

# Cisco Jabber for Windows: Enterprise Collaboration Made Simple

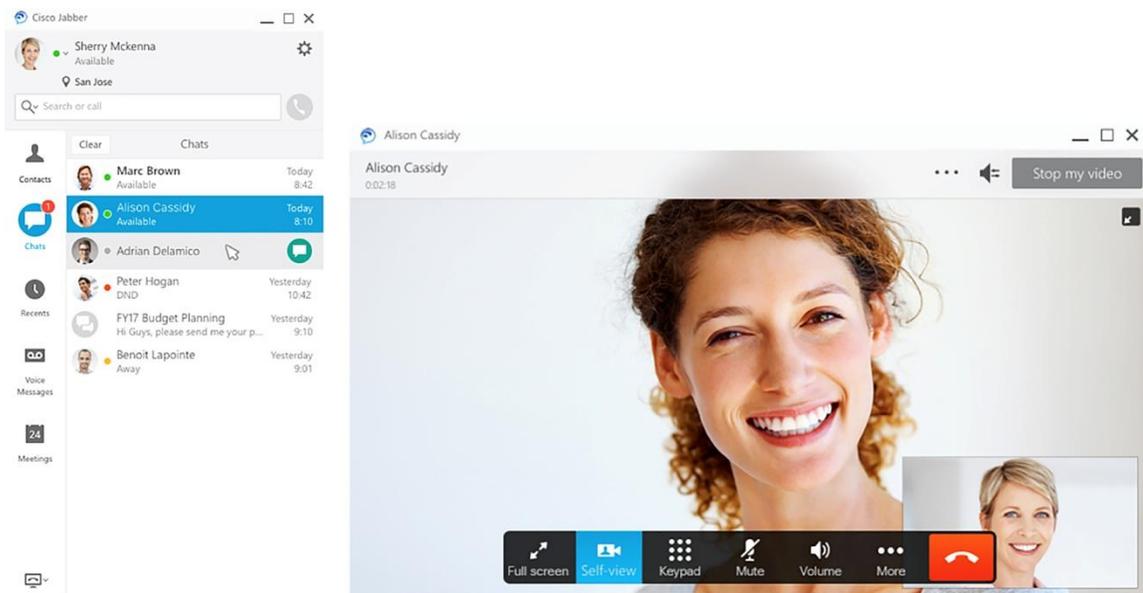
## Product Overview

The Cisco Jabber® platform is a unified communications application that lets you be more productive from anywhere on a broad array of devices. Find the right people, see if and how they are available, and collaborate using your preferred method.

Today's global, distributed work environment has resulted in significant challenges for workers, making it harder to connect with the right people and significantly increasing the quantity and modes of communication. Organizations of all sizes are striving to improve communications in order to retain customers, compete for new business, control costs, and grow their business globally.

Cisco Jabber for Windows streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, screen sharing, and conferencing capabilities securely into one client on your desktop. Cisco Jabber for Windows delivers highly secure, clear, and reliable communications. It offers flexible deployment models, is built on open standards, and integrates with commonly used desktop applications. You can communicate and collaborate effectively from anywhere you have an Internet connection (Figure 1).

**Figure 1.** Cisco Jabber for Windows



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## Features and Benefits

### **Reduce Communication Delays with Presence and Contact Information**

The Cisco Jabber platform enables you to see the availability of co-workers and colleagues within and outside your organization. You can immediately see who is offline, available, away, on a call, or in a do-not-disturb state. You can create customized availability states, such as “in a customer meeting,” to provide added context. Contact cards provide additional contact information and multiple options for initiating communications. These capabilities help reduce communication delays and result in faster decision making and enhanced productivity.

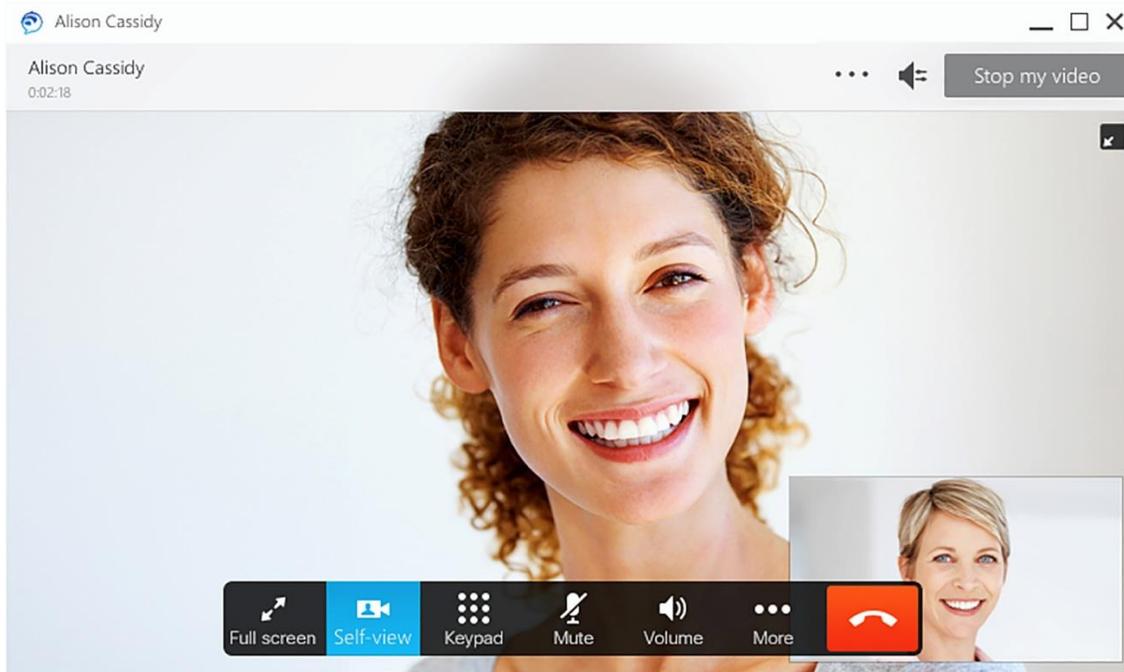
### **Quickly Communicate with Enterprise-Class Instant Messaging**

Instant messaging is an important communication option that lets you efficiently interact in today's multitasking business environment. The Cisco Jabber platform delivers enterprise-class instant messaging capabilities that are based on the Extensible Messaging and Presence Protocol (XMPP). The solution provides personal, group, and persistent chat rooms so you can quickly connect with your business colleagues. Chat history and server-based logging capabilities allow you to view the content of prior chats and to store messages for convenience, compliance, and regulation purposes. Instant messaging is integrated with other communication capabilities so you can simply move between chats, audio conversations, and web conferences. You can even share presence and send instant messages to people outside your organization who may not be using the Cisco Jabber application. The enterprise-class instant messaging capabilities of the Cisco Jabber platform provide more efficient, highly secure, flexible, and borderless collaboration.

### **Bring Business-Class IP Telephony to the Desktop**

The Cisco Jabber for Windows application delivers business-quality voice and video to your desktop. Powered by the market-leading Cisco® Unified Communications Manager, the Cisco Jabber application is a soft phone with wideband and high-fidelity audio, standards based high-definition video (720p), and desk-phone control features. These features mean that high-quality and high-availability voice and video telephony is available at all locations and to users' desk phones, soft clients, and mobile devices. The Cisco Jabber application makes voice communications simple, clear, and reliable (Figure 2).

**Figure 2.** High-Definition Video with Integrated Audio Controls



**Accelerate Team Performance with Multiparty Conferencing and Collaboration**

The Cisco Jabber platform provides for smooth escalation to desktop sharing or Cisco WebEx® conferencing and collaboration solutions. You can instantly share documents and expand chats and conversations to multiparty voice, video, and web conferencing.

**Collaborate from Common Business Applications**

You can access the capabilities of the Cisco Jabber application from common desktop applications such as Microsoft Outlook, including lighting up presence and click-to-communicate (instant message and audio and video calling) capabilities. With Microsoft Outlook, you can use the Microsoft contact card click-to-communicate icons directly from within the application to save time and streamline workflows, because you can view user availability and initiate communications such as personal and group voice, video, and chat sessions without having to switch between applications.

Table 1 outlines the features and benefits that apply to Cisco Jabber for Windows Version 11.9.

**Table 1.** Features and Benefits

Feature	Benefit
<b>Communication integration</b>	Use a single, intuitive interface for instant messaging with individuals and groups, IP telephony, visual voicemail, voice and web conferencing, desktop sharing, <sup>1</sup> chat history, and integrated directories.
<b>Presence</b>	View real-time availability of co-workers and colleagues within and outside the enterprise network. <ul style="list-style-type: none"> <li>• Exchange and display presence availability information and instant messages with other Cisco Jabber users, Cisco Unified Personal Communicator, Cisco WebEx Connect®, Microsoft Lync, IBM Lotus Sametime, AOL, GoogleTalk, and many other XMPP-compatible clients.</li> <li>• Exchange presence information with mobile handsets using Cisco Jabber or third-party XMPP-compatible clients.</li> <li>• Display customized availability messages.</li> <li>• Your status is updated automatically when you are in a Cisco WebEx meeting or sharing an application.</li> <li>• Show your availability based on the free and busy status in your Microsoft Outlook Calendar or Exchange</li> </ul>

Feature	Benefit
	<p>Server.<sup>2</sup></p> <ul style="list-style-type: none"> <li>• Set alerts to be notified when your contacts become available.</li> </ul>
<b>Enterprise instant messaging</b>	<p>Chat in real time using instant messaging to save time and reduce phone tag. Several chat modes are supported, including:</p> <ul style="list-style-type: none"> <li>• Point-to-point chat with co-workers inside your network, or supported federated business and personal contacts</li> <li>• Group chat, which enables multiple colleagues to communicate and collaborate in a single discussion</li> <li>• Chat rooms, enabling persistent chat among distributed teams<sup>2</sup></li> <li>• Personal instant messaging history for your reference</li> </ul>
<b>Cisco Spark / Jabber Interop<sup>3</sup></b>	<p>Enables basic messaging between Cisco Spark and Jabber clients. Supported for users with access to the Cisco WebEx Messenger™ service.</p>
<b>Predictive search</b>	<p>Look up contacts quickly. Predictive search offers you suggestions as you type in a search query and can index your Cisco Jabber contact list, recent contacts, and personal Outlook contacts.</p>
<b>Media escalation</b>	<p>Choose the right communication tool for your situation. Escalate from a chat to an audio call, video call, screen share, Cisco Collaboration Meeting Rooms Cloud or Cisco WebEx meeting. Media escalations are as easy as clicking a button.</p>
<b>Desktop share</b>	<p>Communicate ideas quickly by instantly sharing what is on your screen. With the Cisco Jabber application, you can share your screen with other Cisco Jabber users as well as with standards-based video endpoints from Cisco and third parties. Remotely control another Windows desktop using Cisco Jabber for Windows.</p>
<b>Integrated voice and video telephony</b>	<p>Exchange ideas face to face with coordinated video display on the PC screen and voice conversation with a soft phone.</p> <ul style="list-style-type: none"> <li>• Make, receive, and control your phone calls, whether you are in or out of the office.</li> <li>• Business-quality video communication up to high-definition and high-fidelity wideband audio is supported.</li> <li>• Standards-based video means you are not restricted to collaborating only with other Cisco Jabber clients. You can use voice, video, and even desktop sharing when interacting with telepresence endpoints and room-based and multipoint videoconferencing systems.</li> <li>• A variety of call-control options are available, including mute, call transfer, call forwarding, and impromptu conferencing.</li> <li>• The enterprise-class IP telephony reliability and failover features of Cisco Unified Communications Manager are supported.</li> </ul>
<b>Jabber to Jabber calling<sup>3</sup></b>	<p>Jabber to Jabber calling provides basic voice and video calling capabilities between different Cisco Jabber clients without registering to Cisco Unified Communications Manager. Jabber to Jabber calling is supported for users with access to the Cisco WebEx Messenger™ service.</p> <p>Jabber to Jabber calling feature allows users to:</p> <ul style="list-style-type: none"> <li>• Make a Jabber to Jabber call</li> <li>• Answer a Jabber to Jabber call</li> <li>• End a Jabber to Jabber call</li> <li>• Mute or unmute the audio</li> <li>• Start or stop the video</li> <li>• Volume control</li> <li>• Open, close, or move the self-video</li> </ul>
<b>Conferencing</b>	<p>Initiate multiparty voice and web meetings.</p> <ul style="list-style-type: none"> <li>• Group chat and audio conference sessions are as simple as clicking a button, eliminating the need to use other applications and interfaces to schedule, invite, or join conferences.</li> <li>• Initiate a web meeting session directly from the Cisco Jabber client using Cisco WebEx conferencing to share content, such as a presentation, document, or your desktop.<sup>1</sup></li> <li>• Cisco Jabber provides support for Collaboration Meeting Rooms Cloud using both Session Initiation Protocol (SIP) for video and HTTP for Cisco WebEx.</li> </ul> <p>Cisco Jabber can integrate with WebEx Meeting Center, Event Center and Training Center.</p>
<b>Far-end camera control</b>	<p>Cisco Jabber allows users to control cameras that support remote control. Users can zoom, pan, and tilt the camera.</p>
<b>Chat history</b>	<p>Access a history of your instant messaging conversations.</p>
<b>Visual voice message access</b>	<p>View, play back, append message, and delete voice messages from Cisco Unity® Connection.</p>
<b>Microsoft Outlook integration</b>	<p>See user availability and click to initiate chat sessions or voice and video calls, save chat to an Outlook folder, or launch web collaboration sessions directly from Microsoft Outlook, including:</p> <ul style="list-style-type: none"> <li>• Microsoft Outlook 2010</li> <li>• Microsoft Outlook 2013</li> <li>• Microsoft Outlook 2016</li> <li>• Microsoft Exchange Online (Outlook 365), with installed Outlook desktop client</li> </ul>

Feature	Benefit
<b>Encryption</b>	Encrypt instant messaging communications using up to 256-bit Advanced Encryption Standard (AES) encryption and Transport Layer Security/Secure Sockets Layer (TLS/SSL) connections.
<b>Single sign-on (SSO)</b>	<p>Single sign-on allows Cisco Jabber users to securely access all Cisco Jabber services without being prompted to log in to each of them separately. The Cisco Jabber application uses authentication performed by the corporate Identity Provider. The Identity Provider can control the authentication experience for Cisco Jabber users, for example, by prompting users for their enterprise username and password once when the Cisco Jabber application is first run and by specifying the length of time a user is authorized to use Cisco Jabber services.</p> <p>The Cisco Jabber application uses the Security Assertion Markup Language (SAML), which is an XML-based open standard data format that enables access to a defined set of Cisco services transparently after verifying credentials with an Identity Provider. SAML single sign-on can be enabled for Cisco WebEx Messenger services, Cisco Unified Communications Manager, and Cisco Unity Connection. SSO is deployed for use with Cisco Jabber clients using service discovery.</p>
<b>Enterprise policy management</b>	Set granular policies to determine which features and capabilities your Cisco Jabber end users can or cannot access.
<b>Flexible deployment models</b>	You can deploy Cisco Jabber for Windows on-premises, as a hybrid, or in the cloud, offering your IT department the flexibility to choose the model that best suits your business.
<b>Virtual environments</b>	<p>You can deploy Cisco Jabber for Windows in virtual environments using hosted virtual desktop:</p> <ul style="list-style-type: none"> <li>● Citrix XenDesktop: 7.5 or later</li> <li>● Citrix XenApp: 7.5 or later</li> <li>● Citrix Receiver: 4.4.x</li> <li>● VMware Horizon: 6.0, 6.1.0, 6.2.0, 7.0, 7.1</li> <li>● VMware View Client: 4.1.x</li> </ul>
<b>Localization</b>	<p>Languages supported include</p> <p>Arabic, Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French (France), German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Swedish, Thai, Turkish</p>

<sup>1</sup> Feature available for on-demand deployment only.

<sup>2</sup> Feature available for on-premises deployment only.

<sup>3</sup> Before enabling the Jabber to Jabber calling feature or the Cisco Spark / Jabber Interop features, the administrator must contact Cisco Customer Support or the assigned Cisco customer success manager to migrate users from the Cisco WebEx Messenger Server to the Cisco Common Identity Server. Migration must be confirmed as successful for all users before enabling Jabber to Jabber calling. The migration process will take some time based on the details of the company's setup. For more information, see the Jabber to Jabber Call section in the Cisco Jabber Deployment and Installation Guide.

## System Requirements

Table 2 outlines system requirements that apply to Cisco Jabber for Windows Version 11.9 System Requirements

**Table 2.** System Requirements

<b>Operating system</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7, 8, and 10 (Desktop Mode)</li> </ul>
<b>Minimum CPU speed and type</b>	<ul style="list-style-type: none"> <li>• Mobile AMD Sempron Processor 3600+ at 2 GHz</li> <li>• Intel® Core 2 CPU T7400 at 2.16 GHz</li> <li>• Intel Atom</li> </ul>
<b>Installed RAM</b>	<ul style="list-style-type: none"> <li>• 2-GB RAM</li> </ul>
<b>Free physical memory</b>	<ul style="list-style-type: none"> <li>• 128 MB</li> </ul>
<b>Disk space</b>	<ul style="list-style-type: none"> <li>• 256 MB</li> </ul>
<b>Graphics processing</b>	<ul style="list-style-type: none"> <li>• DirectX11 (Windows 7)</li> </ul>
<b>I/O ports</b>	<ul style="list-style-type: none"> <li>• When using USB cameras and audio devices, USB 2.0 is required.</li> </ul>

Table 3 outlines system requirements for Cisco Unified Communications.

**Table 3.** Cisco Unified Communications System Requirements

<b>Cisco Unified Communications Manager (Standard and Business Editions)</b>	<ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager 9.1(2) or later</li> </ul>
<b>Cisco Unified Presence</b>	<ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager Instant Messaging and Presence Service 9.1(2) or later</li> </ul>
<b>Contact search services</b>	<p>Cloud-based sources:</p> <ul style="list-style-type: none"> <li>• Cisco WebEx Messenger Contact Service</li> </ul> <p>On-premises sources:</p> <ul style="list-style-type: none"> <li>• Active Directory Domain Services for Windows Server 2012 R2</li> <li>• Active Directory Domain Services for Windows Server 2008 R2</li> <li>• OpenLDAP 2.4 or later</li> <li>• Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM)</li> <li>• Cisco Unified Communications Manager User Data Service (UDS) with Cisco Unified Communications Manager 9.1(2) or later</li> </ul>
<b>Cisco Unified IP phones (computer telephony integration [CTI] enabled)</b>	<ul style="list-style-type: none"> <li>• Cisco Unified IP Phone 9900 Series</li> <li>• Cisco Unified IP Phone 8900 Series</li> <li>• Cisco Unified IP Phone 7900 Series</li> <li>• Cisco Unified IP Phone 6900 Series</li> </ul>
<b>Cisco conferencing</b>	<ul style="list-style-type: none"> <li>• Cisco TelePresence® MCU 4500 Series</li> <li>• Cisco TelePresence Server 7010</li> <li>• Cisco TelePresence MSE 8000</li> <li>• Cisco Unified Videoconferencing 7.0 5115</li> <li>• Cisco WebEx Meeting Center T28+</li> <li>• XML API 5.8</li> <li>• Cisco WebEx Meeting Server 2.0+</li> </ul>
<b>Voicemail playback</b>	<ul style="list-style-type: none"> <li>• Cisco Unity Connection 9.1(2) or later</li> </ul>
<b>Cisco Unified Survivable Remote Site Telephony (SRST)</b>	<p>Cisco Jabber for Windows supports the following features with Cisco Unified Survivable Remote Site Telephony Version 8.5:</p> <ul style="list-style-type: none"> <li>• Basic call functions</li> <li>• Ability to hold and resume calls</li> </ul>
<b>Cisco Expressway</b>	<p>Cisco Jabber for Windows supports Cisco Expressway-E Version 8.1.1 or later and Cisco Expressway-C Version 8.1.1 or later</p>

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## Warranty Information

Find warranty information on Cisco.com at the [Product Warranties](#) page.

## Ordering Information

Cisco Jabber for Windows is a single client that can connect to either the Cisco Collaboration Cloud or the Cisco Unified Communications Manager Instant Messaging and Presence Service Server. The ordering mechanism will vary based on the deployment model selected.

To order Cisco Jabber for Windows hosted in the Cisco Collaboration Cloud, please review the [Cisco WebEx Global Price List](#).

To order Cisco Jabber for Windows deployed on the Cisco Unified Communications Manager Instant Messaging and Presence Service Server, please visit the [Cisco Ordering Home Page](#).

Cisco Jabber for Windows is a part of Cisco Unified Workspace Licensing. Please visit [https://www.cisco.com/go/workspace\\_licensing](https://www.cisco.com/go/workspace_licensing) for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your organization.

To download software, visit the [Cisco Software Center](#).

## Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a highly secure, resilient Cisco Unified Communications solution so you can meet aggressive deployment schedules and accelerate your business advantage. The Cisco portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

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## For More Information

For more information about the Cisco Jabber application, visit <https://www.cisco.com/go/jabber> or contact your local Cisco account representative.



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