

User Guide for Cisco Jabber and Cisco Virtualization Experience Media Edition for SUSE Linux Release 11.8

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Availability

Jabber | Change Your 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.

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

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.

Procedure

- | | |
|---------------|--|
| 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 in Cisco Jabber for Windows

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

Procedure

- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
- 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	<p>Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options:</p> <ul style="list-style-type: none"> • 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 first name, such as **McKen, A**.

Windows

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.

Procedure

- Step 1** Select the Menu icon, then **File > New > Directory Group**.
- Step 2** In the dialog box that opens, enter the directory group name.

You 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.

Procedure

- 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**.
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Windows

Procedure

- Step 1** From Cisco Jabber, click the **gear icon** , choose **File > Import contacts**.
 - Step 2** Browse to the location of the contact list definitions file, choose the contact list definitions file, and then click **Open**. The contact list is imported and the results are displayed in the Import Contacts Result window.
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Control Who Can Interact with You in Cisco Jabber for Windows

Procedure

- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
- 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	<p>No contacts in your company can view your availability status or send you instant messages.</p> <p>You can choose to block everyone and then add exceptions for specific contacts in your allow list.</p> <p>This option does not block contacts in your contact list.</p>

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

Option	Description
Prompt me every time	<p>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:</p> <ul style="list-style-type: none"> • 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.
Block everyone	<p>No contacts outside your company can view your availability status or send you instant messages.</p> <p>You can choose to block everyone and then add exceptions for specific contacts in your allow list.</p> <p>This option does not block contacts in your contact list.</p>

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

Block Specific Contacts and Domains in Cisco Jabber for Windows

Procedure

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- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
- 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 in Cisco Jabber for Windows



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.

Procedure

- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
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 Cisco Jabber Chat Windows


Procedure

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- 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.
-

Windows

Procedure

You can invite around 100 participants to the group chat. You can invite participants to the group chat in one of the following ways:

- Open a chat window with one participant of the group chat. Click , add participants, and click **Start**.
- 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 participants from the **Contacts** or **Chats** tab, and click the group chat icon that displays when you hover over any of the selected participants.
- For existing 1:1 chats, drag a contact from the **Contacts** tab into the message content area or the participant list area.

After you select participants and click to start the group chat, a list of recent contacts (maximum 20 contacts) is displayed. The suggested participants list is cleared every time you sign out of Cisco Jabber.

Windows

Procedure


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- Step 1** From the hub window, 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 box is displayed.
- 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**.

Windows and Mac

Procedure

- Step 1** Open the chat window for the person or group you want to share a file with.
 - Step 2** Select  **Send a file**.
 - Step 3** Browse to the location of the file on your computer, select the file, and press Enter.
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Persistent Chat Rooms in Cisco Jabber

You can use persistent chat rooms if they're enabled by your administrator. You'll know if persistent chat rooms are enabled for you if you've a persistent chat rooms . persistent chat rooms are supported by Cisco Jabber for mobile clients from 12.1 release onwards.

Use persistent chat rooms to join or read discussions on the theme of the room with the other chat room members. For example, your administrator might 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 just scroll through your chat window to your view the chat history.

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. Also, your chat and group chat messages are synchronized across all the devices you use.

Windows

Procedure

- Step 1** From the room, select the **All Rooms** tab.
 - Step 2** Browse for a room, which are listed alphabetically.
Restricted rooms have a lock icon beside them and mean an admin will have to add you to the room.
 - 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.
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Windows

Procedure

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- 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.
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Filter Rooms in Cisco Jabber for Windows

Procedure

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- 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.
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Mention Someone in Persistent Chat Rooms

Procedure

Use @ , enter the person's name, and select it from the search results.

In Cisco Jabber for Windows client, you can use @ symbol to search for people that are available in the Cisco Jabber directory, but not in any particular room. When you search for those people they don't receive any notification.

Windows

Your search results will display a maximum number of 200 items sorted chronologically and grouped by room. You can only find content from when you've joined the room.

Procedure

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- Step 1** In the room, select the **Filters** tab.
- Step 2** Enter your search criteria in the search box, just like you search for contacts in the Cisco Jabber hub window. To search for messages with special characters, include other characters in the search criteria. For example, type **!@ Jabber**, if you are searching for **!@** which has the word Jabber alongside it.
- Step 3** Double click on a result to open the room.
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Add Custom Chat Alert Sounds in Cisco Jabber for Windows

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

Procedure

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- 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.
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Calls

Windows

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 conversation 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.

Procedure

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- 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**.
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Windows

Procedure

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- 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 in Cisco Jabber for Windows

To get your conference call started, just choose any of these methods:

- 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 to a Chat in Cisco Jabber for Windows

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.

Windows

You can also send DTMF tones with the SIP URI.

Before you begin

Your administrator must enable URI dialing.

Procedure

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**.
-

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.

Procedure

Enter the `:callme` command in a chat window to send 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
```

Meetings

Windows

In the cloud-based deployments, you cannot add a meeting site that is configured for single sign-on (SSO), this meeting site must be created in the Cisco Webex Administration Tool.

Procedure

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- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
 - 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.

11.9 and earlier

Before you begin

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

Procedure

Select one or more contacts from your Contacts list, then right-click over them and select **Meet Now**. You'll be connected to your personal room and your contacts are sent an invitation to join you.

Windows

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

Procedure

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- 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**. If you're on an earlier version of Cisco Jabber for Windows, select **File > 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
-

Windows

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

Procedure

-
- Step 1** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options > Calls > Use my conference service**.
- 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.

Procedure

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- 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.
-

Windows

Procedure

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- Step 1** Go to **Settings > Options > Calendar**, from the **Calendar integration** menu choose a calendar, and select **OK**.
- Step 2** Go to **Settings > Sign out** to restart Cisco Jabber and then you can start using the new calendar.
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Windows

Procedure

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- Step 1** Go to **Settings > Options > Calendar**.
- Step 2** From the **Calendar Integration** menu, choose **Google Calendar** and click **OK**, and restart Cisco Jabber.
- Step 3** When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. Enter your Google account username and password, and then select **Sign in**.
- Step 4** Select **Allow access**, and if prompted, select **Yes** to continue running scripts on the page.
- Step 5** On the main Cisco Jabber window, select the **Meetings** tab.
- Tip** If you don't want to connect your Google Calendar with Cisco Jabber, go to the Calendar tab and select **None**, and restart Cisco Jabber.
- You can also go to your Google Accounts page and revoke access for Cisco Jabber in the Authorized Access to your Google Account section.
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Remove Google Calendar Integration in Cisco Jabber for Windows

Procedure

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- Step 1** Open the main Cisco Jabber window.
- Step 2** From the hub window, open the **Settings** menu, and go to **Options**. If you're on an earlier version of Cisco Jabber for Windows, select **File > Options >** instead.
- 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.

Windows

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

Procedure

- 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

Windows

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 you need is called `CiscoJabber-JAWS-Scripts.<latest-version>.zip`.

You can also download the latest scripts from the [Cisco accessibility](#) page.









Turn Off Time Stamps

You can also remove the time stamps from messages you get so that your screen reader doesn't read them for each message. To turn time stamps on or off, press CTRL + SHIFT + B.

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

Windows

Keyboard Navigation

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 <i>Not available in virtual environments</i>
Dock the call window	Ctrl + Alt + P
Hold calls	Ctrl + Shift + H
Open the keypad	Ctrl + Shift + K <i>Not available in virtual environments</i>

Action	Keyboard Shortcut
Open more call options menu	Ctrl + Shift + Plus sign (+)
Transfer a call	Ctrl + Shift + T
Reply to call with chat	Ctrl + R <i>Not available in virtual environments</i>

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
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	

Troubleshooting

Action	Keyboard Shortcut
Open the diagnostics window	Ctrl + Shift + D

Keyboard Navigation in Cisco Jabber for Windows

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

Create a Problem Report After a Client Error

If Cisco Jabber encounters a problem and must close, the problem-reporting tool starts automatically.

Procedure

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- Step 1** In the **Client Error** dialog box, choose a problem type.
 - Step 2** Enter a short description of the problem, and then click **Save Report**.

Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 3 In the **Save As** dialog box, choose the location to which you want to save the problem report, and then click **Save**.

Step 4 Send the file to your system administrator.

Create a Problem Report from the Help Menu

If you experience an issue with Cisco Jabber, you can manually create a problem report from the **Help** menu.

Procedure

Step 1 Select **Help > Report a problem**.

Step 2 Select a problem area, and then click **Next**.

Step 3 Enter a short description of the problem, and then click **Next**.

Step 4 (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.

Include a memory dump if Cisco Jabber or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.

Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Create a Problem Report from the Windows Start Menu

If you cannot sign in to Cisco Jabber, you can create a problem report from the **Microsoft Windows Start** menu on the hosted virtual desktop. Only use this procedure if you cannot sign in to Cisco Jabber because the problem report does not include the logs from the thin client.

Procedure

Step 1 Select **Start > All Programs > Cisco Systems, Inc > Report a problem**.

Step 2 Select a problem area, and then click **Next**.

Step 3 Enter a short description of the problem, and then click **Next**.

Step 4 (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.

Include a memory dump if Cisco Jabber or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.

Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Unable to Access Cisco Jabber 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.

Procedure

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.

11.9 and earlier

Procedure

Step 1 Go to **Settings**, select **Options > Calls**, and select your preference to **Always start calls with video** or **Never start calls with video**. You can change these preferences as often as you'd like.

Step 2 Select **Apply** then **OK**.

Change My Profile Picture in Cisco Jabber

Procedure

Step 1 From the client, select the **Menu** icon, then **File > Edit my profile**. If you don't have the **Edit my profile** option, then you cannot change your profile picture. This option is only available to organizations using cloud deployments.

Note If you don't have the **Edit my profile** option, then you cannot change your profile picture. This option is only available to organizations using cloud deployments.

- 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 Cisco Jabber 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 need depends on the operating system that your thin clients run. 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.



Attention

Device Selector does not override your device priority settings for Jabber (**Advanced audio options**). Each time that you sign in to Jabber, or reconnect to your hosted virtual desktop, device selection follows these settings.

Procedure

-
- 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.

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