

Administration Guide for Cisco Jabber for iPhone

Cisco Jabber for iPhone provides users with VoIP calling, visual voicemail, and access to the corporate directory from an iOS device.

Cisco Jabber is distinct from the Cisco Mobile application that runs in conjunction with a Cisco Unified Mobility Advantage server.

Note The voice quality of calls will vary depending on the Wi-Fi or mobile data network connection. Cisco TAC is not able to troubleshoot connectivity or voice quality when using 3G/4G mobile data networks or non-corporate Wi-Fi networks when using Cisco Jabber or when using Cisco AnyConnect Secure Mobility Client.

Features of Cisco Jabber for iPhone allow you to:

- Place and receive VoIP calls from a corporate phone number through Unified CM using your mobile device while Cisco Jabber is running and connected to the network.
- Receive calls at the standard mobile phone number when Cisco Jabber is not running or not connected to the corporate network
- Have multiple VoIP calls (call waiting, add new call, swap between active calls)
- Use many of the standard in-call features that Unified CM provides, including hold, transfer, and conference
- Connect automatically to the VPN if the corporate Wi-Fi network is not directly available
- Transfer an active Cisco Jabber VoIP call from your device to your desk phone and vice versa
- Transfer an active Cisco Jabber VoIP call to your mobile network
- Dial numbers by raising the iPhone to the ear and speaking the name of the person to call
- Search the corporate directory
- Access voicemail through a visual list
- Run the application in the background, and automatically register to Unified CM when available, and remain ready to receive calls to the work phone number
- Transfer services from the Unified CM to another Unified CM or a router with Cisco Unified Survivable Remote Site Telephony (SRST).

- Open an IM session with Cisco Jabber contacts
- Use a Bluetooth headset on supported iPhone devices

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Related documents

The following documentation includes information related to Cisco Jabber:

- Cisco Jabber documentation for users is available from http://www.cisco.com/en/US/products/ps11596/products_user_guide_list.html.
- Technical information specific to this product is available in the Solutions Reference Network Design (SRND): http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html.
- Cisco Unified Communications Manager documentation for administrators is available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Required files

You need the following files to set up and use Cisco Jabber. You can collect them all now, or obtain them when you are ready to use them.

File	To obtain this file, see
For Cisco Unified Communications Manager Release 8.5 and earlier	
Cisco Options Package (COP) file required to make Application Dial Rules available to Cisco Jabber	Cisco Jabber for iPhone uses the same COP file as Cisco UC Integration for Microsoft Office Communicator to make Application Dial Rules available. Go to the **Software Downloads** page for Cisco UC Integration for Microsoft Office Communicator at http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282588075.
For all Cisco Unified Communications Manager releases	
Device COP file	Go to the software download site, http://www.cisco.com/go/jabber_iphone_cop. Locate and download `cmterm-iphone-install-111019.cop.sgn`.
Cisco Jabber application for your device	Access the App Store from within iTunes or use the App Store application on the iOS device. When you search for Cisco Jabber, be sure to distinguish Cisco Jabber from Cisco Jabber IM.

Related Topics

Install Cisco Options Package file for devices
Obtain Cisco Options Package file for dial rules