

# Cisco Jabber IM for iPhone

Cisco® Collaboration Solutions improve team and customer experiences to help organizations encourage innovation and improve decision making while building trust and enhancing team performance.

Stay connected while mobile: Cisco Jabber® IM for iPhone delivers instant messaging (IM) and presence to your Apple iPhone.

- Access your desktop IM contact list (Figure 1) and take action with features such as click to IM, click to call, click to email, and click to text (Figure 2) from a person's profile.
- Start or join an instant Cisco WebEx® meeting from an IM conversation (Figure 3).
- Search for colleagues in your corporate directory (Figure 4).
- Maintain security using Secure Sockets Layer (SSL) encryption and by connecting your iPhone directly to the Cisco IM infrastructure - [Cisco Unified Presence](#) or [Cisco WebEx Connect](#).

Figure 1. Contacts List

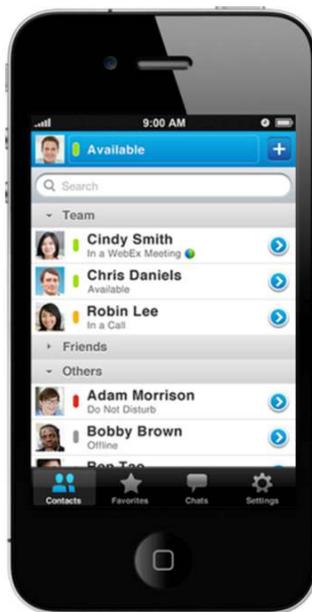
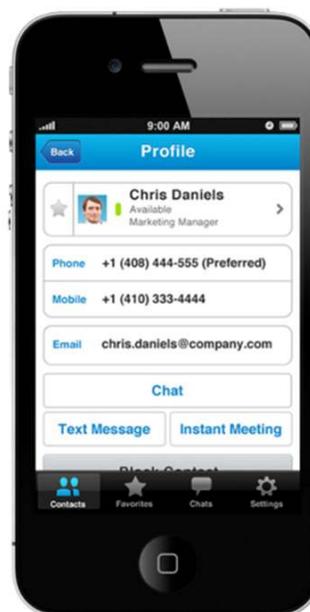


Figure 2. Contact Profile



**Figure 3.** Join a WebEx® Meeting



**Figure 4.** Corporate Directory Search



Cisco Jabber IM for iPhone works with a wide variety of Apple iPhone operating system (iOS) devices and is a free download from the Apple iTunes App Store for [Cisco Unified Presence](#) or [Cisco WebEx Connect](#) customers.

### Presence and Instant Messaging While Mobile

Cisco Jabber IM for iPhone lets you reduce communication delays by knowing a person’s availability with rich presence status. When you are mobile and using your iPhone device, viewing a person’s presence status lets you immediately know if that person is available or busy, so you can determine the best way to reach that person. You can use the application to connect quickly over IM and, if necessary, escalate to a phone call, send an email or text message, start an instant web conference, or use Short Message Service (SMS).

Cisco Jabber IM for iPhone lets you collaborate securely - even with colleagues outside your organization. The application uses the widely accepted Extensible Messaging and Presence Protocol (XMPP) Internet and presence IM standard that supports communication with networks outside your organization. You are ensured of communication privacy with user authentication and either 128-bit SSL or 256-bit Advanced Encryption Standard (AES) encryption.

Cisco Jabber IM for iPhone is designed to work with either deployment model - a premises-based or cloud-based presence solution.

Table 1 lists the features and benefits of Cisco Jabber IM for iPhone.

**Table 1. Features and Benefits of Cisco Jabber IM for iPhone**

| Feature   | Benefit  |
|---|--|
| <b>Presence</b>   |  |
| <b>Standard presence status messages: Available, Away, Do Not Disturb, On Mobile, and custom message</b>  | You can set your presence status so your contacts know whether or not you are available, helping them decide which method of communication they use to reach you. You can also set your presence status to show other users that you are “On Mobile” instead of at your computer.  |
| <b>System-generated presence status messages from the Cisco Jabber IM for iPhone application: Available, Away, Idle, In a Meeting, and On the Phone</b> | The “In a Meeting” presence status is mapped to the default calendar used on the iPhone device. “Away” is displayed when running the application in the background with no activity after a certain period of time (which you can set). “On the Phone” status displays when you are on a call while running the application in the background. |

| Feature  | Benefit  |
|--|--|
| <b>Multiple resource login (Required Cisco Unified Presence; not available with Cisco WebEx Connect)</b> | You can log in to both Cisco Jabber IM for iPhone and a desktop IM client so you can always keep your messaging applications open regardless of the devices you are using.<br>When you are logged into both your desktop client and your mobile client, you will receive messages on both applications until you respond. When you respond, messages will be exchanged only with the device you used for your response.            |
| <b>Single resource login (Requires Cisco WebEx Connect; not available with Cisco Unified Presence)</b>   | When you are logged into your desktop client and then log in to your mobile client, you will be logged off your desktop client and conversely, so all IM activity is on the device you are currently using.  |
| <b>Instant Messaging</b>   |  |
| <b>Person to person</b>  | Start an IM conversation with anyone in your contact list with a single tap.   |
| <b>Participate in a group chat</b>   | Receive invitations to join and participate in a group chat (started from desktop Cisco Jabber for Mac, Cisco WebEx Connect, or Cisco Unified Personal Communicator).  |
| <b>Broadcast messages</b>  | Receive IMs that are broadcast to a group of people (requires Cisco WebEx Connect; not available with Cisco Unified Presence).   |
| <b>Offline messages</b>  | Send or receive messages to contacts who are not signed in to their IM application (requires Cisco Unified Presence; not available with Cisco WebEx Connect).  |
| <b>Concurrent IM sessions</b>  | Maintain multiple IM sessions at once, and swipe left to right to swap between sessions or tap on the Chats tab.   |
| <b>Notifications</b>   | Cisco Jabber IM for iPhone enables you to receive notifications of new IMs even when the app is running in the background.<br>Notification preferences are stored on the iPhone device, so your settings can be different from those on your desktop application.  |
| <b>Emoticons</b>   | Use emoticons in your IM sessions to express your mood and enrich your IM conversations.   |
| <b>Meetings</b>  |  |
| <b>Start an instant Cisco WebEx meeting</b>  | Start an instant Cisco WebEx meeting from viewing a contact's profile; this action launches the Cisco WebEx Meetings for iPhone application. To have the meeting start smoothly, you must be logged into your Cisco WebEx Meetings app when starting an instant meeting from Cisco Jabber IM for iPhone.   |
| <b>Join an instant Cisco WebEx meeting</b>   | Join an instant Cisco WebEx meeting from an IM session with either a desktop Cisco IM user or another Jabber IM for iPhone user; this action launches the free Cisco WebEx Meetings for iPhone application (Figure 3) and connects you to the meeting to view shared content and collaborate with multiple participants.   |
| <b>Security</b>  |  |
| <b>Policy enforcement</b>  | Cisco Jabber IM for iPhone, when used with Cisco WebEx Connect, honors applicable policies and configurations set by the administrator, including server-side IM logging, reporting (expected Q42011), and encryption.<br>When used with Cisco Unified Presence, Cisco Jabber IM for iPhone honors the following policies: enable/disable presence, enable/disable cut and paste, and enable/disable auto accept contact requests. |
| <b>Encryption</b>  | The encryption protocol is SSL 3.0. The application also supports an AES level of encryption per policy settings (AES requires Cisco WebEx Connect and is not available with Cisco Unified Presence).  |
| <b>Single sign on</b>  | Cisco Jabber IM for iPhone supports a federated Security Assertion Markup Language (SAML) 2.0 single-sign-on policy if required by your organization.  |
| <b>Chat history</b>  | An IM session and history are removed from the app and your iPhone after you clear the IM session or log out of the app.   |
| <b>Contacts</b>  |  |
| <b>Contact list</b>  | Your contact list that you have created in Cisco Jabber for Mac, Cisco Unified Personal Communicator, or Cisco WebEx Connect automatically appears in Cisco Jabber IM for iPhone when you log in to the app.   |
| <b>Favorites</b>   | You can choose to assign "favorite" status of a contact by clicking the star next to a contact's picture in the contact's profile, by clicking the Favorites tab and clicking the "+" icon, or while adding the contact. You can also choose to reorder favorites by tapping the Edit button.  |
| <b>Groups</b>  | If you have created groups for certain contacts on your desktop or web-based IM application, those groups are shown in the Cisco Jabber IM for iPhone app.   |

| Feature                           | Benefit  |
|-----------------------------------|--|
| <b>Profile</b>                    | You can view a contact's profile information from your contact list (by clicking the blue arrow) or during a 1:1 chat (by clicking the business card icon) with that individual. Profile information includes name, title, and contact information. You can also view more detailed profile information when viewing the first page of a contact's profile by clicking on the arrow next to the contact's name. (Figure 4).  |
| <b>Communications options</b>     | You can click to call, send an email, send an SMS message, or start an instant meeting from within a contact's profile.<br><br>When using click to call - if Cisco Mobile 8.1 or Cisco Jabber (voice app) is installed on your iPhone - you will be given the option to use either Cisco Mobile or Cisco Jabber or the iPhone native dialer to place the call.<br><br>Cisco WebEx Connect users who do not have Cisco Mobile 8.1 installed will also see an option to place an Internet call directly to other Cisco WebEx Connect users on your contact list. |
| <b>Corporate directory search</b> | You can search for contacts by typing their names. The app searches your current contact list or your organizations' corporate directory.  |
| <b>Contact management</b>         | You can add, block, or delete contacts when viewing a person's profile information.  |
| <b>Connection</b>                 |  |
| <b>Auto-reconnect</b>             | If you lose your data connection, Cisco Jabber IM for iPhone automatically tries to reconnect you to a Wi-Fi or cellular data connection.  |
| <b>Wi-Fi prioritization</b>       | The application automatically connects to a Wi-Fi network first, and then connects to other available cellular networks. This feature helps minimize unnecessary data or roaming charges.  |
| <b>Accessibility</b>              |  |
| <b>Color</b>                      | The app supports color-contrast features.  |
| <b>Voiceover</b>                  | The app takes advantage of the built-in voiceover capabilities of the iPhone.  |
| <b>Notification</b>               | You can set audio and visual notifications of new IMs and instant meeting invitations.   |

## Device and Operating System Support

Cisco Jabber IM for iPhone works with the following Apple devices:

- iPhone 3GS and 4
- iPod Touch (third and fourth generation)
- iPad 1 and 2

Cisco Jabber IM for iPhone works with the following Apple iOS versions:

- 4.2
- 4.3
- 5.0

## Desktop Client Interoperability

Cisco Jabber IM for iPhone works with the Cisco desktop IM applications listed in Table 2.

**Table 2. Supported Cisco Desktop IM Applications**

| Application Name                           | Version Number  |
|--|---|
| <b>Cisco WebEx Connect</b>                 | 7.0, 7.1, and Web IM  |
| <b>Cisco Unified Personal Communicator</b> | 8.0 and 8.5 (requires Cisco Unified Presence Server Version 8.0 or 8.5) |
| <b>Cisco Jabber for Mac</b>                | 8.6   |

---

## Language Support

Cisco Jabber IM for iPhone uses the default language of the iPhone device language. If the operating system language of the device is not supported, the application defaults to English. Cisco Jabber IM is supported in the following languages:

- Chinese (Traditional and Simplified)
- Dutch (Netherlands)
- English (United States)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Russian
- Spanish (Spain)

## Ordering Information

Cisco Jabber IM for iPhone is free for organizations with a license to use Cisco Unified Presence or Cisco WebEx Connect. Administrators may download the application from the Apple iTunes App Store directly to their iPhone devices.

To download the Cisco Jabber IM for iPhone software, visit <http://itunes.apple.com/app/cisco-jabber-im-for-iphone/id467192391?mt=8>.

## Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration among people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

## For More Information

For more information about Cisco Jabber IM for iPhone, please visit <http://www.cisco.com/go/jabber> or contact your local Cisco account representative.



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA

C78-690385-00 11/11

© 2011 Cisco and/or its affiliates. All rights reserved. This document is Cisco Public Information.

Page 6 of 6