

# Cisco Jabber for Windows: Enterprise Collaboration Made Simple

## Product Overview

Cisco Jabber™ is a unified communications application that lets you be more productive from anywhere on a broad array of devices. Find the right people, see if and how they are available, and collaborate using your preferred method.

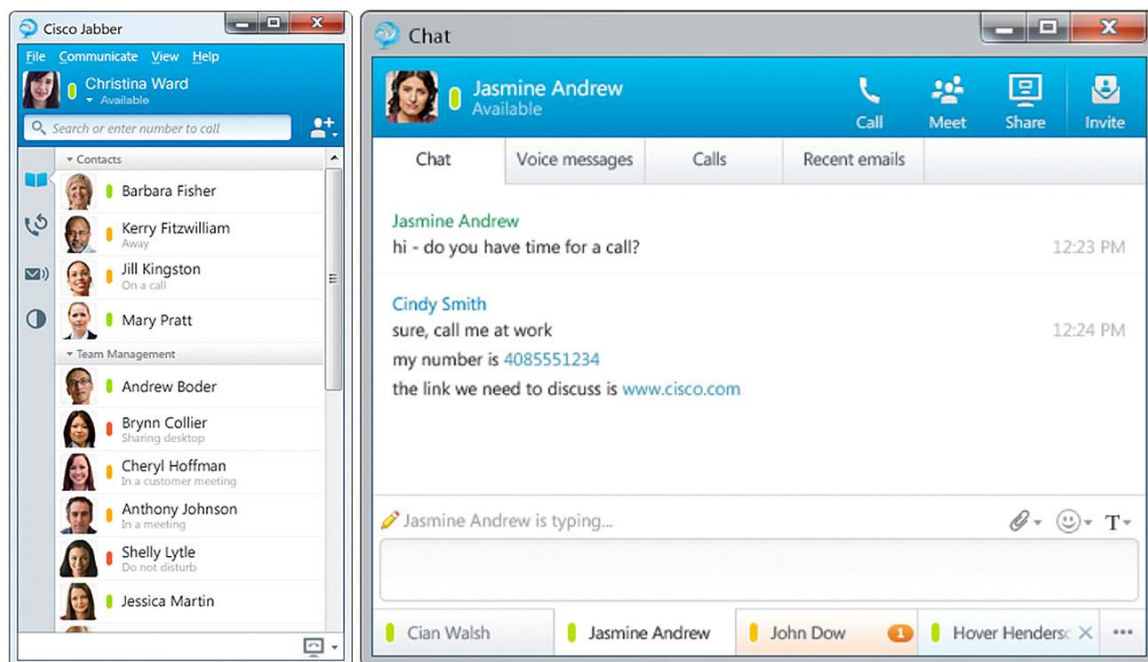
Today's global, distributed work environment has resulted in significant challenges for workers, making it harder to connect with the right people and significantly increasing the quantity and modes of communications.

Organizations of all sizes are striving to improve communications in order to retain customers, compete for new business, control costs, and grow their business globally.

Cisco Jabber for Windows streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, desktop sharing, and conferencing capabilities securely into one client on your desktop. Cisco Jabber for Windows delivers highly secure, clear, and reliable communications. It offers flexible deployment models, is built on open standards, and integrates with commonly used desktop applications. You can communicate and collaborate effectively from anywhere you have an Internet connection (Figure 1).

## Features and Benefits

**Figure 1.** Cisco Jabber for Windows



## Reduce Communication Delays with Presence and Contact Information

Cisco Jabber enables you to see the availability of co-workers and colleagues within and outside your organization. You can immediately see who is offline, available, away, on a call, or in a do-not-disturb state. You can create customized availability states, such as "in a customer meeting", to provide added context. Contact cards provide additional contact information and multiple options for initiating communications. These capabilities help reduce communication delays and result in faster decision making and enhanced productivity.

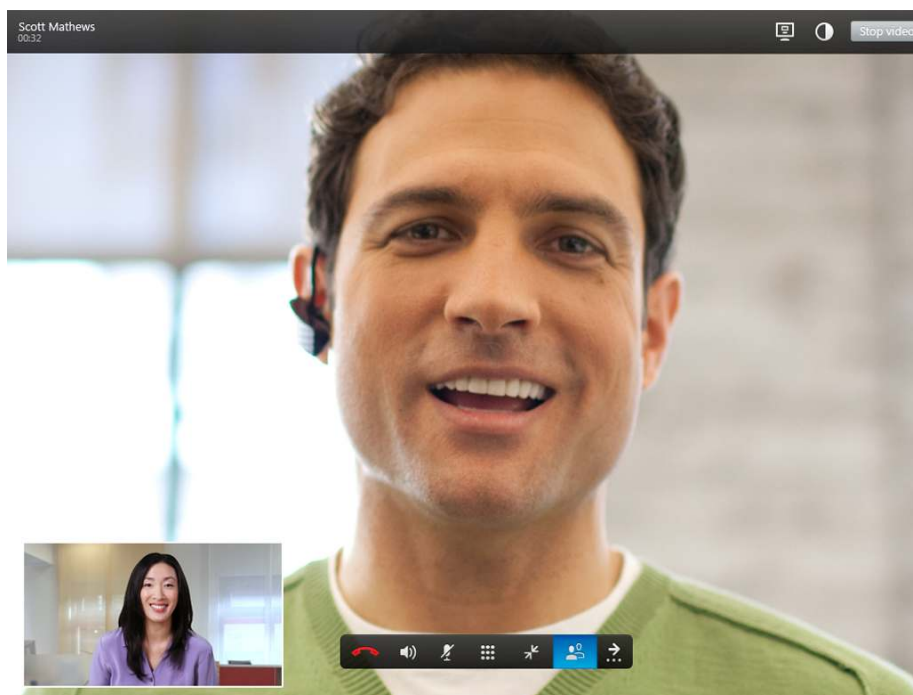
## Quickly Communicate with Borderless Enterprise-Class Instant Messaging

Instant messaging is an important communication option that lets you efficiently interact in today's multitasking business environment. Cisco Jabber delivers enterprise-class instant messaging capabilities that are based on the Extensible Messaging and Presence Protocol (XMPP). The solution provides personal and group chat so you can quickly connect with your business colleagues. Chat history and server-based logging capabilities allow you to view the content of prior chats and to store messages for convenience, compliance, and regulation purposes. Instant messaging is integrated with other communication capabilities so you can simply move between chats, audio conversations, and web conferences. You can even share presence and send instant messages to people outside your organization who may not be using Cisco Jabber. The enterprise-class instant messaging capabilities of Cisco Jabber provide more efficient, highly secure, flexible, and borderless collaboration.

## Bring Business-Class IP Telephony to the Desktop

Cisco Jabber delivers business-quality voice and video to your desktop. Powered by the market-leading Cisco® Unified Communications Manager, Cisco Jabber is a soft phone with wideband and high-fidelity audio, standards-based high-definition video (720p), and desk phone control features. These features mean that high-quality and high-availability voice and video telephony is available at all locations and to users' desk phones, soft clients, and mobile devices. Cisco Jabber makes voice communications simple, clear, and reliable (Figure 2).

**Figure 2.** High-Definition Video with Integrated Audio Controls



## Accelerate Team Performance with Multiparty Conferencing and Collaboration

Cisco Jabber provides for smooth escalation to desktop sharing or Cisco WebEx® conferencing and collaboration solutions. You can instantly share documents and expand chats and conversations to multiparty voice, video, and web conferencing.

## Collaborate from Common Business Applications

You can access the capabilities of the Cisco Jabber application from common desktop applications such as Microsoft Outlook, including lighting up presence and click-to-communicate (instant message and audio and video calling) capabilities. For certain versions of Microsoft Outlook, you can use the Microsoft contact card click-to-communicate icons directly from within the application to save time and streamline workflows because you can view user availability and initiate communications such as personal and group voice, video, and chat sessions without having to switch between applications.

Table 1 outlines features and benefits that apply to Cisco Jabber for Windows Version 9.6.

**Table 1.** Features and Benefits

Feature	Benefit
<b>Communication integration</b>	Use a single, intuitive interface for instant messaging with individuals and groups, IP telephony, visual voicemail, voice and web conferencing, desktop sharing <sup>1</sup> , chat history, and integrated directories.
<b>Presence</b>	<p>View real-time availability of co-workers and colleagues within and outside the enterprise network.</p> <ul style="list-style-type: none"><li>• Exchange and display presence availability information and instant messages with other Cisco Jabber users, Cisco Unified Personal Communicator, Cisco WebEx Connect®, Microsoft Office Communicator and Lync, IBM Lotus Sametime, AOL, GoogleTalk, and many other XMPP-compatible clients.</li><li>• Exchange presence information with mobile handsets using Cisco Jabber or third-party XMPP-compatible clients.</li><li>• Display customized availability messages.</li><li>• Your status is updated automatically when you are in a Cisco WebEx meeting or sharing an application.</li><li>• Show your availability based on the free and busy status in your Microsoft Outlook Calendar or Exchange Server<sup>2</sup>.</li></ul>
<b>Enterprise instant messaging</b>	<p>Chat in real time using instant messaging to save time and reduce phone tag. Several chat modes are supported, ranging from:</p> <ul style="list-style-type: none"><li>• Point-to-point chat with co-workers inside your network, or supported federated business and personal contacts.</li><li>• Group chat, which enables multiple colleagues to communicate and collaborate in a single discussion.</li><li>• Personal instant messaging history for your reference.</li></ul>
<b>Predictive search</b>	Look up contacts quickly. Predictive search offers you suggestions as you type in a search query and can index your Jabber® contact list and recent contacts.
<b>Media escalation</b>	Choose the right communication tool for your situation. Escalate from a chat to an audio call, video call, desktop share, or web meeting. Media escalations are as easy as clicking a button.
<b>Desktop share</b>	Communicate ideas quickly by instantly sharing what is on your desktop. With the Jabber application you can share your desktop with other Jabber users as well as Cisco and other standards-based video endpoints <sup>3</sup> .
<b>Integrated voice and video telephony</b>	<p>Exchange ideas face-to-face with coordinated video display on the PC screen and voice conversation with a soft phone.</p> <ul style="list-style-type: none"><li>• Make, receive, and control your phone calls whether you are in or out of the office.</li><li>• Business-quality video communication up to high-definition and high-fidelity wideband audio is supported.</li><li>• Standards-based video means you are not restricted to collaboration with just other Jabber clients. You can use voice, video, and even desktop share when interacting with telepresence endpoints and room-based and multipoint videoconferencing systems.</li><li>• A variety of call-control options are available, including mute, call transfer, call forwarding, and impromptu conferencing.</li><li>• The enterprise-class IP telephony reliability and failover features of Cisco Unified Communications Manager are supported.</li></ul>
<b>Conferencing</b>	<p>Initiate multiparty voice and web meetings.</p> <ul style="list-style-type: none"><li>• Group chat and audio conference sessions are as simple as clicking a button, eliminating the need to use other applications and interfaces to schedule, invite, or join conferences.</li><li>• Initiate a web meeting session directly from the Cisco Jabber client using Cisco WebEx conferencing to share content, such as a presentation, document, or your desktop<sup>1</sup>.</li></ul>

Feature	Benefit
<b>Chat history</b>	Access a history of your instant messaging conversations.
<b>Visual voice message access</b>	View, play back, and delete voice messages from Cisco Unity® Connection.
<b>Microsoft Outlook integration</b>	See user availability and click to initiate chat sessions or voice and video calls, or launch web collaboration sessions directly from Microsoft Outlook, including: <ul style="list-style-type: none"> <li>• Microsoft Outlook 2007</li> <li>• Microsoft Outlook 2010</li> <li>• Microsoft Outlook 2013</li> </ul>
<b>Encryption</b>	Encrypt instant messaging communications using up to 256-bit Advanced Encryption Standard (AES) encryption and Transport Layer Security/Secure Sockets Layer (TLS/SSL) connections.
<b>Single Sign-On (SSO)<sup>1</sup></b>	SSO allows companies to use their SSO system to simplify the management of the Cisco Jabber application. With SSO, you more securely log in to Jabber IM and presence using your corporate login credentials.
<b>Enterprise policy management</b>	Set granular policies to determine which features and capabilities your Cisco Jabber end users can or cannot access.
<b>Flexible deployment models</b>	You can deploy Cisco Jabber for Windows on-premises or on-demand, offering your IT department the flexibility to choose the model that best suits your business.
<b>Virtual environments</b>	You can deploy Cisco Jabber for Windows in virtual environments using Citrix XenDesktop and Citrix XenApp: <ul style="list-style-type: none"> <li>• Citrix XenDesktop 5.0 or 5.5</li> <li>• Citrix XenApp 5.0, 6.0, or 6.5 Enterprise Edition for Windows 2008 R2 64-bit, published desktop</li> <li>• VMWare View 5.0, 5.1, and 5.2</li> </ul>
<b>Localization</b>	Languages supported include: Arabic, Bulgarian, Catalan, Croatian, Czech, Danish, German, Greek, English, Spanish, Finnish, French, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Dutch, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Swedish, Thai, and Turkish.

<sup>1</sup> Feature available for on-demand deployment only.

<sup>2</sup> Feature available for on-premises deployment only.

## System Requirements

Table 2 outlines system requirements that apply to Cisco Jabber for Windows Version 9.6.

**Table 2.** System Requirements

<b>Operating system</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows 8, 32-bit</li> <li>• Microsoft Windows 8, 64-bit</li> <li>• Microsoft Windows 7, 32-bit</li> <li>• Microsoft Windows 7, 64-bit</li> <li>• Microsoft Windows Vista, 32-bit</li> <li>• Microsoft Windows Vista, 64-bit</li> <li>• Microsoft Windows XP, 32-bit with Service Pack 3</li> </ul>
<b>Minimum CPU speed and type</b>	<ul style="list-style-type: none"> <li>• Mobile AMD Sempron Processor 3600+ at 2 GHz</li> <li>• Intel Core 2 CPU T7400 at 2.16 GHz</li> </ul>
<b>Installed RAM</b>	<ul style="list-style-type: none"> <li>• 1.87-GB RAM (XP SP3)</li> <li>• 2-GB RAM (Windows 7)</li> </ul>
<b>Free physical memory</b>	<ul style="list-style-type: none"> <li>• 128 MB</li> </ul>
<b>Disk space</b>	<ul style="list-style-type: none"> <li>• 256 MB</li> </ul>
<b>Graphics Processing</b>	<ul style="list-style-type: none"> <li>• DirectX 9 (XP SP3)</li> <li>• DirectX11 (Windows 7)</li> </ul>
<b>I/O ports</b>	<ul style="list-style-type: none"> <li>• When using USB cameras and audio devices, USB 2.0 is required</li> </ul>

Table 3 outlines system requirements for Cisco Unified Communications.

**Table 3.** Cisco Unified Communications System Requirements

<b>Cisco Unified Communications Manager (Standard and Business Editions)</b>	<ul style="list-style-type: none"> <li>• 8.6(2) or later</li> </ul>
<b>Cisco Unified Presence</b>	<ul style="list-style-type: none"> <li>• 8.0(3) or later</li> </ul>
<b>Cisco WebEx Messenger Service</b>	<ul style="list-style-type: none"> <li>• 7.5 or later</li> </ul>
<b>Contact Search Services</b>	Cloud-based sources: <ul style="list-style-type: none"> <li>• WebEx® Messenger Contact Service</li> </ul> On-premises sources: <ul style="list-style-type: none"> <li>• Active Directory for Windows Server 2003 R2</li> <li>• Active Directory Domain Services for Windows Server 2008 R2</li> <li>• OpenLDAP</li> <li>• Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM)</li> </ul>
<b>Cisco Unified IP Phones (Computer telephony integration [CTI]-enabled)</b>	<ul style="list-style-type: none"> <li>• Cisco Cius® tablet</li> <li>• Cisco Unified IP Phone 9900 Series</li> <li>• Cisco Unified IP Phone 8900 Series</li> <li>• Cisco Unified IP Phone 7900 Series</li> <li>• Cisco Unified IP Phone 6900 Series</li> </ul>
<b>Cisco Conferencing</b>	<ul style="list-style-type: none"> <li>• Cisco TelePresence® MCU 4500 Series</li> <li>• Cisco TelePresence Server 7010</li> <li>• Cisco TelePresence Server 8000</li> <li>• Cisco Unified Videoconferencing 7.0 5115</li> <li>• Cisco WebEx Meeting Center T26L SP 20</li> <li>• Cisco WebEx Meeting Center T27L SP 9</li> <li>• XML Application Programming Interface (API) 5.8</li> </ul>
<b>Voicemail playback</b>	<ul style="list-style-type: none"> <li>• Cisco Unity Connection 8.5 or later</li> </ul>
<b>Cisco Unified Survivable Remote Site Telephony (SRST)</b>	Cisco Jabber for Windows supports the following features with Cisco Unified Survivable Remote Site Telephony Version 8.5: <ul style="list-style-type: none"> <li>• Basic call functions</li> <li>• Ability to hold and resume calls</li> </ul> Cisco Jabber for Windows requires an active connection to the presence server to successfully fall back to SRST

## Warranty Information

Find warranty information on Cisco.com at the [Product Warranties](#) page.

## Ordering Information

Cisco Jabber for Windows is a single client that can connect to either the Cisco Collaboration Cloud or the Cisco Unified Presence Server for IM and Presence. The ordering mechanism will vary based on the deployment model selected.

To order Cisco Jabber for Windows hosted in the Cisco Collaboration Cloud, please review the [WebEx Global Price List](#).

To order Cisco Jabber for Windows deployed on the Cisco Unified Presence Server, please visit the [Cisco Ordering Home Page](#). For complete ordering information, refer to Table 4.

Cisco Jabber for Windows is a part of Cisco Unified Workspace Licensing. Please visit [http://www.cisco.com/go/workspace\\_licensing](http://www.cisco.com/go/workspace_licensing) for more information and to determine whether Cisco Unified Workspace licensing is appropriate for your organization.

To download software, visit the [Cisco Software Center](#).

**Table 4.** Cisco Jabber for Windows Ordering Information

Deployment Model	Configuration	Part Number
On-demand	IM-Only	L-WBX-IM1-NH - <b>minimum 25 seats</b> <b>OR</b> L-WBX-CON-IM - <b>minimum 250 seats</b>
	IM and Unified Communications	L-WBX-IM1-NH <b>OR</b> L-WBX-CON-IM <b>AND</b> JAB9-DSK-K9
On-premises	IM-Only	CUP-USERJABDSK-LIC <sup>*</sup>
	IM and Unified Communications	JAB9-DSK-K9

<sup>\*</sup> Please refer to Cisco Unified Presence Server ordering information at [Cisco Ordering Home Page](#) to get more details about the IM-only bundle option.

**Note:**

- With each order of Cisco Jabber for Windows (deployed on the Cisco Unified Presence Server), you will receive a product authorization key (PAK) and a document confirming your purchase and notifying you of the location for downloading the software.
- All Cisco Unified IP Phones, including Cisco Jabber for Windows, require the purchase of a phone technology license.
- Cisco Jabber for Windows (deployed on the Cisco Unified Presence Server) is available as part of the Cisco eDelivery application. With Cisco eDelivery, partners can assist customers in managing and downloading their software license entitlement documentation, including Right To Use, End User License Agreement, and License Claim Form, through the email channel rather than relying on paper delivery.

## Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a highly secure, resilient Cisco Unified Communications Solution so you can meet aggressive deployment schedules and accelerate your business advantage. The Cisco portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

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## For More Information

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



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