Getting Started

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Welcome to Cisco Jabber

Cisco Jabber is an all-in-one communications tool for businesses. You use it to send instant messages, make phone calls, join meetings, and manage your contacts.

There are versions of the Jabber app for these devices:

- Windows computers
- Mac computers
- iPhone and iPad
- Android devices

Jabber Setup

Use this section to set up Jabber on your device.

Download and Install

Contact your system administrator for instructions on how to download and install Cisco Jabber for Windows or Cisco Jabber for Mac. You can get the mobile versions directly from Google Play or the App Store.

Desktop

Your system administrator controls how Jabber is installed on your computer. Administrators often customize installation files to make it easier for you to connect to services in your network.

To install, reinstall, or upgrade Jabber, ask your administrator for help.

Mobile

Download Cisco Jabber directly from the App Store or Google Play.

Sign In and Connection

How you sign in to Jabber depends on how your organization authenticates users. Your calling, messaging, meetings, and other services connect automatically. If you run into difficulties, contact your system administrator who knows the specifics of how your organization set up Jabber.

When you sign in to Jabber, your organization's system authenticates your username and password. Jabber then automatically connects all your services.

There are many ways to do that authentication. Your organization chooses how Jabber gets authentication information. So, how you sign in differs based on factors like:

- The type of device that you use
- Your method of connecting to your organization's network (on-premises, VPN, MRA)
- The type of authentication that your organization (simple accounts, single sign-on with your organization account, multifactor authentication)

What you see on the sign-in screen and the steps that you follow changes accordingly.

If you run into an issue, talk to your system administrator. Your administrator might add a custom link to the Jabber sign-in screen to report issues. Otherwise, go through your standard channels to report your issue.

Sign In with Fingerprint or Face Recognition

Step 1 When you sign in with a password for the first time, Jabber will ask whether you'd like to use fingerprint or face recognition. Tap **Yes** to make this your default sign-in option.

Step 2 The next time you start Jabber, follow your device's instructions to sign in with fingerprint or face recognition. If it doesn't work after three tries, you'll be asked to enter your password.

Tip You can stop Jabber from using fingerprint or face recognition. Tap your profile picture, and then go to **Settings** > **Privacy**.

Certificate Validation in Cisco Jabber for Android

When you set up and use Cisco Jabber, you may be prompted to validate your server certificates to connect to your services.

Depending on your account setup, you may need to verify server certificates for the following services:

- Instant Messaging
- Phone Services
- Voicemail
- Directory
- Expressway Mobile and Remote Access
- SSO IdP certification for SSO deployments

Note Depending on how your administrator sets up the servers, you may have to validate multiple certificates for IM and phone services.

If you decline a certificate, the following occurs:

Instant Messaging
You cannot sign in to Cisco Jabber.

Phone Services

- An invalid certificate notification will be shown.
- If the system has only one server, you cannot sign in to Cisco Jabber.
- If the system has two servers and you decline one certificate, you can accept the second certificate and sign in to that particular server.
- You cannot sign in to Cisco Jabber.

Voicemail

- An invalid certificate notification will be shown.
- You can sign in to Cisco Jabber but you cannot access the Voicemail service. You must sign out of Cisco Jabber and then sign back in to view the certificate validation message again.

Jabber for Windows Uninstall

You uninstall Jabber for Windows differently, based on your version of Windows.

Uninstall Jabber for Windows 7

Step 1 Go to **Start** > **Control Panel**.

Step 2 Double-click the **Uninstall a program** link or double-click the **Programs and Features** icon.

Step 3 Right-click on **Cisco Jabber**, and select **Uninstall**.

Step 4 When prompted to confirm the uninstall, click the **Yes** button.

Step 5 Click the **OK** button.

Uninstall Jabber in Windows 11

Step 1 In the **Type here to search** field on the taskbar, type **Programs**.
Step 2 Click the **Apps & Features** entry or press **Enter**.
Step 3 Click on **Cisco Jabber**, then select **Uninstall**.
Step 4 When prompted to confirm the uninstall, click **Uninstall**.
Step 5 Click the **OK** button.

What to do next

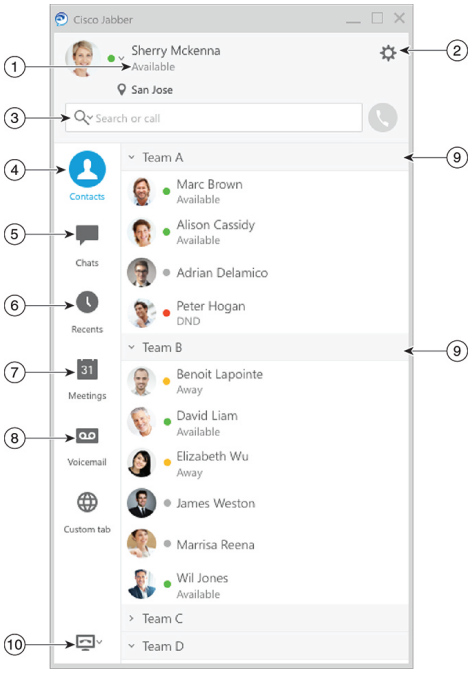
After uninstalling Cisco Jabber, there may be some Jabber files and folders in the **HKEY_CLASSES_ROOT\Installer\Products** registry key, and these files and folders will need to be deleted manually.

Jabber User Interface

Use Cisco Jabber to work with colleagues whether you're in the same office or spread out globally. You can message and call people. You can set your status and see your coworkers' statuses, search for people, manage your phone calls, check your upcoming meeting information, and lots more.

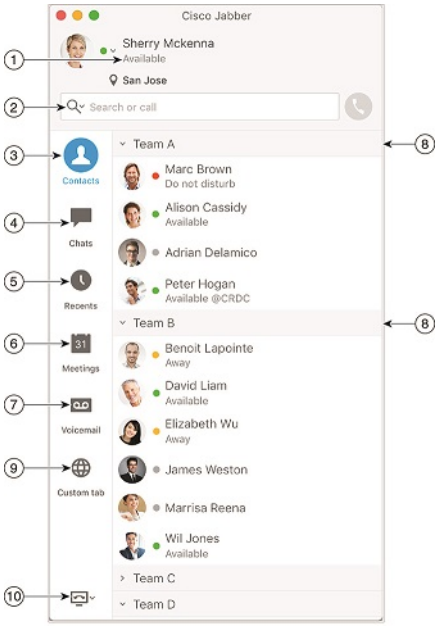
Note This section might include features or controls that are not available in the deployment of Cisco Jabber that you're using.

Windows Layout



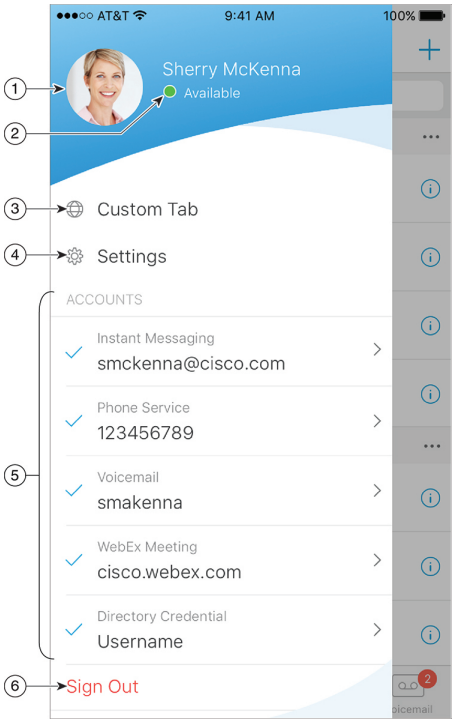
1. Your status	6. Recent calls
2. Menu	7. Meetings
3. Search or call bar	8. Voicemail
4. Contacts	9. Custom groups
5. Chats	10. Phone controls

Mac Layout



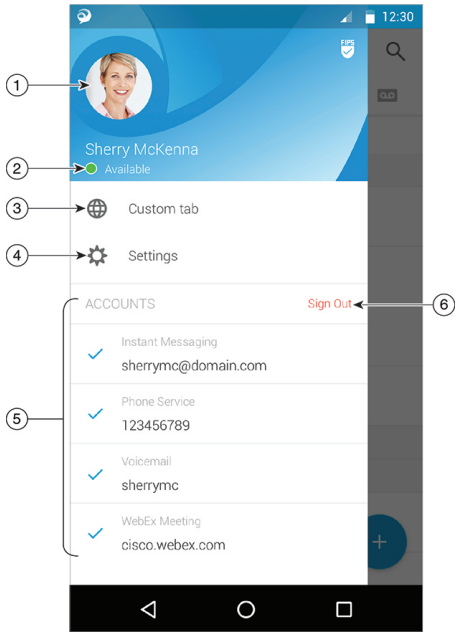
1. Your status	6. Meetings
2. Search or call bar	7. Voicemail
3. Contacts	8. Custom groups
4. Chats	9. Custom tabs
5. Recent calls	10. Phone controls

iPhone and iPad Layout



1. Your profile
2. Status
3. Custom tabs
4. Settings
5. Accounts
6. Sign out

Android Layout



1. Your profile
2. Status
3. Custom tabs
4. Settings
5. Accounts
6. Sign out

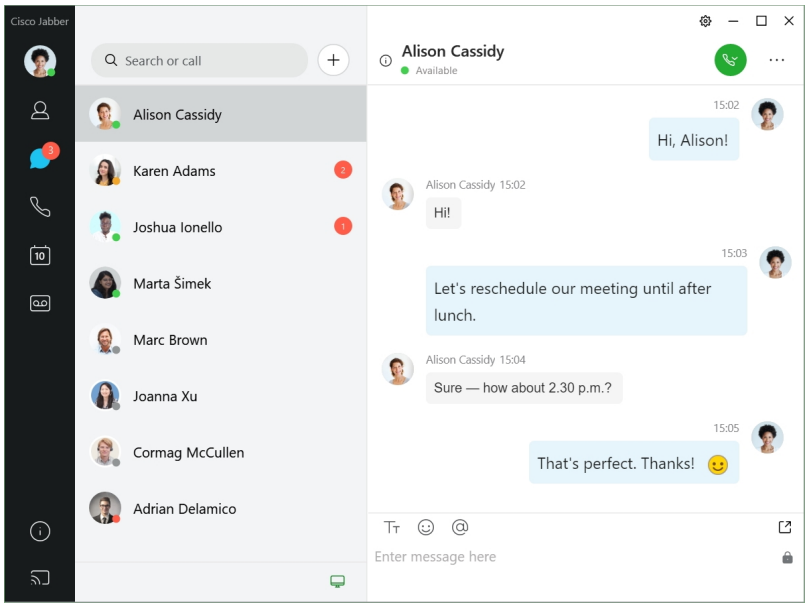
Jabber Interface by Release

Each major Jabber release has differences in the interface. The following sections describe the interface for each release.

14.0–14.1

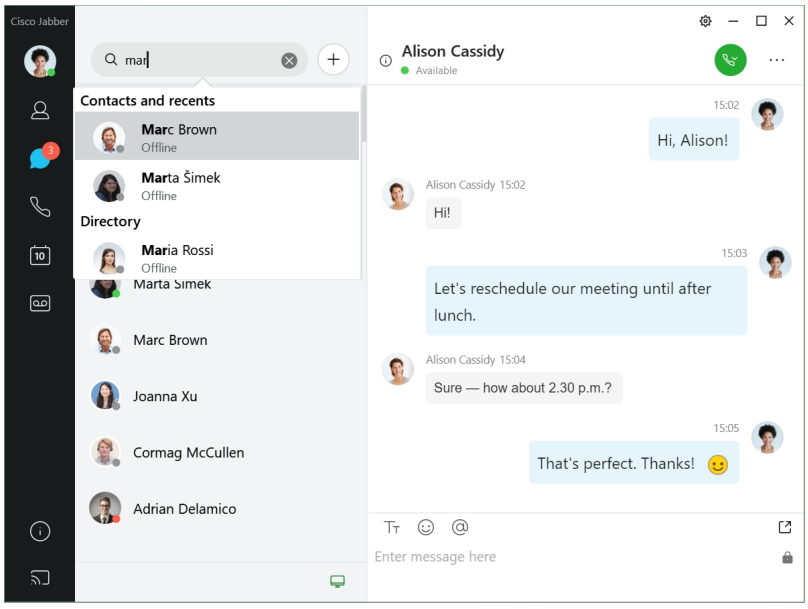
Getting around Cisco Jabber

Cisco Jabber is intuitive and easy to navigate.



Send and Receive Messages

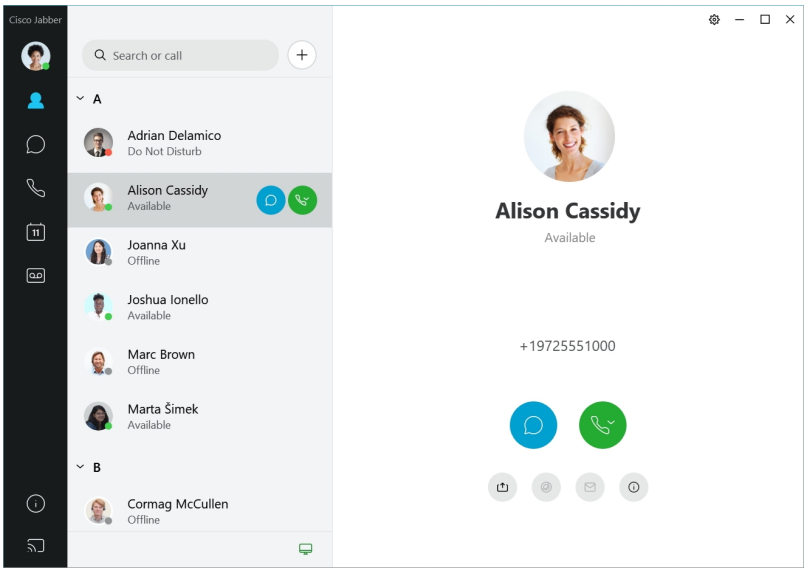
Send a message to a person—Enter the name in the search bar and select the person from the list of contacts.



You can change the fonts and color, send a screen capture,send a file, mention a user, or add an emoticon to your message.

You can call and meet others using Cisco Jabber, right from your Cisco Jabber app

Call a person—Simply select the **Call** icon from an active conversation window or from your contacts list.



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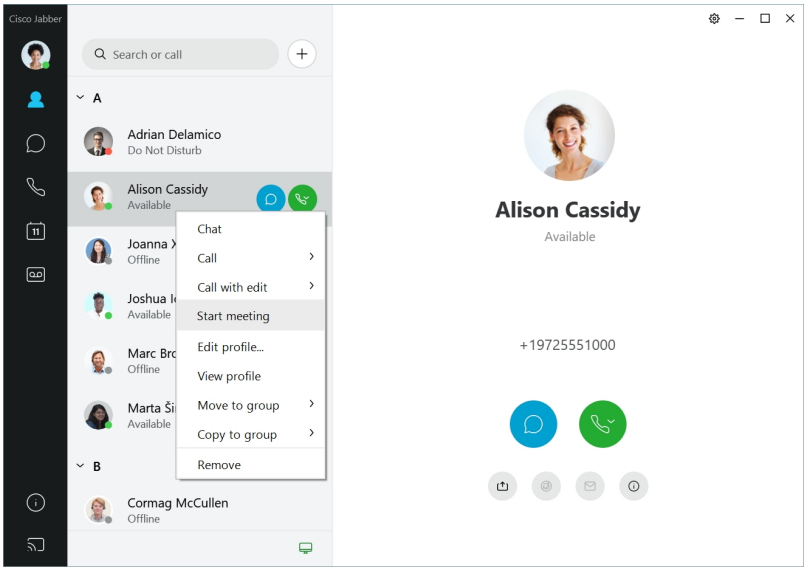

12.7–12.9

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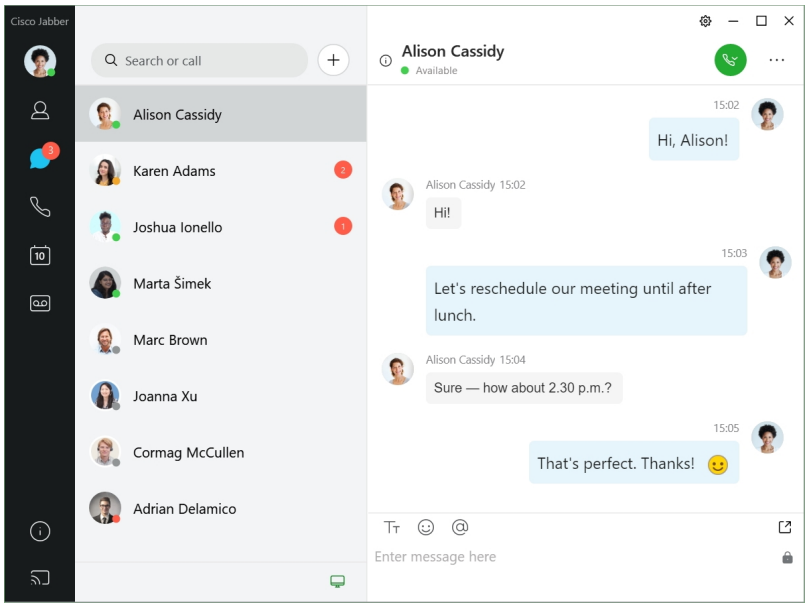

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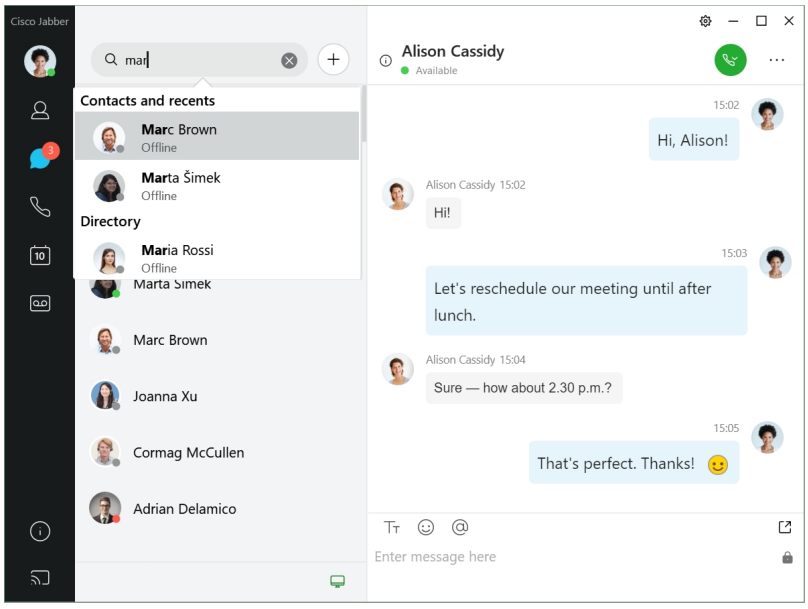

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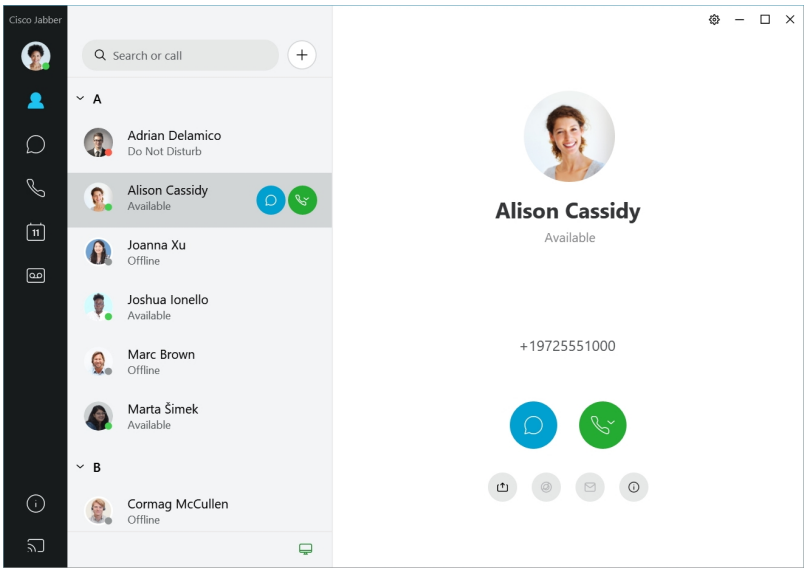

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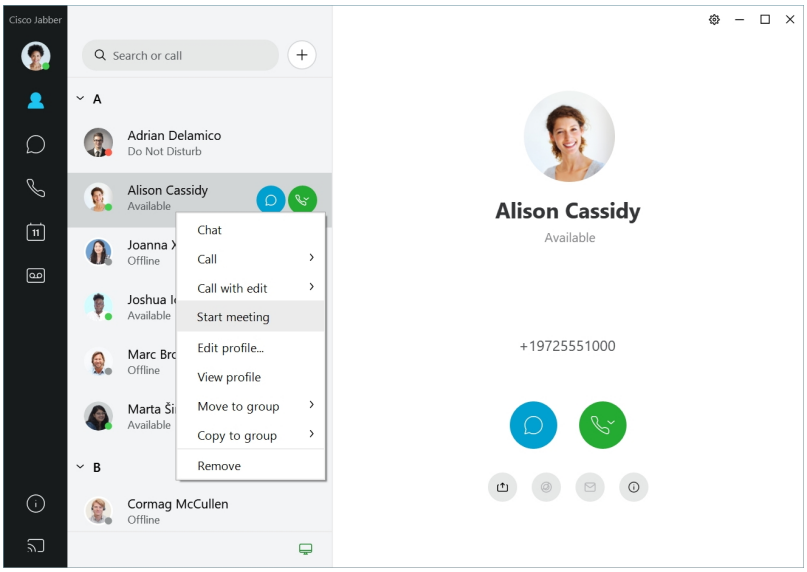

12.6

Getting around Cisco Jabber

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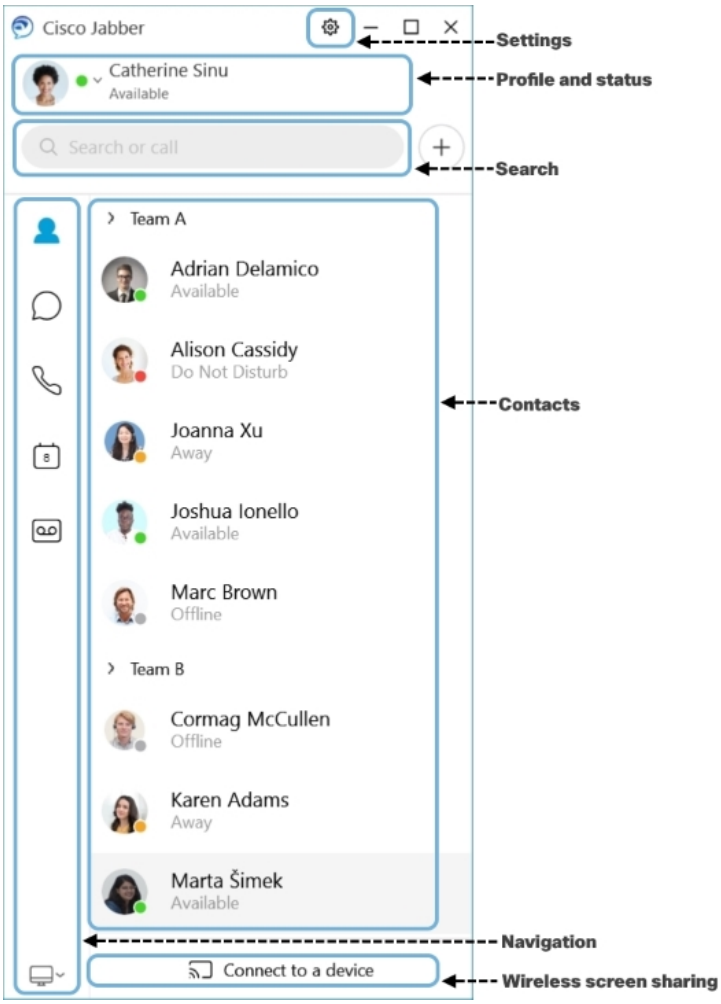

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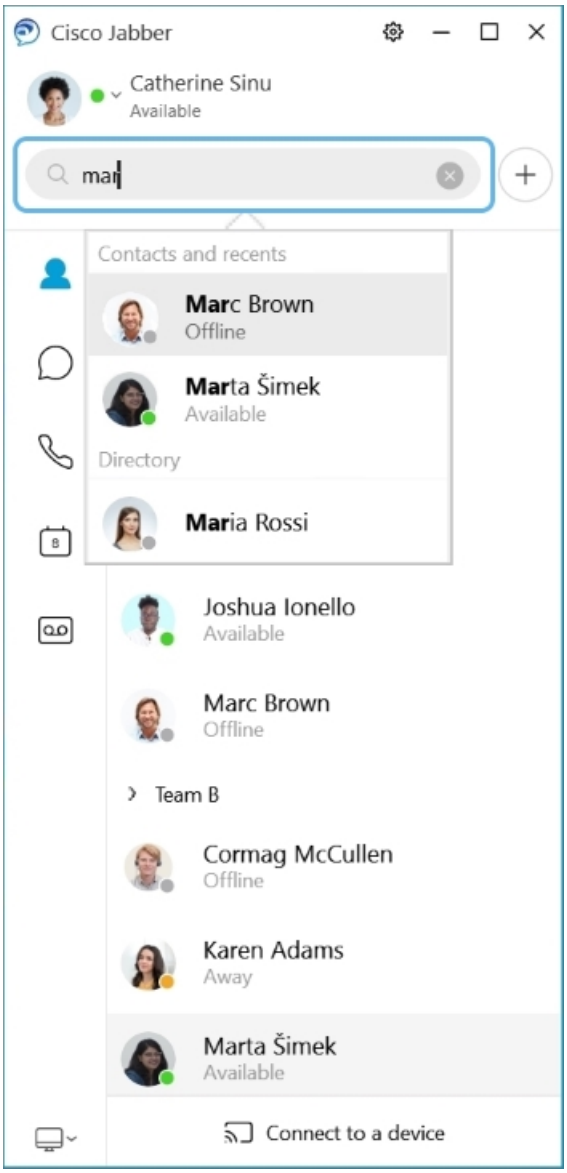

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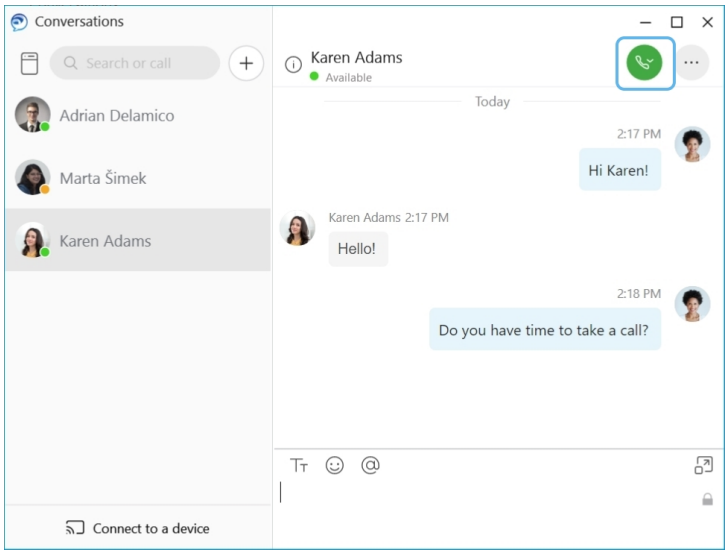
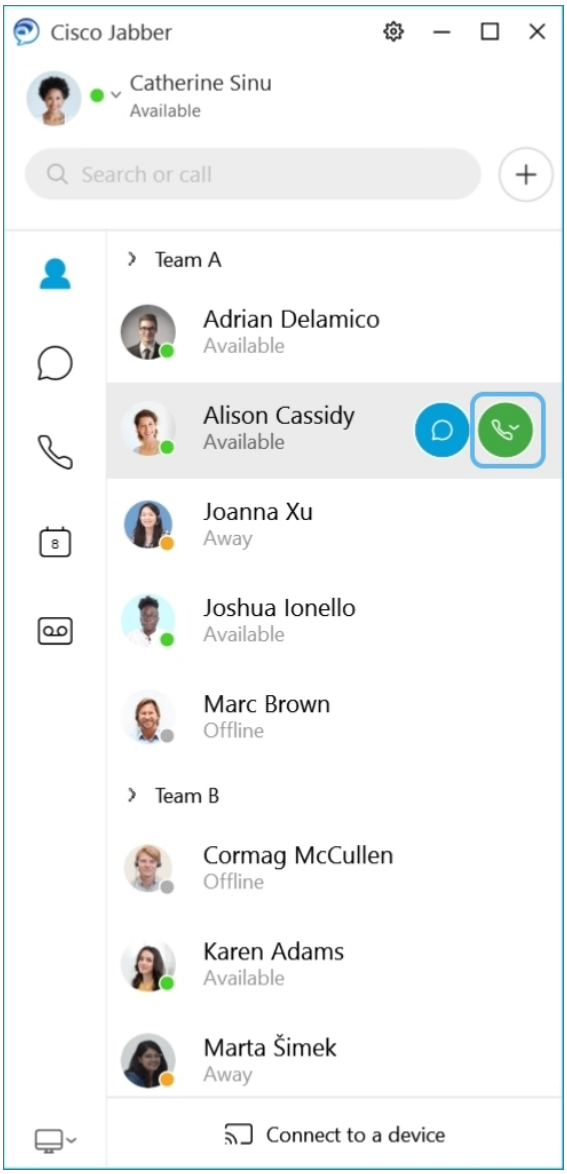

Conversations
Search or call
Adrian Delamico
Marta Šimek
Karen Adams
Connect to a device
Karen Adams
Available
Today
2:17 PM
Hi Karen!
Karen Adams 2:17 PM
Hello!
2:18 PM
Do you have time to take a call?



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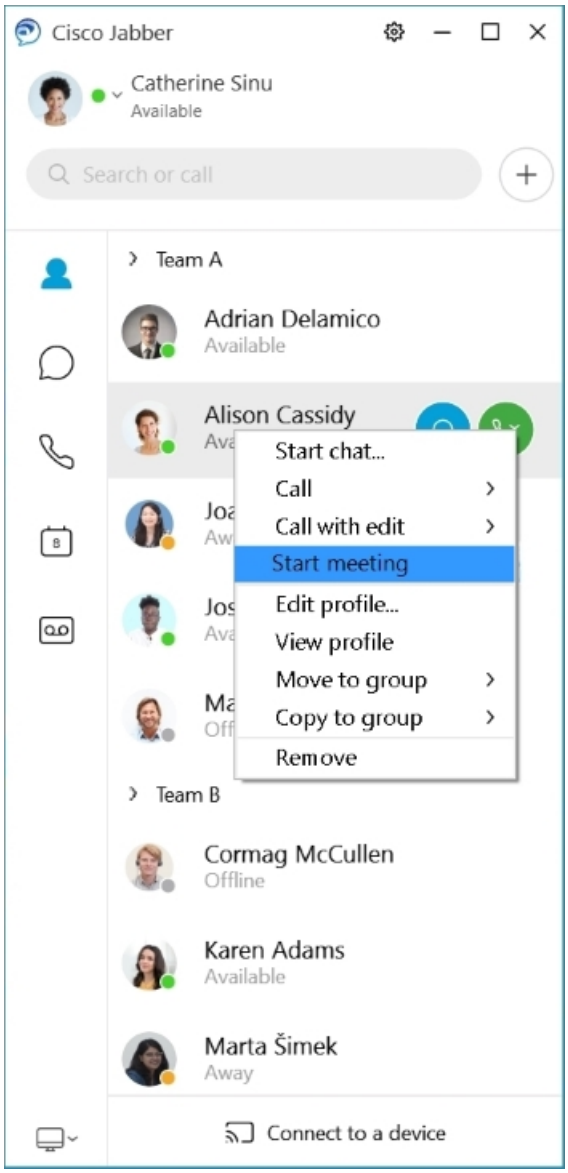

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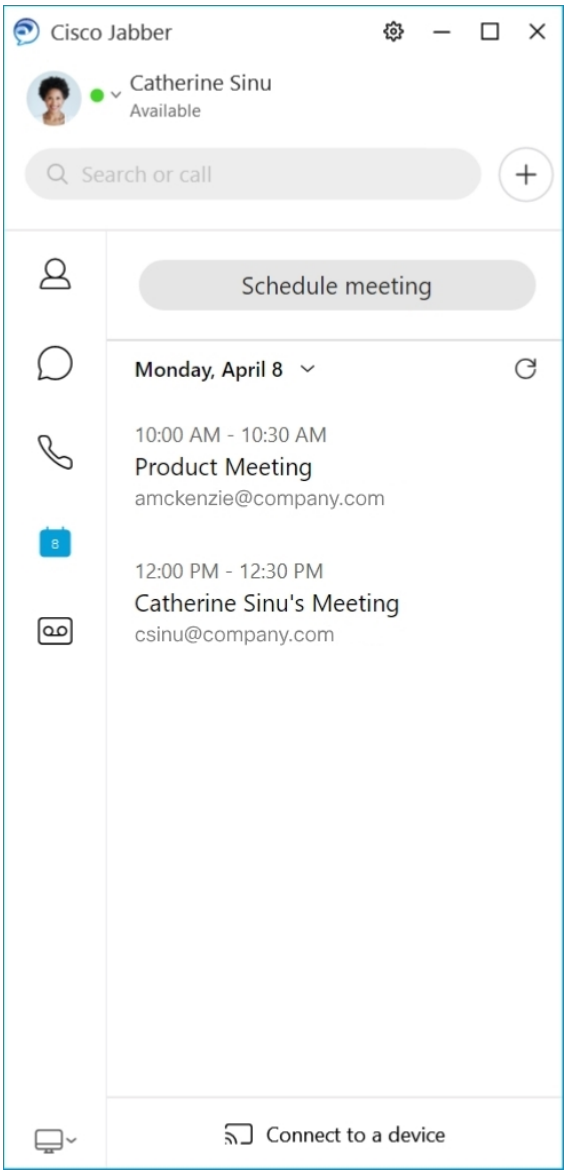

12.5

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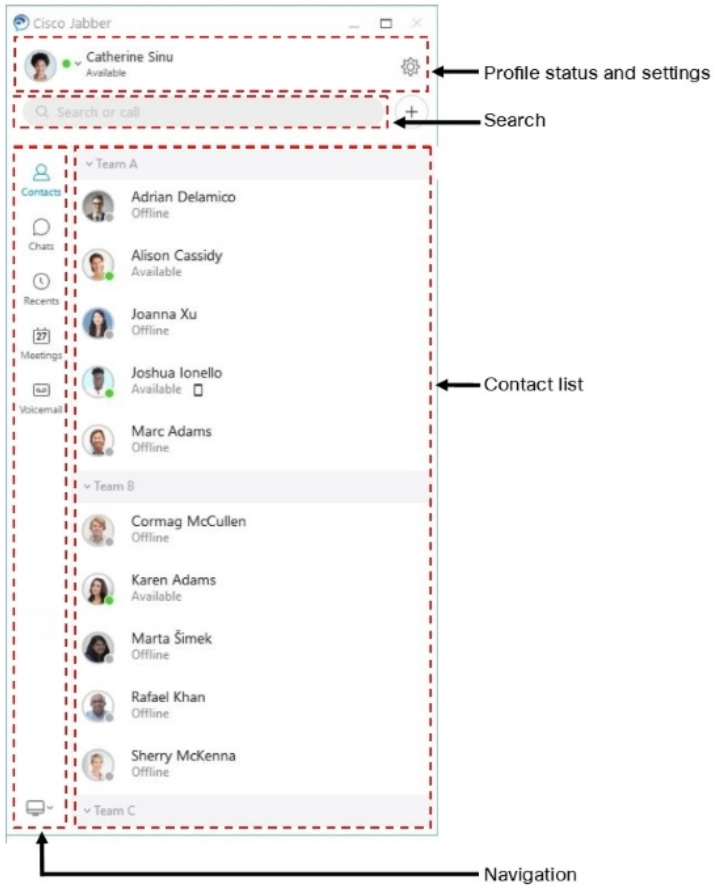

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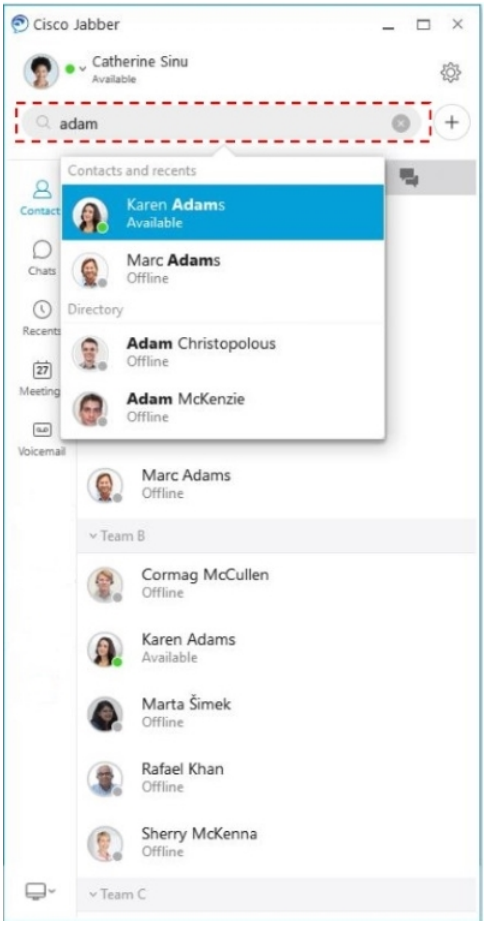

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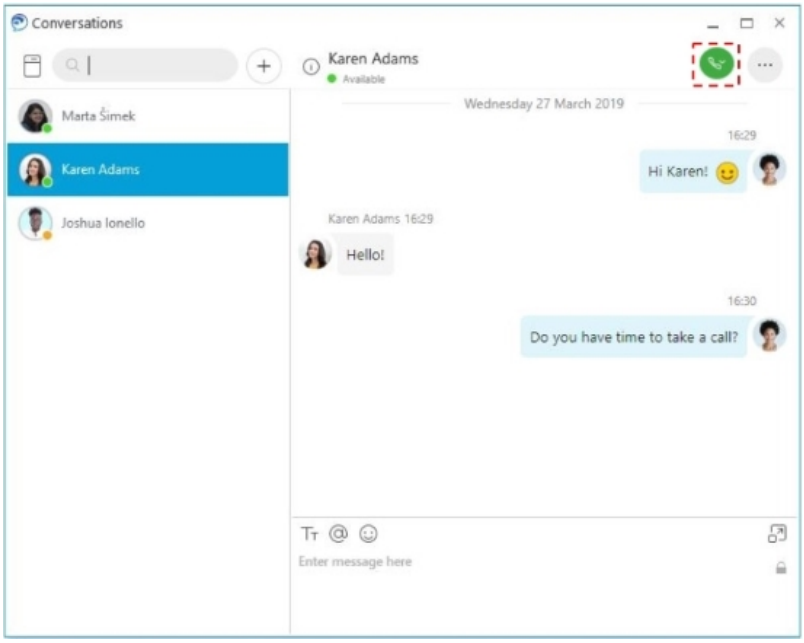
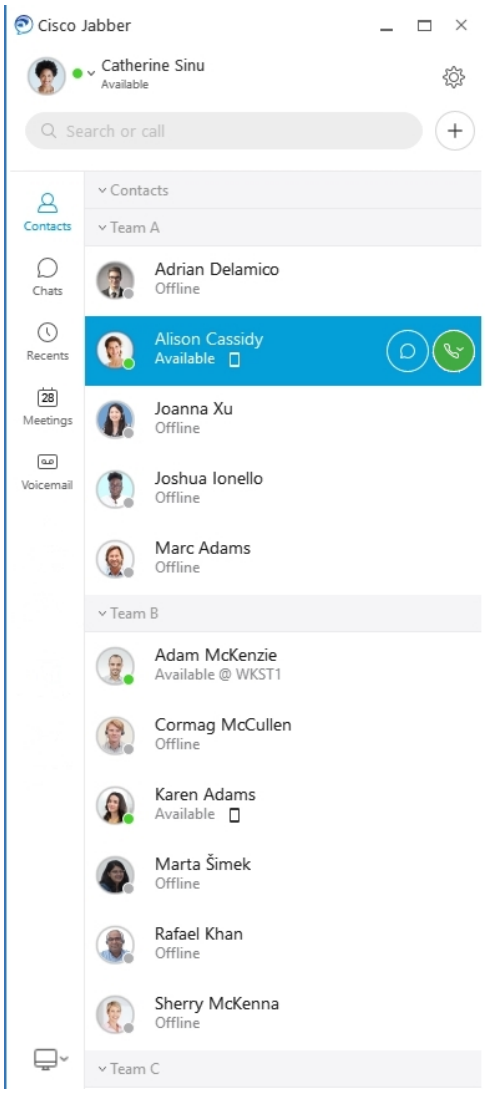

Conversations
Karen Adams
Available
Marta Šimek
Karen Adams
Joshua Ionello
Wednesday 27 March 2019
16:29
Hi Karen!
Karen Adams 16:29
Hello!
16:30
Do you have time to take a call?
Enter message here



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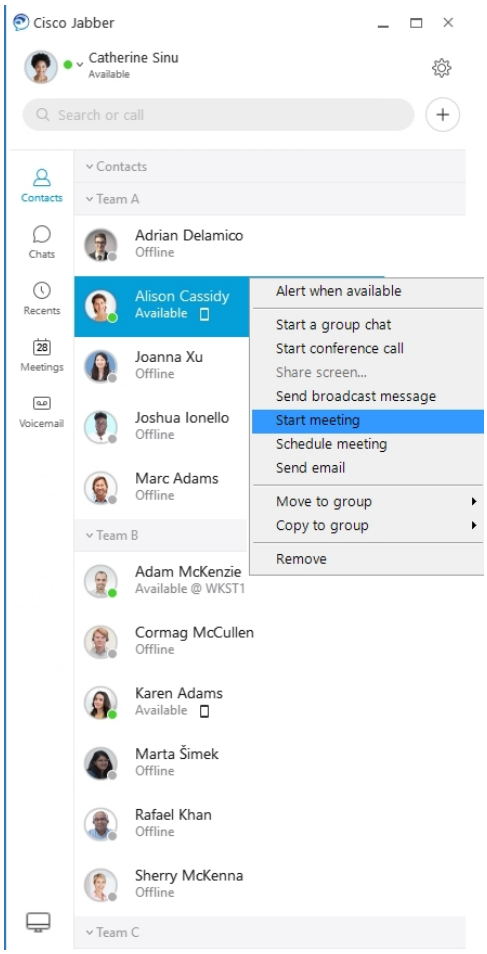

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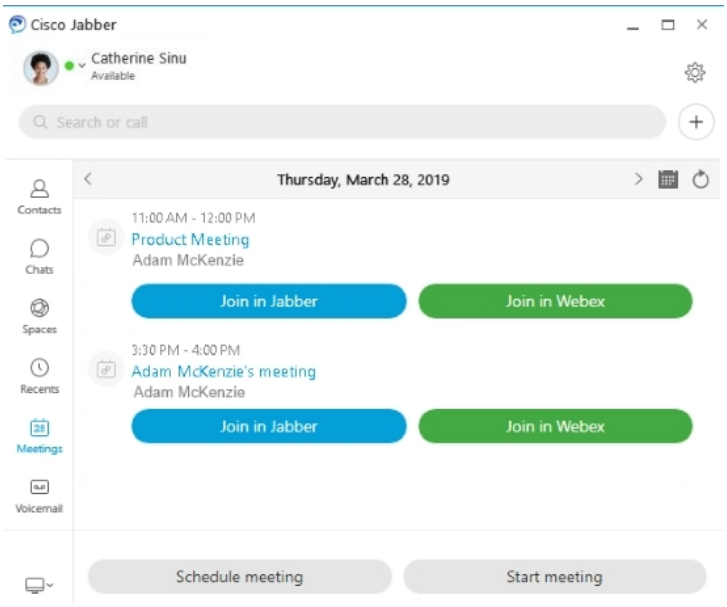

12.0

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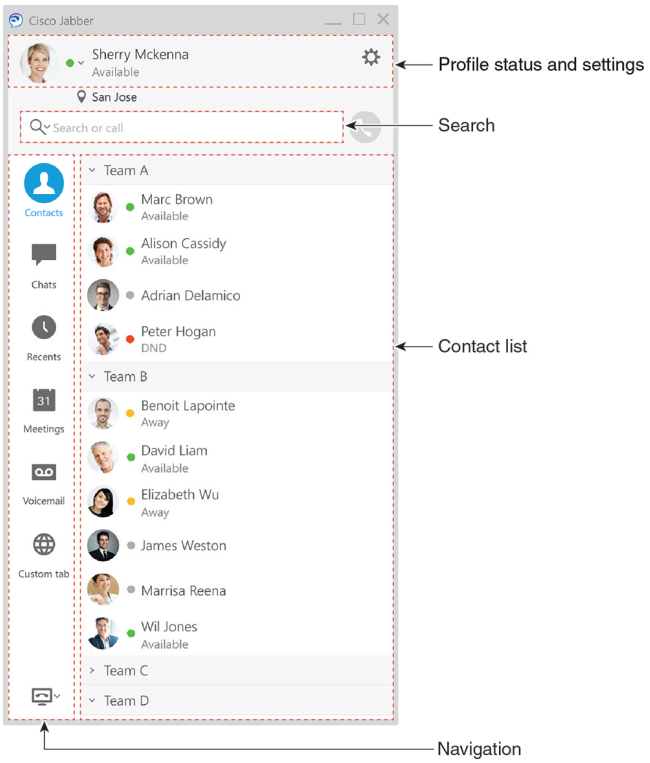

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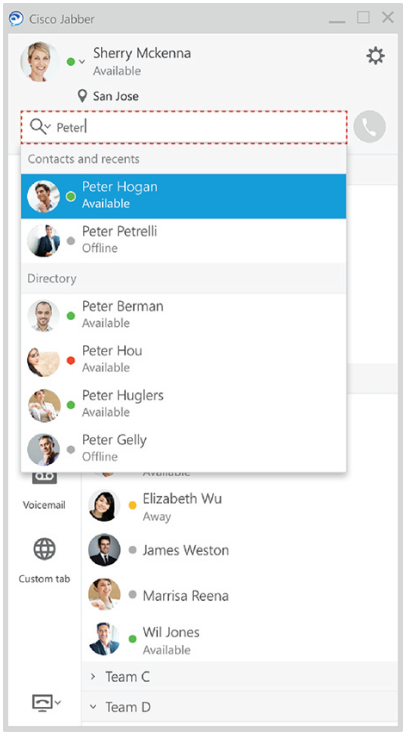

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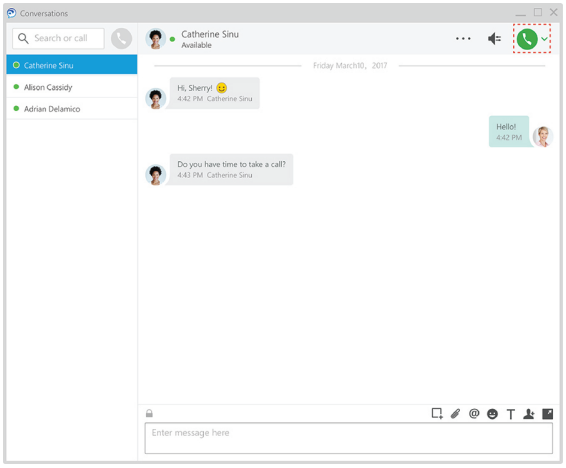

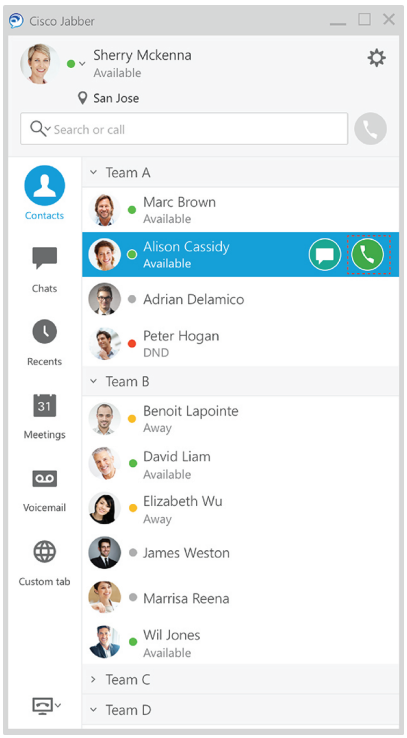

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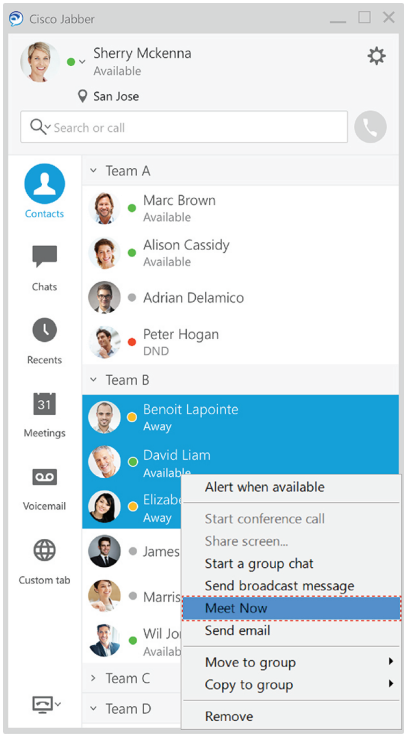

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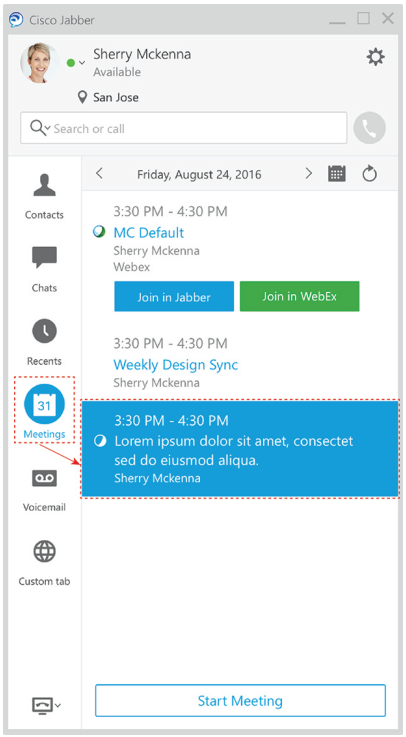
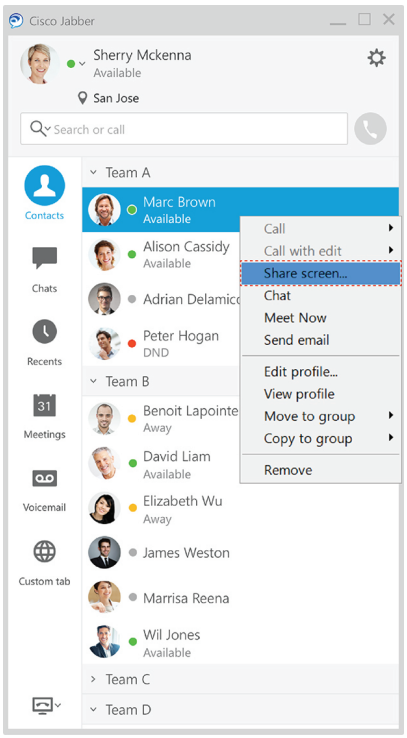


Share your screen

If you're using the Cisco Jabber app on your computer, you can share your entire screen, or select an application to share.

Use the pop-up tool bar to access additional features like annotations, granting control of your screen to another user, or to stop sharing your screen.



Emoticons

You can insert emoticons using keyboard shortcuts and Jabber's emoticon palette. Your system administrator can customize the available emoticons in Jabber.

You can add a Jabber emoticon by typing its shortcut or choosing from the emoticon palette. The palette offers normal emoticons ☺ and animated emoticons .

To save space, the palette doesn't show all the available emoticons. Try these shortcuts to see the other emoticons.

:-{	**=.=**	**:-+**	**:-I**
(sleepy)	**=.=b**	**(picknose)**	**(beer)**
(clock)	**:parcel**	**(drink)**	**(:kevin)**
(snow)	**(panda)**	**:spockon**	**:callme**

Use the "Call Me" emoticon to send an icon that someone can click to call you.

For the Jabber desktop applications, you can also use emoticons from the OS if they align to the global standard. Access these emoticons through the Mac Touch Bar or Windows Touch Keyboard.

Jabber Basics

You can use the following sections to understand some of the basics of Jabber.

Change Your Availability Status

You can make sure that people know when you're reachable in Cisco Jabber by keeping your availability status current.

Use one of these methods to change your availability status:

- Click the drop-down arrow next to your availability status on the main window and choose a status.
- Hover over the Cisco Jabber icon on the taskbar and choose a status.
- Right-click on the Cisco Jabber icon on the Windows system tray and choose a status.

You can also create custom status messages to expand on the default options.

Personal Status Messages

Adding a personal status message in Jabber replaces the default status message. It’s a great way to tell your contacts what you are doing. Use this space to let your contacts know if you’re on vacation, working remotely, reachable during certain hours and a lot more.

Share Your Location in Cisco Jabber

Step 1 Select the **Status** window.

Step 2 Select **Show Icon When Mobile**.

Note If you set different locations on mobile and desktop, the desktop location takes priority.

Connect To A Device from Cisco Jabber

Step 1 From your Jabber window, select **Connect to a device**. Jabber looks for a device with which to pair.

Step 2 When a device is detected, select **Share on Device**. When you are done, select the drop-down menu beside **Connected** and choose **Disconnect**.

Locate Your Cisco Jabber Version

You can use the following steps to check your Cisco Jabber version.

Step 1 Sign in to Cisco Jabber.

Step 2 Select **Menu** > **Help** > **About Cisco Jabber**.

Send Problem Report About Cisco Jabber

Before you begin

- Set up an email app on your device.
- Get Cisco's email address from your administrator to send your feedback.

Step 1 Go to **Settings**, **Help**, and tap **Problem Reporting**.

Step 2 Turn on **Detailed Logging**.

Step 3 Tap **Send Problem Report** and select your problem type.
Cisco Jabber opens your email with a new message that contains a prefilled subject line and log files attached.

Step 4 Describe your problem in email, enter the email address, add any attachments, and tap send.

Tip Include the time the problem occurred. If it's a call-related issue, check your **Recents** list to find that time.

What to do next

Important To save your device battery, storage space, and to avoid issues with Jabber calls, turn off **Detailed Logging** after you report your problem.

Accessibility

Jabber is accessible to use. The following sections help you set up your app for accessibility.

Click the link to get the Cisco Accessibility Conformance Report on Cisco Jabber products.

Accessible Status Icons

You can set up the app to use accessible status icons. It'll help if you can't distinguish colors that we use for showing people's presence because the accessible icons are modified to use symbols.

Windows

Select **View** > **Show accessible presence icons**.

The following table shows standard and accessible icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Mac

Accessibility status icons use symbols to show availability.

To use accessibility status icons, select **Jabber** > **Preferences** > **Status** > **Use accessible presence icons**.

The following table shows standard and accessibility status icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Mobile

Tap **Settings** > **Display**and turn on **Accessibility Icons**.

The following table shows standard and accessibility status icons.

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Offline

Screen Readers

You can use screen readers to access Cisco Jabber. The reader will read the screen for you out loud if you have a visual impairment that makes navigating the app difficult.

Turn Off Timestamps in Windows

Cisco Jabber for Windows supports JAWS 15.0 to JAWS 18.0 screen reader on a Windows 7, 8, or 10 operating system.

With pre-12.5 releases, Cisco Jabber for Windows supports JAWS 15.0 to JAWS 18.0 screen reader on a Windows 7, 8, or 10 operating system.

- You must download a script to run JAWS with the client. You can download the scripts and reference guide from the Cisco Jabber software download site. The file that you need is called CiscoJabber-JAWs-Scripts.<latest-version>.zip.
- You can also download the latest scripts from the Cisco accessibility page.

Starting in Release 12.5, Jabber does not require the JAWS scripts that previous releases used.

You can remove the timestamps from messages you get so that your screen reader doesn't read them for each message.

Press **Ctrl+SHIFT+B**.

Android Screen Readers

You can use Cisco Jabber for Android with a screen reader, and you can use assistive touch to help you navigate the app. Cisco Jabber for Android is compatible with the Google TalkBack screen reader app. With it, you can navigate Cisco Jabber for Android using Expore by Touch.

Set the Vibrate Options in Cisco Jabber for iPhone and iPad

Step 1 Go to the **Settings**, and then tap **Sounds**.

Step 2 Turn on the **Vibrate on Ring** option to set the vibration mode for your Jabber calls.

Step 3 Turn on the **Vibrate on Silent** option to mute your Jabber calls.

Keyboard Navigation and Shortcuts

You can use keyboard navigation and shortcuts to make working in Cisco Jabber more accessible, based on your needs, and also to save time and reduce the number of mouse clicks.

Keyboard Navigation and Shortcuts for Windows

You can use your keyboard to navigate through Cisco Jabber.

- Use the Tab key to navigate in your app, use Shift + Tab to navigate back through items.
- Use the arrow keys to navigate through messages, contacts, or menu items.
- Use the Spacebar or Enter key to select items.

Calls

Action	Keyboard Shortcut
Answer call	Ctrl + L
Decline call	Ctrl + D
End call	Ctrl + K
Mute	Ctrl + Down arrow
Start or stop video	Ctrl + Shift + V *Not available in virtual environments*
Dock the call window	Ctrl + Alt + P
Hold calls	Ctrl + Shift + H
Open the keypad	Ctrl + Shift + K *Not available in virtual environments*
Open more call options menu	Ctrl + Shift + Plus sign (+)
Transfer a call	Ctrl + Shift + T
Reply to call with chat	Ctrl + R *Not available in virtual environments*
Show the call statistics	Ctrl + Shift + S
Place focus on the screen share button. **Note** You can then choose to stop the share or share a different application.	Ctrl + Shift + M

Chat

Action	Keyboard Shortcut
Close chat window	Ctrl + W
Bold	Ctrl + B
Italic	Ctrl + I
Underline	Ctrl + U
Copy	Ctrl + C
Paste	Ctrl + V
Cut	Ctrl + X
Undo	Ctrl + Z

Action	Keyboard Shortcut
Redo	Ctrl + Y

Global Keyboard Shortcut Keys

You can use these global shortcuts to control Jabber even when you're using another application.

Action	Keyboard Shortcut
Access the docked window	Ctrl + Shift + ?
Open the context menu	Shift + F10
Bring conversation window to front Open unread conversation	Ctrl + Alt + Z

Keyboard Navigation and Shortcuts for Mac

You can use your keyboard to navigate through Cisco Jabber. For full keyboard navigation on your Mac, enable Full Keyboard Access in System Preferences.

- Use the Tab key to navigate in your app, use Shift + Tab to navigate back through items.
- Use the arrow keys to navigate through messages, contacts, or menu items.
- Use the Spacebar to select items.

Hub Window Commands

To navigate the tabs in the hub window, press Command + Number key (1–9). For Contacts, the first tab, press Command + 1. For Chats, the second tab, press Command + 2, and so on.

Action	Keyboard Shortcut
Add a contact	Command + D
Show expanded contacts view	Shift + Command + T
Show offline contacts	Shift + Command + H
Bring the hub window to the front	Command + /

Calls

Action	Keyboard Shortcut
New call	Shift + Command + N
Call the selected contact	Option + Command + C
Redial	Command + R

Action	Keyboard Shortcut
End call	Command + K
Answer a call	Command + L
Decline a call	Shift + Command + D
Mute	Option + Command + Down arrow
Increase volume	Command + Up arrow
Decrease volume	Command + Down arrow
Transfer call	Option + Command + T
Call control strip auto-fade	Command + Option + Shift + H *Available only if VoiceOver is enabled*

Chat

Action	Keyboard Shortcut
Start a chat with selected contact	Command + N
Start a group chat with multiple selected contacts	Option + Shift + Command + N
Switch between chats	Control + Tab
Close chat	Command + W
Exit the messaging text entry field	Shift + Tab
Restore default font	Option + Shift + Command + T
Show all fonts	Command + T
Bold	Command + B
Italic	Option + Command + I
Underline	Command + U
Increase font size	Command + Plus sign (+)
Decrease font size	Command + Hyphen (-)
Show colors	Shift + Command + C

Voicemail

Action	Keyboard Shortcut
Delete voice message	Delete

Action	Keyboard Shortcut
Empty voice message trash	Option + Command + Delete
Play or pause voice message	Option + Command + P

Global Shortcuts

Global keyboard shortcuts are for when the Cisco Jabber window is in the background. You may need to enable them first by going to **System Preferences** > **Keyboard** > **Shortcuts**.

Action	Keyboard Shortcut
Answer a call	Control + Command + L
Mute active call	Shift + Option + Command + Down arrow

Notices and Disclaimers

View legal notices and disclaimers related to Cisco Jabber at any time by accessing the About section from the Help menu.

View Notices and Disclaimers in iPhone and iPad

Step 1 On the **Settings** screen, under **Help**, tap **About**.

Step 2 Tap **Notices and Disclaimers**.

Step 3 Tap one of the following options to see the related content:

- Emergency Number Notice
- Open Source Notice
- Problem Reporting Notice
- Strong Encryption Notice
- Usage and Error Tracking

View Notices and Disclaimers in Android

Step 1 On the **Settings** screen, under **Help**, tap **About**.

Step 2 Tap **Notices and Disclaimers**.

Step 3 Tap one of the following options to see the related content:

- Emergency Number Notice
- Open Source Notice
- Strong Encryption Notice

- Usage and Error Tracking

Mobile application management license agreement

Note Mobile application management currently isn't supported for Webex Meetings Online customers.

- The Mobile Application Management (MAM) wrapper program's focus is to make IPA and APK files available to customers outside of app stores for MAM integration purposes. This program is provided free of charge (normal Jabber and Webex licensing costs do apply).
- Cisco doesn't test any MAM wrappers or SDK integrations with Jabber or Webex, and only supports the unwrapped (latest released) version of Jabber and Webex. Any issues that customers find with the modified versions of Jabber or Webex must be reproduced with the unwrapped versions before submitting a Cisco support case.
- While others may test their integrations with Cisco applications, Cisco cannot make any support statement around those integrations.
- Integrations may sandbox applications, meaning that some interaction with other apps (such as Webex cross-launch) may not perform correctly.
- Cisco only supports the latest version of Cisco Jabber, Webex App, and Webex Meetings mobile apps. As a result, there’s an expectation that customers upgrade their user bases once Cisco releases new versions in the App Store and Google Play Store. These versions will also be available through the MAM program.
- Even if an initial MAM integration is successful, subsequent changes to the ecosystem including OS updates, new devices, new Jabber or Webex versions, and new wrappers, SDKs, or other software versions could break subsequent integrations. As such, we recommend that customers participate in our Early Adopter Program (EAP) also to ensure that updates to Jabber do not break use cases that the customer is targeting.

The Mobile Application Management License Agreement is an agreement that's made between Cisco and another organization or licensee looking to wrap the mobile application.

For more information, contact your Site Administrator or CSM .