



## **User Guide for Cisco Jabber for iPhone and iPad 9.6**

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### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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## Get started

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## Cisco Jabber

### Product overview

Cisco Jabber for iPhone and iPad lets you communicate with your work contacts from anywhere. You can use Cisco Jabber to chat, make video and voice calls, see if your contacts are available, show if you are available, search your directory, and listen to your work voice messages. You can use this application on your iPhone and iPad. You can get Cisco Jabber from App Store.

For a list of supported devices and operating systems, see *Cisco Jabber for iPhone and iPad Release Notes*.

## Features

**Note**

Your organization may not support all of the features that are discussed in this document. Contact your system administrator for more information.

With Cisco Jabber, you can:

- Make and receive video and voice calls over Wi-Fi or mobile data networks using your work phone number.

**Note**

The voice quality of calls varies depending on the Wi-Fi or mobile data network connection. Cisco Technical Assistance Center (TAC) cannot troubleshoot voice quality when you use mobile data networks or noncorporate Wi-Fi networks.

- Make video and voice calls over your mobile voice network using your work number.
- Use advanced calling features for Voice over Internet Protocol (VoIP) calls, which allow you to:
  - Hold and resume calls
  - Swap between active calls
  - Merge two active calls
  - Start a conference call
  - Start a secure audio call
  - Start a secure video call
  - Make a call by URI dialing
  - Transfer a call to another phone number
  - Hand off a call to the mobile voice network as you leave Wi-Fi coverage and enter the cellular coverage with iPhone (not supported on iPad or iPod touch)
- Access your work voicemail system. If the Voice Messages feature is enabled, you can view a list of your messages and play your messages from the list.
- Search your corporate directory.
- Add contacts to your Contacts and Favorites lists.
- Chat with contacts.
- View availability status for your contacts, and set your personal status.
- View your call history for calls that you managed using Cisco Jabber.
- Move calls from your mobile device to your desk phone.
- Join or start an instant Cisco WebEx meeting. When you perform one of these actions, Cisco Jabber opens the Cisco WebEx Meetings application.

## Related Topics

[Release Notes](#)

# Set up for first time

Your system administrator can set up your account for either simple sign-in or manual sign-in. The sign-in procedure varies, depending on your account setup.

## Before You Begin

- Get your setup information from your system administrator.
- (Recommended) Stop other VoIP calling applications to prevent conflicts that can cause unpredictable behavior.
- If you are set up with either a Phone Services account or an Instant Messaging account that uses Cisco Unified Communications Manager IM and Presence, you must connect to your corporate network before using Cisco Jabber.
  - *Inside your corporate network:* Set up the device to connect directly to the corporate Wi-Fi network.
  - *Outside your corporate network:* Set up a VPN connection according to your system administrator's instructions.

Contact your system administrator if you need assistance.

## Procedure

---

- Step 1** Open Cisco Jabber.
- Step 2** Read the licensing agreement and terms of use, and then tap **Accept**.
- Step 3** Review the **In Cisco Jabber** screens, and then tap **Get Started Now**.
- Step 4** If prompted, validate your server certificate.  
If you are unsure whether you should accept a certificate, contact your administrator.
- Step 5** Enter your username and domain (for example, example.com) in the following format: *username@example.com*
- Step 6** Tap **Continue**.
- Step 7** If your username and domain are recognized, you see the **Sign In** screen. Follow these steps:
  - a) If prompted, enter your password.
  - b) Tap **Sign In**.
  - c) After sign-in, Cisco Jabber opens.
- Step 8** If your username and domain are not recognized, you see the **Select Account** screen. Use this screen to manually sign in to your account.  
If you are set up with a Cisco WebEx Messenger account, follow these steps:
  - Tap **WebEx Messenger**.
  - Enter your username and domain in the following format: *username@example.com*.
  - Tap **Continue**.

- Enter your password.
- Tap **Sign In**.  
After you sign in, Cisco Jabber opens.

If you are set up with a Cisco Unified Communications Manager IM and Presence account, follow these steps:

- Tap **CUCM IM and Presence**.
  - Enter your username in the format that your system administrator provided.
  - Enter your password.
  - Enter your server address.
  - Tap **Sign In**.  
After you sign in, Cisco Jabber opens.
- 

## Upgrade

Cisco Jabber for iPhone and iPad 9.6 now offers a broader feature set. If you are using previous versions of Jabber (such as Cisco Jabber Voice for iPhone and Cisco Jabber Video for iPad), and you want to use Cisco Jabber for iPhone and iPad 9.6 instead, you must uninstall the previous versions in order to avoid conflicts between the two Apps. Check with your administrator prior to uninstalling any old versions of Jabber to avoid losing access to a previously supported feature.

### Procedure

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- Step 1** Uninstall any previous version of Cisco Jabber Voice for iPhone, and Cisco Jabber Video for iPad from your device.
  - Step 2** Download and install Cisco Jabber for iPhone and iPad.
- 

## Sign in

Follow these steps to sign in after you initially set up the app.

## Procedure

- 
- Step 1** Open Cisco Jabber.
- Step 2** If your account is not set up with single sign-on, the app automatically signs you in using your previous credentials.
- Step 3** If your account is set up with single sign-on, enter your credentials and then tap **Sign In**.
- 

After you sign in, Cisco Jabber opens to your **Contacts** screen.

# Navigate

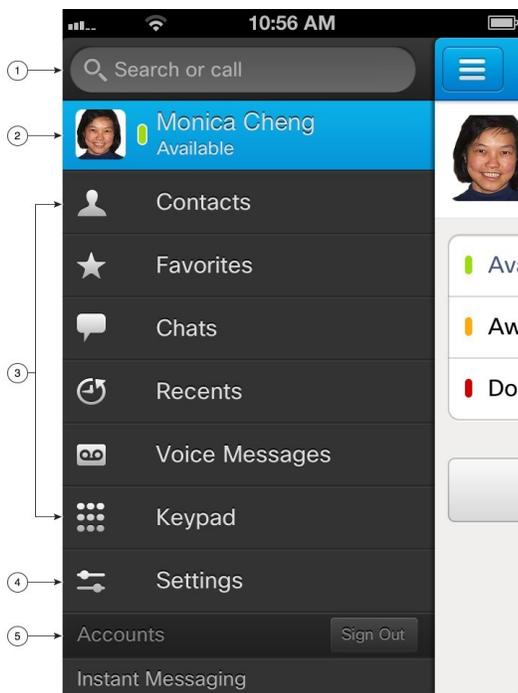
## For iPhone

To navigate, follow one of these steps:

- On most screens, swipe to the right.
- Where available, tap .

From the navigation drawer, you can:

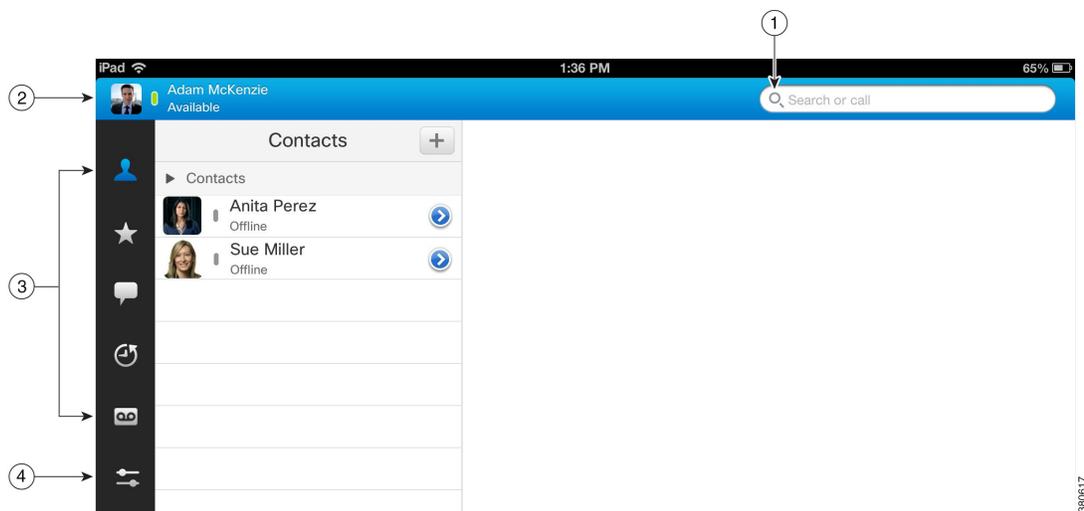
- 1 Search for contacts and make calls.
- 2 View and edit your availability status.
- 3 Access your features.
- 4 Edit your settings.
- 5 View account information or sign out of your account.



## For iPad

From the main window, you can:

- 1 Search for contacts and make calls.
- 2
  - View and edit your availability status.
  - View account information or sign out of your account.
- 3 Access your features.
- 4 Edit your settings.



## Sign out

### For iPhone

#### Procedure

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**Step 1** Open the navigation drawer. Follow one of these steps:

- On most screens, swipe to the right.
- Where available, tap .

**Step 2** Tap **Sign Out**.

---

## For iPad

### Procedure

---

- Step 1** On the navigation page, tap the status area.
  - Step 2** Tap **Sign Out**.
- 

## Exit

### Procedure

---

- Step 1** Press the **Home** button twice to display the multitasking tray.
  - Step 2** Swipe left (if necessary) to locate the **Cisco Jabber** icon () in the multitasking tray.
  - Step 3** Tap and hold  until you see .
  - Step 4** Tap  to exit the application.
  - Step 5** Press the **Home** button again to return to using your device.
  - Step 6** **Note** For iOS 7, follow steps 6 and 7 after step 2  
Tap  and swipe up to exit the application.
  - Step 7** Press the **Home** button again to return to using your device.
-





## Profile and status

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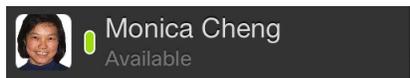


- [Set status, page 9](#)
- [Status icons, page 11](#)
- [View your profile, page 11](#)

## Set status

### From iPhone

To open the **My Status** screen, tap the status area on the navigation drawer.



On the **My Status** screen, you can:

- 1 View your basic profile information.
- 2 Select an availability status.
- 3 Create a custom availability status.
- 4 Open the **My Profile** screen to view more profile details.



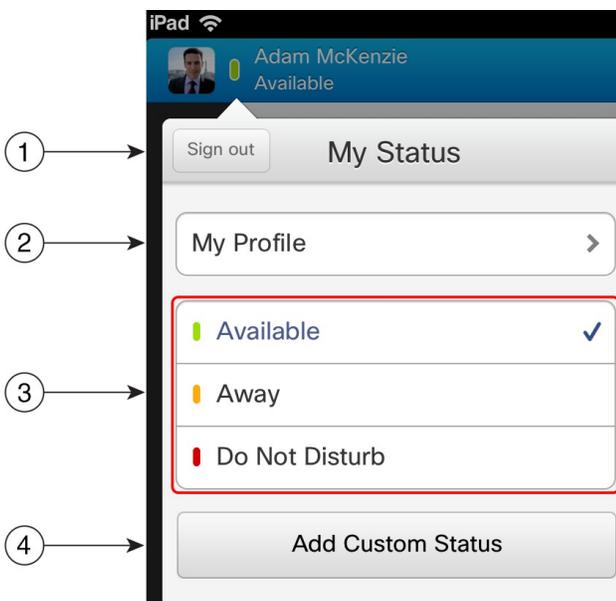
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## From iPad

Tap the status area.

On the **My Status** screen, you can:

- 1 View your basic profile information and sign out.
- 2 Open the **My Profile** screen to view more profile details.
- 3 Select an availability status.
- 4 Create a custom availability status.



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## Status icons

By default, Cisco Jabber uses standard status icons. You can also set the app to use accessible status icons, which are monochromatic and use symbols to show status.

**Table 1: Status icons**

Standard Icon	Accessibility Icon	Description
		Available
		Away
		Do Not Disturb
		Not available

To use accessible status icons, go to **Settings** > **Display** and turn on the **Accessibility Icons** switch.

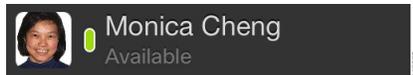
## View your profile

You can view your profile details on the My Profile screen, including:

- your company name and title
- your work and mobile phone numbers
- your email address

### Procedure

**Step 1** On the navigation drawer, tap the status area.



**Step 2** On the **My Status** screen, tap . Cisco Jabber displays your profile.

View your profile



## Calls

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## Phone Services accounts

When you call with Cisco Jabber, the app uses your *work* phone number and displays that work number to the person you call.

You can make calls in different ways, depending on how your system administrator sets up your account.

A basic Phone Services account allows you to make audio/video calls using Voice over Internet Protocol (VoIP). And video capability is enabled by default. Your system administrator can also enable the following features for your account:

- **Dial via Office (DVO):** Allows you to call using your *work* phone number and your mobile voice network.



---

**Note** DVO is only available on iPhone. And it is not supported in the collaboration edge environment. VPN is required to use this feature when you are off the premise.

---

The following table compares call behavior for VoIP and DVO calls.

**Table 2: Comparison of VoIP and DVO call behavior**

	VoIP	DVO
Networks used	Wi-Fi or mobile data networks	mobile voice network
Maximum number of calls at a time	2 Only one call is active at a time; the other is automatically placed on hold.	1
In-call features (such as hold or conference)	Available	Not available
Incoming calls	Open in Cisco Jabber	Open in the native Phone application
Outgoing calls	Cisco Jabber immediately dials the number that you enter	Cisco Jabber calls you back before dialing the number that you enter

The following table lists the call settings that you can set up in the Cisco Jabber Settings menu, based on your Phone Services account setup.

**Table 3: Call settings**

Account Setup	Cisco Jabber settings
Video enabled	<p><b>Send Automatically:</b> Use this setting to turn automatic video for calls on and off.</p> <p><b>Mobile Data Network:</b> Use this setting to automatically turn video on or off when you use a mobile data network.</p> <p><b>Note</b> Cisco Jabber does not display these video settings if you turn on low-bandwidth mode.</p>
DVO not enabled	<p><b>Low-Bandwidth Mode:</b> Use this setting to optimize audio if you make VoIP calls while you are connected to a low-bandwidth network.</p>
DVO enabled	<p><b>Calling Options:</b> Specify whether you want Cisco Jabber to always make VoIP calls, always make calls with your mobile voice network, or automatically select the call method based on your network connection.</p> <p><b>Low-Bandwidth Mode:</b> If you select a calling option that uses VoIP, Cisco Jabber displays the Low-Bandwidth Mode setting. Use this setting to optimize audio if you make VoIP calls while you are connected to a low-bandwidth network.</p>

### Related Topics

[Set low-bandwidth mode, on page 38](#)

[Set calling options, on page 38](#)

[Add alternate DVO callback number, on page 39](#)

[Change DVO callback number](#)

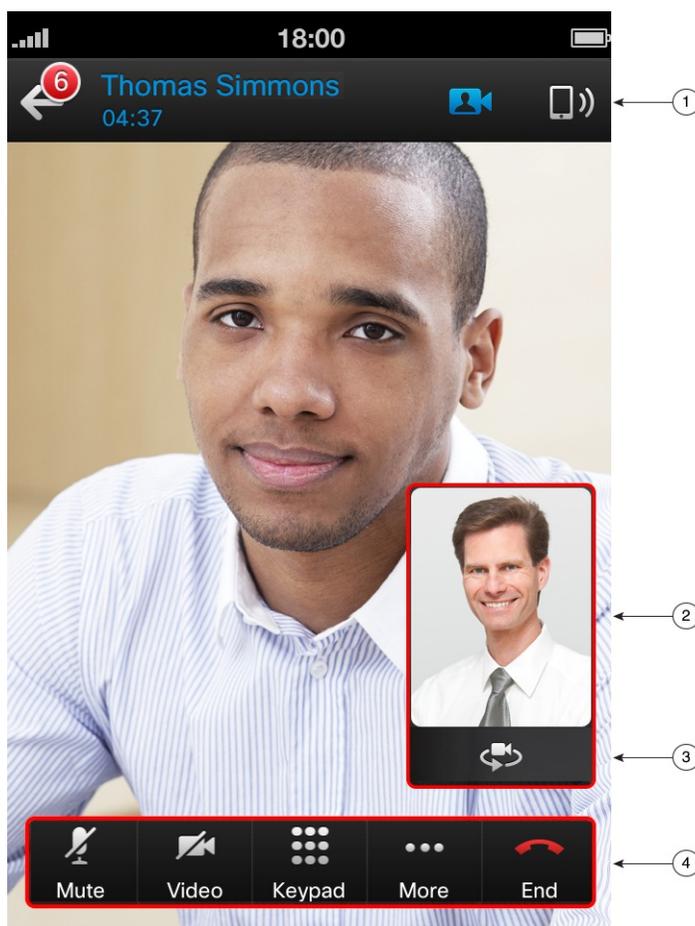
## Active call screen

### For iPhone

The active call screen appears when you place or answer a call.

On the active call screen, you can:

- 1 Change audio device.
- 2 See your self-view (if video is enabled).
- 3 Change cameras (if video is enabled).
- 4 Use call controls.



### For iPad

The active call screen appears when you place or answer a Cisco Jabber call. On the active call screen, you can:

- 1 Change audio device.
- 2 Open and close local video.
- 3 See your self-view (if video is enabled).
- 4 Change cameras (if video is enabled).
- 5 Use call controls.



## Call controls and icons

*Table 4: Call controls*

Button	Description
	Mute your audio.
	Stop sending your video.

Button	Description
	Open the keypad.
	View more options. This context-sensitive menu offers options that allow you to: <ul style="list-style-type: none"> <li>• <b>Hold:</b> Hold a call</li> <li>• <b>Merge:</b> Merge two existing calls into a conference call</li> <li>• <b>Transfer:</b> Transfer a call</li> <li>• <b>Conference:</b> Start a conference call</li> <li>• <b>Move to Mobile:</b> Move your call to your mobile phone number</li> </ul>
	Complete your call transfer.
	Merge your calls to create a conference call.
	End your call.
	Change between your front and back cameras.
	Hide your self-view.
	View a list of conference participants.

Table 5: Audio icons

Icon	Description
	Use earphones.
	Use speakerphone.
	Use Bluetooth headset.
	Use wired headset.

# Make call from keypad

## For iPhone

Use the following procedure to make a call from the keypad.

### Procedure

---

**Step 1** On the **Keypad** screen, follow one of these steps to enter the phone number:

- Tap the numbers on the keypad.
- Tap , search for a contact, tap the contact's name, and then tap the phone number.

**Step 2** Tap **Call**.

**Step 3** If using Dial via Office, the corporate calling system calls you back over your mobile voice network.

- a) Tap **Answer** to accept the call.
- b) If prompted, press a number on the keypad.

After you accept the call, the corporate calling system calls the number you dialed. The Dial via Office call opens in the native phone application.

---

## For iPad

Use the following procedure to make a call from the keypad.

### Procedure

Tap search area to open the **Keypad** screen, follow one of these steps to make a call:

- Tap the numbers on the keypad then tap **Call**.
- Search for the contact in your directory then tap  for more choices.
- Input an email address, such as username@example.com then tap **Call** or tap  for more choices.

## Answer call

Incoming Cisco Jabber calls use a unique Cisco ring tone, allowing you to distinguish them from other incoming calls.

To receive incoming calls:

- Your device must be connected to your corporate network (either directly or remotely using VPN)
- Cisco Jabber must be running on your device, in either the background or the foreground

### Procedure

---

**Step 1** If your device is locked, unlock it or slide the notification.  
Follow steps below to set up the notifications.

- a) Go to **Settings > Notifications > Jabber** on your device.
- b) Turn on **Notification Center**.
- c) Choose your preferred **Alert Style** from **None, Banners, or Alerts**.
- d) Turn on/off **Badge App Icon, Sounds, or View in Lock Screen** to your preference.

**Note** For iOS7, When the device is locked and receive a Jabber call, unlock the screen will not bring the application to foreground but will dismiss the notification and stop the ring tone. Slide the notification will bring the application to foreground and show the incoming call toast. It is recommended to slide the notification rather than unlock the device.

**Step 2** From the in-call view, tap **Answer**.

**Note** If you are already on a Cisco Jabber VoIP call and you answer a second Cisco Jabber VoIP call, the app places your first call on hold.

If you tap **Decline**, the caller is diverted to your work voicemail service. If your work voicemail service is not available, the caller is diverted to your mobile voicemail service.

---

### Related Topics

[Handle mobile call when already on Cisco Jabber VoIP call, on page 19](#)

## Handle mobile call when already on Cisco Jabber VoIP call

If you are already on a Cisco Jabber VoIP call when a new mobile call arrives to your device, Cisco recommends that you decline the new call.



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**Note** It only occurs on iPhone.

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- 1 Tap **Decline**.
- 2 Tap **Resume** to resume your Cisco Jabber VoIP call.

**Note**

Incoming Cisco Jabber calls use a unique Cisco ringtone, allowing you to distinguish them from other incoming mobile calls.

When you receive an incoming call on your device, the native phone application automatically disables the microphone for all other applications, including Cisco Jabber.

You do not have enough time before the microphone is disabled to inform your current caller that you need to take another call.

If you decline the new call and then resume your Cisco Jabber call, your current caller can hear you again.

If you accept the new call, you cannot return to your Cisco Jabber VoIP call until you end the call on the native phone application.

## In-call features

### Hold and resume calls

- 1 From the in-call view, tap .
- 2 Tap **Hold**.
- 3 To resume the call, tap **Resume**.

### Toggle between calls

From the in-call view, do one of the following to toggle between the two calls.

- If the held call is in the foreground, tap **Resume** to resume the call.
- If the held call is in the background, tap  to resume the call.

Cisco Jabber automatically places your other call on hold.

### Transfer call

- 1 From the in-call view, tap .
- 2 Tap **Transfer**.
- 3 Follow one of these steps to call:
  - Tap the numbers on the keypad then tap **Call**.
  - Search for the contact in your directory then tap one of the search results to call.
  - Input an email address, such as username@example.com then tap **Call** or tap one of the search results to call.
- 4 Tap  to complete the transfer.

### Conference calls

- 1 From the in-call view, tap .
- 2 Tap **Conference**.
- 3 Follow one of these steps to call:
  - Tap the numbers on the keypad then tap **Call**.
  - Search for the contact in your directory then tap one of the search results to call.
  - Input an email address, such as username@example.com then tap **Call** or tap one of the search results to call.

**Note**

Cisco Jabber automatically places your first call on hold and displays the status of both calls.

- 4 Tap  to merge the two calls into a conference call.
- 5 (Optional) Tap  to view a list of conference participants.

### Merge calls

Use the Merge feature to merge two existing calls into a conference call.

This procedure applies only to Cisco Jabber VoIP calls. The Merge feature is not available for DVO calls.

- 1 From the in-call view, tap .
- 2 Tap **Merge Calls**.
- 3 Tap **OK**.
- 4 (Optional) Tap  to view a list of conference participants.

### Move call to mobile network

This procedure applies only to Cisco Jabber VoIP calls. This feature is not available for DVO calls.

- 1 From the in-call view, tap .
- 2 Tap **Move to Mobile**.
- 3 Tap **OK**.
- 4 Tap **Answer** when your device rings.

## Manage self-view on video calls

You can move your self-view to one of the following four fixed positions on the screen: top left, top right, bottom left, or bottom right.

From the in-call view, drag the self-view area to the desired position on the screen.

Tap  to hide your self-view.





## Voice messages

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- [Voice message icons, page 27](#)
- [Call back contact from Voice Messages, page 27](#)
- [Call voicemail system directly, page 28](#)
- [Manage voice messages in Trash, page 28](#)

## Voicemail accounts

A basic Voicemail account allows you to dial in to your voice mailbox and then respond to audio prompts. Your system administrator can also enable the Visual Voicemail feature for your account. With Visual Voicemail, you use the screen on your device to work with your messages, rather than respond to audio prompts. You can see a list of your messages without having to dial in to your voice mailbox.

## Voice messages screen

### For iPhone

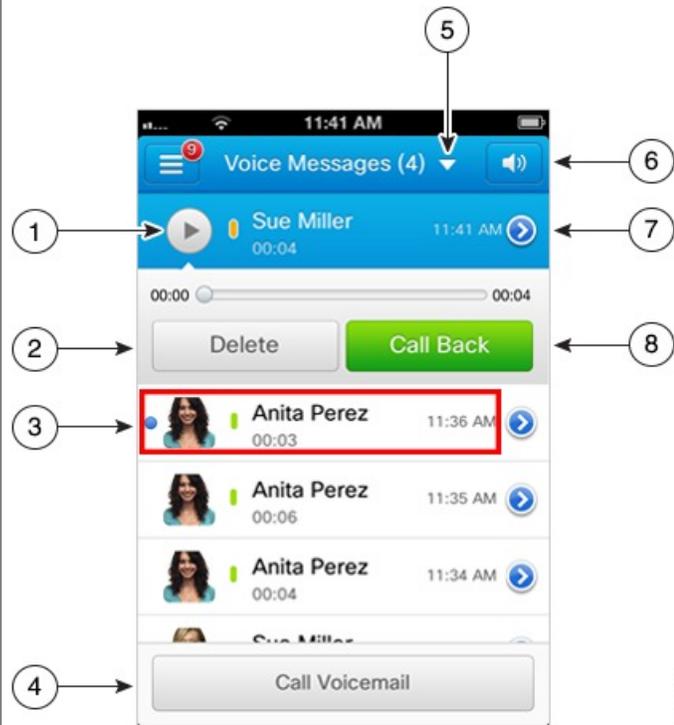
Cisco Jabber displays different options on the **Voice Messages** screen, depending on how your system administrator sets up your Voicemail account.

- For *dial-in* voicemail, Cisco Jabber displays the **Call Voicemail** button, which allows you to call the voicemail system directly.

- For *visual* voicemail, Cisco Jabber displays a list of your voice messages.

With visual voicemail, you can:

- 1 Play or pause a message.
- 2 Move a message to the Trash.
- 3 Display the Play, Delete, and Call Back buttons by tapping anywhere except the arrow.
- 4 Call the voicemail system directly.
- 5 Open the Trash folder.
- 6 Change audio device.
- 7 Open details about the voice message and the person who sent it.
- 8 Call back the person who left you a message.



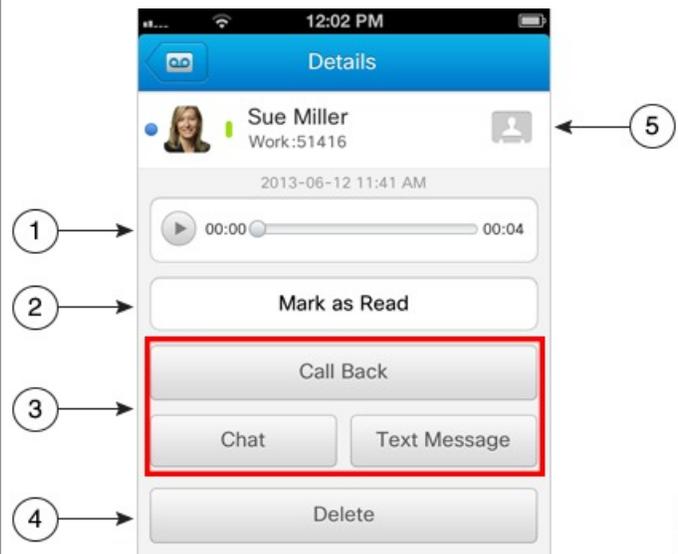
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## Voice Messages Details screen

The Voice Messages **Details** screen displays details about the voice message and the person who left that message. This screen appears only if visual voicemail is enabled for your Voicemail account.

On the **Details** screen, you can:

- 1 Play or pause the message.
- 2 Mark the message as read or unread.
- 3 Communicate with your contact.
- 4 Move the message to the Trash.
- 5 Open the contact's profile.



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## Communicate from voice message Details

Use this procedure if your Voicemail account is set up with the visual voicemail feature.

### Call back contact

- 1 On the **Voice Messages** screen, tap  next to a message.
- 2 On the voice message **Details** screen, tap **Call Back**.
- 3 If using Dial via Office, the corporate calling system calls you over your mobile voice network before placing your callback.
  - a Tap **Answer** to accept the call.
  - b If prompted, press a number on the keypad.

After you accept the call, the corporate calling system places your callback. The Dial via Office call opens in the native phone application.

### Send text message

- 1 On the **Voice Messages** screen, tap  next to a message.
- 2 On the voice message **Details** screen, tap **Text Message**.

### Start chat

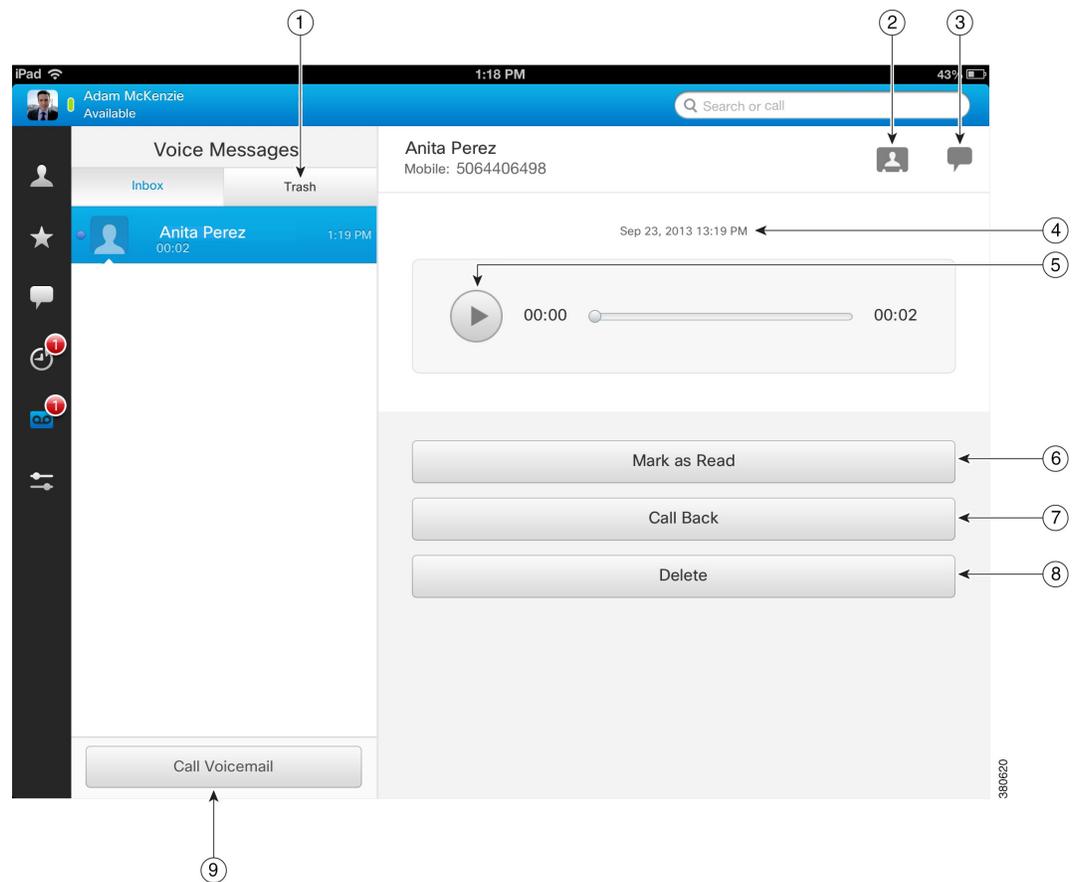
- 1 On the **Voice Messages** screen, tap  next to a message.
- 2 On the voice message **Details** screen, tap **Chat**.

## For iPad

Cisco Jabber displays different options on the **Voice Messages** screen, depending on how your system administrator sets up your Voicemail account.

- For *dial-in* voicemail, Cisco Jabber displays the **Call Voicemail** button, which allows you to call the voicemail system directly.
- For *visual* voicemail, Cisco Jabber displays a list of your voice messages.

- 1 Tab to see the Trash folder.
- 2 Open a contact's mini profile window to see the person's detail information. Also you can chat and call the contact from the mini profile window.
- 3 Open the chat window.
- 4 Display the date and time when the message was sent.
- 5 Play or pause a message.
- 6 Mark the message as read.
- 7 Call back the person who left you a message.
- 8 Move a message to the Trash.
- 9 Call the voicemail system directly.



## Voice message icons

**Table 6: Voice message icons**

Icon	Description
	Unread message
	Important message
	Secure message
	Private message

## Call back contact from Voice Messages

Use this procedure if your Voicemail account is set up with the Visual Voicemail feature.

### Procedure

---

- Step 1** On the **Voice Messages** screen, tap a message.
- Step 2** Tap **Call Back**.
- Step 3** If you are using Dial via Office, the corporate calling system calls you over your mobile voice network before placing your callback.
- Tap **Answer** to accept the call.
  - If prompted, press a number on the keypad.
- After you accept the call, the corporate calling system places your callback. The Dial via Office call opens in the native phone application.
- 

## Call voicemail system directly

### Procedure

---

- Step 1** On the **Voice Messages** screen, tap **Call Voicemail**.
- Step 2** If you are using Dial via Office, the corporate calling system calls you back over your mobile voice network.
- Tap **Answer** to accept the call.
  - If prompted, press a number on the keypad.
- After you accept the call, the corporate calling system calls the number you dialed. The Dial via Office call opens in the native phone application.
- 

## Manage voice messages in Trash

### For iPhone

Use this procedure if your Voicemail account is set up with the Visual Voicemail feature.

### Procedure

---

- Step 1** On the **Voice Messages** screen, tap  in the title bar, and select **Trash**.
- Step 2** Manage your voice messages as follows:
- To empty your trash, tap **Empty Trash** and then tap **Clear All**.
  - To restore a message, tap the voice message that you want to restore and then tap **Restore**.  
The voice message moves back to the Voice Messages screen.

- Step 3** To return to the **Voice Messages** screen, tap  and select **Voice Messages**.
- 

## For iPad

Use this procedure if your Voicemail account is set up with the Visual Voicemail feature.

### Procedure

---

- Step 1** On the **Voicemail** screen, tap any voice message to show the voice message detail on the right. .
- Step 2** Tap **Delete** to move the voice message to **Trash**.
- Step 3** Manage your voice messages as follows:
- a) To empty your trash, tap **Trash** , then tap **Empty Trash** and tap **Clear All**.
  - b) To restore a message, tap the voice message that you want to restore and then tap **Restore**.  
The voice message moves back to the Voice Messages screen.
- Step 4** To return to the voice messages screen, tap **All** and then tap any voice messages.
-





## Chats

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- [Active chat screen, page 31](#)
- [Chat controls, page 33](#)
- [Start chat from Contacts, page 34](#)
- [Toggle between chat conversations, page 34](#)
- [Delete chat, page 34](#)
- [Start chat from Search, page 35](#)
- [Make call from Chats, page 35](#)
- [Start Cisco WebEx meeting from Chats, page 36](#)

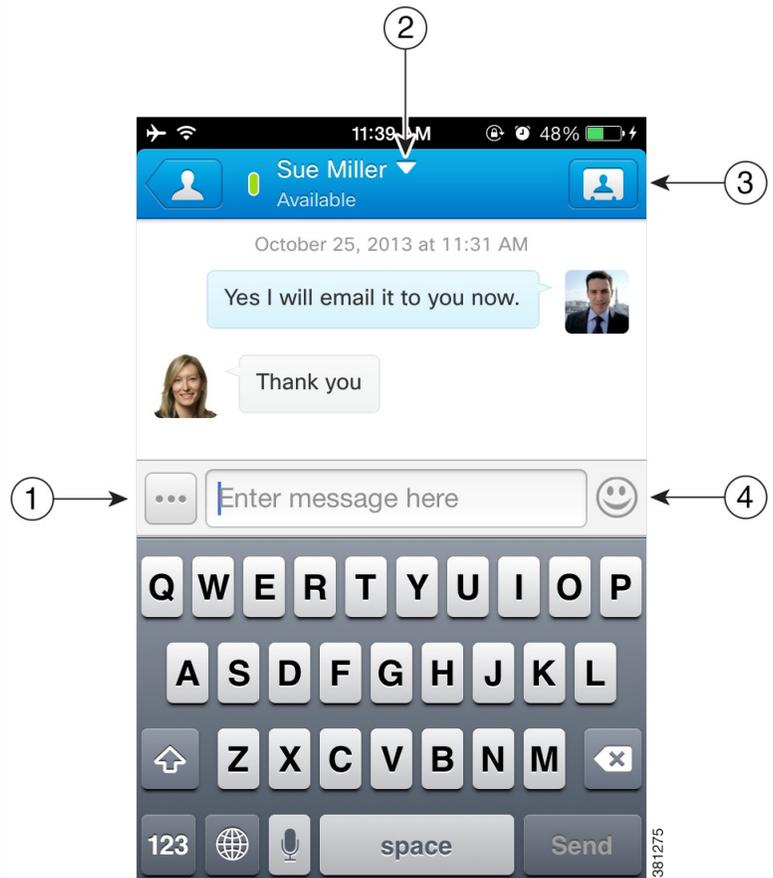
## Active chat screen

### For iPhone

The active chat screen appears when you start or join a chat conversation.

In an active chat conversation, you can:

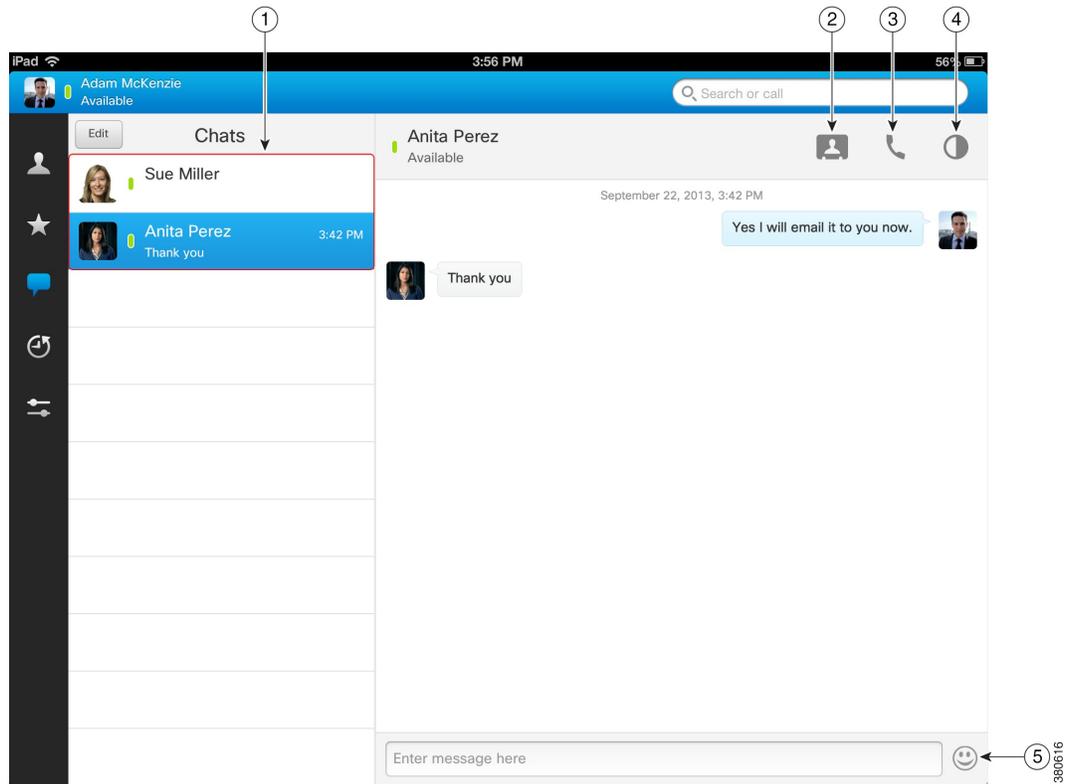
- 1 Start a call or a Cisco WebEx meeting.
- 2 Toggle between chat conversations.
- 3 Open a contact's profile to communicate with that contact.
- 4 Add smileys to your conversation.



## For iPad

The active chat screen appears when you start or join a chat conversation. In an active chat conversation, you can:

- 1 Toggle between chat conversations.
- 2 Open a contact's mini profile window to see the person's detail information. Also you can delete the contact and add the contact to Favorites.
- 3 Start a call.
- 4 Start a Cisco WebEx meeting.
- 5 Add emoticons to your conversation.



# Chat controls

Table 7: Chat controls

Button	Description
	Show emoticons.
	View the list of participants in a group chat.
 <b>Note</b> This button is for iPhone only.	View more options. This menu allows you to transition your chat to a call or a Cisco WebEx meeting.
 <b>Note</b> This button is for iPhone only.	Show keyboard.

## Start chat from Contacts

### Procedure

On the **Contacts** screen, tap the name of the contact to start a chat with that contact.

## Toggle between chat conversations

### For iPhone

### Procedure

From a chat conversation, tap  in the title bar, and select a chat conversation.

### For iPad

### Procedure

From **Chats** screen, tap different chats to view different conversations on the right.

## Delete chat

### Procedure

---

**Step 1** On the **Chats** screen, tap **Edit**.

**Step 2** To delete a particular chat, follow these steps:

- a) Tap  next to the chat that you want to delete.
- b) Tap **Delete**.
- c) Tap **Done**.

**Done** and **Clear** buttons will disappear when you delete the last chat session.

**Step 3** To delete all chats, follow these steps:

- a) Tap **Clear**.
  - b) Tap **Clear All Chats**.
-

# Start chat from Search

## For iPhone

### Procedure

---

- Step 1** On the navigation drawer, tap the **Search** box.
- Step 2** Use the keypad to enter a name to search your corporate directory, Recents, and Contacts list.
- Step 3** Tap the name of a contact in the search results to start a chat. You can also tap  to view that contact's profile.
- Note** Local contacts will be displayed in the search result but you cannot chat with them.
- 

## For iPad

### Procedure

---

- Step 1** Tap the **Search** box.
- Step 2** Use the keypad to enter a name to search your corporate directory, Recents, and Contacts list.
- Step 3** Tap the name of a contact in the search results to start a chat. You can also tap  to view that contact's profile.
- Note** Local contacts will be displayed in the search result but you cannot chat with them.
- 

# Make call from Chats

## For iPhone

### Procedure

---

- Step 1** Within a chat conversation, tap .
- Step 2** Tap **Call**.
- Step 3** Tap the number that you want to call.
- Step 4** If using Dial via Office, the corporate calling system calls you back over your mobile voice network.
- a) Tap **Answer** to accept the call.

b) If prompted, press a number on the keypad.

After you accept the call, the corporate calling system calls the number you dialed. The Dial via Office call opens in the native phone application.

---

## For iPad

### Procedure

---

**Step 1** Within a chat conversation, tap .

**Step 2** Tap the number that you want to call.

**Step 3** If using Dial via Office, the corporate calling system calls you back over your mobile voice network.

a) Tap **Answer** to accept the call.

b) If prompted, press a number on the keypad.

After you accept the call, the corporate calling system calls the number you dialed. The Dial via Office call opens in the native phone application.

---

## Start Cisco WebEx meeting from Chats

### For iPhone

### Procedure

---

**Step 1** Within a chat conversation, tap .

**Step 2** Tap **WebEx Meeting**.

---

### For iPad

### Procedure

Within a chat conversation, tap  to hold a WebEx meeting with the contact.



## CHAPTER

# 6

## Settings

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- [Access Settings, page 37](#)
- [Set low-bandwidth mode, page 38](#)
- [Set calling options, page 38](#)
- [Add alternate DVO callback number, page 39](#)
- [Set up Voicemail account, page 39](#)
- [Set up Cisco WebEx Meeting account, page 40](#)
- [View notices and disclaimers, page 40](#)
- [Send feedback to Cisco, page 41](#)
- [View user guides, page 41](#)
- [Send problem report, page 41](#)

## Access Settings

### For iPhone

To access the Settings screen in Cisco Jabber, swipe to the right or tap  to open the navigation drawer, and then tap **Settings**.

### For iPad

To access the Settings screen in Cisco Jabber, tap  to open it.

## Set low-bandwidth mode

Cisco Jabber uses low-bandwidth mode to optimize the audio for low-bandwidth networks, which may improve call quality for VoIP calls.

To use low-bandwidth mode, one of the following must be true:

- Your administrator set up the system to handle calls between devices that use different codecs
- Both your device and the device of the person you are calling support the same low bandwidth codec (G.729a)



### Note

If you call a device that does not support the same low-bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio
- The call is immediately disconnected

If you have questions about your system setup, contact your system administrator.

### Procedure

**Step 1** On the **Settings** screen, under **Call**, tap **Audio and Video**.

**Step 2** Turn the **Low Bandwidth Mode** setting on or off under **Audio**.

## Set calling options

This procedure applies only to Phone Services accounts that have the Dial Via Office (DVO) feature enabled. If DVO is not enabled, Cisco Jabber does not show these settings.



### Note

DVO is only available on iPhone.

### Procedure

**Step 1** On the **Settings** screen, under **Call**, tap **Calling Options**.

**Step 2** Select an option.

Option	Description
Voice over IP	Always make VoIP calls over mobile data networks or Wi-Fi networks.

Option	Description
Mobile Voice Network	Always make DVO calls over the mobile voice network for your device. When you use DVO, the corporate calling system calls you back to start all calls.
Autoselect	Let Cisco Jabber choose VoIP or mobile voice network based on network connection. When you use DVO, the corporate calling system calls you back to start all calls.

- Step 3** If you select either **Mobile Voice Network** or **Autoselect**, verify that the DVO Callback Number section is populated with the correct callback number (usually your mobile phone number). If not:
- Tap **Use alternate number**.
  - Enter the alternate DVO callback number.
  - Tap **Save**.

#### Related Topics

[Phone Services accounts, on page 13](#)

## Add alternate DVO callback number

When you use DVO, the corporate calling system calls you back to start all calls. The DVO callback number is usually your mobile phone number.

#### Procedure

- Step 1** On the **Settings** screen, under **Call**, tap **Calling Options**.
- Step 2** In the DVO Callback Number section, tap **Use alternate number**.
- Step 3** Enter the alternate DVO callback number.
- Step 4** Tap **Save**.

## Set up Voicemail account

#### Before You Begin

Get your account information from your system administrator. For Voicemail accounts, you need a username, password, server address, and in some cases, a port.

### Procedure

---

- Step 1** On the **Settings** screen, under **Accounts**, tap **Voicemail**.
- Step 2** Enter the account information that your system administrator provided.
- Step 3** Tap **Save**.
- 

## Set up Cisco WebEx Meeting account

If you have both a Cisco Unified Communications Manager IM and Presence account and a Cisco WebEx Meeting account, you may be able to manually set up your Cisco WebEx Meeting account information.

You do not need this procedure if you have both a Cisco WebEx Messenger account and a Cisco WebEx Meeting account. If you have both those accounts, your Cisco WebEx Meeting account is automatically set up.

### Procedure

---

- Step 1** On the **Settings** screen, under **Accounts**, tap **WebEx Meeting**.
- Step 2** Enter the account information that your system administrator provided.
- Step 3** Tap **Save**.
- 

## View notices and disclaimers

### Procedure

---

- 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
-

## Send feedback to Cisco

### Before You Begin

- Set up an email application on your device.
- Obtain the email address for problem reports from your system administrator.

### Procedure

- 
- Step 1** On the **Settings** screen, under **Help**, tap **About**.
- Step 2** Tap **Send Feedback to Cisco**.  
Your email application opens with a new message.
- Step 3** Enter your feedback.
- Step 4** Tap **Send**.
- 

## View user guides

### Procedure

- 
- Step 1** On the **Settings** screen, under **Help**, tap **User Guides**.
- Step 2** Tap one of the following options to see the related content.

Option	Description
Quick Start Video	Video tour of the features and benefits of Cisco Jabber.
Quick Start Guide	Instructions to help you sign in to Cisco Jabber for the first time and use a few key features.
User Guide	Detailed instructions to help you use Cisco Jabber.

---

## Send problem report

### Before You Begin

- Set up an email application on your device.
- Obtain the email address for problem reports from your system administrator.

## Procedure

---

- Step 1** On the **Settings** screen, under **Help**, tap **Problem Reporting**.
- Step 2** Tap the **Detailed Logging** switch to turn it on.
- Step 3** Reproduce your problem.
- Step 4** Tap **Send Problem Report**.  
Cisco Jabber opens your Email application with a new message that contains a prefilled subject line and attached log files.
- Step 5** Enter a description of the problem in the body of the email message and send it to your system administrator.
- Tip** Include the time that the problem occurred. Check your Recents list to find that time if it is a call related issue.
- 

## What to Do Next



- Important** To save battery power and storage space, tap the **Detailed Logging** switch to turn it off after you no longer need it.
- With the **Detailed Logging** on, the quality of audio and video calls will be impacted.
-



## Troubleshoot

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- [Sign-in issues, page 43](#)
- [Connection issues, page 45](#)
- [Contact issues, page 45](#)
- [Call issues, page 45](#)
- [Voicemail issues, page 48](#)
- [Battery issues, page 49](#)

### Sign-in issues

If you cannot sign in, try the following troubleshooting tips.

#### Procedure

---

- Step 1** Check that you are using a supported device and operating system.  
For information about supported devices and operating systems, see the *Cisco Jabber for iPhone and iPad Release Notes* for your release.
- Step 2** Check that you are using the correct release of Cisco Jabber for iPhone and iPad.  
You can download the latest release of Cisco Jabber for iPhone and iPad from the App Store.
- Step 3** Check that your VPN is connected (if VPN is required). If your VPN is not connected, contact your system administrator.
- Step 4** If you are using Phone Services, check the network connection between your device and the corporate network as follows:
  - a) Open your Internet browser.
  - b) Try to access the administration pages for your corporate calling system by entering the following URL in your Internet browser: `http://your company's Cisco Unified Communications Manager server address`.

**Example:**

`http://209.165.200.224`

Contact your system administrator if you do not have the address for your company's Cisco Unified Communications Manager server.

- c) If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.

**Step 5** If you are using Phone Services out of the office and Cisco Unified Communications Manager 9.0 or later, check the network connection between your device and the server as follows:

- a) Open your Internet browser from your company's network via VPN.
- b) Try to access the administration pages for your corporate calling system by entering the following URL in your Internet browser: `https://cucm server:8443/cucm-uds/user/vid`.

Contact your system administrator if you do not have the address for your company's Cisco Unified Communications Manager server.

If you cannot access the server, contact your system administrator to find out if there is a network issue.

- c) Sign in with your username and password.  
If the sign-in fails, contact your system administrator.

**Step 6** If you are using Cisco Unified Communications Manager IM and Presence Service Release 9.1 or earlier, check that you can sign in with your user account as follows:

- a) Enter the URL using the following format: `http://presence server name/ccmuser`.  
If you cannot access the server, contact your system administrator to find out if there is a network issue.

- b) Sign in with your username and password.  
If the sign-in fails, contact your system administrator.

**Step 7** If you are using Cisco Unified Communications Manager IM and Presence Service Release 10.0, check that you can sign in using your user account as follows:

- a) Enter the URL using the following format: `http://ccm server name/ccmuser`.  
If you still cannot access the server, contact your system administrator to find out if there is a network issue.

- b) Sign in with your username and password.  
If the sign-in fails, contact your system administrator.

**Step 8** If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the server as follows:

- a) Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence server.
- b) Enter the Fully Qualified Domain Name of the server in the following format: `presence server name.domain.com`

If you cannot ping the server, contact your system administrator.

**Step 9** If you still cannot set up Cisco Jabber for iPhone and iPad, send a problem report to your system administrator.

---

## Related Topics

[Release Notes](#)

# Connection issues

## Lost connection

**Problem** My device lost connection to the UCM server and cannot automatically reconnect.

**Solution** Check whether you signed in to more than one Cisco Jabber for iPhone and iPad application using the same account. You can sign in an account to only one Cisco Jabber for iPhone and iPad application at a time. To resolve this issue, sign out of the other application that uses this account.

# Contact issues

## Cannot see contact photos

**Problem** I cannot see photos for Cisco Jabber contacts.

**Solution** Try the following:

- In Cisco Jabber, tap **Settings** > **Display** and check that the **Show Contact Photo** switch is turned on. If not, tap the switch to turn it on.
- Contact your system administrator to check that photos are enabled on your profile.

# Call issues

## Cannot send calls to mobile network

**Problem** I cannot send Cisco Jabber VoIP calls to my mobile voice network.

**Solution** Check the following:

- Check that your signal strength is good.
- Check that you enabled the **Show My Caller ID** setting on your phone. On the iPhone home screen, tap **Settings** > **Phone** > **Show My Caller ID** and check that the **Show My Caller ID** switch is turned on.

## Cannot call

**Problem** I cannot make Cisco Jabber calls using VPN over a Wi-Fi network.

**Solution** Check whether the VPN client is supported.

### Related Topics

[Release Notes](#)

## Cannot start video conferences

**Problem** I cannot start a video conference call from within Cisco Jabber.

**Solution** Contact your system administrator to check that your MCU settings are set up properly for your Phone Services account.

## DVO call issues

**Problem** When I make Dial via Office (DVO) calls, the person I call receives a call from my voicemail system or a different number.

**Solution** When you place a DVO call, the person you call can receive a call from your voicemail system or a different number in the following cases:

- Your mobile voice network connection is weak. To prevent this issue, check that you have a strong mobile voice network connection before you place a DVO call.
- You set up your DVO Callback Number with a phone number that is different than your mobile phone number. To prevent this issue, change your DVO Callback Number to your mobile phone number in the Cisco Jabber settings.
- You do not answer your callback in time and your device is set up with voicemail.

### Related Topics

[Add alternate DVO callback number, on page 39](#)

[Change DVO callback number](#)

## Calls drop

**Problem** When making Cisco Jabber VoIP calls using VPN over a Wi-Fi network, the calls drop after several seconds.

**Solution** Check the following:

- Check that the VPN client is supported.
- Check your data network signal. If you are using Cisco Jabber over your mobile data network, your connectivity and call quality can vary considerably. If the issues persist, disable mobile data network connectivity. In Cisco Jabber, tap **Settings** > **Call** > **Audio and Video**. Tap the **Mobile Data Network** switch to turn it off.

### Related Topics

[Release Notes](#)

## Cannot see calling options

**Problem** I cannot see the calling options in the Cisco Jabber Settings menu.

**Solution** Your administrator must enable the Dial via Office feature before you can see the calling options in your settings menu. For more information, contact your administrator.

## Poor or dropped audio

**Problem** Poor audio quality, sudden silence, or dropped audio.

**Solution** Check the following:

- **Weak wireless signal:** Check the bars on your device to verify that you have a strong Wi-Fi connection. If your signal is weak, consider moving the call to the mobile network. While on a call, tap **⋮** and then tap **Move To Mobile**. Tap **OK**, and then tap **Answer**.
- **Mobile data network connectivity:** If you are using Cisco Jabber over your mobile data network, your connectivity and call quality can vary considerably. If the issues persist, disable mobile data network connectivity. In Cisco Jabber, tap **Settings > Call > Audio and Video**. Tap the **Mobile Data Network** switch to turn it off.
- **Bluetooth and Wi-Fi interference:** Even on well-designed Wi-Fi networks, you can experience interference from other devices (including your Bluetooth headset), which can cause dropped calls or poor audio quality on Cisco Jabber. Turn off the Bluetooth headset to see if that resolves the issue.
- **Handoff between Wi-Fi access points:** As you move around your workplace, your Wi-Fi connection may transfer between different Wi-Fi access points. If you are on a call during one of these transitions, you might hear a few seconds of garbled audio or silence. This problem resolves itself after the handoff is completed.
- **Lost connection to Phone Services:** Common causes include network problems or servers that are down temporarily. Contact your system administrator if this issue persists.
- **Low-bandwidth networks:** If you call over a low-bandwidth wireless network, optimize your connection for low-bandwidth networks and try again. In Cisco Jabber, tap **Settings > Call > Audio and Video**. Tap the **Low Bandwidth Mode** switch to turn it on.

### Related Topics

[Set low-bandwidth mode, on page 38](#)

## One-way audio

**Problem** When I make Cisco Jabber calls using VPN over a Wi-Fi network, the call audio is only one way.

**Solution** Check that the VPN client is supported.

### Related Topics

[Release Notes](#)

## Cannot hear audio on headsets

**Problem** While on a call using a headset, I cannot hear the caller even after turning up the volume on the headset.

**Solution** The headset volume is independent of the volume control in Cisco Jabber. You need to increase the volume setting in Cisco Jabber.

To do this, use the device volume buttons to adjust the volume settings while Cisco Jabber is open and the headset is plugged in.

## Audio drops when receiving calls to your native phone app

**Problem** Audio disappears on my Cisco Jabber VoIP call when I get an incoming call to my native phone app.

**Solution** If you are already on a Cisco Jabber VoIP call when a new mobile call arrives to your native phone app, Cisco recommends that you decline the new call.

- 1 Tap **Decline**.
- 2 Tap **Resume** to resume your Cisco Jabber VoIP call.

When you receive an incoming call to your native phone app, the native phone app automatically disables the microphone for all other applications including Cisco Jabber.

You do not have enough time before the microphone is disabled to inform your current caller that you need to take another call.

If you decline the new call and then resume your Cisco Jabber VoIP call, your current caller can hear you again.

If you accept the new call, you cannot return to your Cisco Jabber VoIP call until you end the native phone call.

## Voicemail issues

### Voicemail credentials issues

**Problem** I cannot access voice messages because of an incorrect username or password error.

**Solution** Contact your voicemail administrator for assistance. Your voicemail administrator can verify the settings on the server or reset your password for you.

### Cannot view some voice messages

**Problem** I cannot see some visual voice messages when I'm not connected to the corporate network.

**Solution** Cisco Jabber must be connected to your corporate network to update your voice messages and to play *secure* voice messages. You can listen to your saved voice messages even if you are not connected to your corporate network.

# Battery issues

## Battery drains too quickly

**Problem** The battery for my device drains faster when I use Cisco Jabber.

**Solution** To reduce battery drain, check the following.

- **Detailed Logging:** Enable this option only if you are collecting troubleshooting details to resolve problems using Cisco Jabber. Keep it disabled otherwise. In Cisco Jabber, tap **Settings > Problem Reporting**. Tap the **Detailed Logging** switch to turn it off.
- A weak 3G or Wi-Fi connection can affect the battery life. Move to a location with a stronger network signal.

