

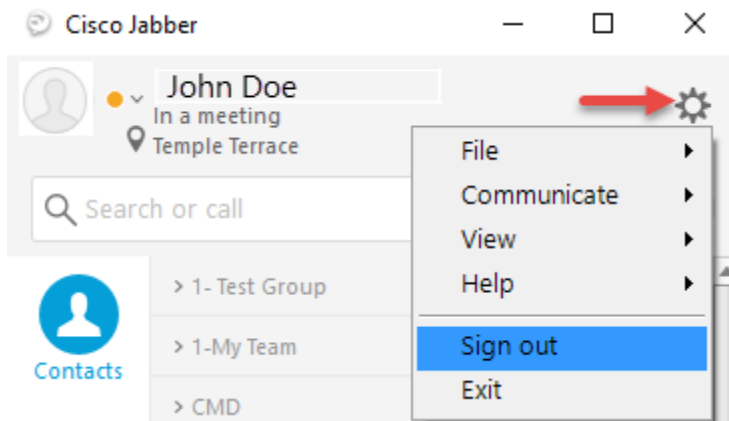
Cisco Jabber

My Contacts are Showing Offline in Jabber or Their Presence Is Incorrect

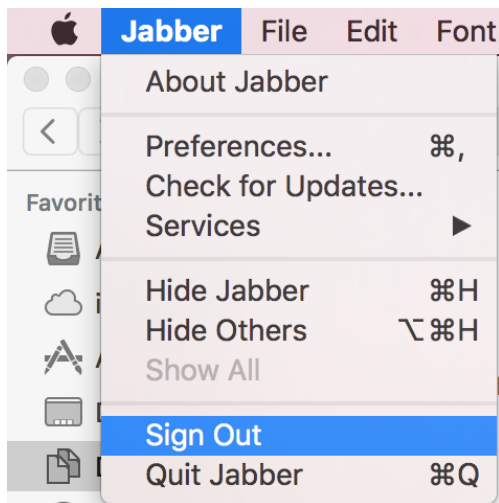
The steps below will assist in fixing Jabber Presence issues. Examples of Presence issues are contacts showing Offline when they are Available or showing Available but Offline.

Sign out of Jabber

1. If you're connected via VPN, ensure you're connection is still active.
2. Click on the Menu (**Gear icon**) and select **Sign Out**.



For MAC: Go to the application menu bar and click on **Jabber > Sign Out**.

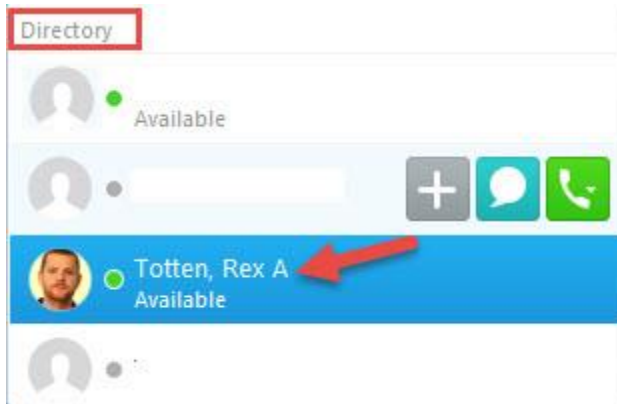


3. Wait a few minutes and **Sign Back in** with your User ID and Password.

4. Search for the contact and check if the Presence is now showing correctly.
5. If issues still occur, go to the next section on Removing Your Contact.

Remove Your Contact and Add back to your list.

1. Remove the affected contact by right clicking on the name and select **Remove or Delete** (MAC)
2. Sign out of **Jabber**.
3. Wait a few minutes and [Reset your Jabber application](#). This will flush the incorrect showing Contacts from your list.
4. Log back into **Jabber**.
5. Search for and re-add the **contact**. Make sure your contact shows up in the **Directory** area and re-add them in your group. Your contact should now be showing the presence correctly in Jabber.



Note: Do not re-add your contact from the **Contacts and recents** section, as this is just adding back your cached contact that had the presence issues.

Example below: **Contacts and recents**



6. If issues persist, continue and proceed requesting additional assistance below.