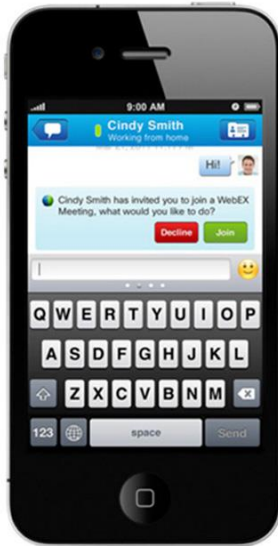


Figure 4. Corporate Directory Search



Cisco Jabber IM for iPhone works with a wide variety of Apple iPhone operating system (iOS) devices and is a free download from the Apple iTunes App Store for [Cisco Unified Presence](#) or [Cisco WebEx Messenger service](#) customers.

Presence and Instant Messaging While Mobile

Cisco Jabber IM for iPhone lets you reduce communication delays by knowing a person’s availability with rich presence status. When you are mobile and using your iPhone device, viewing a person’s presence status lets you immediately know if that person is available or busy, so you can determine the best way to reach that person. You can use the application to connect quickly over IM and, if necessary, escalate to a phone call, send an email or text message, start an instant web conference, or use Short Message Service (SMS).

Cisco Jabber IM for iPhone lets you collaborate securely - even with colleagues outside your organization. The application uses the widely accepted Extensible Messaging and Presence Protocol (XMPP) Internet and presence IM standard that supports communication with networks outside your organization. You are ensured of communication privacy with user authentication and either 128-bit SSL or 256-bit Advanced Encryption Standard (AES) encryption.

Cisco Jabber IM for iPhone is designed to work with either deployment model - a premises-based or cloud-based presence solution.

Table 1 lists the features and benefits of Cisco Jabber IM for iPhone.

Table 1. Features and Benefits of Cisco Jabber IM for iPhone

Feature	Benefit
Presence	
Standard presence status messages: Available, Busy, Do Not Disturb, On Mobile, and custom message	You can set your presence status so your contacts know whether or not you are available, helping them decide which method of communication they use to reach you. You can also set your presence status to show other users that you are “On Mobile” instead of at your computer.
System-generated presence status messages from the Cisco Jabber IM for iPhone application: Available, Busy, Idle, In a meeting, and On a call	The “In a Meeting” presence status is mapped to the default calendar used on the iPhone device. “Busy” is displayed when running the application in the background with no activity after a certain period of time (which you can set). “On a call” status displays when you are on a call while running the application in the background.

Feature	Benefit
Multiple resource login (Available with both Cisco Unified Presence and Cisco WebEx Messenger service)	<p>You can log in to both Cisco Jabber IM for iPhone and a desktop IM client so you can always keep your messaging applications open regardless of the devices you are using.</p> <p>When you are logged into both your desktop client and your mobile client, you will receive messages on both applications until you respond. When you respond, messages will be exchanged only with the device you used for your response.</p> <p>If the Advance Encryption Standard (AES) is enabled, only single resource login will be available.</p>
Instant Messaging	
Person to person	Start an IM conversation with anyone in your contact list with a single tap.
Participate in a group chat (Requires Cisco WebEx Messenger service; not available with Cisco Unified Presence)	Receive invitations to join and participate in a group chat (started from desktop Cisco Jabber for Mac, Cisco WebEx Connect, or Cisco Unified Personal Communicator).
Broadcast messages	Receive IMs that are broadcast to a group of people (requires Cisco WebEx Messenger service; not available with Cisco Unified Presence).
Offline messages	Send or receive messages to contacts who are not signed in to their IM application (requires Cisco Unified Presence; not available with Cisco WebEx Messenger service).
Concurrent IM sessions	Maintain multiple IM sessions at once, and swipe left to right to swap between sessions or tap on the Chats tab.
Notifications	<p>Cisco Jabber IM for iPhone enables you to receive notifications of new IMs even when the app is running in the background.</p> <p>Notification preferences are stored on the iPhone device, so your settings can be different from those on your desktop application.</p>
Emoticons	Use emoticons in your IM sessions to express your mood and enrich your IM conversations.
Meetings	
Start an instant Cisco WebEx meeting (Requires Cisco WebEx Messenger service; not available with Cisco Unified Presence)	Start an instant Cisco WebEx meeting from viewing a contact's profile; this action launches the Cisco WebEx Meetings for iPhone application. To have the meeting start smoothly, you must be logged into your Cisco WebEx Meetings app when starting an instant meeting from Cisco Jabber IM for iPhone.
Join an instant Cisco WebEx meeting	Join an instant Cisco WebEx meeting from an IM session with either a desktop Cisco IM user or another Jabber IM for iPhone user; this action launches the free Cisco WebEx Meetings for iPhone application (Figure 3) and connects you to the meeting to view shared content and collaborate with multiple participants.
Security	
Policy enforcement	<p>Cisco Jabber IM for iPhone, when used with Cisco WebEx Connect, honors applicable policies and configurations set by the administrator, including server-side IM logging, reporting and encryption.</p> <p>When used with Cisco Unified Presence, Cisco Jabber IM for iPhone honors the following policies: enable/disable presence, enable/disable cut and paste, and enable/disable auto accept contact requests.</p>
Encryption	The encryption protocol is SSL 3.0. The application also supports an AES level of encryption per policy settings (AES requires Cisco WebEx Messenger service and is not available with Cisco Unified Presence).
Single sign on	Cisco Jabber IM for iPhone supports a federated Security Assertion Markup Language (SAML) 2.0 single-sign-on policy if required by your organization. Both HTML Basic Authentication and HTML Form Authentication for the Operational Mode are supported.
Chat history	An IM session and history are removed from the app and your iPhone after you clear the IM session or log out of the app.
Contacts	
Contact list	Your contact list that you have created in Cisco Jabber for Mac, Cisco Unified Personal Communicator, or Cisco WebEx Connect automatically appears in Cisco Jabber IM for iPhone when you log in to the app.
Favorites	You can choose to assign "favorite" status of a contact by clicking the star next to a contact's picture in the contact's profile, by clicking the Favorites tab and clicking the "+" icon, or while adding the contact. You can also choose to reorder favorites by tapping the Edit button.
Groups	If you have created groups for certain contacts on your desktop or web-based IM application, those groups are shown in the Cisco Jabber IM for iPhone app.

Feature	Benefit
Profile	You can view a contact's profile information from your contact list (by clicking the blue arrow) or during a 1:1 chat (by clicking the business card icon) with that individual. Profile information includes name, title, and contact information. You can also view more detailed profile information when viewing the first page of a contact's profile by clicking the arrow next to the contact's name. (Figure 4).
Communications options	You can click to call, send an email, send an SMS message, or start an instant meeting from within a contact's profile. When using click to call - if Cisco Mobile 8.1 or Cisco Jabber (voice app) is installed on your iPhone - you will be given the option to use either Cisco Mobile or Cisco Jabber or the iPhone native dialer to place the call. Cisco WebEx Messenger service users who do not have Cisco Mobile 8.1 or Cisco Jabber (voice app) installed will also see an option to place an Internet call directly to other Cisco WebEx Messenger service users on their contact list.
Corporate directory search	You can search for contacts by typing their names. The app searches your current contact list or your organizations' corporate directory.
Contact management	You can add, block, or delete contacts when viewing a person's profile information.
Connection	
Auto-reconnect	If you lose your data connection, Cisco Jabber IM for iPhone automatically tries to reconnect you to a Wi-Fi or cellular data connection.
Wi-Fi prioritization	The application automatically connects to a Wi-Fi network first, and then connects to other available cellular networks. This feature helps minimize unnecessary data or roaming charges.
Accessibility	
Color	The app supports color-contrast features.
Voiceover	The app takes advantage of the built-in voiceover capabilities of the iPhone.
Notification	You can set audio and visual notifications of new IMs and instant meeting invitations.

Device and Operating System Support

Cisco Jabber IM for iPhone works with the following Apple devices:

- iPhone 3GS, 4, 4S, and 5
- iPod Touch (fourth and fifth generations)

Cisco Jabber IM for iPhone works with the following Apple iOS versions:

- iOS 6
- iOS 6.0.1

Desktop Client Interoperability

Cisco Jabber IM for iPhone works with the Cisco desktop IM applications listed in Table 2.

Table 2. Supported Cisco Desktop IM Applications

Application Name	Version Number
Cisco WebEx Connect	7.0, 7.1, and Web IM
Cisco Unified Personal Communicator	8.0 and 8.5 (requires Cisco Unified Presence Server Version 8.0 or 8.5)
Cisco Jabber for Mac	8.6
Cisco Jabber for Windows	9.0 and 9.1

Language Support

Cisco Jabber IM for iPhone uses the default language of the iPhone device language. If the operating system language of the device is not supported, the application defaults to English. Cisco Jabber IM is supported in the following languages:

- Chinese (Traditional and Simplified)
- Dutch (Netherlands)
- English (United States)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Russian
- Spanish (Spain)

Ordering Information

Cisco Jabber IM for iPhone is free for organizations with a license to use Cisco Unified Presence or Cisco WebEx Messenger service. Administrators may download the application from the Apple iTunes App Store directly to their iPhone devices.

To download the Cisco Jabber IM for iPhone software, visit <http://itunes.apple.com/app/cisco-jabber-im-for-iphone/id467192391?mt=8>.

Cisco Services

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For More Information

For more information about Cisco Jabber IM for iPhone, please visit <http://www.cisco.com/go/jabber> or contact your local Cisco account representative.




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