

Cisco Jabber for Windows and Mac: Enterprise Collaboration Made Simple

Product overview

The Cisco Jabber® client 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 communications.

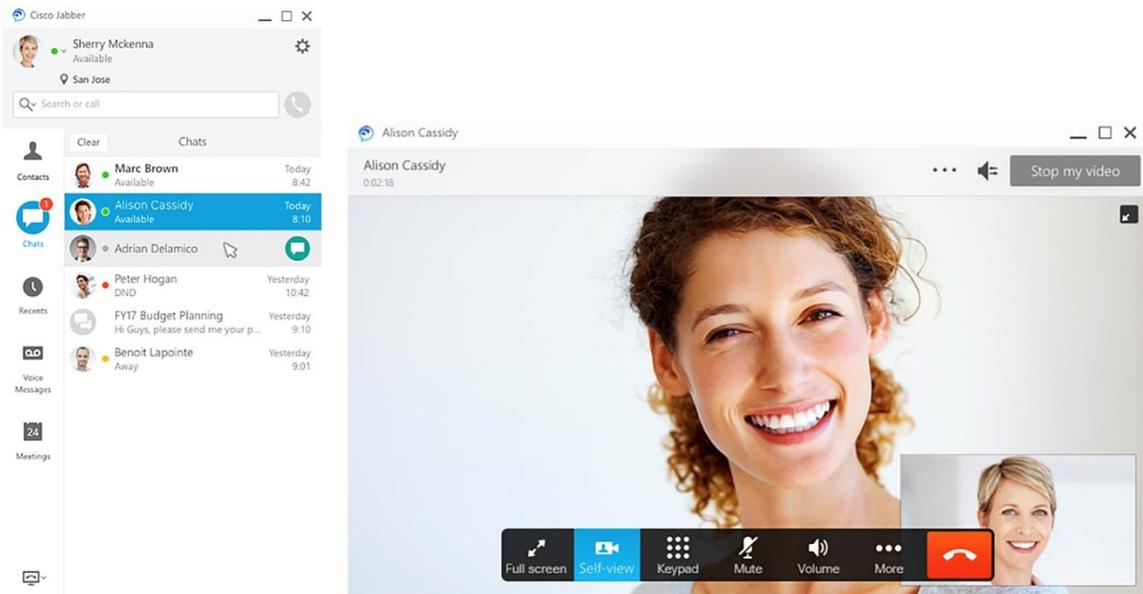
Organizations of all sizes are striving to improve communications in order to retain customers, compete for new business, control costs, and grow their business globally.

The Cisco Jabber client 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 Mac and Cisco Jabber for Windows deliver highly secure, clear, and reliable communications. They offer flexible deployment models, are built on open standards, and integrate with commonly used desktop applications. With the Cisco Jabber client, you can communicate and collaborate effectively from anywhere you have an Internet connection (Figures 1 and 2).

Figure 1. Cisco Jabber for Mac



Figure 2 Cisco Jabber for Windows



Features and benefits

Reduce communication delays with presence and contact information

The Cisco Jabber client 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.

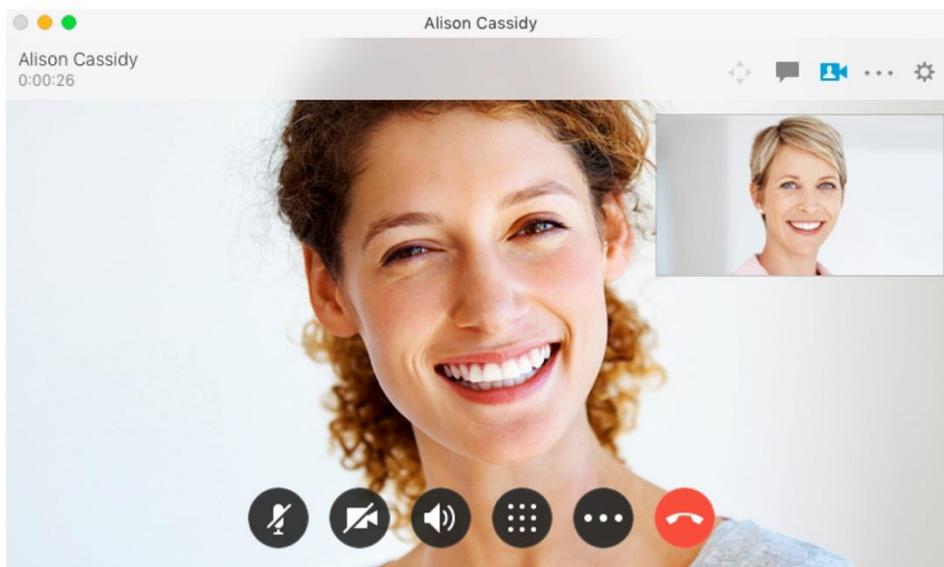
Quickly communicate with borderless, enterprise-class instant messaging

Instant messaging is an important communication option that lets you efficiently interact in today's multitasking business environment. The Cisco Jabber client delivers enterprise-class instant messaging capabilities that are based on the Extensible Messaging and Presence Protocol (XMPP). The solution provides personal chat, group chat, 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 regulatory 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 Cisco Jabber. The enterprise-class instant messaging capabilities of the Cisco Jabber client provide more efficient, highly secure, flexible, and borderless collaboration.

Bring business-class IP telephony to the desktop

The Cisco Jabber client delivers business-quality voice and video to your desktop. Powered by the market-leading Cisco® Unified Communications Manager call-control solution, it is a soft phone with wideband and high-fidelity audio, standards-based high-definition video (720p), desk phone control features and support for up to 8 lines with Multiline. 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 solution makes voice communications simple, clear, and reliable (Figure 3).

Figure 3. High-definition video with integrated audio controls



Accelerate team performance with multiparty conferencing and collaboration

The Cisco Jabber client 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 client from common desktop applications such as Microsoft Outlook, including 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.

The Cisco Jabber client delivers unified communications to the desktop through an engaging user interface. The intuitive visual design promotes adoption of basic as well as advanced capabilities and integrates communications into the natural workflow to deliver the efficiency and productivity promised by unified communications. Availability information and communication options are available throughout the application, such as in the visual-voicemail and chat interfaces, enabling more efficient real-time collaboration. Cisco Jabber for Mac is built specifically for Mac users, with a familiar Mac user interface as well as integrations with Mac OS X services.

Cisco Jabber for Windows is designed to be familiar to Windows users as well as providing integrations with the native operating system.

Table 1 outlines the features and benefits of Cisco Jabber 12.1.

Table 1. Features and benefits

Feature	Benefit
Communication integration	Use a single, intuitive interface for instant messaging with individuals and groups, IP telephony, soft-phone voice and video, visual voicemail, voice and web conferencing, desktop sharing, communication history, and integrated directories.
Presence	View real-time availability of co-workers and colleagues within and outside the enterprise network. <ul style="list-style-type: none"> • Exchange and display presence availability information and instant messages with other Cisco Jabber users, Cisco Unified Personal Communicator, the Cisco Webex Connect solution, Microsoft Office Communicator and Lync, IBM Lotus Sametime, AOL, GoogleTalk, and many other XMPP-compatible clients. • Exchange presence information with mobile handsets using Cisco Jabber or third-party XMPP-compatible clients. • Display customized availability messages. • Your status is updated automatically when you are in a Cisco Webex meeting or sharing an application. • Show your availability based on the free and busy status in your Microsoft Outlook Calendar or Exchange Server.³ • Set alerts to be notified when your contacts become available.
Enterprise instant messaging	Chat in real time using instant messaging to save time and reduce phone tag. Several chat modes are supported, including: <ul style="list-style-type: none"> • Point-to-point chat with co-workers inside your network, or supported federated business and personal contacts. • Group chat, which enables multiple colleagues to communicate and collaborate in a single discussion. • Instant messages sent to offline contacts;¹ they will receive them when they connect to the application. • Chat rooms, enabling persistent chat among distributed teams.¹ • Personal instant messaging history for your reference. • Ability to create interactive bot experiences with the Jabber Bot SDK.
Cisco Webex Teams™/Jabber® Interop²	Enables basic messaging between Cisco Webex Teams and Cisco Jabber clients. Supported for users with access to the Cisco Webex Messenger ¹⁰ service.
Predictive search	Look up contacts quickly. Predictive search provides suggestions for you as you type in a search query and indexes your Cisco Jabber contact list, recent contacts, personal Outlook contacts, Mac address book, and company directory.
Media escalation	Choose the right communication tool for your situation. Escalate from a chat to an audio or video call, desktop share, or web meeting. Media escalations are as easy as clicking a button.
Desktop share	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.

Feature	Benefit
Integrated voice telephony	<p>Exchange ideas face to face by using the Cisco Jabber solution as a soft phone, or you can choose to control your Cisco IP desk phone.</p> <ul style="list-style-type: none"> • Make, receive, and control your phone calls whether you are in or out of the office, with number or Session Initiation Protocol (SIP) URI-based dialing. Click to call directly from your contact list without the need to look up phone numbers. • Multiline support - Configure users for up to 8 lines • Business-quality video communication up to high-definition and high-fidelity wideband audio is supported. • Standards-based video means you are not restricted to collaboration with just other Cisco Jabber clients. You can use voice, video, and even desktop sharing when interacting with telepresence endpoints and room-based and multipoint video conferencing systems. • A variety of call-control options are available, including mute, call forwarding, and impromptu conferencing. • The enterprise-class IP telephony reliability and failover features of Cisco Unified Communications Manager are supported.
Jabber to Jabber calling	<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.²</p> <p>The Jabber to Jabber calling feature allows users to:</p> <ul style="list-style-type: none"> • Make a Jabber to Jabber call • Answer a Jabber to Jabber call • End a Jabber to Jabber call • Mute or unmute the audio • Start or stop the video • Control the volume • Open, close, or move the self-video
Conferencing	<p>Initiate multiparty voice and web meetings.</p> <ul style="list-style-type: none"> • 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 participants, or join conferences. • Initiate a web meeting directly from the Cisco Jabber client, using Cisco Webex meeting applications to share content, such as a presentation, a document, or your desktop. • Cisco Jabber provides support for Cisco Collaboration Meeting Rooms (CMR) Cloud using both SIP for video and HTTP for Cisco Webex.
Far End Camera Control	Control cameras that support remote control. Users can zoom, pan, and tilt the camera.
Chat history	Access a history of your instant messaging conversations.
Visual voice message access	View, play back, and delete voice messages from Cisco Unity [®] Connection.
Mac OS X integration	<p>Built for Mac OS X, the Cisco Jabber for Mac client provides a host of integrations for an immersive experience on the Mac, including:</p> <ul style="list-style-type: none"> • Mac address book: Import contacts from your Mac address book directly into your Cisco Jabber for Mac contact list, place calls to your contacts from your address book, or search and call contacts directly from the Cisco Jabber application. • Support for Growl notifications. • Status menu: The Cisco Jabber application provides a status menu in the main menu bar that is always available whenever the application is running, even if it is not the foremost application. You can set presence; place, answer, and manage phone calls; and perform predictive searches, all without leaving the active application and with a simple key combination. • Services integration: Take full advantage of the Mac OS X services integration to make a call using the Cisco Jabber client directly from supported Mac OS X applications, including Safari, Firefox, Mail, Calendar, Word 2011, and more.
Microsoft Outlook integration	<p>See user availability and click to initiate chat sessions or voice and video calls, or save chat to an Outlook folder directly from Microsoft Outlook:</p> <p>Cisco Jabber for Windows supports:</p> <ul style="list-style-type: none"> • Microsoft Outlook 2010 • Microsoft Outlook 2013 • Microsoft Outlook 2016 • Microsoft Exchange Online (Outlook 365), with installed Outlook desktop client <p>Cisco Jabber for Mac supports:</p> <ul style="list-style-type: none"> • Microsoft Outlook 2016³ • Microsoft Exchange Online (Outlook 365), with installed Outlook desktop client

Feature	Benefit
Secure mobile and remote access	<p>We offer our customers deployment options to access the Cisco Jabber application outside the corporate network.</p> <ul style="list-style-type: none"> • Cisco Expressway for Mobile and Remote Access firewall traversal technology enables users to easily access their Cisco Jabber collaboration services outside the corporate network, securing only the Cisco Jabber traffic. • Cisco Any Connect® VPN secures the entire device, providing remote access to the Cisco Jabber client and all services on the corporate network. <p>Cisco Expressway™ for Mobile and Remote Access provides service-level access controls for Cisco Jabber desktop and mobile clients.</p>
Encryption	Instant messaging communications are encrypted, using up to 256-bit Advanced Encryption Standard (AES) encryption and Transport Layer Security/Secure Sockets Layer (TLS/SSL) connections. Signaling and media are also encrypted.
Single sign-on (SSO)	<p>SSO allows 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 SSO can be enabled for Cisco Webex Messenger, Cisco Unified Communications Manager, and Cisco Unity Connection. SSO is deployed for use with Cisco Jabber clients using service discovery.</p>
Enterprise policy management	Set granular policies to determine which features and capabilities can or cannot be accessed by your Cisco Jabber end users.
Flexible deployment models	<p>Cisco Jabber can be deployed on-premises or in the cloud, offering IT departments the flexibility to choose the model that best suits their business. In addition, the Cisco Jabber application can be deployed in the following modes:</p> <p>Instant messaging-only mode</p> <p>You can use the Cisco Jabber application for instant messaging and presence capabilities without enabling phone services for deployments that do not have access to Cisco Unified Communications Manager.</p> <p>Phone-only mode</p> <p>You can use the Cisco Jabber application as a phone-only client without the instant messaging and presence service on your mobile device. In this mode, Cisco Jabber turns your mobile device into a full-featured Cisco Unified IP Phone with video capability.</p> <p>Phone mode with contacts</p> <p>Deploy Cisco Jabber as a phone-only client without instant messaging but with a contact list that is maintained by Cisco Unified Communications Manager Instant Messaging and Presence Service. Optionally, enable contacts for presence.</p> <p>Full unified communications mode</p> <p>Full unified communications mode enables all Cisco Jabber capabilities, including instant messaging and presence, voice and video, and visual voicemail.</p>
Localization	<p>Languages supported:</p> <p>Bulgarian, Catalan, Chinese (China), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, Finnish, French (France), German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Swedish, Thai, and Turkish.</p>

¹ Feature available in on-premises deployments only.

² Before enabling the Jabber to Jabber calling or the Cisco Webex Teams/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.

³ Requires Outlook 2016 version 15.33 or later.

System requirements

Table 2 outlines system requirements for the Cisco Jabber for Mac client, and Table 3 outlines system requirements for the Cisco Jabber for Windows client.

Table 2. Cisco Jabber for Mac system requirements

Item	Specification
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Item	Specification
Disk space	300 MB of available disk space
Hardware	Intel Core 2 Duo or later processors in any of the following Apple hardware: <ul style="list-style-type: none"> • Mac Pro • MacBook Pro (including Retina Display model) • MacBook • MacBook Air • iMac • Mac Mini
Memory	2 GB of RAM
Software	Apple Mac OS High Sierra 10.13 (or later) Apple macOS Sierra 10.12 (or later) Apple OS X El Capitan 10.11 (or later)

Table 3. Cisco Jabber for Windows system requirements

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

Table 4 outlines the system requirements for Cisco Unified Communications.

Table 4. Cisco Unified Communications system requirements

Item	Specification
Cisco Unified Communications Manager (Standard and Business Editions)	<ul style="list-style-type: none"> • Minimum: Cisco Unified Communications Manager 10.5(2) or later • Recommended: Cisco Unified Communications Manager 11.5(1) SU3 or later
Cisco Unified Presence	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Instant Messaging and Presence Service 10.5(2) or later
Contact search services	Cloud-based sources: <ul style="list-style-type: none"> • Cisco Webex Messenger Contact Service On-premises sources: <ul style="list-style-type: none"> • Active Directory Domain Services for Windows Server 2008 R2 or later • Open Lightweight Directory Access Protocol (OpenLDAP) 2.4 or later • Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM) • Cisco Unified Communications Manager User Data Service (UDS) with Cisco Unified Communications Manager 10.5(2) or later
Cisco Unified IP Phones (computer telephony integration [CTI] enabled)	<ul style="list-style-type: none"> • Cisco Unified IP Phone 9900 Series • Cisco Unified IP Phone 8900 Series • Cisco Unified IP Phone 7900 Series • Cisco Unified IP Phone 6900 Series
Cisco conferencing	<ul style="list-style-type: none"> • Cisco TelePresence® MCU 4500 Series • Cisco TelePresence Server 7010 • Cisco TelePresence MSE 8000 • Cisco Unified Videoconferencing 7.0 5115 • Cisco Webex Meeting Center WBS31

Item	Specification
	<ul style="list-style-type: none"> • XML API 5.8 • Cisco Webex Meeting Server 2.8 or later • Cisco Meeting Server 2.2 or later
Voicemail playback	<ul style="list-style-type: none"> • Cisco Unity Connection 10.5 or later
Cisco Unified Survivable Remote Site Telephony (SRST)	Cisco Jabber supports the following features with Cisco Unified SRST Version 8.5: <ul style="list-style-type: none"> • Basic call functions • Ability to hold and resume calls
Cisco Expressway	Cisco Expressway-E Version 8.10.1 or later Cisco Expressway-C Version 8.10.1 or later

Warranty information

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

Ordering information

Cisco Jabber for Mac and Cisco Jabber for Windows are single clients that can connect to either the Cisco Collaboration Cloud or the Cisco Unified Presence server for IM and presence. The ordering mechanism will vary based on the deployment model selected.

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

To order Cisco Jabber for Mac and Cisco Jabber for Windows deployed on the Cisco Unified Presence server, please visit the [Cisco Ordering Home Page](#).

Cisco Jabber for Mac and Cisco Jabber for Windows are a part of Cisco Unified Workspace Licensing. Please visit 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, please visit <https://www.cisco.com/go/jabber> or contact your local Cisco account representative.



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