

Cisco Jabber

Frequently Asked Questions in Jabber

General Questions

- How do I reset my Jabber client when it is acting up?
 - If you are having trouble with the Jabber client, you can reset the client to fix general issues. Refer to the article [How to Reset Jabber Client](#).
- Is there a Jabber client for mobile phones?
 - Yes, Jabber mobile is available for Apple and Android devices. Instructions on installation can be found in the following articles:

[Install and Setup Jabber for Apple Device](#) and [Install and Setup Jabber for Android Device](#)

- Is there recommended Headsets for Jabber?
 - Any USB or Bluetooth headset that Windows sees as an audio device should work, however, please refer to this KB article [Which Headsets are Recommended for Jabber?](#) Due to differing tastes and business requirements, headsets are not provided by the Service Desk or End User Support and is the responsibility of the user's department.
- Can I send a screen share between MAC and Windows Jabber clients?
 - Unfortunately, this functionality is not supported at this time, however, it should be available in future releases.
- Can I join a Video Bridge or Telepresence/Video Conference with Jabber?
 - Yes, however, the bridge requires a configuration to be done to allow Jabber to join Telepresence/ Video Conference bridges. The meeting creator needs to specify the Jabber video connections when creating the meeting. Then they have to forward the special Jabber dial-in number for the bridge. Please refer to the article [Scheduling Jabber to a Video Bridge](#) article.

Instant Message Questions

- Is there a way to save my chat history automatically?
 - Automatic logging of chat history was disabled by Verizon Legal. There is no reminder to save your chat, but you may do so manually by simply right-clicking in your chat window and selecting Save Chat. For more information please refer to the KB article [How to Save Chats in Jabber](#).
- Can I adjust the way Jabber notifies me of new instant messages?
 - Unfortunately no, however, this is an item that been on Cisco's feature list for some time, so it may be available in a future update.

Contact Questions

- How do I import my public groups?

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- Yes, simply follow the instructions located within our article titled [How to Import Public Groups into Jabber](#).
 - Is there a size limit to how many contacts I can have in Jabber?
 - Yes, the current limit is 300 contacts. There is no bypassing this limit as it is set by Cisco.
 - What is the maximum number of contacts I can invite to a group chat?
 - The maximum number of contacts in a group is 200.
 - How do I backup my contact list in Jabber?
 - To backup your contacts and save to your desktop for later, follow the instructions within our article title [How to Export and Import Contacts to Jabber](#).
 - How do I add new contacts in Jabber?
 - Follow the instructions located within our article [How To Add Contacts in Jabber](#).
 - How do I organize my contact list?
 - Currently, you can organize your contact list alphabetically or by the online/offline status. Refer to the article [How To Sort Contacts in Jabber](#).
 - Why do some contacts show as the email address only?
 - All contacts should show as their display name; however, we have seen a few cases where email addresses are displayed instead. If it is a single or handful of contacts, but the majority shows a display name, try removing the bad contacts and adding them back.
 - Why do some contacts on my list show as 'Last Name, First Name' or as an email address for others?
 - Jabber stores all user contacts with an IM address, the rest is found via a lookup in our directory system which uses the 'Last, First' format for names (same as you would see in your email). When a client is disconnected from this directory system, it then has to fall back on the only information available, which are individual name fields on the chat servers. The most common reason you might see this behavior is if you connected to Jabber from off-network (at home, on your hotspot, at a client site, etc) without using the VPN client. The client can connect but is unable to reach the directory service for look-ups. Having said that, there are a few instances where the name lookup may fail for one reason or another. If you are on the network or on VPN and names are displaying incorrectly, please try the following steps of signing out and exiting Jabber. Then reset the Jabber client and sign back in.

Phone Questions

- Can I place long distance phone calls in Jabber?
 - Yes, however as with any other phone you will need to be granted the appropriate level of access. To place the call, you would enter the number in the Search or Call field as you would dial it from a standard phone; (e.g.:9101157626347658). Refer to the article [How Do I Place an International Phone Call in Jabber?](#)
- When someone calls me on Jabber, my client does not ring on my desktop?
 - Refer to the article [How to Receive Incoming Phone Calls in Jabber](#) for information to have your client ring on your desktop.
- How do you display the number keypad when in a call in Jabber?
 - Refer to the article [How To Display Number Keypad in Jabber](#).