

Cisco Jabber

How Do I Reset Jabber on My iPhone or Android?

The troubleshooting steps for resetting your Jabber client are quick and simple, and help to resolve most Jabber Client issues.

Do you need to reset Jabber on your Windows or Mac? See the article [How to Reset Your Jabber Client](#).

Note: Resetting the Jabber Client will delete all saved information, including chat messages, account settings, and user preferences.

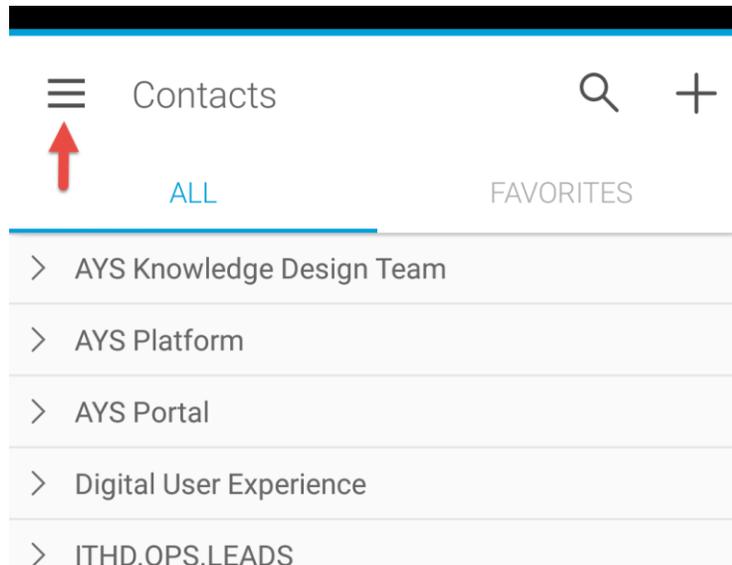
The following steps will work with iPhone and Android devices.

1. If you are already logged into Jabber, sign out of Jabber by accessing the left menu and selecting **Sign Out**.

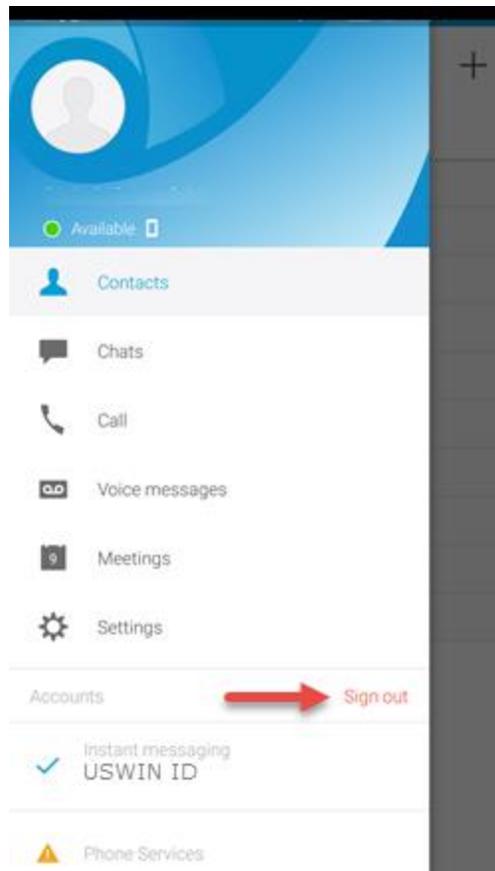
This process is the same on both Android and iPhone. However the menu appearance is slightly different.

- o **For an Android device**

1. Select the **3-bar menu** in the top-left corner of your Jabber app.



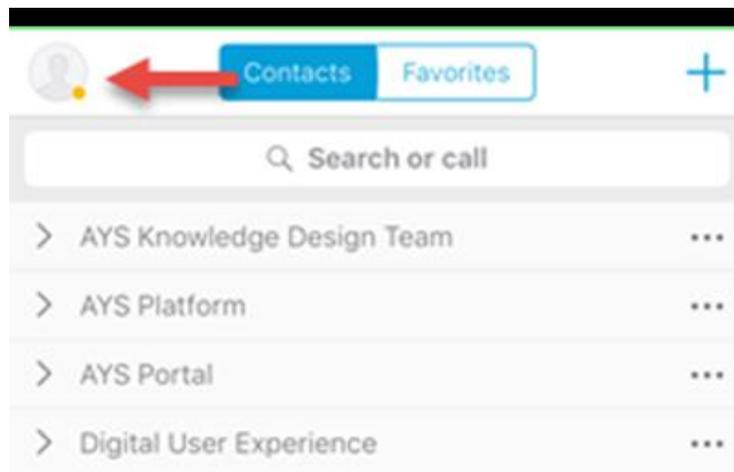
2. On the menu that appears, select **Sign out**.



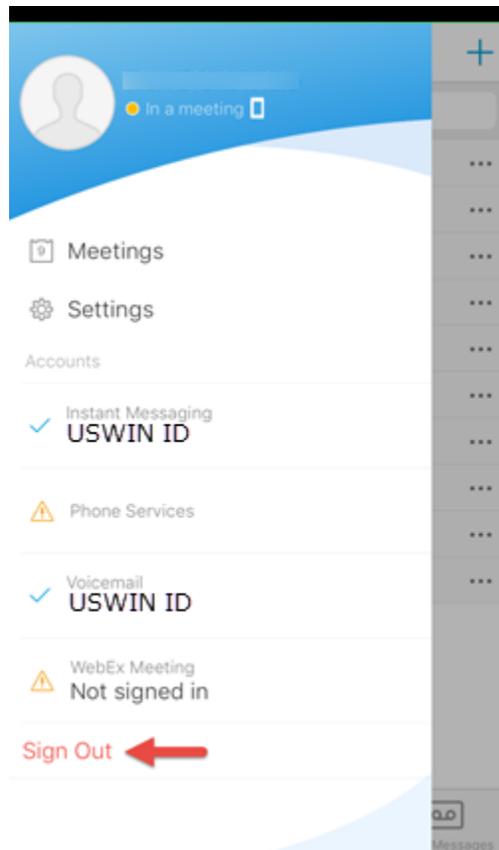
3. Now, continue to **Step 2** in this article.

- **For an iOS device (iPhone / iPad)**

1. Select the portrait icon in the upper-left corner of the Jabber app.

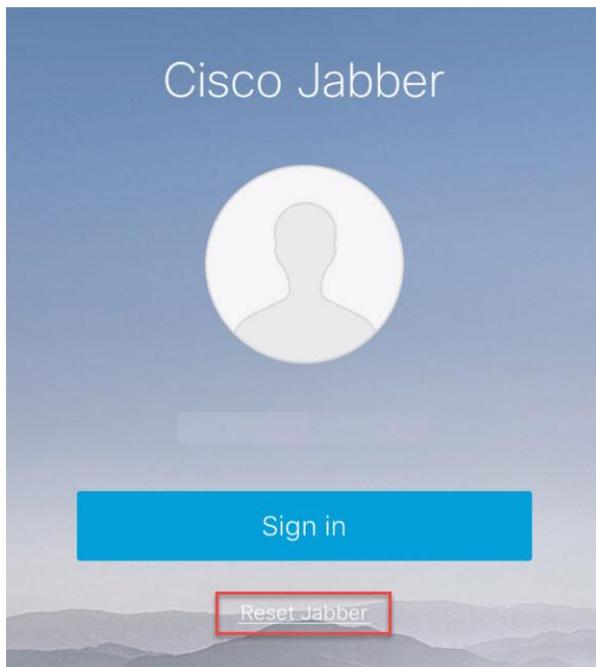


2. On the menu that appears, select **Sign out**.



3. Now, continue to **Step 2**, below.

2. From the sign-in screen reset Jabber by selecting the **Reset Jabber** link.



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3. A message will pop up confirming your action. Click **Reset**.
 4. Once logged out, sign back in with your **username@company.com** and click **Continue**.

The Username is your Login ID followed by **@company.com**; this is the login to your computer. It is not your email address.

5. On the second sign-in screen, just enter your Domain Password. This is the password you use to login to your computer.

NOTE: If you receive the error **Network Not Found** while signing into Jabber, please try disabling Wi-Fi temporarily on your device and attempt to sign in using your Data instead. Once you are signed in, you can enable Wi-Fi again.