Cisco Jabber for Android and Cisco Jabber for iPhone and iPad: 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.

Cisco Jabber for Mobile 12.1 streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, file transfer, and conferencing capabilities securely into one client on a mobile device. The solution delivers highly secure, clear, and reliable communications. It offers flexible deployment models and is built on open standards. You can communicate and collaborate effectively from anywhere you have an Internet connection (Figures 1 and 2).

Figure 1.   Cisco Jabber for Android (on an Android phone)

Figure 2.   Cisco Jabber for iPhone and iPad (on an iPad)
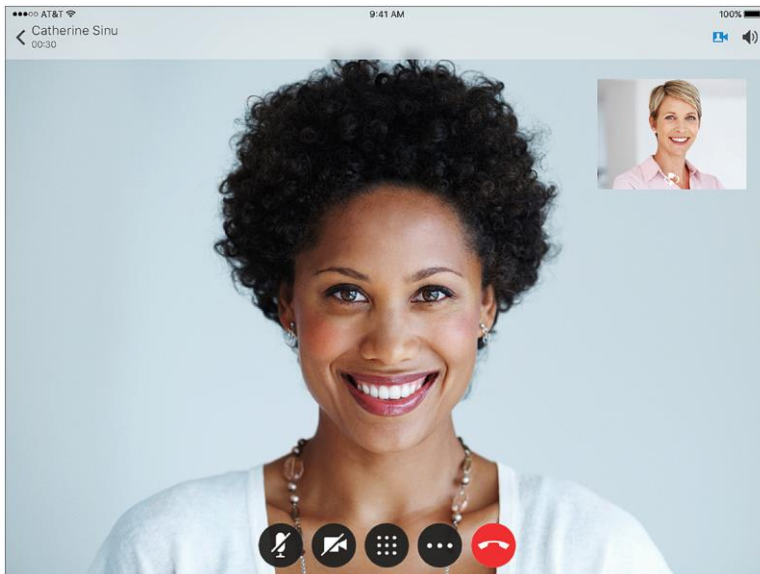
Features and benefits

- Business-class IP telephony and video brought to your mobile device: Powered by the market-leading Cisco® Unified Communications Manager call-control solution, the Cisco Jabber client provides enterprise-grade telephony with high-fidelity audio and standards-based video capabilities. These features mean that high-quality and high-availability voice and video telephony is available when you need it, whether you are in the office or mobile. You can also hand off calls to your mobile provider's network as you leave Wi-Fi coverage or move Cisco Jabber calls to your Cisco IP Phone to continue a conversation on a different phone.

- Secure firewall traversal technology that enables unbounded mobile use cases: Cisco Expressway™ for Mobile and Remote Access enables users to easily access their Cisco Jabber collaboration services outside the corporate network, allowing them to be more productive when they are mobile. In contrast to VPN, it secures only Cisco Jabber traffic, helping ensure that the user's personal data does not cross the corporate network.

- Lower mobility costs: Cisco Jabber allows you to place and receive calls over your corporate Wireless LAN (WLAN) and telephony infrastructure. With Cisco Jabber, you can place and receive calls when at home, in hotels, or at Wi-Fi hotspots. For mobile users, that means reducing the number of mobile minutes used and saving on roaming charges. Because the Cisco Jabber client uses your Cisco Unified Communications Manager call-routing capabilities, you may be able to avoid long-distance charges for international calls. You can reduce these costs further by using the optional Dial-via-Office feature (available only on smartphones).

- Mobile privacy: Cisco Jabber turns your mobile device into an extension on Cisco Unified Communications Manager. You appear to receive and make calls from your work phone number when using the Cisco Jabber application. Executive mobile users benefit from this feature because they often want to keep their mobile number private when placing calls.

- Fewer communication delays with presence and contact information: The Cisco Jabber application places all of your communication needs at your fingertips. The all-in-one client features voice, video, and instant messaging, and 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 the phone, presenting, or in a do-not-disturb state. You can create customized availability states such as "Gone to lunch. Back at 1 p.m." to provide added context. These capabilities, coupled with Cisco Jabber video calling, help reduce communication drag and result in faster decision making and enhanced productivity.

- Ability to 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. Cisco Jabber 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. Instant messaging is integrated with other communication capabilities so you can simply move between chats, audio conversations, and web conferences. You can even share your availability status 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 this application provide more efficient, highly secure, flexible, and borderless collaboration.

Table 1 outlines the features and benefits of Cisco Jabber for Android and Cisco Jabber for iPhone and iPad.

Table 1.   Features and benefits

Feature	Benefit
Communication integration	Use a single, intuitive interface for instant messaging with individuals and groups, voice and video calls, visual voicemail, voice and web conferencing, communication history, and integrated directories.
Presence	View real-time availability of co-workers and colleagues within and outside the enterprise network. ● Exchange and display presence availability information and instant messages with other Cisco Jabber users, Cisco Unified Personal Communicator, Microsoft Office Communicator and Lync, IBM Lotus Sametime, and many other XMPP-compatible clients. ● Exchange presence information with mobile devices using Cisco Jabber or third-party XMPP-compatible clients. ● Display customized availability messages. ● Publish the location information of "on mobile.
Enterprise instant messaging	Chat in real time using instant messaging to save time and reduce phone tag. Several chat modes are supported, including: ● 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. ● Chat rooms, enabling persistent chat among distributed teams.[1] ● Personal instant messaging history for your reference. ● File transfer: Cisco Jabber supports file transfer through instant messaging. You can send and receive a file in both the 1:1 chat, group chat and persistent chat rooms. Compliance and policy control are supported, and you can set up rules for file transfer such as limiting the size and type of the files. ● Receive screen capture: You can receive a screen capture sent from a Cisco Jabber desktop client. ● Ability to create interactive bot experiences with the Cisco Jabber Bot Software Development Kit (SDK).
Cisco Webex Teams and Jabber Interop[2]	Enables basic messaging between Cisco Webex Teams and Jabber clients. Supported for users with access to the Cisco Webex Messenger™ service.
Predictive search	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 phone address book contacts.
Media escalation	Choose the right communication tool for your situation. Escalate from a chat to an audio call, video call, or web meeting. Media escalations are as easy as clicking a button.

Feature	Benefit
Desktop share	Video desktop share: Binary Floor Control Protocol (BFCP) provides video desktop sharing capabilities for collaboration sessions across dedicated video endpoints, mobile devices, and personal computers running collaboration software. Cisco Jabber for iPhone and iPad and Cisco Jabber for Android officially supports receiving BFCP video sharing on tablets and is available as beta software on smartphones.
Integrated voice and video telephony	Using the Cisco Jabber application on your supported mobile device, you can place and receive calls through Cisco Unified Communications Manager without incurring mobile or roaming charges.
	Make, receive, and control your phone calls whether you are in or out of the office.
	A variety of call-control options are available, including mute, call transfer, call park, and ad hoc conferencing.
	The Cisco Jabber client supports business-quality video communications. The standards-based video means you are not restricted to collaboration with just other Cisco Jabber clients. You can use voice and video when interacting with telepresence endpoints and room-based and multipoint video conferencing systems.
	The Cisco Jabber application allows you to switch active calls between shared lines with the hold and resume features.[3]
	You can send and receive High-Definition (HD) video on a call.[4]
	With the Far End Camera Control feature, you can direct cameras on the other end of video calls and control video display of how participant screens are shown using the Cisco Jabber application. The enterprise-class IP telephony reliability and failover features of Cisco Unified Communications Manager are supported.
Chat history	Access a history of your instant messaging conversations.
Visual voice message access	Access and manage your voice messages:
	● View, play back, and delete voice messages from Cisco Unity® Connection.
	Secure messaging is provided, with support for private, urgent, and encrypted voice messages.
Secure mobile and remote access	We offer our customers deployment options to access the Cisco Jabber application outside the corporate network.
	● 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 AnyConnect® VPN secures the entire device, providing remote access to the Cisco Jabber client and all services on the corporate network.
	● Cisco Expressway for Mobile and Remote Access provides service-level access controls for Cisco Jabber desktop and mobile clients.[5]
Encryption	● Encrypt instant messaging communications using up to 256-bit Advanced Encryption Standard (AES) encryption and Transport Layer Security/Secure Sockets Layer (TLS/SSL) connections.
Single sign-on (SSO)	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.
	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 Service, Cisco Unified Communications Manager, and Cisco Unity Connection. SSO is deployed for use with Cisco Jabber clients using service discovery.
	Biometrics on devices enabled with this capability allow users to quickly unlock Cisco Jabber.
Flexible deployment models	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:
	Instant messaging-only mode
	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.
	Phone-only mode
	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 IP Phone with video capability.
	Phone mode with contacts
	You can 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, you can enable contacts for presence.
	Full unified communications support
	Full unified communications mode enables all Cisco Jabber capabilities, including instant messaging and

Feature	Benefit
	presence, voice and video, and visual voicemail.
IPv6	Cisco Jabber supports IPv6-enabled networks. Administrators can configure it to use IPv4, IPv6, or dual-stack networks.
Localization	Languages supported: Arabic, Chinese (China), Chinese (Taiwan), Danish, Dutch, English, French, German, Hungarian, Italian, Japanese, Korean, Polish, Portuguese (Brazilian), Russian, Spanish, Swedish, Turkish.

[1] Feature available in on-premises deployments only. Requires Cisco Unified Communications Manager Instant Messaging and Presence Service 11.5(1) SU5a or later.

[2] Before enabling the Jabber to Jabber calling or the Cisco Webex Teams and 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] Feature available in Cisco Unified Communications Manager 10.5 or later.

[4] HD video is available on iPhone 5s or newer, iPad Air or newer, and many Android devices. Refer to the release notes for additional details.

[5] Requires Cisco Unified Communications Manager 12.0 or later and Cisco Expressway 8.10 or later.

Table 2 outlines Cisco Jabber for Android specific features and benefits.

Table 2.   Cisco Jabber for Android features and benefits

Feature	Benefit
Android for Work support	Cisco Jabber for Android supports preconfiguration of the application based on the Android for Work mechanism. With this feature, company administrators can preconfigure and distribute Cisco Jabber for Android to the entire company through some enterprise mobility management providers.[1]
App on Android Wear	**Cisco Jabber for Android provides an app on Android Wear. With this app, you can:** ● Check new chat messages, reply to a chat with Google Now, and use emoticons and predefined messages ● Answer or decline a call, check recent calls, and call back from recents ● Play a new voice message
Android Auto	Cisco Jabber for Android lets users plug into a compatible vehicle to receive and respond to instant messages using voice commands.
Chromebook	Cisco Jabber for Android is supported on Chromebook over Cisco Expressway.[2]

[1] Supported only on Android mobile devices with Android OS Version 5.0 or later. Cisco has tested the solution with Airwatch.

[2] Supported only on Chrome OS version 53 or later.

Table 3 outlines Cisco Jabber for iPhone and iPad specific features and benefits.

Table 3.   Cisco Jabber for iPhone and iPad features and benefits

Feature	Benefit
Apple Managed App Configuration	Cisco Jabber for iPhone and iPad supports preconfiguration of the application based on the Apple Managed App Configuration mechanism. With this feature, company administrators can do some preconfiguration for Cisco Jabber for iPhone and iPad through certain enterprise mobility management providers.
Push notification	Cisco Jabber for iPhone and iPad supports Apple push notification for instant messaging and presence[1] and voice and video calls.[2]
App on Apple Watch	**Cisco Jabber for iPhone and iPad provides an app on Apple Watch. With this app, you can:** ● Check new chat messages, reply to a chat with Siri, and use emoticons and predefined messages ● Answer, decline, or end a call; check recent calls; and call back from recents ● Change your presence status

[1] Requires Cisco Unified Communications Manager 11.5(1)SU2 or Cisco Webex Messenger.

[2] Requires Cisco Unified Communications Manager 11.5(1)SU3 and Cisco Expressway 8.10.

System requirements

Table 4 lists the operating systems and devices supported for Cisco Jabber for iPhone and iPad and Cisco Jabber for Android.

Table 4.   Cisco Unified Communications system requirements (refer to the release notes for more details).

Telephony	**Android:** ● Cisco Unified Communications Manager 10.5(2) or later **iOS**: ● Cisco Unified Communications Manager 10.5(2) or later ● Recommended: Cisco Unified Communications Manager 11.5(1)SU3 or later[1]

Instant messaging and presence	**Android:**
	● Cisco Unified Communications Manager Instant Messaging and Presence Service 10.5(2) or later
	  or
	● Cisco Webex Messenger service
	iOS:
	● Cisco Unified Communications Manager Instant Messaging and Presence Service 10.5(2) or later
	● Recommended: Cisco Unified Communications Manager 11.5(1)SU2 or later[1]
	  or
	● Cisco Webex Messenger service[1]

Contact search	Cloud-based sources: ● Cisco Webex Messenger Contact Service On-premises sources: ● Microsoft 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 conferencing	● Cisco TelePresence® Server 3.1 or later ● Cisco TelePresence Multipoint Control Unit (MCU) 4.3 or later ● Cisco Integrated Services Router (ISR) with Cisco Packet Voice DSP Module 3 (PVDM3)[2] ● Cisco Webex Meetings Server with Collaboration Meeting Rooms ● Cisco Webex Meeting Center WBS31 or later ● Cisco Webex Meetings Server 2.8 or later ● Cisco Meetings Server 2.2 or later
Voicemail	● 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: ● Basic call functions[3] ● Ability to hold and resume calls
Cisco Expressway for Mobile and Remote Access	**Android:** Cisco Expressway Series for Cisco Unified Communications Manager[4] ● Cisco Expressway-E, Version 8.1.1 or later (8.10.1 or later recommended) ● Cisco Expressway-C, Version 8.1.1 or later (8.10.1 or later recommended) **iOS:** Cisco Expressway Series for Cisco Unified Communications Manager ● Cisco Expressway-E, Version 8.10.1 or later recommended[1] ● Cisco Expressway-C, Version 8.10.1 or later recommended[1]

[1] Supports Apple push notification, required for voice, video, and IM notifications for Cisco Jabber iOS users.

[2] Cisco ISR (with PVDM3) is not supported over Cisco Expressway for Mobile and Remote Access. It is supported with Cisco Unified Communications Manager 8.6(2) or later.

[3] SRST does not support push notifications; only outbound calls are supported for Cisco Jabber for iPhone and iPad
[4] Cisco Expressway 8.5.0 is required for SSO deployment.

Device and OS Requirements – Android

Cisco supports Cisco Jabber for Android on the following Android devices (refer to the release notes for more details):

- Samsung devices that meet the minimum hardware requirements, including Samsung Dex
- Google Nexus 4, 5, 5X, 6, 7, 9, 10, Pixel C, Pixel, Pixel 2, Pixel XL and Pixel 2 XL
- Blackberry Priv
- Sony Xperia ZR, M2, Z1, Z2, Z2 Tablet, Z3, Z3 Tablet Compact, Z3 Plus, Z4 Tablet, Z5, Z5 Premium, XZ, and XZ1
- LG G2, G3, G4, G5, G6, Optimus G Pro, and V10
- HTC One Max, M7, M8, M9, E9 Plus, A9, and X9
- Motorola Moto G, G4, Moto Z Droid, Moto X, and MC40
- Huawei Ascend G6, Mate 7, Mate 8, P8, P9, M2, Honor 7, Mate 9, Mate 10, Mate 10 Pro, P10/P10 Plus, and Nova
- Xiaomi Mi 4, Mi 4C, Mi 5, Redmi 3, Redmi 3 Note, Mi Note, Mi Note 2, Mi Pad, Mi Pad 2, Mi Mix 2, Mi A1, Mi 6, Mi 5s, and Redmi Note 4X
- Sonim XP7
- Fujitsu Arrows M305, M357, and M555
- Honeywell Dolphin CT50
- Cisco DX650, DX70, and DX80
- Zebra MC67, TC70
- Panasonic ToughPad FZ-X1
- Smartisan M1L

Note: Although not officially supported, the Cisco Jabber application runs on many Android devices with various degrees of limitations depending on the device. Refer to the release notes for more details. Consult the Cisco Support Forums at https://supportforums.cisco.com/ or send an email message to jabberfeedback@cisco.com if you encounter problems with unsupported devices.

Device and OS requirements – iOS

Cisco supports Cisco Jabber for iPhone and iPad on the following iOS devices (refer to the release notes for more details):

- iPhone 5s, iPhone SE, iPhone 6, iPhone 6 Plus, iPhone 6s, iPhone 6s Plus, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, and iPhone X
- iPad 5th generation and 6th generation, iPad Air, iPad Air 2, 9.7-inch iPad Pro, 10.5-inch iPad Pro, 12.9-inch iPad Pro 1st and 2nd generations
- iPad mini 2, mini 3, and mini 4
- iPod Touch 6th generation
- iOS support: the latest version of iOS 11

Mobile device management support

Cisco Jabber for Android is distributed through Google Play and Cisco.com. It is not available with mobile device management (MDM) wrappers through these distribution channels. MDM wrapping is available as a Customer Connection Program offering for customers who wish to pursue this option.

Cisco Jabber for iPhone and iPad is distributed through Apple iTunes. MDM wrapping is available as a Customer Connection Program offering but does not support Apple push notifications.

Samsung Knox support

Cisco supports Cisco Jabber for Android running in Samsung Knox Version 2.6 on the following Android devices:

- Samsung Galaxy S7 (Android OS 6.0.1 or later)
- Samsung Galaxy S7 Edge (Android OS 6.0.1 or later)
- Samsung Galaxy S6 (Android OS 5.1.1 or later)
- Samsung Galaxy S6 Edge (Android OS 5.1.1 or later)
- Samsung Galaxy S6 Edge Plus (Android OS 5.1.1 or later)
- Samsung Galaxy S5 (Android OS 4.4.0 or later)
- Samsung Galaxy Note 5 (Android OS 5.1.1 or later)
- Samsung Galaxy Note 4 (Android OS 4.4.0 or later)
- Samsung Galaxy Note 10.1 2014 Edition (Android OS 4.4.0 or later)
- Samsung Galaxy Note Edge (Android OS 4.4.0 or later)
- Galaxy Tab S 8.4 and 10.5 (Android OS 4.4.0 or later)

Warranty information

Find warranty information on Cisco.com at the Product Warranties page.

Ordering information

You can download Cisco Jabber for iPhone and iPad at no cost from the Apple iTunes App Store and Cisco Jabber for Android from Google Play. The instant messaging and presence services in the app are free for organizations with a license to use Cisco Unified Communications Manager instant messaging and presence or the Cisco Webex Messenger application. To use the software with telephony capabilities, additional licensing may be required to connect to Cisco Unified Communications Manager. To place an order, visit the Cisco Ordering homepage. Cisco Jabber is 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 enable Cisco AnyConnect Secure Mobility Client for VPN access on Cisco Jabber, you will need a Cisco ASA 5500 Series Adaptive Security Appliance and the corresponding Cisco AnyConnect Essentials and Cisco AnyConnect Mobile licenses. To learn more, visit the Cisco ASA website.

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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