CISCO

Cisco Jabber for Windows 10.6 User Guide

User Guide

Availability

Create Personal Status Messages

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance. Cisco Jabber saves the three most recent personal status messages for each state. You can select your status messages from the drop-down list on the main window.

Procedure

Step 1	Insert your cursor in the status message field on the main window.
Step 2	Enter your personal status message.
Step 3	Press the **Enter** key on your keyboard. Cisco Jabber displays your personal status message.

Contacts

Add External Contacts

Cisco Jabber lets you add contacts from chat applications such as Google Talk or Microsoft Lync. You can also add custom contacts for people without an IM address.

Your system administrator must enable this feature. If you cannot add external contacts, ask your system administrator for help.

Procedure

Step 1	Select **File** > **New** and select the type of contact that you want to add.
Step 2	Enter the email address of your contact. For custom contacts without an IM address, enter the contact details that you want to use.
Step 3	Select a contact group.
Step 4	Select **Add**.

Import Contact Lists

You can create contact lists in XML format and then import them into Cisco Jabber.

Procedure

Step 1	Open the main Cisco Jabber window.
Step 2	Select **File** > **Import contacts.**.
Step 3	Browse to the location of the contact list definitions XML file.
Step 4	Select the contact list definitions file and then select **Open**.

Cisco Jabber imports the contacts from the definitions file. The contacts are available in your contact list.

Contact List Definitions

The following XML snippet shows the structure of a contact list definitions file:

```
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Group Name</gname>
    <user>
      <uname>IM Address</uname>
      <fname>Display Name</fname>
    </user>
  </group>
</buddylist>
```

The following table describes the elements in a contact list definitions file:

Element	Description
`<?xml version="1.0" encoding="utf-8"?>`	XML declaration. Your definitions file must contain an XML declaration with the following attributes: • `version` - Specifies the version of the XML file. • `encoding` - Specifies the encoding. You must use `utf-8`.
`buddylist`	Root element of the contact list definition.
`group`	Parent element of a contact group. One group can contain multiple users. There is no limit to the number of users a group can contain. There is also no limit to the number of groups you can include in a contact list definitions file. However, your server sets a restriction to the number of contacts that you can add to Cisco Jabber. You must ensure you do not exceed that limit in your contact list definitions file.
`gname`	Specifies the name of the group.
`user`	Parent element that holds details for a single user.
`uname`	Specifies the instant messaging (IM) address of a user.
`fname`	Specifies the name that displays in the client user interface.

The following is an example XML definition of a contact list that you can import into Cisco Jabber:

```xml
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Sales</gname>
    <user>
      <uname>amckenzi@example.com</uname>
      <fname>Adam McKenzie</fname>
    </user>
    <user>
      <uname>aperez@example.com</uname>
      <fname>Anita Perez</fname>
    </user>
  </group>
  <group>
    <gname>Marketing</gname>
    <user>
      <uname>nfox@example.com</uname>
      <fname>Nancy Fox</fname>
    </user>
  </group>
</buddylist>
```

Chats

Search from Chat Windows

You can find, add, and call contacts from the search bar in chat windows.

Procedure

Step 1   Enter the name of a contact in the search bar of the chat window.
You can enter phone numbers in the search bar to call directly from the chat window.

Step 2   Start a conversation with your contact by using one of the following methods:

- Hover your cursor over the contact to add that contact to a list or to call that contact.

- Double-click the contact to start a chat session.

Start Group Chats

You can use group chats to send instant messages to two or more contacts at the same time. Group chats are not persistent, meaning that you can use them to create a chat with two or more people but no history is stored.

Procedure

Step 1	Open a chat window with one participant of the group chat.
Step 2	Select **Add participants** in the bottom right corner of the chat window.
Step 3	Enter the name of the contact that you want to add to the group chat.
Step 4	Specify the title of the group chat.
Step 5	Select **Start**.

Transfer Files

You can transfer files between Cisco Jabber clients using the Send file icon in the chat window. You can also drag and drop the file into the chat window.

Procedure

Step 1	Select **Send file** in the bottom right corner of a chat window.
Step 2	Select the file that you want to transfer from your computer.
Step 3	Select **Open**.

Block Specific Contacts and Domains

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.

Note If you add a contact to your block list, and that contact has you in their contact list, that person cannot view your availability status or send you instant messages.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as cisco.com, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Procedure

Step 1	Select **File** > **Options**.

The **Options** window opens.

Step 2   Select the **Privacy** tab and then select **Advanced**.

Step 3   Enter specific contact addresses or domains in the **Block list**.

Step 4   Select **Apply** and then **OK**.

Allow Specific Contacts and Domains

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.

Note   Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

Example 1: Allow specific contacts inside your organization

1. You set your basic privacy settings to block everyone inside your company.

2. You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

1. You set your basic privacy settings to block everyone outside your company.

2. You then add a specific domain, such as cisco.com, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at cisco.com.

Example 3: Allow specific contacts from blocked domains

1. You add a specific domain, such as cisco.com, to your block list.

2. You then add an IM address, such as anitaperez@cisco.com, to your allow list.

Cisco Jabber blocks all people who have IM accounts at cisco.com, except for anitaperez@cisco.com.

Procedure

Step 1   Select **File** > **Options**.

The **Options** window opens.

Step 2   Select the **Privacy** tab and then select **Advanced**.

Step 3   Enter specific contact addresses or domains in the **Allow list**.

Step 4   Select **Apply** and then **OK**.

Control Who Can Interact with You

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Procedure

Step 1   Select **File** > **Options**.

Step 2   Select the **Privacy** tab.

Step 3   Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

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

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options: • **Allow** - Lets the person view your availability status and send you instant messages. • **Block** - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to my contact list** - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

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

Manage Status Requests

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

Procedure

Step 1   Select **File** > **Options**.

Step 2   Select the **Privacy** tab.

Step 3   Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside of your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: • **Allow** - Lets the person view your availability status and send you instant messages. • **Block** - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • **Add to contacts** - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4   Select **Apply** and then **OK**.

Chat Rooms

You can use chat rooms if they are enabled by your administrator. Chat rooms are enabled if there is a Chat Rooms icon on your hub window.

You use chat rooms to join or read discussions on the theme of the room with the other chat room members. For example, your administrator may create a themed chat room such as "Foreign Exchange Rates", where you can join this room to discuss the foreign currency exchange rates and view all previous messages sent to the room since its creation.

You can browse all rooms by viewing a list of room names, join open rooms, or be added to a room by an administrator. You can be a member of multiple rooms. You can filter room content by keywords or senders.

Join Chat Rooms

Joining a chat room allows you to participate in the conversation or read what is being said, where multiple chat room members share information in a common chat window. All of the rooms that you are a member of are listed in your **My rooms** tab. If an administrator adds you to a chat room, it is displayed immediately in your **My rooms** tab.

Procedure

Step 1	Click the **Chat Room** icon in the **Hub** window, and select the **All Rooms** tab.
Step 2	Browse for a room, which are listed alphabetically.
	If a room is closed, you cannot join the room unless you are added by an administrator.
Step 3	Click **Join** beside the room that you want to join. The rooms where you are already a member have a checkmark beside them.

Participate in Chat Rooms

After you join a chat room, you can participate in it and view the discussion history. Some chat rooms may be used to only distribute information, where some members are entitled to publish information and others have read-only access.

Procedure

Step 1	Select the **Chat Room** icon on the hub window, and select **My Rooms** to view the rooms where you are a member.
Step 2	Double-click on the room that you want to enter.
Step 3	View the current participant list on the right side of the chat window. You can show or hide the participant list.
Step 4	Read the discussion and enter your own chat messages. The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in. From the chat room, select **Show More** to view older messages.

Filter Chat Rooms

Filters search chat room using the criteria that you define for the search. You see a red badge on the hub window which displays the number of new matches found for your filter. Filters can include mentions when your username is used in a chat room, or custom filters that search by keyword or sender.

Procedure

Step 1	In the client, select **Chat Rooms** > **Filters**, then select **Create Filter**.
Step 2	Give the filter a label and then define the filter criteria. You can filter chat rooms using up to three keywords or by username. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords.
Step 3	Select **Create**.
	Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.

Mentioning Users in Chat Rooms

When other users mention your username, it creates a notification in the **My mentions** section of your chat room filters. Mentioning other users notifies them that they were mentioned in a chat room.

Before You Begin

Users only receive a notification if the chat room is public and the user is part of the organization, or they are a member of the chat room.

Procedure

Step 1   To create a mention for another user, in the text box of the chat window in a chat room, type the @ symbol followed by the person's user name to search the directory for the user. The client displays user names that match what you are typing.

Step 2   Select the username that you want to mention. You can mention a username that does not have a Jabber ID associated with it. You can use the @ symbol as part of your text entry, just use the **Esc** key to exit the mention field.

After you send the message, a notification is created for the mentioned user in their **My mentions** list, with a link to the conversation in the room where the mention was made.

Search Chat Rooms

You can search chat rooms by keywords, and further refine your keyword search with criteria such as participants, room name, and date range.

Before You Begin

You must be a member of the chat rooms for your search to be completed.

Procedure

Step 1   In the client window, select the **Chat Rooms** icon, then select the **Filters** tab.

Step 2   Enter search criteria in a search box, just like you search for contacts in your Cisco Jabber hub window. The following restrictions apply to chat room searches:

- The search includes the period from when you joined a chat room until the present day.

- The search does not work for special characters, unless you add letters to the search string as well.

Step 3   Double click on a result to open the persistent chat room where the search got a match.

Results are sorted chronologically and grouped by room. The maximum number of results displayed is 200, although you can show more messages to display older results.

Calls

Send Call Icons To Contacts

You can send a call icon to another user in a chat window that they can simply click on to call you. These call icons give you an easy way to request calls from contacts. When someone receives a call icon, they can simply click on the icon to start a phone call with you.

Procedure

Enter either of the following commands in a chat window to sends the person or people in your chat window an icon of a telephone. Your contacts can click on the telephone icon to start a call with you.

`:callme` or `:telephone`

Arrange Video Devices

If you have more than one video camera or device, you can arrange them in order of preference.

Procedure

Step 1	Select **File** > **Options**. The **Options** window opens.
Step 2	Select the **Video** tab and then select **Advanced**.
Step 3	Select your camera and use the up and down arrows to set the order.

Forward Calls

You can forward all calls from Cisco Jabber to voicemail or a different phone.

Procedure

Step 1	Select the phone control menu on the main window.
Step 2	Select **Forward calls to** and then select the appropriate option.

Meetings

Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to start, join, and manage online conferences.

Procedure

Step 1	Select **File** > **Options**.
Step 2	When the **Options** window opens, select the **Meetings** tab, then **Edit account**.
Step 3	From the **WebEx Site** drop-down list, select **New Site**.
Step 4	Enter all of the required information, including the name of the Cisco WebEx site that you want to add to your Cisco Jabber client, for example, `cisco.webex.com`.

Integrate Cisco Jabber with Calendars

Set up calendar integration to view your meetings and calendar events directly from Cisco Jabber.

Procedure

Step 1	Select **File** > **Options**.
Step 2	Select the **Integration** tab.
Step 3	Select the application that you use to organize your calendar. If you integrate with Google Calendar, you must allow it access.
Step 4	Select **File** > **Exit** to close Cisco Jabber.
Step 5	Restart Cisco Jabber.

Integrate with Google Calendar

Complete the additional steps to integrate with Google Calendar.

✎

Note   Integration with Google Calendar is currently an experimental feature.

Allow Access to Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab and restart Cisco Jabber.

Procedure

Step 1	Enter your Google account username and password and then select **Sign in**.

A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.

Step 2   Select **Allow access**.

Step 3   If prompted, select **Yes** to continue running scripts on the page.
The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page.

The **Google Calendar Sign In** window closes.

Step 4   On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation.

Cisco Jabber displays calendar events from your Google Calendar account.

Remove Google Calendar Integration
You can remove Google Calendar integration with Cisco Jabber. To completely remove Google Calendar integration, you should also revoke access from your Google account.

Procedure

Step 1   Open the main Cisco Jabber window.

Step 2   Select **File** > **Options** and then select the **Integration** tab.

Step 3   Select **None** and then select **OK**.

Step 4   Restart Cisco Jabber.
Cisco Jabber no longer displays events from Google Calendar.

What to Do Next

Open your Google Accounts page and revoke access for Cisco Jabber in the **Authorized Access to your Google Account** section.

Create Custom Tabs

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

Procedure

Step 1   Select **File** > **New** > **Custom Tab**.
The **Create new custom tab** dialog window opens.

Step 2   Add details for your custom tab in the following fields:

- **Tab name** - Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.

- **Page URL** - Enter the URL of the content for your custom tab. You can enter one of the following:

Hosted content, for example, `www.cisco.com`

Local content, for example, `file://C:\workspace\page.html`

Step 3 Select **Create**.
The custom tab is added to the main window.

What to Do Next

To remove custom tabs, select the tab in the main window and then select **File** > **Remove custom tab**. You can remove only the custom tabs that you create.

Accessibility

Grayscale Status Icons

Grayscale status icons are monochrome and use symbols to show availability.

To use grayscale status icons, select **View** > **Show status in grayscale**.

The following table shows standard and grayscale status icons:

Standard Icon	Grayscale Icon	Description
		Available
		Away
		Do Not Disturb
		Unavailable

Font Smoothing

Administrators who install and configure Cisco Jabber for Windows can control how font smoothing occurs.

The ForceFontSmoothing parameter specifies whether the client or the operating system applies anti-aliasing to text. By default, the client applies anti-aliasing to smooth text.

If you want the operating system to apply anti-aliasing to text, set the ForceFontSmoothing parameter in the client configuration as follows:

```
<Policies>
  <ForceFontSmoothing>false</ForceFontSmoothing>
</Policies>
```

Keyboard Shortcuts

Global Shortcuts

Operation	Keyboard Shortcut

Access the docked window
 	
Tip   To show the docked window:
 	
    1 Open the main Cisco Jabber window.
 	
    2 Select **View** > **Show docked window**.
	CTRL + Shift + ?

Open the context menu	Menu key Shift + F10

Incoming Calls

Operation	Keyboard Shortcut
Answer calls	CTRL + L
Decline calls	CTRL + D
Reply to calls with chat	CTRL + R

Active Calls

Operation	Keyboard Shortcut
End calls	CTRL + K
Enter or exit full screen mode	CTRL + SHIFT + F
Show or hide self-view video	CTRL + SHIFT + B
Mute or unmute your audio	CTRL + Down Arrow
Start or stop video	CTRL + SHIFT + V
Dock or undock the call window	CTRL + ALT + P
Hold or resume calls	CTRL + SHIFT + H
Open or close the keypad	CTRL + SHIFT + K **Tip** Enter numbers on the keypad with your keyboard.
Increase volume	CTRL + SHIFT + Up Arrow

Operation	Keyboard Shortcut
Decrease volume	CTRL + SHIFT + Down Arrow
Open or close the More menu	CTRL + SHIFT + Plus
Open the Merge menu when calls are on hold	CTRL + M
Transfer a call	CTRL + SHIFT + T
Start a conference call	CTRL + SHIFT + C

Instant Messages

Operation	Keyboard Shortcut
Bold font	CTRL + B
Italic font	CTRL + I
Underline	CTRL + U
Copy	CTRL + C
Paste	CTRL + V
Cut	CTRL + X
Undo	CTRL + Z
Redo	CTRL + Y
Add participants	Space bar **Tip** Use the Tab key to navigate to the **Add participants** control on the **Conversations** window.

Screen Captures

To take screen captures with your keyboard, do the following:

1   Use the Tab key to navigate to the **Send a screen capture** control on the **Conversations** window.

2   Press and hold the Space bar.

3   Use the arrow keys to highlight the region of the screen you want to capture.

4   Press the Space bar to take the screen capture.

Keyboard Navigation

Press the **Tab** key and arrow keys to navigate through items on:

- Main Cisco Jabber window
- Chat windows

- Call windows

- Contact lists

- Options window

- Docked window

Navigate Call Controls

To navigate through call controls on call windows, do the following:

1   Use the **Tab** key to toggle between call controls.

2   Press the **Space** or **Enter** key to open secondary control menus.

3   Adjust settings with the arrow keys.

4   Press the **Esc** key to exit secondary control menus.

Navigate Contact Lists

When you navigate into the contact list with the **Tab** key, there are groups and contacts. To navigate between groups and contacts,

- Use the left and right arrows to expand and collapse groups.

- Use the down arrow to navigate through groups.

- Use the right arrow to navigate into a group.

- Use the left arrow to navigate out of a group.

- Use the up and down arrows to navigate through contacts in a group.

Microsoft Windows Menu

To navigate through the Microsoft Windows menu on the main window, do the following;

1   Press **F10** to highlight the **File** menu.

2   Press **ALT** to navigate through the menus.

3   Use the arrow keys to navigate through menu items.

4   Press **Enter** to select menu items.

Troubleshooting

Verify Audio and Video Device Settings

If you have an issue with your audio or video devices, you can verify the selected devices.

Procedure

Step 1	From the client, select the **Menu** icon, then **File** > **Options**.
Step 2	Select the **Audio** tab.
Step 3	Use the drop down menu options to select your preferred microphone and speaker. Then select **Apply**.
Step 4	Select the **Video** tab and select your preferred device from the drop down menu, then select **Apply**.
Step 5	Select **OK** to close your Options menu.

Unable to Access Features

If there is an issue with a feature, for example, you cannot access your voice messages, you may have an issue with your connection status.

Procedure

Step 1	In the client, select the **Menu** icon, then **Help** > **Show connection status**.
Step 2	For each server listed, verify that the status displayed is Connected.
Step 3	If any servers are not listed with a Connected status, select **Options** to verify the account settings. The **Accounts** tab opens.
Step 4	Check that your username is correct and re-enter your system credentials and select **Apply**.
Step 5	If the problem persists, select the **Advanced** option to see your server addresses, and then report the problem with your server information to your system administrator.

Set Video Preferences for Calls

If you see an incoming video call and you don't want to show your video for the call, you can change the setting to answer calls with video. Or if you notice that no video is being shown, you can choose to show your video when you answer calls.

Procedure

Step 1	From the client, select the **Menu** icon, then **File** > **Options** > **Calls**.
Step 2	Select your preference to **Always start calls with video** or **Never start calls with video**.

You can always change these preferences. So to turn off video for just one call or one day, select **Never start calls with video**. Then you can change that preference later when you want to make video calls.

Step 3   Select **Apply** then **OK**.

Change My Profile Picture

If you are not displaying a profile picture, or you want to change the picture you are using, you can add or change your profile picture.

Procedure

Step 1   From the client, select the **Menu** icon, then **File** > **Edit my profile**.

Step 2   Select the icon under your profile picture to browse to the picture you want to upload.

Step 3   Select the picture and select **Open**.

How Do I Report a Problem

If you encounter a problem with Cisco Jabber, you can create a problem report to assist your system administrator to resolve your issue.

The Problem Reporting Assistant guides you through the problem reporting process. The problem report generates logs from your computer and sends them to your administrator.

Procedure

Step 1   In the client, from the **Menu** icon, select **Help** > **Report a Problem**.

Step 2   Specify the type of problem that you are having, then select **Next**.

Step 3   Provide a description of the problem with as much specific information as possible, then select **Next**.

Step 4   Select **Send Report** to create the problem report. Your system administrator is automatically notified of the new problem report.