



Customization

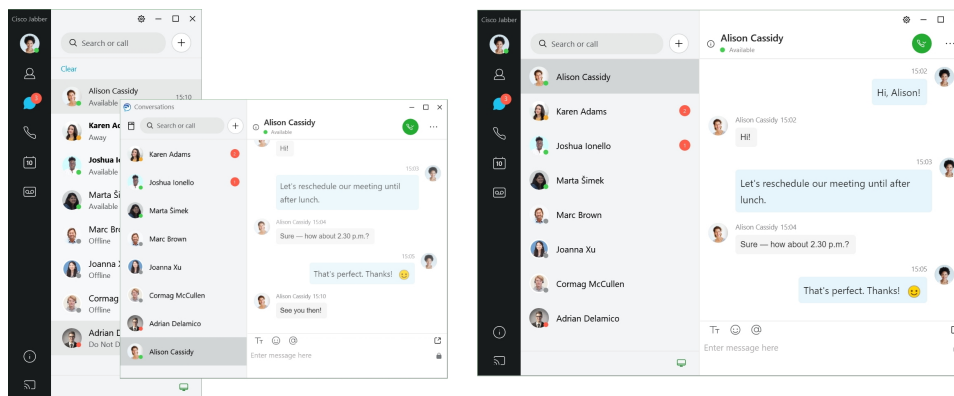
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Customization

You can customize your Jabber app in many ways. However, some customizations may not apply to your app and device.

Change the App View

With Jabber's modern design, your contacts, calls, chats, and meetings are brought together into a single window. If you prefer the old layout, you can choose the classic design option in your settings.



- Step 1** Click your profile picture and select **Settings** or **Preferences**.
- Step 2** Go to **Appearance > App View** and select **Classic** or **Modern**.
The program will restart to apply the changes.

Add Custom Chat Alert Sounds in Windows

You can personalize your chat alert sounds by using custom sound files. Copy the custom sound file (in a WAV format) into the Jabber Chat Alerts folder to start using them instantly for all your chat alerts.

Supported formats include:

- WAV_FORMAT_PCM_8KHZ
- WAV_FORMAT_PCM_16KHZ
- WAV_FORMAT_PCM_24KHZ
- WAV_FORMAT_PCM_24KHZ_STEREO
- WAV_FORMAT_PCM_44KHZ
- WAV_FORMAT_PCM_48KHZ
- WAV_FORMAT_PCM_48KHZ_STEREO
- WAV_FORMAT_MU_LAW_8KHZ
- WAV_FORMAT_A_LAW_8KHZ
- WAV_FORMAT_G729

- Step 1** Navigate to the Jabber Chat Alerts folder on your system.
A typical installation path is: C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Jabber Chat Alerts.
- Step 2** Copy the custom chat alert sound file into the Jabber Chat Alerts folder.

You can now see the new chat alert option on the **Sounds and Alerts** tab of the **Options** window.

Allow Notifications

Customize how Cisco Jabber notifies you that there are new messages, of incoming calls, and how to behave when your availability is set to Do not Disturb.

- Step 1** Go to **Settings > Notifications > Jabber** on your device.
 - Step 2** Turn on **Allow Notifications**.
 - Step 3** Choose your preferred alert style.
-

Allow Specific Contacts and Domains in Windows

Cisco Jabber lets you create an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to make sure those contacts can view your availability status and send you messages.



Note Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

Example 1: Allow specific contacts inside your organization

1. You set your basic privacy settings to block everyone inside your company.
2. You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

1. You set your basic privacy settings to block everyone outside your company.
2. You then add a specific domain, such as `cisco.com`, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at `cisco.com`.

Example 3: Allow specific contacts from blocked domains

1. You add a specific domain, such as `cisco.com`, to your block list.
2. You then add an IM address, such as `anitaperez@cisco.com`, to your allow list.

Cisco Jabber blocks all people who have IM accounts at `cisco.com`, except for `anitaperez@cisco.com`.

-
- Step 1** Choose one of these options in the hub window:
- For newer versions of Jabber: select **Settings > Options**.
 - For earlier versions of Jabber: select **File > Options**
- Step 2** Select the **Privacy** tab and then select **Advanced**.
- Step 3** Enter specific contact addresses or domains in the **Allow list**.
- Step 4** Select **Apply** and then **OK**.
-

Block Specific Contacts and Domains in Windows

If you don't want people to contact you in Cisco Jabber, you can block individuals or everyone from the same domain. For example, you can block everyone with email addresses from the .example domain. When you block people, they can't see your availability status or send you instant messages, even if you're on their contact list.

-
- Step 1** Choose one of these options in the hub window:
- For newer versions of Jabber: select **Settings > Options**.
 - For earlier versions of Jabber: select **File > Options**
- Step 2** Select the **Privacy** tab and then select **Advanced**.
- Step 3** Enter specific contact addresses or domains in the **Block list**.
- Step 4** Select **Apply** and then **OK**.
-

Change Alternate Dial via Office Callback Number in Android

This procedure applies to Cisco Jabber for Android.

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- Step 1** On the **Settings** screen, under **Call**, tap **Calling Options**.
- Step 2** Tap the alternate DvO callback number.
- Step 3** Enter a new alternate DvO callback number.
- Step 4** Tap **Save**.
-

Google Calendar Events

You can access Google Calendar events in Cisco Jabber by signing in with your Google credentials. When your event time approaches, Cisco Jabber displays a pop-up, and you can also join that event using Cisco Jabber.

Access Google Calendar Events in Windows

Step 1 Go to **Settings > Options > Calendar**.

Step 2 From the **Calendar Integration** menu, choose **Google Calendar**, click **OK**, and restart Cisco Jabber.

Step 3 In the **Google Calendar Sign In** window, enter your Google account username and password, and then select **Sign in**.

Step 4 Select **Allow access**, and if prompted, select **Yes** to continue running scripts on the page.

Step 5 On the main Cisco Jabber window, select the **Meetings** tab.

Note If you don't want to connect your Google Calendar with Cisco Jabber, go to the Calendar tab, select **None**, and restart Cisco Jabber.

Note You can also go to your Google Accounts page and revoke access for Cisco Jabber in the Authorized Access to your Google Account section.

Access Google Calendar Events in Mac

Step 1 Go to **Preferences > Meeting Preferences > Meetings**.

Step 2 From the **Calendar Integration** drop-down list, choose **Google Calendar**, click **OK** to update the settings and restart Cisco Jabber.

Step 3 In the **Google Calendar Sign In** window, enter your Google account username and password, and then select **Sign in**.

Step 4 Select **Allow access**.

Step 5 On the main Cisco Jabber window, select the **Meetings** tab.


Note If you don't want to connect your Google Calendar with Cisco Jabber, go to the Calendar tab, select **None**, and restart Cisco Jabber.

Note You can also go to your Google Accounts page and revoke access for Cisco Jabber in the Authorized Access to your Google Account section.


Audio Device

You can specify whether you're using a headset, speaker, or microphone with Cisco Jabber. For example, if you work in a shared office and normally use a headset, you can set that as your default option.

Change Audio Device in Windows

- Step 1** Plug in your headset or other audio device to the appropriate USB port.
 - Step 2** Click the phone control menu  and select **Use my computer for calls**.
You'll also see any audio devices that are currently in use.
 - Step 3** To change your audio device, click **Audio Options**, select a speaker or microphone, then click **OK**.
-

Change Audio Device in Mac

- Step 1** Plug in your headset or other audio device to the appropriate USB port.
 - Step 2** Click the phone control menu  and select **Use my computer for calls**.
You'll also see any audio devices that are currently in use.
 - Step 3** To change your audio device, click **Audio /Video Preferences**, select a speaker or microphone, and click **OK**.
-

Change Audio Device in Android

Choose a default audio device in Cisco Jabber for Android. You can pick either a headset or a speaker depending on what's connected to your Android device.


- Step 1** Go to **Settings > Audio and Video**.
 - Step 2** Tap **Default Audio Output**.
 - Step 3** Tap either **Earphone** or **Speaker** to choose your default audio output.
-

Audio Options in Jabber

You can personalize your Cisco Jabber app audio options to seamlessly collaborate with other people. You can use a headset when you're at office; if you work remotely, you can switch to a connected speaker or

microphone. You'll hear people better with an external speaker, and they'll hear you better with an external microphone.

Choose Your Jabber Audio Options in Windows

- Step 1** From Cisco Jabber, click the **gear icon** , choose **Options**, and choose **Audio**.
- Step 2** Choose the devices to use for the ringer, speaker, and microphone.
-

Choose Your Jabber Audio Options in Mac

- Step 1** From Cisco Jabber main menu, choose **Preferences** and choose **Audio/Video** preferences.
- Step 2** Choose the devices and setting options to use for the ringer, speaker, and microphone.
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Choose Your Jabber Audio Options in iPhone and iPad

- Step 1** While on a call, tap **More**, and select Audio Settings.
- Step 2** Choose a device.
-

Choose Your Jabber Audio Options in Android

On Android, by default, the app uses the device's microphone and speaker. When you connect a headset to the device, the app switches to the headset's microphone and earphone.

To use a headset, plug in your headset.

Call Options in Cellular Networks

Most of the time, you use Cisco Jabber over a Wi-Fi connection to make calls. But if a Wi-Fi connection isn't available, you can choose how you want calls handled using your cellular network. Be aware though, that using your cellular network depends on your data plan with it.

Choose Call Options in iPhone and iPad

If you don't want to receive calls or make calls on mobile network, you can disable the VoIP call over mobile network.

Disabling the VoIP on cellular networks results in the following changes:

- Phone Services are disabled on Cisco Jabber.
- You cannot make VoIP calls from Cisco Jabber or receive incoming calls.
- Battery consumption reduces.

Step 1 On the **Settings** screen, tap **Call Options**.

Step 2 Under **Call capability over cellular network**, tap **Disable Call Function**.

Choose Call Options in Android

You can disable or enable Cisco Jabber calls over cellular network in the **Settings** option.

If you disable call function on cellular network, then:

- Phone services are disconnected.
- No incoming calls are received.
- You cannot make a Cisco Jabber call.
- Battery consumption for Jabber is decreased.

Step 1 Go to **Settings > Call**.

Step 2 Choose **Call options**.

Step 3 Choose one of these options:

- **Audio only** <default option>
- **Use audio and video**
- **Disable call function**

Step 4 Choose **Disable call function**.

Ringtones

You can choose a different ringtone for your Cisco Jabber calls.

Add Custom Ringtones

Personalize your incoming Jabber call ringtone by using custom sound files. Copy the custom sound file (in a WAV format) into the Jabber Chat Ringtones folder to start using them instantly for all your incoming calls.

All sound files must be in .wav audio format. Supported formats include:

- WAV_FORMAT_PCM_8KHZ
- WAV_FORMAT_PCM_16KHZ
- WAV_FORMAT_PCM_24KHZ
- WAV_FORMAT_PCM_24KHZ_STEREO
- WAV_FORMAT_PCM_44KHZ
- WAV_FORMAT_PCM_48KHZ
- WAV_FORMAT_PCM_48KHZ_STEREO
- WAV_FORMAT_MU_LAW_8KHZ
- WAV_FORMAT_A_LAW_8KHZ
- WAV_FORMAT_G729

When you add new ringtone files, the new ringtones display in **Options > Sounds and Alerts**.

-
- Step 1** Navigate to the Ringtones folder on your system.
A typical installation path is: C:\Program Files (x86)\Cisco Systems\Cisco Jabber\Sounds\Ringtones.
- Step 2** Copy the custom ringtone file into the Ringtones folder.
-

Set Your Ringtone in Windows

-
- Step 1** Go to **Settings > Options > Notifications**.
- Step 2** In the **Ringtone** section, choose a ringtone.
- Step 3** Select **Apply**.
-

Set Your Ringtone in Mac

-
- Step 1** Go to **Preferences > Notifications**.
- Step 2** In the **Ringtone** section, choose a ringtone.
- Step 3** Select **Apply**.
-

Set Your Ringtone in iPhone and iPad

- Step 1** Go to **Settings > General > Sounds**.
- Step 2** Tap **Ringtone** to choose a ringtone.
-

Ringtones for Multiple Phone Numbers

Cisco Jabber lets you choose a ringtone to use for one, or for all your configured phone numbers, in a multiline environment. For example, you can set a unique ringtone for each of your office lines to personalize your call experience.

Set Ringtones for Multiple Phone Numbers in Windows

- Step 1** Go to **Settings > Options > Notifications**.
- Step 2** In the **Ringtone** section, choose a ringtone.
- Note** If you have multiple lines enabled for Cisco Jabber 12.8 or later, first select the line and then select the ringtone to play for that line.
- Step 3** Select **Apply**.
-

Set Ringtones for Multiple Phone Numbers in Mac

- Step 1** Go to **Preferences > Notifications**.
- Step 2** In the **Ringtone** section, choose a ringtone.
- Note** If you have multiple lines enabled for Cisco Jabber 12.8 or later, first select the line and then select the ringtone to play for that line.
- Step 3** Select **Apply**.
-

Set Your Ringtone in Android

You can set a tone for calls and a tone for chat messages.

-
- Step 1** To set a call ringtone, go to **Settings > Sounds > Call ringtone**, and choose a ringtone.
- Step 2** To set a chat notification tone, go to **Settings > Sounds > Notifications tone**, and choose a notifications tone.
-

Control Who Can Interact with You in Windows

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Step 1 Choose one of these options:

- On later versions of Jabber: From the hub window, open the **Settings** menu, and go to **Options**.
- On earlier versions of Jabber, select **File > Options**.

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

Step 4 Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options: <ul style="list-style-type: none"> • Allow—Lets the person view your availability status and send you instant messages. • Block—Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • Add to my contact list—Lets the person view your availability status and send you instant messages. Adds the person to your contact list.
Block everyone	No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

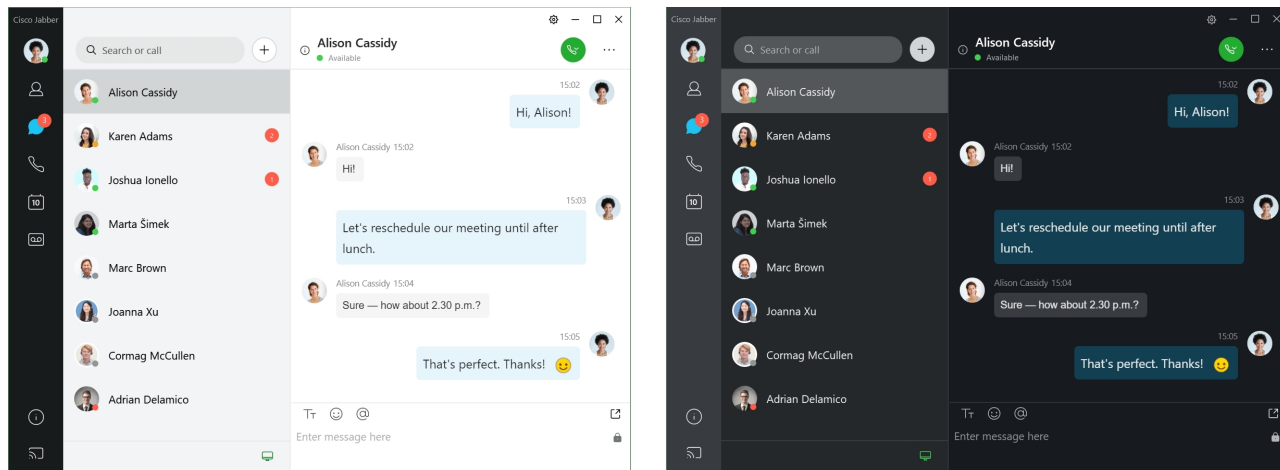
Step 5 Select **Apply** and then **OK**.

Color Theme

You can set Jabber to use dark, light, or high contrast color settings just by choosing a different theme. These themes change the way everything in the app looks. For example, if you switch to the dark theme, everything will have a dark background, including messages, teams, calls, and meetings.

Change the Color Theme in Windows

The following image shows examples of the light and dark theme.

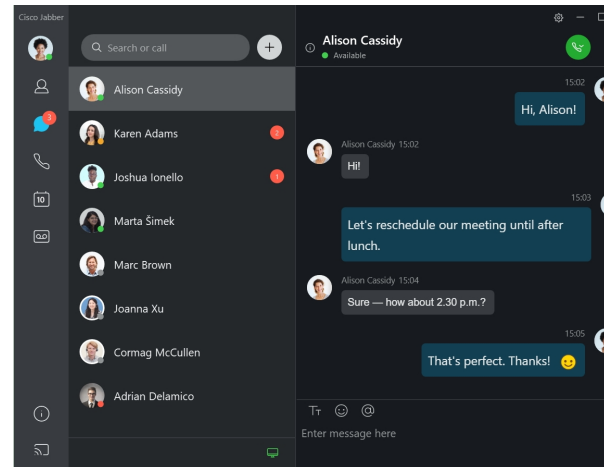
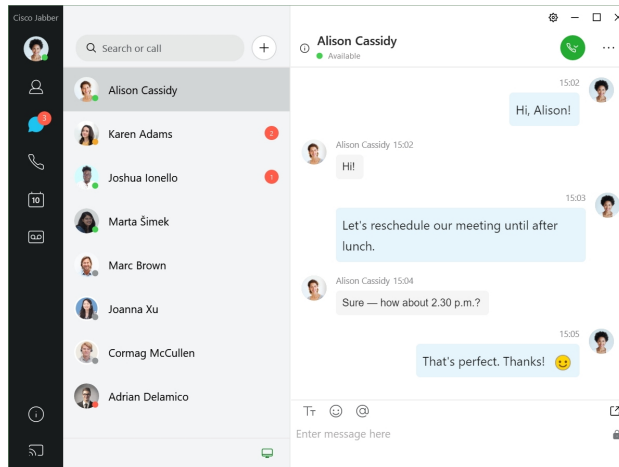


Step 1 Click your profile picture, then select **Settings > Appearance**.

Step 2 Choose your preferred theme, then click **OK**.

Change the Color Theme in Mac

The following image shows examples of the light and dark theme.



Step 1 Click your profile picture, then select **Preferences > Appearance**.

Step 2 Click one of the following options:

- **Custom**—Specify one of the available color themes.
- **Based on System Setting**—Uses the color theme set in your System Preferences for the Jabber setting.

Step 3 Click **OK** to save your changes.

Locations in Jabber for Mac

You can set up Cisco Jabber to show what location you're working from. After you add a location, Cisco Jabber recognizes it automatically and updates your location automatically anytime you're back in it.

Enable Locations for Mac

Enable locations in your client and your contacts will quickly see where you are. Your location is added to your status in the client.

Step 1 Select **Jabber > Preferences**.

Step 2 Select the **Locations** tab.

Step 3 Select **Enable locations**.

Step 4 (Optional) Select **Tell me when new locations are detected**.

You are alerted when the client detects a new location.

Add a Location for Mac

You can create a location for your contacts to see.

-
- Step 1** Select **Jabber > Preferences**.
 - Step 2** Select the **Locations** tab.
 - Step 3** Select the + icon.
 - Step 4** Select **Share this location** if you want your contacts to see your location.
 - Step 5** In the **Name** and **Address** fields, enter information about your location.
 - Step 6** Select **Create**.
-

Edit a Location for Mac

You can edit the locations you have created to add additional information.

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- Step 1** Select **Jabber > Preferences**.
 - Step 2** Select the **Locations** tab.
 - Step 3** In the **My Locations** window, select a location from the list and select the pen or edit icon to edit your location details.
 - Step 4** Update your location information and select **Save**.
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Remove a Location for Mac

You can remove any location that you configure.

-
- Step 1** Select **Jabber > Preferences**.
 - Step 2** Select the **Locations** tab.
 - Step 3** In the **My Locations** window, select a location that you want to remove.
 - Step 4** Select the -.
-

Reassign a Location for Mac

You can reassign your current network location to a location you have already created.

-
- Step 1** Select **Jabber > Preferences**.
 - Step 2** In the **Preferences** window, select the **Locations** tab.
 - Step 3** In the **My Locations** window, select a location from the list and then select the **Reassign** button.
-

Manage Status Requests in Windows

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Step 1 Choose one of these options:

- For later versions: from the hub window, open the **Settings** menu, and go to **Options**.
- For earlier versions: select **File > Options**

Step 2 Select the **Privacy** tab.

Step 3 Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	Cisco Jabber does not notify you when someone inside your company adds you as a contact. Cisco Jabber notifies you when people outside of your company add you as a contact.
Auto-accept requests from all contacts	Cisco Jabber does not notify you when anyone adds you as a contact.
Prompt me for each request	Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options: <ul style="list-style-type: none"> • Allow—Lets the person view your availability status and send you instant messages. • Block—Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • Add to contacts—Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4 Select **Apply** and then **OK**.

Remove Custom Tabs in Mac

If you've customized your app with specific tabs, you can remove them when you don't need them.

Step 1 Select the tab to remove.

Step 2 Select **Jabber > File > Remove Custom Tab...**

Step 3 Select **Remove**.

Calling Options

If you have phone services accounts that use Dial via Office (DvO), you can set your preferences for what kind of network your mobile connects to when making calls.

Set Calling Options in iPhone and iPad

Step 1 In the **Settings** screen, under **Call**, tap **Calling Options**.

Step 2 Select an option.

Option	Description
Voice over IP	Always make VoIP calls over mobile data networks or Wi-Fi networks.
Mobile Voice Network	Always make DVO calls over the mobile voice network for your device. When you use DVO, the corporate calling system calls you back to start all calls.
Autoselect	Let Cisco Jabber choose VoIP or mobile voice network based on network connection. When you use DVO, the corporate calling system calls you back to start all calls.

Step 3 If you select either **Mobile Voice Network** or **Autoselect**, verify that the DVO Callback Number section is populated with the correct callback number (usually your mobile phone number).

Set Calling Options in Android

Step 1 In the **Settings** screen, under **Call**, tap **Calling Options**.

Step 2 Select an option.

Option	Description
Voice over IP	Always make VoIP calls over mobile data networks or Wi-Fi networks.
Mobile Voice Network	Always make DVO calls over the mobile voice network for your device. When you use DVO, the corporate calling system calls you back to start all calls.
Autoselect	Let Cisco Jabber choose VoIP or mobile voice network based on network connection. When you use DVO, the corporate calling system calls you back to start all calls.

Step 3 If you select either **Mobile Voice Network** or **Autoselect**, verify that the DVO Callback Number section is populated with the correct callback number (usually your mobile phone number).

Low-Bandwidth Mode

Cisco Jabber for Android, iPhone, and iPad let you use low-bandwidth mode to improve the call quality when you're making Voice over IP (VoIP) calls over low-bandwidth networks.

Set Low-Bandwidth Mode for iPhone and iPad



Note If you call a device that doesn't support the same low-bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio.
- The call is immediately disconnected.

Before you begin

To use low-bandwidth mode, your administrator has set up the system to handle calls between devices that use different codecs.

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Under **Audio**, set the **Low-Bandwidth Mode** setting **on** or **off**.

Set Low-Bandwidth Mode for Android



Note If you call a device that doesn't support the same low-bandwidth codec, and the system is not set up to handle a codec mismatch, you may experience one of the following problems:

- You cannot hear audio.
- The call is immediately disconnected.

Before you begin

To use low-bandwidth mode, one of the following must be true:

- Your administrator has set up the system to handle calls between devices that use different codecs
- Both your device and the device of the person you are calling support the same low-bandwidth codec (G.729a or G.729b)

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Turn the **Low-Bandwidth Mode** setting **on** or **off**.

Conference Call Bridges

With telepresence, anyone can join a meeting from any mobile, desktop, or room system and share video, audio, and content. The private telepresence bridge can be setup for conference calls when you are not using the Webex meeting client. The Collaboration Meeting Room option needs to be disabled in order to setup a private telepresence bridge.

Set up Bridge Information for Conference Calls in Windows

You use bridge information to specify the call details that are sent to users in an invitation when you create conference calls.

- Step 1** Choose one of these options:
- On a later version: from the hub window, open the **Settings** menu, and go to **Options**.
 - On an earlier version, select **File > Options**.
- Step 2** Select the **Calls** tab.
- Step 3** Select the option to **Use my conference service**.
- Step 4** Enter a number or URI to use for your bridge.
- Step 5** (Optional) If you want your bridge to be password protected, specify a **Host PIN** and **Guest PIN**.
- Step 6** Select **Apply** then **OK**.
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Related Topics

[SIP URI Calling](#)

Set up Bridge Information for Conference Calls in Mac

You can specify an alternative number to use for your conference calls.

- Step 1** Select **Jabber > System Preferences**.
- Step 2** Select the **Calls** tab.
- Step 3** Select the **General** tab.
- Step 4** Select **Use my conference service** option.
- Step 5** Enter the number or the URI for your bridge.
- If your administrator has added a bridge pattern you won't be able to edit this field.
- Step 6** (Optional) Enter a Host PIN.
- Step 7** (Optional) Enter a Guest PIN.
-

Related Topics

[SIP URI Calling](#)

Set up Bridge Information for Conference Calls in Mobile

You can use the private telepresence bridge for conference calls when you are not using the Cisco Webex meeting client.



Note If Collaboration Meeting Room is enabled for your account, you cannot set up the private telepresence bridge.

-
- Step 1** On the **Settings** screen, tap **Conference Bridge**.
 - Step 2** Turn on the **Use My Conference Service** option.
 - Step 3** (Optional) Enter your bridge conference number and pin number.
 - Step 4** Tap **Apply**.
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Video Preferences

You can make or answer calls with or without video, depending on what suits you best. You can set a preference to use video for your calls, then for those days you'd rather not, you can change your preference to take calls without video that day.

Set Video Preferences for Windows

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- Step 1** Go to the **Settings** menu, select **Options > Calls**, and select your preference to **Always start calls with video** or **Never start calls with video**.
 - Step 2** Select **Apply**, and then **OK**.
 - Step 3** (Optional) For Release 12.0 and later: if you use a Windows device that has both front and rear camera, the front camera is used for your video calls, but you can change that setting in **Options > Videos**.
-

Set Video Preferences for Mac

Go to **Jabber > Preferences > Calls**, and select **Always start my calls with video**.
