

Cisco Jabber Voice for iPhone

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

The Cisco Jabber® platform is a unified communications application for PCs, Macs, tablets, and smartphones. The application provides a simple way for you to find the right people, see if they are available, and collaborate using their preferred method or device.

Cisco Jabber Voice for iPhone provides voice-over-IP (VoIP) capabilities. Whether you are in the office on a Wi-Fi network or roaming using a public Wi-Fi network or a mobile data network, the Cisco Jabber platform connects you securely to your corporate network so your iPhone becomes your portable IP phone and company directory.

Product Overview

Turn your iPhone into a full-featured Cisco Unified IP Phone. Cisco Jabber Voice for iPhone lets you place, receive, and manage calls over your corporate Wi-Fi network. Cisco Jabber Voice for iPhone also supports calls over any Wi-Fi hotspot using a VPN, allowing you to take further advantage of your corporate telephony infrastructure whenever you have access to a high-quality wireless network connection. You will benefit from the cost savings from not using your wireless minutes, the capability to use your work phone number when placing calls from your Apple iPhone, and the stronger in-building network coverage from a wireless network (Figure 1).

Cisco Jabber Voice for iPhone is also one of the many [Cisco Jabber](#) clients providing unified communications on various platforms and devices. The [Cisco Jabber solution](#) is one of several Cisco solutions for the iPhone, such as [Cisco WebEx® Meeting Center](#).

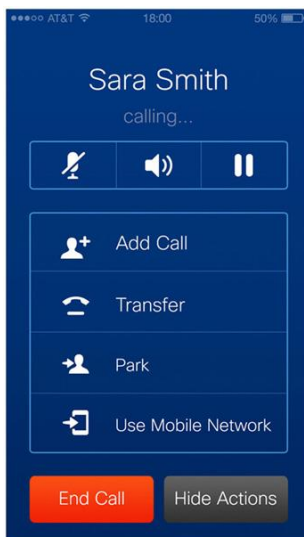
Figure 1. Cisco Jabber Voice for iPhone



Benefits of Cisco Jabber Voice for iPhone

- **Lower mobility costs:** Cisco Jabber Voice for iPhone allows you to place and receive calls over your corporate wireless LAN (WLAN) and telephony infrastructure, reducing the number of mobile minutes used and saving on roaming charges. Because Cisco Jabber Voice for iPhone uses your Cisco Unified Communications Manager call-routing capabilities, you can also avoid toll charges for international calls. These costs can be further reduced by the optional Dial Via Office feature. With Cisco Jabber Voice for iPhone you can place and receive calls when at home, in hotels, or at Wi-Fi hotspots.
- **Mobile privacy:** Cisco Jabber Voice for iPhone turns your iPhone into an extension on Cisco Unified Communications Manager. You appear to receive and make calls from your desk phone when using Cisco Jabber Voice for iPhone. Executives benefit from this feature because they often want to keep their mobile number private when placing calls.
- **Enterprise telephony features:** Cisco Jabber Voice for iPhone offers enterprise-class telephony functions including transfer, conference, hold and resume, and park and recover calls. You can also hand off calls to your mobile provider's network as you leave Wi-Fi coverage. Finally, you can move iPhone calls to and from your Cisco Unified IP Phone to continue a conversation on a different phone (Figure 2).

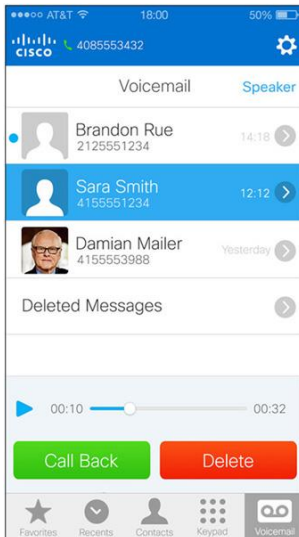
Figure 2. Midcall Features



- **Dialing options:** With Cisco Jabber Voice for iPhone, you have many dialing options. You can place a call from your Contacts list, manually dial a number, or simply hold the phone up and say a name to dial. Cisco Jabber Voice for iPhone works in conjunction with Speech Connect for Cisco Unity® Connection to allow you to dial contacts in this way.

- Visual voicemail: Cisco Jabber Voice for iPhone gives you visual access to your enterprise voicemail. You can view new and saved voicemail messages, and play back messages in any order. Actions you take on your iPhone, such as playing, marking as unheard, or deleting a message, are synchronized with your corporate voicemail mailbox. Visual Voicemail requires Cisco Unity Connection or Cisco Unity Express (Figure 3).

Figure 3. Visual Voicemail



Features and Benefits

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

Table 1. User Features and Benefits

Feature	Benefit
Place and receive calls over your organization's WLAN	Using your iPhone, you can place and receive calls through Cisco Unified Communications Manager without incurring mobile or roaming charges.
Place or receive calls over a VPN	When away from the office, you can place and receive calls using a Wi-Fi network (for example, a home network or Wi-Fi hotspot) when connected to VPN.
Midcall features	You can take advantage of enterprise calling features such as conference, transfer, hold and resume, and park and retrieve.
Call preservation	Call preservation keeps your call connected when you receive a Global System for Mobile Communications (GSM) call while on an Internet call. You can retrieve the Internet call by returning to Cisco Jabber Voice for iPhone.
Integration with Cisco Mobile Connect (Single Number Reach)	Cisco Mobile Connect enables you to receive calls placed to your desk phone on your iPhone (through GSM) whenever Cisco Jabber Voice for iPhone is not running or not connected to Cisco Unified Communications Manager.
Handoff to GSM	You can hand off your Internet call to your mobile operator's network as you leave buildings, so you have freedom to move about without interrupting your calls.
Handoff to and from desk phone	You can hand off your call from your iPhone to your desk phone and continue your call using your desk phone. Similarly, you can hand off calls from the desk phone to your iPhone, so you have freedom to move about.
Dial Via Office	Dial Via Office enables you to make work calls over the mobile voice network using your company's telephony infrastructure.
Visual voice messages	You can get access to a visual representation of your office voicemail box. You can view new messages without having to dial into your corporate voicemail system, and you can select, play back, or delete messages in any order. In addition, you can get alerted to new voicemail messages even when Cisco Jabber Voice for iPhone is running in the background.

Feature	Benefit
Directory access	You can search your corporate directory from an easy-to-use interface. You can quickly select a contact to call, view reporting structure within your organization, and add to your contacts list.
Favorites	You can create a list of work-related favorite contacts.
Picture integration	You can view contacts with pictures, whether they appear in Contacts, Favorites, or Voicemail lists.
Voice dialing	You can say the name of the person you are trying to reach, and you will be automatically connected (requires Speech Connect for Cisco Unity Connection). If there is more than one person in your organization's directory with that name, you will be provided with multiple choices to automatically connect. Gesture-based voice dialing is also available on the iPhone.
Bluetooth headset support	You can enable the Cisco Jabber application to work with your Bluetooth headset. This feature is recommended for use only on voice-ready Wi-Fi networks.
Sign in and out	Administrators can set up shared device pools and allow users to sign in and out of the Cisco Jabber Voice for iPhone application for instances when an iPhone is used by multiple users.
Failover	Cisco Jabber Voice for iPhone supports various failover scenarios, including failover to another Cisco Unified Communications Manager, failover to another Cisco Trivial File Transfer Protocol (TFTP) server, and failover features of Cisco Unified Survivable Remote Site Telephony (SRST).

Device and Operating System Support

Cisco supports Cisco Jabber Voice for iPhone on the following iOS devices (refer to release notes for latest updates):

- iPhone models 4, 4s, 5, 5c, and 5s
- iPod touch fifth generation
- iOS support: iOS 7.1

Bluetooth headset support:

- iPhone: Supported (optional)
- iPod touch: Supported (optional)

Cisco Jabber Voice for iPhone supports multiple audio codecs (G.711a, G.711mu, and G.729) and automatically selects the best option depending on whom you are calling and the bandwidth available, providing you with the best audio experience possible.

Mobile Device Management Support

Cisco Jabber for iOS is distributed through the Apple iTunes App Store and is not available with Mobile Device Management (MDM) wrappers through this distribution channel. MDM wrapping is available as a Cisco Advanced Services offering for customers who wish to pursue this option.

Ordering Information

You can download Cisco Jabber Voice for iPhone for free from the [Apple iTunes App Store](#). To use the software, a device license is required (Table 2). Additional licensing may apply to connect to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. To place an order, visit the [Cisco Ordering homepage](#).

Table 2. A-la-carte Ordering Information – Cisco Unified Communications Manager 7.1.5 and 8.0

Product Name	Part Number
Jabber Voice for iPhone User License	JAB-VOICE-IPH-LIC

Jabber® Voice for iPhone is also available through Cisco Unified Workspace Licenses (UWL), Cisco User Connect Licenses (UCL) (requires Cisco Unified Communications Manager 9.0), and Cisco Hosted Collaboration Solution Licenses (HCS).

To enable Cisco AnyConnect® Secure Mobility Client for VPN access on Cisco Jabber Voice for iPhone, you will need a Cisco ASA 5500 Series Adaptive Security Appliance and the corresponding Cisco AnyConnect Essentials and Cisco AnyConnect Mobile licenses. To learn more, visit the [Cisco ASA website](#).

Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration of people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the strength of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

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



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