

Frequently Asked Questions



Frequently Asked Questions: Cisco Jabber 9.1(1) for iPhone

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FAQs

Q. What is Cisco Jabber for iPhone?

A. Cisco Jabber for iPhone is an application for iPhone and iPod Touch, obtained from the App Store. Cisco Jabber lets you manage your work calls using either the Internet or your mobile voice network.

When you are in the office, you connect to the corporate network directly. When you are away from the office, you can use any Wi-Fi connection, but you also must use a VPN connection to your corporate network. You must set up this VPN connection before you use Cisco Jabber. Contact your system administrator if you need assistance.



Note The features described in these FAQs depend on the Cisco Jabber setup. Your organization may not support all of the features discussed in this document. Contact your system administrator for more information.



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.

Basics

Q. What features does Cisco Jabber provide?

A. Using Cisco Jabber, you can:

- Make and receive calls using your work number
- Use advanced calling features such as conference calls, call transfer, and call park
- Access your work voicemail system
- Search your corporate directory
- View information about your contact's reporting structure.
- Launch IM chat sessions with contacts
- View your call history for calls managed using Cisco Jabber
- Move calls between your desk phone and iOS device
- Call coworkers by saying their names using Voice Dialing

Q. How do I set up Cisco Jabber for the first time?

A. If Jabber is not already set up, you can enter Cisco Jabber settings manually.

Ask your system administrator for the information that is required for your company's setup of the following:

- Phone Services
- Voicemail
- Corporate Directory

After you install Cisco Jabber, set up the application by completing the following steps:



Note Your system administrator can prepopulate some or all of the fields, depending on your company's Cisco Jabber setup.

- 1 On the Welcome screen, tap **Enter Account Settings**.
- 2 Tap **Begin**.
- 3 On the Unified Communications Manager setup screen, tap **Continue** and complete the following steps:
 - a In the Device ID field, enter the device ID.
 - b In the TFTP Server field, enter the IP address for the TFTP server.
 - c Tap **Save**.
 - d If prompted, enter your SIP Digest Authentication username and password.
SIP Digest Authentication is a security measure that your corporate calling system uses to authenticate your device.
- 4 Tap **Yes** to enter Voicemail settings:
 - Username
 - Password
 - Server
 - Port
- 5 Tap **Save**.
- 6 Tap **Yes** to enter Corporate Directory settings:
 - Server
 - Port
 - Search Base
 - Username
 - Password
- 7 Turn on **Use SSL** if required.

8 Tap **Save**.

Q. What do the icons at the bottom of the screen do?

A.

Icon	Description
	Favorites—Add frequently called work contacts to your Cisco Jabber Favorites.
	Recents—View your call history for calls that you placed, received, and missed using Cisco Jabber.
	Contacts—Access your iOS device Contacts and search your corporate directory.
	Keypad—Dial numbers directly.
	Voicemail—View and listen to your work voice messages.

Q. I don't see my notifications for new Cisco Jabber calls and voice messages. What can I do?

A. Use the following steps to ensure that Cisco Jabber notifications appear:

- 1 Tap the native iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Tap **Alerts**.
- 5 To see a count of missed calls or voice messages on the **Cisco Jabber** icon, turn on **Badge App Icon**.

- 6 To hear Cisco Jabber ring while in the background, turn on **Sounds**.
- 7 To hear Cisco Jabber ring or to see alerts while the phone is locked, turn on **View in Lock Screen**.

Q. I don't see all of these features in Cisco Jabber. How do I access them?

A. Contact your system administrator. Many features must be set up by the administrator before they are available to you.

Q. What do the icons in the status bar mean?

A. The icons indicate your connection status. Tap the icon to view details about the connection status.

Icon	Description
	You are connected and all (administrator-activated) Cisco Jabber features are available.
	Your Phone Services features are available, but there is an error establishing a connection with one of your other services including voicemail, corporate directory, or integrated desk phone. Tap the icon to view details about which features are unavailable. Contact your system administrator for additional assistance.
	Cisco Jabber cannot establish a connection with the Phone Services service.
	<p>Phone Services are disabled because your device is connected over your mobile data network. This indicator applies only if your administrator did not enable the Dial via Office feature. If you want to use Phone Services over your mobile data network, tap the Settings icon, , and turn on Allow under Mobile Data Network Connections.</p> <p>Note The voice quality of calls varies depending on the Wi-Fi or mobile data network connection. Cisco Technical Assistance Center (TAC) cannot troubleshoot connectivity or voice quality when you use mobile data networks or noncorporate Wi-Fi networks.</p>



Note iOS does not automatically launch Cisco Jabber when you restart your iOS device. Launch Cisco Jabber at startup to receive and place calls.

Q. How do I view details about features that are not connecting properly?

A. Do one of the following to view the connection status:

- Tap the icon in the status bar.
- Tap **Settings > Troubleshooting > Connection Status**.

The connection status displays one of the following status messages for desk phone integration, directory, phone services, and voicemail, if they are set up:

- **Connected**—Feature is set up and connected properly.
- **Connecting**—Feature is currently making a connection attempt.
- **Disconnected**—Feature is set up but is not currently connected. You might not be properly connected to the network, or the server might be down.
- **Error**—Feature is not currently set up or connected. You might have entered an incorrect password.
- **Unknown**—Feature status is unknown. Contact your system administrator to verify your account settings.

Q. How do I view details about the networks that my system administrator set up as corporate Wi-Fi networks?

A. Tap **Settings > Troubleshooting > Preset Wi-Fi Networks**.

On this screen, you can view a list of the networks that your administrator set up as corporate Wi-Fi networks.

If your administrator set up your system to use Cisco AnyConnect Secure Mobility Client with automatic VPN connection, Cisco Jabber does not attempt to automatically connect with VPN from the networks listed on the Preset Wi-Fi Networks screen.

Q. Can I use a wired headset with Cisco Jabber?

A. Yes, if you connect a supported wired headset to your iPhone, you can use it with all Cisco Jabber features.



Tip If you connect or disconnect a headset during a call while Cisco Jabber is running in the background, your call might be automatically put on hold. Just tap **Resume** to continue the call.

Q. Can I use a Bluetooth headset with Cisco Jabber?

A. If you are using a supported iPhone device, you can use a Bluetooth headset with Cisco Jabber.

Additionally, we recommend that you use Bluetooth headsets only when using Cisco Jabber on an enterprise-class, voice-ready Wi-Fi network, away from interference from other devices, such as microwaves and cordless phones.

- 1 Enable Bluetooth for Cisco Jabber by tapping **Settings** and turning Bluetooth on.
- 2 Pair the Bluetooth device with your iPhone.
- 3 Make the call. It can take up to 2 seconds for the Bluetooth audio to fully connect.
- 4 While in a call or in Voicemail, you can toggle between the Bluetooth device, speakerphone, and iPhone.



Note You cannot use the Bluetooth headset buttons with Cisco Jabber.

Q. Why doesn't the Audio Route button () display when I'm in an Internet call and my Bluetooth headset is connected?

A. Another application on your iPhone changed the audio setting. Follow these steps to return the audio to your Bluetooth headset:

- 1 Press the **Home** button twice to display the multitasking tray.
- 2 Slide your finger to the right twice to display the volume slider.

3 Tap the audio button and choose your Bluetooth device.

Q. While on a call using a headset, why can't I hear the caller even though I turned up the volume on the headset?

A. 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 iPhone volume buttons to adjust the volume settings while Cisco Jabber is open and the headset is plugged in.

Q. My iOS device battery seems to be draining much faster while I am using Cisco Jabber. What could be causing this?

A. Similar to other iOS applications, just running and using Cisco Jabber uses battery power. However, you can modify several settings in Cisco Jabber to improve battery power. 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. Tap **Settings** > **Troubleshooting** and turn **Detailed Logging** off.
- A weak Wi-Fi connection can affect the battery life. Move to a location with a stronger network signal.

Account Settings

Q. How do I sign in?

A. After you open Cisco Jabber, if a **Sign In** window appears, follow these steps to sign in:

- 1 Enter your username and PIN.
- 2 Tap **Sign In**.

Q. How do I sign out?

A. 1 Tap the **Settings** icon,



- 2 Tap **Sign Out**.

Q. I don't see a Sign In and Sign Out buttons in the Settings. Why not?

A. Your administrator must enable the Extension Mobility Sign In/Out feature before you can see the Sign In and Sign Out buttons in your settings menu.

For more information, contact your administrator.

Q. I'm using Cisco Jabber for the first time. Where do I find my account settings information?

A. Check your email messages. Your system administrator should have sent you an email message that contains the details for setting up Cisco Jabber the first time you use it. Perform this initial setup on your corporate Wi-Fi network.

Typically, you to set up the application using one of these methods:

- Click a link included in the email message—Install Cisco Jabber on your iOS device before clicking the link. Then, using your iOS Mail application, click the link included in the email message to automatically launch the Cisco Jabber app on your iOS device. Follow the instructions provided by your system administrator to respond to the prompts to set up your accounts.
- Open Cisco Jabber directly—When you open Cisco Jabber for the first time, it automatically prompts you to begin entering your account settings. Follow the instructions provided by your system administrator to set up your accounts. If you need to add or change any settings, enter them exactly as indicated by your system administrator, including capitalization and spacing.

Q. I've tried to click the link I received in my email message to set up Cisco Jabber, but it's not working. What can I do?

- A. 1** Verify that you installed Cisco Jabber on your iOS device.
- 2 Restart your iOS device, and try the link again.
 - 3 If the link still does not work, open Cisco Jabber and enter the settings manually.
 - 4 Contact your system administrator if you need additional assistance.

Q. How do I access the **Settings**?

- A.** Tap the **Settings** icon, , at the top right corner of the screen in Cisco Jabber.

Q. How do I enter my account settings manually?

- A. 1** Obtain your account settings from your system administrator.
- 2 Tap the **Settings** icon, .
 - 3 Select one of the accounts and enter the information:
 - **Phone Services**—Settings for your work phone system and your desk phone integration
 - **Voicemail**—Settings for your work voicemail system
 - **Directory**—Settings for your corporate directory

Q. How do I delete an account?

- A. 1** If your organization supports this feature, tap **Settings**.
- 2 Select one of the accounts:
 - **Phone Services**—Settings for your work phone system and your desk phone integration
 - **Voicemail**—Settings for your work voicemail system
 - **Directory**—Settings for your corporate directory
 - 3 Tap **Delete Account** and confirm that you want to delete it.

**Tip**

If you change any values after you delete an account, some values might automatically update based on your previous settings. Verify that the values match your current account settings before saving.

Q. How do I set my Jabber calling options?

A. If your administrator enabled the Dial via Office feature, you can view and select different Jabber calling options.

Use these calling options to select whether Jabber places calls with your work number over the Internet or your mobile voice network.

Set Jabber calling options as follows:

1 Tap **Settings**.

2 In the **General** section, tap **Calling Options**.

3 Select one of the following calling options:

- **Always use Internet:** Cisco Jabber functions as an Internet phone, using Wi-Fi or your mobile data plan to make calls over the Internet with your work number.
- **Always use DVO:** Cisco Jabber initiates calls with your work number, but uses the voice plan for your device for all calls.
- **Automatically select:** Cisco Jabber automatically selects to use either the Internet or DVO, based on your network connection. The app functions as an Internet phone when on Wi-Fi, but uses the voice plan for your device when on mobile data networks.

4 Enter the 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.

Calls

- [Calling Features](#)
- [Call Handling](#)

Calling Features

Q. What calling features does Cisco Jabber support?

A. Cisco Jabber supports the following calling features, which you might already be familiar with from using your Cisco Unified IP Phone:



Note Not all features are supported during a Survivable Remote Site Telephony (SRST) network change.

- Conference—Allows you to talk simultaneously with multiple callers
- Transfer—Allows you to redirect a connected call from your phone to another number
- Hold—Allows you to put an active call into a held state
- Call park—Allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone
- Shared line (limited)—Allows you to use one phone number on your desk phone and iOS device
- Two calls—Supports two simultaneous calls, and lets you toggle between them
- Desk phone integration—Allows you to move calls between your desk phone and your iOS device
- VoIP over mobile voice network—Allows you to use your mobile voice network for VoIP calls if you leave a Wi-Fi network
- Dial via Office—Allows you to place calls with your work number using the voice plan for your iOS device

Q. How many calls does Cisco Jabber support at the same time?

A. Cisco Jabber supports one or two calls, depending on whether your administrator enabled the Dial via Office feature.

If DVO is not enabled:

Cisco Jabber acts like a two-line phone. If you are already connected to a call, you can receive or make another one. Only one call is active at a time; the other is automatically placed on hold.

If DVO is enabled:

Incoming work calls open in the native phone application. In these cases, Cisco Jabber acts like a one-line phone.

Q. How do I make a work call using Cisco Jabber?

A. To make a work call using Cisco Jabber, do the following:

- 1 Open Cisco Jabber.
- 2 Make sure Cisco Jabber is connected to your corporate phone system by checking for the green phone icon in the upper-left of the screen.
- 3 Dial a number using the keypad, or select a contact from Favorites, Recents, Contacts, or Voicemail.
- 4 If placing a work call using the Internet, wait for the call to fully connect before moving Cisco Jabber to the background.
- 5 If placing a Dial via Office call, the corporate calling system calls you back over the mobile voice network.
 - 1 Tap **Answer** to accept the call.
 - 2 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.

Q. How do I answer a call?

A. To answer a call, do the following:

- 1 If your phone is locked, unlock it.
- 2 Do one of the following:
 - If you are not already on a call when you receive the new incoming call, tap **Answer**.
 - If you are already on a work call in the Cisco Jabber application when you receive a new incoming work call, you can just ignore the new call or accept it. If you accept it, you can choose to hold or end your first call.
 - If you are already on a work call in the native phone application when you receive a new incoming work call, you can ignore the new call or end your first call before you accept the new call.

After you answer a call to the Cisco Jabber application, Cisco Jabber automatically moves to the foreground, sending other applications to the background.

You can receive incoming calls using Cisco Jabber if it is running on your iOS device, either in the background or in the foreground. Incoming Cisco Jabber calls use a unique Cisco ringtone, allowing you to distinguish them from other incoming calls.

Q. How do I silence the ringer for an incoming Cisco Jabber call?

A. If Cisco Jabber is running in the background, press the volume button down to silence the ringer and stop the vibrating. If Cisco Jabber is running in the foreground, tap **Ignore**. When you ignore an incoming Cisco Jabber call, you are just silencing the ring on your iOS device. The call continues to ring on your desk phone until it transfers to voicemail, the caller hangs up, or you answer the call.

Q. While I'm in an Internet call in the Cisco Jabber application, what do the icons at the top of the screen do?

Icon	Description
	Mute—Block audio input so caller cannot hear you
	Speaker—Use speakerphone
	Audio Route—Toggle between Bluetooth, speakerphone, and iPhone

Icon	Description
	Hold—Put active call into held state
	Swap—Toggle between connected calls

Q. How do I make a second call from within the Cisco Jabber application?

A. 1 While on a call, tap **Show Actions**.

2 Tap **Add Call**.

3 Make the new call.

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

4 Tap **Swap** to toggle between connected calls.

Q. How do I make a conference call from within the Cisco Jabber application?

A. To start a conference call, you must first have two Internet calls connected to Cisco Jabber.



Note Your company's Cisco Jabber setup may not allow call recipients to start conference calls.

1 While on a call, tap **Show Actions**.

2 Tap **Add Call**.

3 Make the new call and wait for it to connect.

4 Tap **Show Actions** and then tap **Conference**.

You can add more people by repeating these steps.

Q. How can I view a list of the people that I added to a conference call from within the Cisco Jabber application?

A.



To view a list of conference participants, tap  at the top of the screen.

Q. Why am I unable to start a conference call from within the Cisco Jabber application?

A. Verify that the Low Bandwidth Mode is disabled:

- 1 Tap **Settings** > **Phone Services**.
- 2 Turn **Low Bandwidth Mode** off.

Q. How do I transfer an Internet call from within the Cisco Jabber application?

A. 1 While on a call, tap **Show Actions**.

2 Tap **Transfer**.

3 Make the new call and tap **Complete Transfer**, either before or after the call is answered.

After completing the transfer, you are automatically disconnected from the original call.

Q. How do I park an Internet call from within the Cisco Jabber application?

A. 1 While on a call, tap **Show Actions**.

2 Tap **Park** to place the current call on hold. Note the number on your screen. This is where your call is parked.

3 To retrieve the call from any other phone in your office, tap **OK**.

Or, to continue the call on Cisco Jabber, tap **Retrieve Call**.

If you do not retrieve the call within about a minute, the call rings back to you:

1 Tap **Answer** to retrieve the call with Cisco Jabber.

2 Or, answer the call from your desk phone.

If you do not retrieve the call, it typically transfers to your voicemail.

Call Handling

Q. How can I keep Cisco Jabber open so I can use it to answer incoming work calls?

A. Cisco Jabber supports multitasking. You can receive your incoming work calls while Cisco Jabber runs in the background.



Note

Cisco Jabber does not support multitasking on iPod Touch when connected through Cisco AnyConnect Secure Mobility Client. Callers can leave a voice message when Cisco Jabber is in the background on iPod Touch.

If you close Cisco Jabber while on a work call, your call continues while Cisco Jabber is running in the background. The status bar at the top of the phone screen displays a red bar with the Cisco Jabber label. Tap this bar to return to Cisco Jabber.



Note

If you do not see this option, your system administrator might have disabled it. Contact your system administrator for assistance.

Q. What should I do if my iPhone rings while I'm already on an Internet call using Cisco Jabber?

A. We recommend that you decline the call. When you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications. As soon as the incoming call rings, your microphone is disabled in Cisco Jabber. When you decline the incoming call, your current caller can hear you again. Because the native phone application automatically takes control of the microphone, you do not have time to inform your current caller that you need to take another call.

If you accept the new call, your Cisco Jabber Internet call is automatically placed on hold, and you cannot return to it until you end the iPhone call.

If you are using Cisco Jabber and you receive an iPhone call while your phone is locked, press the On/Off Sleep/Wake button twice quickly to decline the call.



Tip

If your company enforces the use of the Auto-Lock feature on your iPhone, which automatically locks your screen after a specified time, your Cisco Jabber call is placed on hold when you drag the slider to answer the call.

To prevent this confusion, you can disable the Auto-Lock feature for Cisco Jabber calls in the foreground.

Tap **Settings**. In the **General** section, tap **Preferences** and turn **Disable Auto-Lock** on.

Q. What happens if I receive a Cisco Jabber Internet call while I'm on an iPhone call?

A. Cisco Jabber cannot provide you with the option to answer the call because the microphone is in use by the iPhone call. You receive a missed call notification as soon as the caller ends the call or the call is forwarded to your work voicemail.

Q. Why are my work calls ringing to my iPhone phone number?

A. Work calls ring to you iPhone phone number in the following situations:

- If Cisco Jabber is running and DVO is enabled.
- If Cisco Jabber is not running or if it has lost connectivity, and Mobile Connect forwards your work calls to your iPhone phone number.

You can turn off work call forwarding by using one of the following methods:

- Use the Mobility Softkey on your desk phone to disable Mobile Connect for your mobility identity and remote destinations. For more information, see your desk phone documentation.
- Use the Mobile Voice Access (IVR) or Enterprise Feature Access (DTMF) two-stage dialing. For more information, see the “Mobile Connect” section of the “Mobile Unified Communications” chapter in the [Cisco Unified Communications System 9.x SRND](#).
- Use the Cisco Unified CM User Options web pages as follows.

- 1 Obtain the User Options URL, user ID, and default password from your system administrator.

- 2 Open a web browser on your computer and enter the URL.
- 3 Enter your username and password and select **Login**.
- 4 Select **User Options > Mobility Settings > Remote Destinations**.
- 5 Select **Find** to find all devices associated with your work number.
- 6 Select the device associated with your iPhone phone number.
- 7 Deselect the **Enable Mobile Connect** option. Alternatively, you can keep Mobile Connect enabled and simply adjust the schedule and settings.
- 8 Select **Save**.

Q. If I ignore an incoming Cisco Jabber call, does it automatically go to my voicemail?

A. No, when you ignore an incoming Cisco Jabber call, you are just silencing the call from ringing on your iOS device. The call continues to ring on your desk phone until it transfers to voicemail, the caller hangs up, or you answer the call.

Q. Can I change the ringtone used for Cisco Jabber calls?

A. Yes. If this feature is supported by your organization, you can select a loud ringtone if the background noise in your environment prevents you from hearing the default ringtone.

- 1 Tap **Settings**.
- 2 In the **General** section, tap **Preferences**.
- 3 Tap **Ringtone** and select the desired ringtone.

Q. Why does the audio disappear on my Cisco Jabber Internet call when I get an incoming call on my iPhone?

A. When you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications. As soon as the incoming call rings, your microphone is disabled in Cisco Jabber. When you decline the incoming call, your current caller can hear you again.

If your company enforces the use of the Auto-Lock feature on your iPhone, which automatically locks your screen after a specified time, you cannot decline the call. If you drag the slider to answer the call, your Cisco Jabber Internet call drops.

To prevent this confusion, you can disable the Auto-Lock feature during Cisco Jabber Internet calls. Tap **Settings**. In the **General** section, tap **Preferences** and turn **Disable Auto-Lock** on.

Q. If Cisco Jabber is running in the background, can I answer or ignore an Internet call?

A. Yes. Follow these steps to verify that your notifications for Cisco Jabber Internet calls are enabled:

- 1 Tap the iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Tap **Alerts**.

Q. When my device is locked, how do I ignore a ringing Cisco Jabber Internet call and unlock the device to use it?

- A. Similar to the behavior of other iPhone applications that receive notifications, when you receive notification of a new Internet call from Cisco Jabber while the device is locked, the “slide to” action is “answer.”

To ignore the incoming call, press the **Volume Down** button on the handset. Follow these steps to ignore the incoming call:

- 1 Press the **Power** button on the device to turn off the display.
- 2 Press the **Power** button again to view the Lock screen. The “slide to” action is now “unlock” instead of “answer.”

Q. Can I place an emergency call from Cisco Jabber?

- A. Yes. When you dial an emergency number, such as 911, 999, or 112 from an iPhone, Cisco Jabber invokes the native Phone application to make the call over your mobile network.

When you dial an emergency number from an iPod, Cisco Jabber places the call over the Internet through your corporate calling system, but limitations apply.



Caution

During an emergency, softphone technology may not provide the most timely or accurate location data if used for an emergency call (example: 911, 999, 112). Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. Cisco will not be liable for resulting errors or delays.

Q. Is there anything I can do to improve the sound quality during my Cisco Jabber Internet call?

- A. Yes. Follow these steps to move your Cisco Jabber Internet call to your mobile voice network:

- 1 Tap **Show Actions**.
- 2 Tap **Use Mobile Network**.
- 3 Tap **Use Mobile Network** again.
- 4 Tap **Answer** when your iPhone rings.

Contacts and Directory Search

Q. What contacts are shown?

- A. Cisco Jabber Contacts displays the same list that is stored in the iOS device Contacts. You can search your corporate directory from Cisco Jabber Contacts, and you can add the results of the search to your iOS device Contacts.

Q. Why don't the pictures of my corporate directory contacts appear?

- A. 1 Verify that you enabled Cisco Jabber to display associated images. Tap **Settings**. In the **General** section, tap **Preferences** and turn **Contact Pictures** on.
- 2 Tap **Settings** > **Directory** and ensure that "389" is entered in the **Port** field.
 - 3 Verify with your system administrator that photos are enabled on your profile.

Q. Why doesn't the custom ringtone that I assigned to my contacts ring when they call me?

A. Although Cisco Jabber uses the same Contacts list as your iPhone, it does not support custom ringtones.

Q. How do I add someone to my Cisco Jabber Favorites?

A. You can add any contact to your Favorites.

- 1 Open Cisco Jabber and tap **Contacts**.
- 2 Choose a contact.
- 3 Tap **Add to Favorites** and choose the number you want to add.



Tip You can also add a contact to Favorites from Recents and Voicemail. Tap **Recents** or **Voicemail**, tap the arrow next to a caller, and then tap **Add to Favorites**.

Q. Why are my Cisco Jabber Favorites different than those in my iOS device applications?

A. With the Cisco Jabber application on your iOS device, you can store contacts to two Favorites lists, which are entirely separate from each other. Your Cisco Jabber Favorites contains your frequently called business associates, while the Favorites you see on the native iOS device application are those stored by the iPhone itself.

Q. Why is my Favorites list empty?

A. If you remove the Cisco Jabber application from your iOS device, your Favorites are removed. If you upgrade Cisco Jabber (without first removing Cisco Jabber) your Favorites are preserved.

Q. How do I search my corporate directory?

A. To search your corporate directory:

- 1 Open Cisco Jabber and tap **Contacts**.
- 2 Tap **Directory**.
- 3 Enter a name in the search field, and tap **Search**.

In the search results, you can tap the name of your colleague to view details, such as phone number, reporting structure, and email address.



Note When you add a contact that was found in a corporate directory search to your native iPhone contacts, phone numbers and email addresses are labeled as "work" to differentiate work contacts from your personal contacts.

Q. Why didn't the directory search show the person I was looking for?

A. The directory search results are limited to 25 items. If your search is too broad, your target might not be included in those 25. Narrow your search by including more characters in your entry.

Q. What is Voice Dialing? How do I use it?

A. Voice Dialing is a feature of your corporate directory and voicemail system that is integrated with Cisco Jabber.

If your company offers voice dialing, you can place a call to a coworker by saying the person's name or extension. For example, when you say "Call Harriet Smith," the system finds the extension for Harriet in the corporate directory and places the call.

To use voice dialing, bring Cisco Jabber to the foreground and lift the iPhone to your ear.

Figure 1: Voice Dialing Gesture



Cisco Jabber automatically dials the voice-dialing access number and connects you. When prompted, tell the system to "Call <name>" or "Call <number>." Voice dialing works only with contacts in your corporate directory.

If you experience difficulty accessing voice dialing, verify that the setting is enabled.

- 1 Tap **Settings** > **Phone Services** > **Voice Dialing**.
- 2 Verify that there is a phone number entered in **Phone Number**. Contact your system administrator for assistance if this setting is empty.
- 3 Turn **Motion Activated** on.

Q. Can I chat with contacts?

A. If you previously installed the Cisco Jabber IM application on your device, follow these steps to open a chat session with contacts:

- 1 View the contact information for the person you want to chat with.
- 2 Tap **Chat** to open the Cisco Jabber IM application.

Voicemail

Q. What do the different icons next to the voice messages indicate?

Icon	Description
	New voice message
	Private voice message
	Urgent voice message

Q. What's the difference between my Cisco Jabber voicemail and my iPhone voicemail?

A. With the Cisco Jabber application on your iPhone, you now have access to two voicemail systems, which are entirely separate from each other. When your friends call your personal iPhone number, they can leave you messages on your iPhone. You use the iPhone application to listen to these messages.

However, when your work colleagues call your work number, they can leave you messages on your office voicemail system. You can then use Cisco Jabber to listen to these messages on your iPhone.

Q. How do I know if I have a work voice message?

A. When you receive a new voice message, the application badge counter automatically displays the combined total of missed calls and voice messages. Cisco Jabber displays the number of new voice messages on the **Voicemail** tab. Tap the **Voicemail** tab to see the new messages, which are indicated with a blue dot.

Q. Can I listen to my voice messages even if I'm not connected to my corporate network?

A. 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.

Q. Why are some of my voice messages downloaded every time I use Cisco Jabber?

A. Secure voice messages are not saved to your iOS device, so you need to download them each time.

Q. I cannot get my voicemail to work. I keep getting an error that states: "Incorrect username or password." I am sure I am entering the correct password.

A. Contact your system administrator for assistance. The administrator verifies the settings on the server or resets your password for you.

Recents

Q. What do the different icons next to the entries indicate?

A.

Icon	Description
	Missed call
	Placed call
	Received call

Q. Why do I have different calls in the Recents lists in Cisco Jabber and the native phone application?

A. With the Cisco Jabber application on your iPhone, you now have access to several Recents lists:

- Cisco Jabber Recents—Includes all the calls made and received using the Cisco Jabber application.
- Native phone Recents—Includes the calls made and received using your mobile service provider (for example, AT&T).

Q. How do I change the length of time that calls remain in the Recents list?

A. Tap **Settings**. In the **General** section, tap **Preferences**. Tap **Days to Expire** and select a value from one to thirty days.

Q. Why do older calls still appear in my Recents list?

A. When you change the expiration period, the updated setting applies only to your call history after you made the change. Previous calls expire in accordance with the original expiration setting.

You can also tap **Clear** to delete all call history records.

Connectivity

Q. What is the difference between making calls with my native phone application and Cisco Jabber for iPhone?

A. When you make a phone call with your native phone application, the application uses your *mobile* phone number and your mobile service provider's voice network. The application uses your mobile voice plan to make the call, and displays the mobile voice number to the person you call.

When you make a phone call with Cisco Jabber for iPhone, the application uses your *work* phone number and displays that work number to the person you call. Cisco Jabber can use different networks to make these calls with your work number, depending on whether your administrator enables the Dial via Office (DVO) feature.

- Without DVO, Cisco Jabber places calls with your work number using Wi-Fi or mobile data networks. In this case, Cisco Jabber functions as an Internet phone.
- With DVO, Cisco Jabber places calls over your mobile voice network, which uses your mobile voice plan. These calls are initiated either over Wi-Fi or your mobile data network, which uses your mobile data plan.

Q. How do I use Cisco Jabber when I'm not physically on-site at my office?

A. To use Cisco Jabber, you must connect to your corporate network. When you are in the office, you probably connect to the corporate network directly. When you are away from the office, you typically must have a VPN connection to your corporate network. You must set up this VPN connection before you use Cisco Jabber. If your administrator sets up the Dial via Office feature, you can use the VPN with Wi-Fi or mobile data networks. If your administrator does not set up the Dial via Office feature, you can use the VPN with Wi-Fi networks. Contact your system administrator if you need assistance.

Q. My administrator told me to install Cisco AnyConnect Secure Mobility Client so I can use Cisco Jabber outside my corporate network. How do I do that?

A. For information about how to install and use Cisco AnyConnect Secure Mobility Client on your iPhone, see the latest iPhone end user guide for Cisco AnyConnect Secure Mobility Client in the [user guide list](#).

Q. I'm connected to the Wi-Fi network, but I cannot get Cisco Jabber to work. What could be wrong?

A. For Cisco Jabber to work, you must be connected to your company's Wi-Fi network. You can typically accomplish this by connecting to it directly while on-site or by using a VPN connection. You must establish your VPN connection using your iOS device before attempting to use Cisco Jabber. If you are unsure how to do this, contact your system administrator for assistance.

To test whether you are successfully connecting to your company's network, open the Safari browser on your iOS device and attempt to connect to an internal website.

Q. Can I connect to Cisco Jabber over the mobile data network?

A. Yes. The method to enable connectivity over mobile data networks varies depending on whether your administrator enabled DVO.

If DVO is not enabled:

Connectivity over the mobile data network is disabled by default, but you can allow Cisco Jabber to connect using the mobile data network.

- 1 Tap **Settings** > **Phone Services**.
- 2 Turn **Connect Over Mobile Data Network** on.

**Note**

Cisco does not provide support to troubleshoot mobile data network connectivity issues because voice quality over a mobile data network varies depending on the quality of your network connection. If you experience difficulties with mobile data network connectivity, turn the Connect Over Mobile Data Network setting off.

If DVO is enabled:

When your administrator enables the Dial via Office feature, Cisco Jabber does not display an option to turn mobile network connections on or off. The application automatically allows you to register DVO calls using your mobile data network, but it uses the voice plan for your device to place all calls.

Q. If I'm about to leave the location that has my Internet access, can I move my call to my mobile service provider?

A. Yes. When you move the call to your mobile service provider, the call moves from Cisco Jabber to the native phone application. If you use this feature with your iPod Touch, your call transfers to your mobile number associated with your account.

- 1 Make sure your mobile network signal is strong enough to receive calls.
- 2 While on a call using Cisco Jabber, tap **Show Actions**.
- 3 Tap **Use Mobile Network**
- 4 Tap **Use Mobile Network** again.
- 5 Tap **Answer** when your iPhone rings.

Q. I can't transfer my Cisco Jabber call to the mobile network. My signal strength is good so what could be wrong?

A. Verify that you enabled the Show My Caller ID setting on your phone: From your iPhone home screen, tap **Settings > Phone > Show My Caller ID** and verify that it is turned on.

Desk Phone Integration

Q. If I'm on a call using my desk phone, can I move the call to my iOS device?

A. Yes, and you have a couple of options to choose how to do this:

- On your desk phone, press the **Mobility** softkey. If Cisco Jabber is running on your iOS device, you receive an incoming call to Cisco Jabber. If Cisco Jabber is not running, you'll receive an incoming call to your iOS device number. To complete the transfer to your deskphone:
 - Answer the call
 - If prompted, press a number on the keypad.
- Every time you open Cisco Jabber on your iOS device, it automatically detects active calls on your desk phone. Tap **Yes** to move the call from your desk phone to your iOS device.

- On your desk phone, put the call on hold. Cisco Jabber automatically detects the held call. On your iOS device, tap **Yes** to move the call from your desk phone to your iOS device. This feature is available when Cisco Jabber is running in the foreground.

Q. When I opened Cisco Jabber, it didn't detect that I was already on a call using my desk phone. Why not?

A. Verify these settings:

1 Tap **Settings > Phone Services**.

2 In the **Desk Phone Integration** section, check the status:

- **Connected**—Your settings are set up properly. Contact your system administrator if the problem persists.
- **Disabled**—Click **Status** and turn on **Use Integration**.
- **Not Configured**—Click **Status**, turn **Use Integration** on, and enter your Cisco Unified Communications Manager username and password.

Q. Why does my desk phone ring when I receive an incoming call to Cisco Jabber?

A. Cisco Jabber and your Cisco Unified IP Phone are both assigned to the same line or extension. When anyone calls that number, you can use either phone to answer the call.

When two phones share the same extension, this feature is typically referred to as a shared line, and it is a common feature in some offices. For example, an executive and an assistant might have a shared line on each of their desk phones. Each desk phone displays information about the status of the shared line, and you can hold and resume calls on the shared line using either desk phone.

Cisco Jabber works with your desk phone slightly differently than as a true shared line. When you are on a call using Cisco Jabber, the shared line button on your phone appears solid red to indicate that the line is in use. This is typical with a shared line. However, if you are on an active call on your desk phone, Cisco Jabber does not display the same type of status information.

If you place a call on hold using Cisco Jabber, you can resume it using your desk phone. If you put a call on hold using the desk phone, Cisco Jabber detects the call.

Q. When I am on a call using Cisco Jabber on my iOS device, why does the line on my desk phone show that it's in use?

A. Both Cisco Jabber and your Cisco Unified IP Phone are assigned to the same phone extension, similar to a shared line. When you are on a call using Cisco Jabber, the corresponding line on your desk phone indicates that the line is in use.

Unlike a true shared line, you do not have the same visual indication using Cisco Jabber. If you are on a call using your desk phone, Cisco Jabber does not display any indication that the line is currently in use.

However, if you put a call on hold using the desk phone, Cisco Jabber detects the call.

Q. Can I move a call from my iOS device to my desk phone?

A. Yes, while on a call using Cisco Jabber, put the call on hold. On your desk phone, the corresponding line button flashes, indicating that a call is on hold. Press the **Resume** softkey on your desk phone to connect to the call.

Q. If I ignore an incoming Cisco Jabber call, why does the call continue to ring on my desk phone?

A. When you ignore an incoming call using Cisco Jabber, you are just silencing the ring on your iOS device. The call continues to ring on your desk phone until you answer the call, you divert the call to voicemail, the caller hangs up, or the call automatically transfers to voicemail.

Feedback and Troubleshooting

Q. I cannot get Cisco Jabber set up, and my system administrator needs me to send a problem report. How can I do this if I can't get the Cisco Jabber to work?

A. Even if Cisco Jabber is not running, you can still send a problem report. Tap **About & Troubleshooting > Troubleshooting > Problem Reporting**.

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

A. 1 Tap **Settings > Troubleshooting > Problem Reporting**.

2 Turn on **Data Archives** and **Voicemail Files**.

3 Tap **Email Problem Report**.



Tip If you can reproduce your problem, enable detailed logging by tapping **Troubleshooting > Detailed Logging** and reproduce your issue before sending the problem report.

Q. My system administrator requested that I check my preset Wi-Fi networks. How do I do that?

A. Tap **Settings > Troubleshooting > Preset Wi-Fi Networks**.

On this screen, you can view a list of the networks that your administrator set up as corporate Wi-Fi networks.

If your administrator set up your system to use Cisco AnyConnect Secure Mobility Client with automatic VPN connection, Cisco Jabber does not attempt to automatically connect with VPN from the networks listed on the Preset Wi-Fi Networks screen.

Q. How do I view the call statistics while I'm on a call?

A. While on a call, shake your iOS device to display the call statistics.

Q. Sometimes during Cisco Jabber Internet calls, the callers mention that they cannot hear me very well. What could be causing this?

A. You might be using Cisco Jabber over a low-bandwidth wireless network. When callers report that they cannot hear you well, you can optimize your connection for low-bandwidth networks:

1 Tap **Settings > Phone Services**.

2 Turn **Low Bandwidth Mode** on.



Note If you do not see this option, contact your system administrator for assistance.

Q. What is causing the poor audio quality, sudden silence, or dropped calls?

A. Check the following:

- Weak wireless signal—Check the bars on your iOS 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 **Show Actions** > **Use Mobile Network**.
- Mobile data network connectivity—If you are using Cisco Jabber over the mobile data network, your connectivity and call quality can vary considerably. If the issues persist, disable mobile data network connectivity.
 - **If your administrator did not enable DVO:** Tap **Settings** > **Phone Services** > **Connect Over Mobile Data Network**, and turn it off.
 - **If your administrator enabled DVO:** Tap **Settings**. In the **General** section, tap **Calling Options**. Ensure that the calling option is set to either **Automatically select** or **Always use DVO**. Verify that you entered the DVO Callback Number.
- Bluetooth and Wi-Fi interference—Even on the best-designed Wi-Fi network, 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 might be transferred between different Wi-Fi access points. If you are in 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 the Cisco Unified Communications Server—You might be experiencing network problems or the servers might be down temporarily. Contact your system administrator if this issue persists.

Q. Why does this message appear: “Cisco Jabber is no longer running. Please launch the application if you would like to receive calls”?

A. This message notifies you that Cisco Jabber is no longer running in the background. Cisco Jabber can stop running for a variety of reasons, for example, if your device has low memory, or if you quit the application by removing it from the multitasking tray. When you see this message, either ignore it or open Cisco Jabber to receive incoming calls.

To ignore this message while the device is locked:

- 1 Press the **Power** button on the device to turn off the display.
- 2 Press the **Power** button again to view the lock screen. The “slide to” action is now “unlock” rather than “restart.”

Q. Why do I get this error message when I try to sign in: “Login is unavailable (25)”?

A. You are already signed in. Contact your system administrator.

Q. Why don’t I see a count of missed calls on the Cisco Jabber icon?

A. Follow these steps to enable badge app notifications:

- 1 Tap the native iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Tap **Alerts**.
- 5 To see a count of missed calls or voice messages on the **Cisco Jabber** icon, turn **Badge App Icon** on.

Q. Why can't I hear Cisco Jabber ringing when I receive an Internet call?

A. Follow these steps to enable sound notifications:

- 1 Tap the native iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Tap **Alerts**.
- 5 To hear **Cisco Jabber** ring while in the background, turn on **Sounds**.

Q. Why can't I hear Cisco Jabber ringing when the phone is locked?

A. Follow these steps to enable lock screen notifications:

- 1 Tap the native iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Tap **Alerts**.
- 5 To hear **Cisco Jabber** ring while the phone is locked, turn on **View in Lock Screen**.

Q. I tried to move my Cisco Jabber Internet call to my mobile voice network, but the "Use mobile network" option was not available. Why not?

A. The option to move your Cisco Jabber Internet call to your mobile voice network is not available if you are connected to your corporate network using VPN over either your mobile data network or a noncorporate Wi-Fi network.

Q. Why don't I see Cisco Jabber in the Notification Center?

A. Follow these steps to add Cisco Jabber to the Notification Center:

- 1 Tap the native iOS device **Settings** icon.
- 2 Tap **Notifications**.
- 3 Tap **Cisco Jabber**.
- 4 Turn on **Notification Center**.
- 5 Tap **Alerts**.

Q. Why don't I see the Jabber calling options in my settings menu?

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

Q. Cisco Jabber is prompting me for a DVO callback number. What is that?

A. A DVO callback number is the phone number that the Dial via Office (DVO) feature uses to start calls. DVO allows you to place calls with your work number using the voice plan for your device. If your administrator enabled the Dial via Office (DVO) feature, the default setting is "Automatically select," which enables DVO when you are not on a Wi-Fi network. Cisco Jabber for iPhone checks to see if a callback number is specified before making a DVO call. If you did not yet specify this callback number, the application prompts you to provide one. The DVO Callback number is usually your mobile phone number.

To use DVO, perform the following steps:

- 1 In the **DVO Callback Number** field, enter the DVO callback number. This is usually your mobile phone number.
- 2 Tap **Save**.

If you do not want to use DVO, perform the following steps:

- 1 Tap **Settings**.
- 2 In the **General** section, tap **Calling Options**.
- 3 Select **Always use Internet**.

With this option, Cisco Jabber functions as an Internet phone, using Wi-Fi or your mobile data plan to make calls over the Internet with your work number.

Q. I tried to make a DVO call, but the person I called received a call from my voicemail system or a different number. What's wrong?

A. 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, verify 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. Select **Settings** > **Calling Options**, and then enter the new DVO Callback Number.
- You do not answer your callback in time and your device is set up with voicemail.

Q. After I placed a DVO call, I heard several seconds of silence and then the call was dropped. What could be wrong?

A. Due to a limitation of the corporate calling system, in some situations there is no audio message after you place a DVO call to an invalid phone number. To troubleshoot the problem, verify whether the phone number that you dialed is a valid phone number.

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