

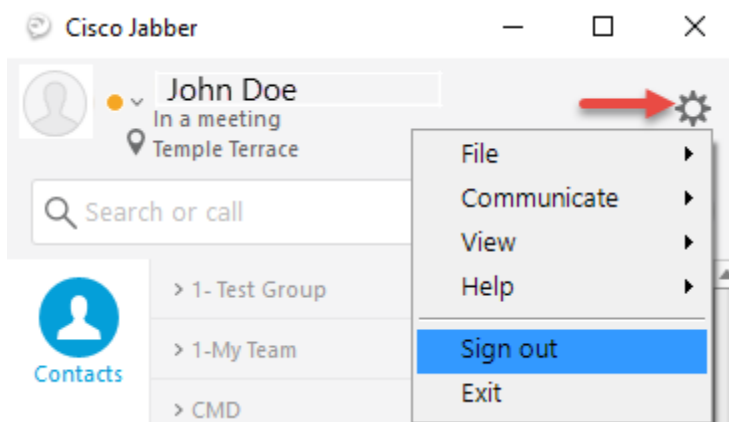
# Cisco Jabber

## My Contacts in Jabber Are Showing up as Email Address and Not by Name

There is a known issue with Jabber not resolving Jabber IDs (email addresses) with a common name.

As a temporary fix, follow the steps below.

1. In the Jabber window, go to the **Gear icon > Sign out**.



**For MAC:** Go to the application menu bar and select Jabber > Sign out.



2. [Sign back into Jabber](#).
3. If issues persist, **Reboot your computer** or try [Reset your Jabber client](#).