User Guide for Cisco Jabber and Cisco Virtualization Experience Media Edition for Windows Release 11.9

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User Guide

Availability

Change Availability Status

There are several ways that you can 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.

Create Personal Status Messages

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance. Cisco Jabber saves the three most recent personal status messages for each state. You can select your status messages from the drop-down list on the main window.

Step 1 Insert your cursor in the status message field on the main window.

Step 2 Enter your personal status message.

Step 3 Press the **Enter** key on your keyboard.
Cisco Jabber displays your personal status message.

Manage Status Requests

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside of your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: • **Allow** - Lets the person view your availability status and send you instant messages. • **Block** - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to contacts** - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4 Select **Apply** and then **OK**.

Contacts

Search for Contacts

You can search for contacts from your hub window. Search for the full first and last name, like McKenzie, Adam, or you can search by entering the last name with part of a first name to return all relevant matches, such as McKenzie, A. With some deployments of Jabber, you can also search for part of a last name and part of a fiirst name, such as McKen, A.

Add Directory Groups

Directory groups are maintained by your administrator for your enterprise. When you add a directory group to your Contacts list, then the list of people assigned to that directory group are automatically added to the group in your contacts. You don't have to maintain the list because it synchronizes automatically with the directory for your enterprise, meaning that people are added and removed from the group in your Contacts whenever the administrator adds or removes them from the enterprise directory. You can remove a directory group from your contacts list at any time.

If the directory group is larger than 100 people, then no presence is displayed for anyone in that group, unless someone is also in your personal contacts list.

Step 1   Select the Menu icon, then **File** > **New** > **Directory Group**.

Step 2   In the dialog box that opens, enter the directory group name.
Your may be able to search for the directory group that you want to add. But if you don't have any search capability, then the directory group name must be provided to you by your administrator.

Step 3   Select **Add** then **OK**.

Add External Contacts

Cisco Jabber lets you add contacts from chat applications that are external to your organization. You can also add custom contacts for people without an IM address.

Your system administrator must enable this feature. If you cannot add external contacts, ask your system administrator for help.

Step 1   Select **File** > **New** and select the type of contact that you want to add.

Step 2   Enter the email address of your contact. For custom contacts without an IM address, enter the contact details that you want to use.

Step 3   Select a contact group.

Step 4   Select **Add**.

Import Contacts

You can import contact details into Jabber from Gmail, Microsoft Outlook, and IBM Notes. You can import contact lists in `.xml`, `.vcf`, or `.csv` formats.

Step 1 From the hub window, open the **Settings** menu, and go to **File** > **Import contacts.**

Step 2 Select your file and then select **Open**.

Jabber imports the contacts from the file. The contacts are available in your Jabber contact list.

Control Who Can Interact with You

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 4 Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options: • **Allow** - Lets the person view your availability status and send you instant messages. • **Block** - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to my contact list** - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Option	Description
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 5   Select **Apply** and then **OK**.

Block Specific Contacts and Domains

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.

Note   If you add a contact to your block list, and that contact has you in their contact list, that person cannot view your availability status or send you instant messages.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as cisco.com, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Step 1   From the hub window, open the **Settings** menu, and go to **Options**.
The **Options** window opens.

Step 2   Select the **Privacy** tab and then select **Advanced**.

Step 3   Enter specific contact addresses or domains in the **Block list**.

Step 4   Select **Apply** and then **OK**.

Allow Specific Contacts and Domains

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.

Note Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

Example 1: Allow specific contacts inside your organization

1 You set your basic privacy settings to block everyone inside your company.

2 You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

1 You set your basic privacy settings to block everyone outside your company.

2 You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

Example 3: Allow specific contacts from blocked domains

1 You add a specific domain, such as cisco.com, to your block list.

2 You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.
The **Options** window opens.

Step 2 Select the **Privacy** tab and then select **Advanced**.

Step 3 Enter specific contact addresses or domains in the **Allow list**.

Step 4 Select **Apply** and then **OK**.

Chats

You can open chats from your Contacts list, and use the **Chats** tab on the hub window to access your active chats. From the **Chats** tab, you can interact with your contacts in several ways.

Search from Chat Windows

You can find, add, and call contacts from the search bar in chat windows.

Step 1   Enter the name of a contact in the search bar of the chat window.
You can enter phone numbers in the search bar to call directly from the chat window.

Step 2   Start a conversation with your contact by using one of the following methods:

  • Hover your cursor over the contact to add that contact to a list or to call that contact.

  • Double-click the contact to start a chat session.

Start Group Chats

You can use group chats to send instant messages to two or more contacts at the same time. Group chats are not persistent, meaning that you can use them to create a chat with two or more people but no history is stored.

Select one or several participants to invite to the group chat. The maximum number of participants in a group chat is 100.

  • Open a chat window with one participant of the group chat. Click the **Add participants** button in the bottom right corner of the chat window and specify other participants.

  • On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.

  • On your **Contacts** list, hover over a group name and click the group chat icon to start a group chat with all of the available participants in the group.

  • Select multiple contacts from the **Contacts** or **Chats** tab and click the group chat icon that displays when you hover over any of the selected contacts.

  • For existing 1:1 chats, drag a contact from the Contacts tab into the message content area or the participant list area.

Send a Broadcast Message

Broadcast IMs allow you to send a single IM to multiple contacts. You can select multiple contacts or a group of contacts from your contact list and send a broadcast message to them all at once. Recipients receive broadcast IMs in the same way as normal 1:1 chats.

Step 1   From your contact list, select all the contacts that you want to IM.
If you want to send a message to an entire group, select the header for the contact group.

Step 2   Right-click on the selected contacts and click **Send broadcast message**.
The **Send Broadcast Message** dialog displays.

Step 3   Enter your message in the text box.
If you want to add more people to the broadcast message, you can search for them in the **To** field and add them.

Step 4   Click **Send**.

Transfer Files

You can transfer files between Cisco Jabber clients using the Send file icon in the chat window. You can also drag and drop the file into the chat window.

Step 1   Select **Send file** in the bottom right corner of a chat window.

Step 2   Select the file that you want to transfer from your computer.

Step 3   Select **Open**.

Chat Rooms

You can use chat rooms if they are enabled by your administrator. Chat rooms are enabled if there is a Chat Rooms icon on your hub window.

Use chat rooms to join or read discussions on the theme of the room with the other chat room members. For example, your administrator may create a themed chat room such as "Foreign Exchange Rates", where you can join this room to discuss the foreign currency exchange rates and view all previous messages sent to the room since its creation.

You can browse all rooms by viewing a list of room names, join open rooms, or be added to a room by an administrator. You can be a member of multiple rooms. You can filter room content by keywords or senders.

Join Chat Rooms

Joining a chat room allows you to participate in the conversation or read what is being said, where multiple chat room members share information in a common chat window. All of the rooms that you are a member of

are listed in your **My rooms** tab. If an administrator adds you to a chat room, it is displayed immediately in your **My rooms** tab.

Step 1	Click the **Chat Room** icon in the **Hub** window, and select the **All Rooms** tab.
Step 2	Browse for a room, which are listed alphabetically.
	If a room is restricted to specific members, you cannot join the room unless you are added by an administrator. For the restricted rooms that you are not a member of, you see a lock icon instead of the **Join** button.
Step 3	Click **Join** beside the room that you want to join. The rooms where you are already a member have a checkmark beside them.

Participate in Chat Rooms

After you join a chat room, you can participate in it and view the discussion history.

Step 1	Select the **Chat Room** icon on the hub window, and select **My Rooms** to view the rooms where you are a member.
Step 2	Double-click on the room that you want to enter.
Step 3	View the current participant list on the right side of the chat window. You can show or hide the participant list.
Step 4	Read the discussion and enter your own chat messages. The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in. From the chat room, select **Show More** to view older messages.

Filter Chat Rooms

You can create notifications in chat rooms that tell you whenever a key word is used, or a certain user makes a comment, or your username is mentioned. These notifications are based on filters. Filters search chat room using the criteria that you define for the search. So after you create a filter, then you get notified about any conversations that happen in the chat rooms that match your filter criteria. You see a red notification on the hub window which displays the number of new matches found for your filter. Filters can include mentions when your username is used in a chat room, or custom filters that search by keyword or sender.

Step 1	In the client, select **Chat Rooms** > **Filters**, then select **Create Filter**.
Step 2	Give the filter a label and then define the filter criteria. You can filter chat rooms using up to three keywords or by username. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords.
Step 3	Select **Create**.
	Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.

Mentioning Users in Chat Rooms

When other users mention your username, it creates a notification in the **My mentions** section of your chat room filters. Mentioning other users notifies them that they were mentioned in a chat room.

Before You Begin

Users only receive a notification if the chat room is public and the user is part of the organization, or they are a member of the chat room.

Mentions must be enabled by your system administrator.

Step 1 To create a mention for another user, in the text box of the chat window in a chat room, type the @ symbol followed by the person's user name to search the directory for the user. The client displays user names that match what you are typing.

Step 2 Select the username that you want to mention. You can mention a username that does not have a Jabber ID associated with it. You can use the @ symbol as part of your text entry.

Step 3 Use the **Esc** key to exit the mention field.

After you send the message, a notification is created for the mentioned user in their **My mentions** list, with a link to the conversation in the room where the mention was made.

Search Chat Rooms

You can search chat rooms by keywords, and further refine your keyword search with criteria such as participants, room name, and date range.

Before You Begin

You must be a member of the chat rooms for your search to be completed.

Step 1 In the client window, select the **Chat Rooms** icon, then select the **Filters** tab.

Step 2 Enter search criteria in a search box, just like you search for contacts in your Cisco Jabber hub window. The following restrictions apply to chat room searches:

- The search includes the period from when you joined a chat room until the present day.

- The search does not work for special characters, unless you add letters to the search string as well.

Step 3 Double click on a result to open the persistent chat room where the search got a match.

Results are sorted chronologically and grouped by room. The maximum number of results displayed is 200, although you can show more messages to display older results.

Add Custom Chat Alert Sounds

You can add custom chat alert sounds. All sound files must be in .wav audio format. Supported formats include:

- **WAV_FORMAT_PCM_8KHZ**

- **WAV_FORMAT_PCM_16KHZ**

- **WAV_FORMAT_PCM_24KHZ**

- **WAV_FORMAT_PCM_24KHZ_STEREO**

- **WAV_FORMAT_PCM_44KHZ**

- **WAV_FORMAT_PCM_48KHZ**

- **WAV_FORMAT_PCM_48KHZ_STEREO**

- **WAV_FORMAT_MU_LAW_8KHZ**

- **WAV_FORMAT_A_LAW_8KHZ**

- **WAV_FORMAT_G729**

Step 1 Navigate to the Jabber Chat Alerts folder on your system. A typical installation path is: `C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Jabber Chat Alerts`.

Step 2 Copy the custom chat alert sound file into the Jabber Chat Alerts folder.
You can now see the new chat alert option on the Sounds and Alerts tab of the **Options** window.

Calls

Jabber Calls

Your system administrator must enable Jabber Calling.

You can make a call to another Cisco Jabber client using Jabber Calls. Unlike with other types of phone calls when you use Jabber, there are some differences using Jabber Calls, such as:

- You can make a Jabber Call with only one contact at a time.

- When you are on a JabberCall, if you call another contact, then your current call disconnects first.

- When you start a Jabber Call with a contact and your contact starts a Jabber Call with you at the same time, your call is connected and you don't get any incoming call notice.

To make a Jabber Call, simply select the Call icon menu from active conversation windows or from your contacts list, and select the **Jabber Call** option.

Dial Numbers from Active Conversations

You can enter a phone number into a converation window and it will appear as a clickable link. You and the person you are chatting with can click on the number and make a Jabber Call.

Phone numbers must be at least four digits long, and if it is preceded by a + must be at least 11 digits long.

Call a Number on your Browser from Jabber

You can highlight a phone number in your Google Chrome, Mozilla Firefox and Internet Explorer browsers and right-click to call it using Jabber.

Step 1   If you are using Google Chrome or Mozilla Firefox, download the Jabber Call extension. If you are using Internet Explorer, you don't need to do anything.
In a Chrome browser, navigate to the **Extensions** menu in your settings, and search for Jabber Call, then **Add to Chrome**.

In a Firefox browser, navigate to the **Add-Ons** menu in your settings, and search for JabberCallAddOn, then install.

Step 2   In a browser, if there's a number you want to call, just highlight the number and right-click over it.

Step 3   From the menu that opens, select **Call with Jabber**.

- **Call**: Jabber picks up the number that you've highlighted and dials it. In Internet Explorer, you'll see **Call with Jabber**.

- **Call and Edit**: Jabber puts the highlighted text into the calling bar on Jabber, which lets you change the numbers slightly if you need to format it or change the number slightly before you press the call button. You might first need to accept a pop-up window telling you that the browser is going to open an external application called Jabber. In Internet Explorer, you'll see **Call and edit with Jabber**.

Forward Calls

You can forward all calls from Cisco Jabber to voicemail or a different phone.

Step 1   Select the phone control menu on the main window.

Step 2   Select **Forward calls to** and then select the appropriate option.

Start Conference Calls

Conference calls comprise of two or more participants. There are several ways to start conference calls:

- While on a call—convert the call to a conference call by clicking the **More** button on the call control strip, and then selecting the **Conference Call** option.

- From a group header—hover over a group header and click the call button to start a conference call with all of the available contacts in that group.

- From multiple contact selection—select the contacts that you want in your conference call and click the call button that appears when you hover over any of the selected contacts.

You can add contacts to a conference call as follows:

- Search for contacts in the **Add participants** field.

• Drag contacts from your Contacts tab and drop them into the conference call window.

Reply with Chat

When you receive a call from one of your contacts, you can choose one of the following options:

• Answer

• Decline

• Chat reply

If you choose **Chat reply**, the call is automatically forwarded to your voicemail. A chat window with the caller also pops up, giving you the option to send a quick reply to the caller.

To use this feature you must have voicemail set up.

Dial a Contact using a SIP URI

You can use URI dialing to make calls and resolve contacts with Uniform Resource Identifiers (URI). For example, a user named Anita Perez has the following SIP URI associated with her directory number: aperez@example.com. URI dialing allows you to call Anita with her SIP URI rather than her directory number.

You can also send DTMF tones with the SIP URI.

Your administrator must enable URI dialing.

Call a contact using their SIP URI:

• Enter the SIP URI and click the call button.
  Matching results are displayed as you type.

• To send DTMF tones, enter the full SIP URI, followed by the DTMF tones. For example, to dial Anita Perez at extension 1234, enter aperez@example.com,1234.

Change Audio Device

Step 1 Plug in your headset or other audio device to the appropriate USB port.

Step 2 Select the phone control menu on the hub window and select **Use my computer for calls**.
The submenu lists the audio device that is currently in use. Different icons are used to distinguish between speaker devices, microphone devices and headsets. If two audio devices are being used (one for speaker and one for microphone), then both are listed.

Step 3 To change your audio device, click **Audio Options**.

The **Audio** tab of the **Options** dialog displays.

Step 4   Select the desired device for the speaker and microphone.

Step 5   Click **OK**.

Send Call Icons To Contacts

You can send a call icon to another user in a chat window that they can simply click on to call you. These call icons give you an easy way to request calls from contacts. When someone receives a call icon, they can simply click on the icon to start a phone call with you.

Enter either of the following commands in a chat window to sends the person or people in your chat window an icon of a telephone. Your contacts can click on the telephone icon to start a call with you.

`:callme` or `:telephone`

Control Far-End Cameras

In calls that support far-end camera control, you can adjust the far-end camera to give you a better view during video calls or you can control the conference layout of cameras. A **Show Far End Camera Control** icon is displayed in your call if the far-end camera is enabled for control. When you select the icon, depending on the way that the call is connected, you can either use it to move the far-end camera or change the conference layout of video screens.

If you call a unit or person directly that has a device with a controllable camera, you can control the far-end camera even if multiple people call into that device at one time. However, if you call a Cisco bridge, then you can only control the conference layout by selecting how you want the various cameras to be displayed on your conference call.

Before You Begin

This feature is available to you if the system you are calling supports it, and if your administrator has enabled it for you. You also need to be in softphone mode, which means you've selected **Use my computer for calls** in your hub window.

Step 1   After you have started a video call, select the **Show Far End Camera Control** icon.

Step 2   Use the pan, tilt, and zoom button to control the call.

- For direct calls to devices, use the controls to pan the camera left or right, tilt the camera up or down, and zoom the camera in and out.

- For calls to bridges, use the controls to select the conference layout that you want to use.

You can also use the following keyboard shortcuts to manually control the camera:

Option	Description
Tilt up	Up arrow key
Tilt down	Down arrow key
Pan left	Left arrow key
Pan right	Right arrow key
Zoom in	Plus sign (Shift + Equal key)
Zoom out	Minus sign key

Add Custom Ringtones

You can add a custom ringtone and set it as your incoming ringtone. All sound files must be in .wav audio format. Supported formats include:

- **WAV_FORMAT_PCM_8KHZ**

- **WAV_FORMAT_PCM_16KHZ**

- **WAV_FORMAT_PCM_24KHZ**

- **WAV_FORMAT_PCM_24KHZ_STEREO**

- **WAV_FORMAT_PCM_44KHZ**

- **WAV_FORMAT_PCM_48KHZ**

- **WAV_FORMAT_PCM_48KHZ_STEREO**

- **WAV_FORMAT_MU_LAW_8KHZ**

- **WAV_FORMAT_A_LAW_8KHZ**

- **WAV_FORMAT_G729**

Step 1 Navigate to the Ringtones folder on your system. A typical installation path is: `C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Ringtones`.

Step 2 Copy the custom ringtone file into the Ringtones folder.
You can now see the new ringtone option on the Sounds and Alerts tab of the **Options** window.

Meetings

Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to start, join, and manage online conferences.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.

Step 2 When the **Options** window opens, select the **Meetings** tab, then **Edit account**.

Step 3 From the **WebEx Site** drop-down list, select **New Site**.

Step 4 Enter all of the required information, including the name of the Cisco WebEx site that you want to add to your Cisco Jabber client, for example, `cisco.webex.com`.

Conferencing Options

If you want to talk or meet with several people, you can easily create spaces for your meeting using one of the conferencing options.

Create a Conference Call Using my Personal Room

Before You Begin

Ensure **Use Personal Room for all my instant meetings** is selected in your **Meet Now** settings on Cisco WebEx.

Step 1 Select one or more contacts from your Contacts list.

Step 2 Right-click over the selected contacts, and from the menu, select **Meet Now**.
You are connected to your personal room and your contacts are sent an invitation to join your conference call.

Escalate to a Collaboration Meeting Room

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR).

Step 1 Ensure that the option to **Use my conference service** is not selected.
You can check your selection by selecting the Menu icon, then from the hub window, open the **Settings** menu, and go to **Options**.**Calls** > **Use my conference service**.

Step 2 When you are in a group chat with participants, select the **Call** icon.
You are connected into the conference call and your group chat participants are sent an invitation to enter the meeting using either a video link or using Cisco WebEx.

Configure Bridge Information

You use bridge information to specify the call details that are sent to users in an invitation when you create conference calls.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.

Step 2 In the **Options** window that opens, select the **Calls** tab.

Step 3 Select the option to **Use my conference service**.

Step 4 Enter a number or URI to use for your bridge.

Step 5 (Optional) If you want your bridge to be password protected, specify a **Host PIN** and **Guest PIN**.

Step 6 Select **Apply** then **OK**.

Create Conference Calls Using My Bridge

Before You Begin

Configure your bridge information.

Step 1 In the group chat window, select the call icon to start a conference call.

Step 2 You are connected into your bridge. The other group chat members are sent an invitation to join your conference call.

Integrate Cisco Jabber with Calendars

Set up calendar integration to view your meetings and calendar events directly from Cisco Jabber.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**.

Step 2 Select the **Integration** tab.
From release 11.0 onwards, this tab is called the **Calendar** tab.

Step 3 Select the application that you use to organize your calendar.
If you integrate with Google Calendar, you must allow it access.

Step 4 Select **File** > **Exit** to close Cisco Jabber.

Step 5 Restart Cisco Jabber.

Integrate with Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab (**Calendar** tab from release 11.0) and restart Cisco Jabber.

Step 1	Enter your Google account username and password and then select **Sign in**. A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.
Step 2	Select **Allow access**.
Step 3	If prompted, select **Yes** to continue running scripts on the page. The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page. The **Google Calendar Sign In** window closes.
Step 4	On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation. Cisco Jabber displays calendar events from your Google Calendar account.

Remove Google Calendar Integration

You can remove Google Calendar integration with Cisco Jabber. To completely remove Google Calendar integration, you should also revoke access from your Google account.

Step 1	Open the main Cisco Jabber window.
Step 2	From the hub window, open the **Settings** menu, and go to **Options**. and then select the **Integration** tab. From release 11.0 onwards, the **Integration** tab is called the **Calendar** tab.
Step 3	Select **None** and then select **OK**.
Step 4	Restart Cisco Jabber. Cisco Jabber no longer displays events from Google Calendar.

What to Do Next

Open your Google Accounts page and revoke access for Cisco Jabber in the **Authorized Access to your Google Account** section.

Create Custom Tabs

You can create custom tabs to display HTML content in the main window.

Step 1	Select **File** > **New** > **Custom Tab**
Step 2	In the **Create new custom tab** dialog window, complete the following fields:

    • **Tab name**—Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.

    • **Page URL**—Enter the URL for your custom tab. You can enter one of the following:

        ◦ Hosted content, for example, `www.cisco.com`

        ◦ Local content, for example, `file://C:\workspace\page.html`

Step 3   Select **Create**.
To remove custom tabs, select the tab in the main window and then select **File** > **Remove custom tab**. You can remove only the custom tabs that you create.

Accessibility

Screen Reader Support

From release 10.6, Cisco Jabber for Windows supports JAWS 15 or JAWS 16 screen reader on a Windows 7 or 8 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 you need is called `CiscoJabber-JAWs-Scripts.<latest-version>.zip`.

Accessibility Icons

Accessibility icons use symbols to show availability.

To use accessibility icons, 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

Keyboard Shortcuts

Global Keyboard Shortcut Keys

Global shortcuts mean that you can use the shortcuts from anywhere on your computer; a specific window or application doesn't have to be open to use the shortcut.

Operation	Keyboard Shortcut	
Access the docked window (first ensure your docked window is enabled in **View** > **Show docked window**.	CTRL + Shift + ?	
Open the right-click menu	Shift + F10	

Hub Window

Navigate to and select **Calls** tab	CTRL + 2
Navigate to and select **Voicemail** tab	CTRL + 3
Navigate to and select **Meetings** tab	CTRL + 4
Add a contact	CTRL + SHIFT + D
Show/hide contact pictures	CTRL + SHIFT + T
Show Offline Contacts	CTRL + SHIFT + H
Bring the main Cisco Jabber window into focus	CTRL + /

Incoming Calls

Operation	Keyboard Shortcut
Answer calls	CTRL + L
Decline calls	CTRL + D
Reply to calls with chat	CTRL + R

Active Calls

Operation	Keyboard Shortcut
New call	CTRL + E

Operation	Keyboard Shortcut
End calls	CTRL + K
Enter or exit full screen mode	CTRL + SHIFT + F
Show or hide self-view video	CTRL + SHIFT + B
Mute or unmute your audio	CTRL + Down Arrow
Start or stop video	CTRL + SHIFT + V
Dock or undock the call window	CTRL + ALT + P
Hold or resume calls	CTRL + SHIFT + H
Open or close the keypad	CTRL + SHIFT + K Enter numbers on the keypad with your keyboard.
Increase volume	Increase by 1%: CTRL + SHIFT + Up Arrow Increase by 10%: CTRL + SHIFT + Page Up Maximum volume level: CTRL + SHIFT + HOME
Decrease volume	Decrease by 1%: CTRL + SHIFT + Down Arrow Decrease by 10%: CTRL + SHIFT + Page Down Minimum volume level: CTRL + SHIFT + End
Open or close the More menu	CTRL + SHIFT + Plus
Open the Merge menu when calls are on hold	CTRL + M
Transfer a call	CTRL + SHIFT + T
Start a conference call	CTRL + SHIFT + C

Instant Messages

Operation	Keyboard Shortcut
Close chat window	CTRL + W
Bold font	CTRL + B
Italic font	CTRL + I
Underline	CTRL + U
Copy	CTRL + C
Paste	CTRL + V
Cut	CTRL + X
Undo	CTRL + Z
Redo	CTRL + Y

Screen Captures

To take screen captures with your keyboard, do the following:

1 Use the **Tab** key to navigate to the **Send a screen capture** control on the **Conversations** window.

2 Tap the Space bar.

3 Hold down the Space bar and use the arrow keys to highlight the region of the screen you want to capture.

4 Release the Space bar to take the screen capture and paste it into your chat window.

5 Press **Enter** to send the screen capture.

Turn Off Time Stamps

You can remove the time stamps from messages you receive so that your screen reader does not read them for each message. To toggle time stamps on and off, press CTRL + SHIFT + B.

Keyboard Navigation

Press the **Tab** key and arrow keys to navigate through items on:

- Main Cisco Jabber window
- Chat windows
- Call windows
- Contact lists
- Options window
- Docked window

- Use arrow keys to access lists and individual components.
- Use the **Tab** key to navigate through the general area, and **Shift** + **Tab** to navigate backwards.
- Use **Ctrl** +**Tab** to navigate through conversation windows when you have multiple conversations going.
- Press **Enter** to select items on windows or start chats with contacts in your contact list.

Navigate Call Controls

To navigate through call controls on call windows, do the following:

1 Use the **Tab** key to toggle between call controls.

2 Press the **Space** or **Enter** key to open secondary control menus.

3 Adjust settings with the arrow keys.

4 Press the **Esc** key to exit secondary control menus.

Navigate Contact Lists

When you navigate into the contact list with the **Tab** key, there are groups and contacts. To navigate between groups and contacts,

- Use the left and right arrows to expand and collapse groups.

- Use the down arrow to navigate through groups.

- Use the right arrow to navigate into a group.

- Use the left arrow to navigate out of a group.

- Use the up and down arrows to navigate through contacts in a group.

Troubleshooting

Unable to Access Features

If there is an issue with a feature, for example, you cannot access your voice messages, you may have an issue with your connection status.

Step 1 In the client, select the **Menu** icon, then **Help** > **Show connection status**.

Step 2 For each server listed, verify that the status displayed is Connected.

Step 3 If any servers are not listed with a Connected status, select **Options** to verify the account settings.
The **Accounts** tab opens.

Step 4 Check that your username is correct and re-enter your system credentials and select **Apply**.

Step 5 If the problem persists, select the **Advanced** option to see your server addresses, and then report the problem with your server information to your system administrator.

Set Video Preferences for Calls

If you see an incoming video call and you don't want to show your video for the call, you can change the setting to answer calls with video. Or if you notice that no video is being shown, you can choose to show your video when you answer calls.

Step 1 From the hub window, open the **Settings** menu, and go to **Options**>**Calls**.

Step 2 Select your preference to **Always start calls with video** or **Never start calls with video**.
You can always change these preferences. So to turn off video for just one call or one day, select **Never start calls with video**. Then you can change that preference later when you want to make video calls.

Step 3 Select **Apply** then **OK**.

Change My Profile Picture

If you are not displaying a profile picture, or you want to change the picture you are using, you can add or change your profile picture. However, this option is only available to organizations using cloud deployments. If you don't have the **Edit my profile** option, then you cannot change your profile picture.

Step 1   From the client, select the **Menu** icon, then **File** > **Edit my profile**.

Step 2   Select the icon under your profile picture to browse to the picture you want to upload.

Step 3   Select the picture and select **Open**.

Spaces in Hyperlinks

If you want to paste a link into your chat window and the link has spaces in it (as for network locations), then you need to add angled brackets to the start and end of the hyperlink to ensure the whole link is clickable, otherwise only the initial string of characters up to the first space is included in the clickable link.

For example, you want to send your colleague the network location to a file. If you just send your colleague the location without angled brackets, it appears as follows: `\\network_home\Public\user\11.0\ ADAM MCKENZIE`. If you enclose the link in angled brackets, the whole string is displayed as a clickable link: `<\\network_home\Public\user\11.0\ ADAM MCKENZIE>`.

Cisco Virtualization Experience Media Edition

Cisco Jabber is compatible with VDI. However, because of a limitation of VDI, only the availability and chat features are supported. Sending the additional data that audio and video calls require through the hosted virtual desktop causes communications delays. This limitation is called the "hairpin" effect.

Cisco Virtualization Experience Media Edition (VXME) is software that adds support for audio and video calls. With Cisco VXME, the data doesn't go through the hosted virtual desktop, thus eliminating the hairpin effect. The version of Cisco VXME that you have depends on the operating system that your thin client runs. The Cisco VXME family of products includes:

- Cisco VXME for HP Thin Pro and Ubuntu

- Cisco VXME for SUSE Linux

- Cisco VXME for Unicon eLux

- Cisco VXME for Windows

Cisco VXME supports most Cisco Jabber features, with some exceptions.

Virtual Desktop Infrastructure

With Virtual Desktop Infrastructure (VDI), instead of a traditional desktop, you have a thin client and a hosted virtual desktop.

A thin client is a typically less costly and less powerful device than a desktop computer. Your organization may even use older, less powerful PCs as thin clients. Your hosted virtual desktop resides in a central server location called a data center. Your hosted virtual desktop includes your

- Microsoft Windows desktop

- Applications (such as, Cisco Jabber)

- Data

Using your thin client, you access your hosted virtual desktop over a secure Citrix or VMware connection.

Device Selector

Cisco Virtualization Experience Media Edition (VXME) includes a component called Device Selector. Device Selector is a menu that you can use to manage your cameras, speaker devices, microphones, and ring alerts. You can view your currently active devices or change them. A list of speaker devices appears first in the menu, followed by the lists of microphones, ring devices, and cameras.

The Device Selector icon ( ) appears in the notification area (system tray), in the bottom right corner of the screen. Some icons, including the Device Selector, can be hidden. Click the up arrow in the notification area to show hidden icons.

After you connect a new device, a "New device found" message appears in the notification area and the new device becomes active.

When you disconnect a device

- A "Device disconnected message" appears in the notification area.

- The next device in your Preference list (**File** > **Options** > **Audio** > **Advanced**) becomes active.

Use Device Selector

Use the **Device Selector** menu to view your active device selections, or to select a different active camera, speaker device, microphone, or ring alert. You must have multiple devices connected.

Step 1 In the Windows notification area, click the **Device Selector** icon.
Check marks indicate the selected devices.

Step 2 Click a device (camera or audio) to make it active.

Step 3 Click anywhere except on the **Device Selector** icon to close the menu.

Cisco VXME, Screen Lock, and Call Control

While your hosted virtual desktop screen is locked, you cannot make calls, but you can receive them. If you have an incoming call while your hosted virtual desktop screen is locked, you can use one of your accessories to answer the call. With supported audio accessories, the following call control features are available while your screen is locked:

- Answer call

- End call

- Hold call

- Resume call

- Toggle audio mute

- Adjust audio volume

Cisco Approved Audio and Video Accessories

For a complete listing of audio and video accessories that are supported for Cisco Virtualization Experience Media Edition (VXME), visit http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Note   We do not provide technical support for these accessories. For more information about, or technical assistance with your accessories, see the documentation for your device or visit the manufacturer's website.