

# Cisco Jabber

## I Am Unable to Screen Share In Jabber

There are some restrictions in Jabber Chat that will not allow you to share your screen or the option is grayed out. In order to share your screen in Jabber, the following must be met:

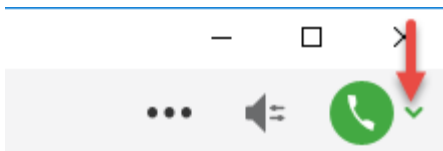
- Both users must be on **Jabber clients for Windows PCs**.
- Both users must either be on the **corporate network or on the corporate VPN**.

Below are some scenarios that will limit Jabber to share the screen with others.

- Screen Sharing between a Windows PC and MAC Jabber clients will not work.
- Screen sharing to someone who is connected to the Internet on Jabber and not the corporate network will not work.

Workarounds:

- Instead of trying to share your screen in the chat window, try calling the person on their **Jabber Phone number and Share the Screen**.
  1. In the upper right corner of the Jabber chat window, click on the **arrow** next to the green phone icon.



2. The user's various Contact numbers will appear. Make sure you select and call their **Work Email Address**. Calling the email address is the best method to initiate a Jabber to Jabber call, as the email address is associated with the Jabber number.
  3. Once the call connection has been made, try **Share Screen** option again.
- If you still cannot share your screen as another workaround you can host/join a **WebEx meeting** to share your screen with others.