



## Frequently Asked Questions



## Cisco Jabber for iPad Frequently Asked Questions

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Revised: March 13, 2013,

# Introduction

Cisco Jabber for iPad is a Unified Communications application that provides instant messaging (IM), video and voice calling, corporate directory search, availability, and voicemail. Cisco has designed this application to make managing work easier for you, wherever you go.

For more information about Cisco Jabber for iPad, read these FAQs.



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**Note** Your organization may not support all of the features discussed in this document. Your account type and settings also determine the actual features available to you. Contact your administrator for more information.

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## Basics

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**Q.** Which account do I have?

**A.** Check with your administrator.

**Q.** What account should I use when I sign in to Cisco Jabber for iPad the first time?

**A.** Enter your corporate email address. For example, `username@yourcompany.com`.

**Q.** I have one IM account and one video or voice calling account. How do I access both accounts?

**A.** Cisco Jabber for iPad will attempt to sign in to your IM account when you start the application for the first time. Your voice and video calling account can then be configured after you have successfully signed in.

| <b>If you have accounts for both...</b>                                 | <b>Action...</b>   |
|---|--|
| Cisco WebEx Messenger and Cisco Unified Communications Manager          | After you sign in, set up Unified Communications Manager in Settings.          |
| Cisco WebEx Messenger and Cisco TelePresence Video Communication Server | After you sign in, set up TelePresence Video Communication Server in Settings. |
| Cisco WebEx Messenger and Cisco Jabber Video for TelePresence           | After you sign in, set up Jabber Video for TelePresence in Settings.           |
| Cisco Unified Presence and Cisco Unified Communications Manager         | After you sign in, set up Unified Communications Manager in Settings.          |

**Q.** I'm signing in for the first time. How do I obtain all the required information?

**A.** Check your email. Your administrator should already have provided you with information you need to enter when you sign in to Cisco Jabber for iPad.

**Q.** How do I manually set up my account information when signing in?

**A.** Enter your email address on the **Welcome** screen and select **Continue**. Select **Manual Setup and Sign-in** to manually set up your account information.

**Q.** How do I manually set up my Cisco Jabber Video for TelePresence or Cisco Jabber Video Plus for WebEx TelePresence account?

**A.** Select **Jabber Video for TelePresence** on the **Manual Setup and Sign-in** screen and input your account credentials to sign in to your account.

**Q.** Can I make emergency calls using Cisco Jabber for iPad?

**A.** Using your iPad as a phone may not provide the most timely or accurate location data for an emergency call such as 911, 999, and 112. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. Use your device as a phone only as a last resort during an emergency. Cisco is not liable for resulting errors or delays.

**Q.** Does Cisco Jabber for iPad support Bluetooth headsets?

**A.** Cisco Jabber for iPad supports audio input and output through Bluetooth headsets. The Bluetooth headset must be paired with the iPad before it can be used. Select **Settings > General > Bluetooth** in iOS to pair the headset with the iPad.

**Q.** Can Cisco Jabber for iPad be launched from third party applications?

**A.** Yes. Cisco Jabber for iPad can be launched from Safari or other browsers to perform one of the following tasks:

- Call a phone number
- Initiate chat
- Place a video call

See the *Administration Guide* for details on launching Cisco Jabber for iPad from third party applications.

## Connectivity

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**Q.** Can I use Cisco Jabber for iPad when I am not physically within my company Wi-Fi network?

**A.** Connect to your corporate Wi-Fi network for best performance in Cisco Jabber for iPad. When you are in the office, Cisco Jabber for iPad connects you to the company Wi-Fi network directly. When you are away from the office, you can connect to your company network over any other Wi-Fi network using a VPN (virtual private network) connection. You must set up a VPN connection before starting the app. You can use the Apple iOS Connect on Demand VPN feature to avoid manual VPN set up. Contact your administrator if you need assistance.



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**Note** This feature requires certificate-based authentication.

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**Note** Cisco recommends using Cisco AnyConnect Secure Mobility Client for your VPN connection.

See this table for more details.

| Account                                       | Is VPN required for remote access?  |
|---|---|
| Cisco WebEx Messenger                         | No. You can use it over any Wi-Fi or 3G connection.   |
| Cisco Unified Presence                        | Yes. Connect on Demand VPN applicable.  |
| Cisco Unified Communications Manager          | Yes. Connect on Demand VPN applicable.  |
| Cisco TelePresence Video Communication Server | <ul style="list-style-type: none"> <li>• No, if you are using Cisco TelePresence Video Communication Server (VCS) Expressway.</li> <li>• Yes, if you are not using Cisco VCS Expressway. Connect on Demand VPN not applicable.</li> </ul> <p>Contact your administrator for more information.</p>   |
| Cisco Jabber Video for TelePresence           | <p>No. You can use it over any Wi-Fi connection.</p> <p><b>Note</b> The person you call must be using a standards-based video device that is set up for offnet calling. For example, the person could be a user of</p> <ul style="list-style-type: none"> <li>• Cisco Jabber Video running on Mac, Windows, or iPad</li> <li>• Any telepresence system connected externally using VCS Expressway</li> </ul> |

**Q.** Can I use Cisco Jabber for iPad over a 3G or 4G network?

**A.** You can allow Cisco Jabber for iPad to connect using your 3G or 4G network. However, because voice and video quality over 3G or 4G varies depending on the quality of the network connection, Cisco does not provide support to troubleshoot 3G or 4G connectivity issues.

**Q.** I'm using Cisco Jabber for iPad away from my office. I notice that the video or voice call quality is not as good as it is when I'm in the office.

**A.** The video and voice quality of calls varies depending on the Wi-Fi or mobile data network connection. Cisco does not troubleshoot connectivity issues when users of Cisco Jabber for iPad are on 3G or 4G mobile data networks or non-corporate Wi-Fi networks over a VPN connection using applications such as Cisco AnyConnect Secure Mobility Client.

**Q.** Does Cisco Jabber for iPad support both free and paid Cisco Jabber Video for TelePresence accounts?

**A.** Yes. Cisco Jabber for iPad supports both free and paid Cisco Jabber Video for TelePresence accounts.

**Q.** Does Cisco Jabber for iPad support Connect on Demand VPN?

**A.** Yes. Cisco Jabber for iPad supports the Connect on Demand VPN feature. Cisco AnyConnect Secure Mobility Client must be installed on the iPad and configured with the appropriate certificates. Contact your administrator for assistance in configuring this feature.



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**Note** The feature is supported through Cisco Unified Communication Manager, Cisco Unified Presence, or Cisco Unified Communications Manager working in conjunction with Cisco Unified Presence. The feature is also supported with Cisco WebEx Messenger working in conjunction with Cisco Unified Communications Manager.

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**Q.** How can I take advantage of the Connect on Demand VPN feature?

**A.** The Connect on Demand VPN feature allows a user to create VPN connections automatically inside of the application instead of manually setting one up before use. Contact your administrator if you need assistance in configuring this feature.

## Instant Messaging

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**Q.** Can I be signed in to my IM account on my iPad and other devices at the same time?

**A.** Yes, unless your organization requires Advanced Encryption Standard (AES) for chat conversations.

**Q.** What happens to my chats when I'm signed in to multiple devices?

**A.** Until you respond, you receive chat messages on all the devices where you're signed in. After you respond to a message from one of the devices, subsequent messages will be exchanged only on the device where you responded in the first place.

**Q.** How do I send a chat message to someone?

**A.** Follow these steps:

- 1 Search for or select the contact from Contacts, Favorites, Chats, or Recents.
- 2 Tap **Chat**.

**Q.** Why don't I see the Chat button?

**A.** Chat is unavailable if you're signed in with only Cisco TelePresence Video Communication Server, Cisco Jabber Video for TelePresence, or Cisco Unified Communications Manager.

**Q.** How do I turn on or off the sound for sending or receiving chats?

**A.** Follow these steps:

- 1 Go to Settings.
- 2 Select **Sounds**.
- 3 Select **ON** or **OFF** for the option you want to control.

**Q.** How do I delete chat conversations with a contact?

**A.** Follow these steps:

- 1 Go to Chats.
- 2 Tap **Edit**.
- 3 Select the icon with a horizontal line to the left of the contact's name and then select **Delete**.




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**Note** You can clear all chats at one once by selecting **Clear > Clear All Chats**.

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**Q.** Is my chat history saved in Cisco Jabber for iPad?

**A.** No. All chats are deleted when you sign out.

## Calls

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**Q.** I'm signed in with my IM account. How do I turn on video and voice calling?

**A.** See this table for details:

| <b>If you're signed in with your Cisco WebEx Messenger account...</b>   | <b>If you're signed in with your Cisco Unified Presence account...</b>  |
|---|---|
| Go to Settings, select <b>Cisco Video and Voice Calling</b> , and then set up the account you want to use: <ul style="list-style-type: none"> <li>• Unified Communications Manager</li> <li>• TelePresence Video Communication Server</li> <li>• Jabber Video for TelePresence</li> </ul> | Go to Settings, select <b>Cisco Video and Voice Calling</b> , and then set up Unified Communications Manager. |

**Q.** How can I call someone?

**A.** Search for or select the contact from Contacts, Favorites, Chats, or Recents and then tap **Call**.

If the contact is using TelePresence Video Communication Server or Jabber Video for TelePresence, tapping **Call** places a call to the contact's video address directly.

If the contact is using IM and Unified Communications Manager, available call destinations may include the contact's work number, mobile number, and device. You can make a "device" call if the contact is using a Jabber application on an iPad or a Windows computer.

**Q.** Does my video automatically start after a call is connected?

**A.** If the **Send video automatically for calls** setting in **Settings > General > Video** is On, it will start automatically. If it is Off, Cisco Jabber for iPad will not transmit your video to the network. You can manually turn on video after the call is connected.

**Q.** Can I view my own video before a call?

A. Yes. To show self-view, tap the video icon in the upper-right corner. Tap again to hide self-view.

Q. Can I send chat messages when I'm signed in to a video or voice calling account?

A. Chat is unavailable if you're signed in with only TelePresence Video Communication Server, Jabber Video for TelePresence, or Unified Communications Manager.

Q. I see the text "Jabber (Recording)" in a red bar spanning the top of my home screen. Am I being recorded by Cisco?

A. No, it does not mean you are being recorded by Cisco. "[App name] (Recording)" is a standard Apple statement that appears on iPad or iPhone devices when any application is using the microphone in the background. The statement about Jabber indicates that you are connected with audio in a call.

Q. Does Cisco Jabber for iPad support URI dialing?

A. Yes. Cisco Jabber for iPad supports calling using direct URI input. A URI used for dialing takes the form of **[username]@[host]**. This may or may not be the same as a user's e-mail address or their instant messaging identifier. Consult with your administrator for information about URI dialing in your corporate network.



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**Note** URI dialing is supported in Cisco Unified Communications Manager 9.0 and higher.

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## Cisco WebEx Meetings

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Q. How can I start a Cisco WebEx meeting with someone?

A. Before you can start a meeting from Cisco Jabber for iPad, ensure that you have performed these tasks:

- Set preferences for Cisco WebEx meetings in Cisco Jabber or Cisco WebEx Messenger running on your desktop computer. You will use the same credentials when signing into the Cisco WebEx Meetings app.
- Install the Cisco WebEx Meetings app on your iPad.
- Sign in to the Cisco WebEx Meetings app using your WebEx Meeting Center host account. Enter the site URL, email address, and password that match the preferences you set for Cisco WebEx meetings in Cisco Jabber or Cisco WebEx Messenger.
- Sign in to Cisco Jabber for iPad using your Cisco WebEx Messenger account.



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**Note** You cannot start WebEx meetings if you're signed in with a Unified Presence account.

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- Provide the invitee with the meeting password if you have set up a meeting password for your instant meetings.



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**Note** To check or reset the meeting password for your instant meetings, edit the settings in the Cisco WebEx Productivity Tools.

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Follow these steps to start a meeting:

- 1 Select the contact.
- 2 Provide the contact with the meeting password if a meeting password is required for your instant meetings.
- 3 Tap **WebEx Meeting** on the contact's profile.

**Q.** How can I join a WebEx meeting?

**A.** You can join a Cisco WebEx meeting if you have the Cisco WebEx Meetings app installed and are signed in to Cisco Jabber for iPad with either a Cisco WebEx Messenger or Cisco Unified Presence account. When someone invites you to a Cisco WebEx meeting, you receive an invitation in a chat message. Tap the meeting link in the message to join the meeting.

## Contacts, Availability, and Directory Search

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**Q.** Are my contacts in the Contacts app available in Cisco Jabber for iPad?

**A.** Yes, your local contacts in the Contacts app are imported when you first sign in to Cisco Jabber for iPad using your Unified Communications Manager account. When you're signed in to Cisco Jabber for iPad with your Unified CM account, the contacts you add in Cisco Jabber for iPad also get added to the Contacts app.



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**Note** Native iPad contacts are only shown when logged into your Unified CM account and no other accounts. For example, native iPad contacts would not be shown if you were logged into both your Cisco Unified Presence and Unified CM accounts.

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**Q.** Why do I see the same contact appear in both the TelePresence Contacts group and another group?

**A.** The TelePresence Contacts group appears if you sign in using a Cisco WebEx Messenger account and then set up either Cisco TelePresence Video Communication Server or Cisco Jabber Video for TelePresence in the app. You see the same contact in two different groups if you've had a video call as well as a chat with the contact.

**Q.** How can I communicate with my contacts?

**A.** Cisco Jabber for iPad allows you to communicate in any of these ways:

- Send a chat message by tapping **Chat**.
- Make a call by tapping **Call** and selecting a call destination.
- Send an email message by tapping the email address on the contact's profile.

**Q.** How do I change my availability status?

**A.** Follow these steps:

- 1 Tap your name, which appears next to your photo in the upper-left corner.

2 Make your changes in the **Status** window.

Availability status is available if you're signed in with an account for WebEx Messenger or Unified Presence.

**Q.** Why is my availability status inaccurate?

**A.** If you're signed in to your IM account on multiple devices, such as on iPad, iPhone, and a computer, your availability status may not be accurate. Availability status is based on calculated availability from the devices where you're signed in.

**Q.** Can I rearrange the contacts in Contacts?

**A.** No. You can only delete contacts in Contacts.

**Q.** How do I delete a contact?

**A.** Follow these steps:

- 1 Go to Contacts or Favorites.
- 2 Tap **Edit**.
- 3 Select the icon with a horizontal line to the left of the contact's name and then tap **Delete**.

**Q.** How do I search for a contact?

**A.** You can search for a contact in My Contacts, your corporate directory, or your TelePresence directory. Follow these steps:

| <b>To search in My Contacts:</b>   | <b>To search in my corporate or TelePresence directory:</b>   |
|--|---|
| <ol style="list-style-type: none"><li>1 Tap the search box in Contacts.</li><li>2 Select <b>My Contacts</b>.</li><li>3 In the search box, type the name, username, or email address.</li><li>4 Select the contact in the search results.</li></ol> | <ol style="list-style-type: none"><li>1 Tap the search box in Contacts.</li><li>2 Select <b>Corporate Directory</b>, <b>Directory</b>, or <b>TelePresence Directory</b>, depending on which account you are using.</li><li>3 In the search box, do one of the following:<ul style="list-style-type: none"><li>• For directory or corporate directory, type the name, username, or email address.</li><li>• For TelePresence directory, type the first or last name.</li></ul></li><li>4 Select the contact in the search results.</li></ol> |

**Q.** How do I add a contact?

**A.** Tap the plus sign in Contacts.

You can also add a contact by tapping **Add to Contacts** on the contact's profile.

**Q.** How do I add a contact to Favorites?

**A.** Add a favorite using one of these ways:

- Select the contact and then tap the star icon next to the photo on the contact's profile.
- Go to Favorites and then tap the plus sign.

**Q.** How do I rearrange contacts in Favorites?

**A.** Follow these steps:

- 1 Tap **Edit**.
- 2 Move a contact up and down by dragging the icon with triple lines.

## Recents and Voicemail

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**Q.** How do I access my voicemail?

**A.** Voicemail is available if you've set up Cisco Unified Communications Manager in Cisco Jabber for iPad.

To access your voicemail, go to **Recents > Voice Messages**.

**Q.** Why don't I see the Recents tab?

**A.** The **Recents** tab is not displayed if voice and video calling is not configured. Set up your voice and video calling accounts to display the **Recents** tab. Go to **Settings > Cisco Video and Voice Calling** to configure these accounts.

**Q.** What is a voicemail pilot number? Do I need to set it up?

**A.** When you call your voicemail from Cisco Jabber for iPad, the application uses the voicemail pilot number that you set up.

To set up your voicemail pilot number, go to **Settings > Voicemail Pilot Number**. Contact your administrator to obtain this number.

## Support and Feedback

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**Q.** Where can I get support for Cisco Jabber Video for TelePresence?

**A.** Cisco Jabber Video for TelePresence is a self-help service. Visit <https://www.ciscojabbervideo.com/support> to post questions in the forums or consult the documentation.

**Q.** My system administrator requested that I send a problem report by email. How do I do that?

**A.** To send a problem report by email, follow these steps:

- 1 Set up an email account on your iPad if you have not done so.

- 2 In Cisco Jabber for iPad, tap **Settings icon > Help > Send Problem Report**.
- 3 Enter your description in the body of the email message and then send it to your administrator.

**Q.** I am experiencing video issues. What can I do?

**A.** Contact your system administrators. If they request that you send them logs, follow these general steps:

- 1 Turn on **Detailed Logging for Video**, which is accessible through **Settings icon > Help**.



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**Note** By default, the setting is off. Logging activities can reduce the video quality on your device. Therefore, we recommend against turning it on unless your administrator asks you to.

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- 2 Reproduce the issue.
- 3 Send a problem report.



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**Note** For more information about sending problem reports, see the previous topic.

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- 4 Recommended. Turn off **Detailed Logging for Video**.

**Q.** How do I reset my Cisco WebEx Messenger password?

**A.** Go to the following site to reset your Cisco WebEx Messenger password:

<https://swapi.webexconnect.com/wbxcpip/forgotpassword.html>

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