



Chat

- [Chat Options in Windows, on page 1](#)
- [Find a Chat Room, on page 1](#)
- [Chat Room Participation, on page 2](#)
- [Files in Chat, on page 5](#)
- [Group Chat, on page 6](#)
- [Persistent Chat Rooms, on page 9](#)

Chat Options in Windows

Share your ideas, thoughts, and work with others by using some of the options in your chats to securely enhance your work: send an emoticon, take a screen capture, or send an attachment, just to name a few.




In a chat you can:

- Send a screen capture.
- Send a file.
- Mention another user.
- Insert an emoticon.
- Edit the font size and color.
- Add participants to create group chats.
- Show the chat in a new window.

Find a Chat Room

You can search your list of chat rooms to find a room quickly.

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- Step 1** Go to **Rooms** , click the search bar, and then enter the name of the room you're looking for.
- Step 2** To open the room, double-click the room name in the search results.
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Chat Room Participation

You can use chat rooms to talk with others and share ideas as a group. The discussions in your rooms could be about anything, and you can be in many rooms at once. When you're in chat rooms, you can talk with the others in your room, scroll through the room's chat history, @mention other users, and filter the content by user or keyword.

The history of the conversation is persistent. When you exit the chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in.

Participate in Chat Rooms in Windows

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- Step 1** Select the chat room icon on the hub window, and select **My Rooms** to view the rooms where you are a member.
- Step 2** Double-click on the room that you want to enter.
- Step 3** View the current participant list on the right side of the chat window. You can show or hide the participant list.
- Step 4** Read the discussion and enter your own chat messages.
- Step 5** Select **Show More** to view older messages in the chat room.
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Participate in Chat Rooms in Mac

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- Step 1** Select the chat rooms tab.
- Step 2** Double-click on the room that you want to enter.
- Step 3** View the current participant list on the right side of the chat window.
- Step 4** Read the discussion and enter your own chat messages.
- Step 5** Select **Show More** to view older messages in the chat room.
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Use Search in Chat

You can find, add, and call contacts from the search bar in chat windows.

- Step 1** Enter the name of a contact in the search bar of the chat window.


You can enter phone numbers in the search bar to call directly from the chat window.

Step 2 Start a conversation with your contact by using one of the following methods:

- Hover your cursor over the contact to add that contact to a list or to call that contact.
- Double-click the contact to start a chat session.

Send a Message to Start Chat in Desktop


You can start a chat conversation by sending a message to anyone in your directory.


Step 1 Enter the person's name in the search bar, hover over their name in the search results, and then click **Chat** .

Step 2 Write your message and press **Enter**.

Send a Message to Start Chat in Mobile

You can start a chat conversation by sending a message to anyone in your directory.

Step 1 From **Contacts** , enter the person's name in the search bar, and then tap their name in the search results to open a chat.

Step 2 Write your message and press **Send** .

Send Call Icons for Calling in Chat


You can send a call icon to people in a chat window that they can simply click it to call you. This lets them call you immediately without them having to search for your calling information in your contact card.

Before you begin

Your administrator must enable URI dialing for you to use this feature.

In a chat window, do one of the following actions:

- Type **:callme**
- Windows only: type **:telephone**

They receive the phone icon , and they just have to click it to call you.

Related Topics

[SIP URI Calling](#)

Filter Chat Rooms in Windows

You can filter conversations to get notified about any conversations that happen in chat rooms that match your filter criteria. Filters can search when a key word is used, a certain user makes a comment, or your username is mentioned.

Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.

Step 1 In the client, select **Chat Rooms > Filters**, then select **Create Filter**.

Step 2 Give the filter a label and then define the filter criteria.

You can filter chat rooms using up to three keywords or by username. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords.

Step 3 Select **Create**.

Screen Share in Chat

Related Topics

[During a Call](#)

[Conference Calls](#)

Share Your Screen in Chat in Windows

Step 1 In a chat window, select **More . . . > Share screen**.

Step 2 When you're done sharing your screen, click on the **Stop sharing** button at the top of your screen.

Share Your Screen in Chat in Mac

Step 1 In a chat window, select **More . . .** and choose **Share screen**.

Step 2 When you're done sharing your screen, click on the **Stop sharing** button at the top of your screen.

View Your Chat History

In the **Chat** window, swipe down to see your messages.


If you can't see messages, it is possible that this feature isn't enabled. Contact your admin for help.

Files in Chat

You can send documents and other files to individual contacts or groups from the chat window.

From the Cisco Jabber chat window, you can share images, videos, and files with your coworkers. You can always preview your images before sending it out.

Send a File in Chat in Desktop


- Step 1** Open the chat window for the person or group you want to share a file with.
- Step 2** Select **Send a file** .
- Step 3** Browse to the location of the file on your computer, select the file, and press **Enter**.
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Send a File in Chat in iPhone and iPad

- Step 1** Open the chat window for the person or group you want to share a file with.
- Step 2** Open the XYZ menu by tapping <plus>**XXX** and select **Photo**, **Video**, or **Cloud**.
- Step 3** Browse to the location of the file on your device, select the file, and tap **Send**.
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Share Files in Chat in iPhone and iPad

Jabber supports sending .gif, .jpeg, .jpg, and .png images while chatting. You can view the image in the Jabber chat window. Touch and hold the image for more options. The .gif images that are sent in chat automatically play and loop.

- Step 1** To send images and video, in the chat conversation window, tap **Plus** .
- Step 2** Select your image or video from the following options:
- Camera
 - Photo
 - Video
 - File
 - Cached files
- Step 3** To compress the file before sending it, tap the **Compress** option.

Step 4 Tap **Send**.


Group Chat

You can send a group chat invite to chat with more than one person at a time. Cisco Jabber doesn't save your conversation. If you close the chat window, you lose the chat history.

By default, you can invite 50 participants to a group chat. Your administrator can increase this cap through the IM & Presence Service administration pages.

Start a Group Chat in Windows

Invite participants to the group chat in one of these ways:

- Open a chat window with one participant of the group chat. Click , add participants, and click **Start**.
 - On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.
 - On your **Contacts** list, hover over a group name and click the group chat icon to start a group chat with all of the available participants in the group.
 - Select participants from the **Contacts** or **Chats** tab, and click the group chat icon that displays when you hover over any of the selected participants.
 - For existing 1:1 chats, drag a contact from the **Contacts** tab into the message content area or the participant list area.
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Start a Group Chat in Mac

Step 1 To create a group chat, select one of these options:

- Select two or more people from your contact list and choose the group chat icon.
- In the **Chats** tab, select the **New Chat** icon.
- Select the header of the contact group and choose the group chat icon.

Step 2 In the **Start Chat** window, enter any additional people you want to invite.

Step 3 Update the topic for the group chat.




Step 4 (Optional) Choose any additional people from the **Recent Contacts** area.

Step 5 Select **Start**.

Start a Group Chat in Mobile

You can start a group chat either from the **Chats** screen or from the **Chat** window in the following way:

Start a group chat using one of these ways:

- In the **Chats** screen, tap **Plus** , enter the participants in **To:** field, and tap **Done**.
 - In the chat window, tap **Plus** , then tap , enter the participants in **To:**, and tap **Done**.
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Group Chat Transformation into a Meeting

When you're in a group chat, you can initiate a conference call with all the participants in the group chat to start a meeting. You'll need a Cisco Collaboration Meeting Room account or a Private Telepresence Bridge set up for you, and Cisco Webex client version 8.0 or later.

For more information, see [Conference Call Bridges](#)

Change a Group Chat into a Meeting in Windows

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR).

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- Step 1** Choose one of these options:
- Later versions: Select the **Menu** icon, then from the hub window, open the **Settings** menu, and go to **Options**.
 - Earlier versions: Select **File** > **Options**.

Step 2 Select **Calls**, and ensure that **Use my conference service** is not checked.

Step 3 When you are in a group chat with participants, select the **Call** icon.

You are connected into the conference call and your group chat participants are sent an invitation to enter the meeting using either a video link or using Cisco Webex

Change a Group Chat into a Meeting in Mac

You can choose to create a conference call from your group chat using Cisco Collaboration Meeting Room (CMR) Cloud.

Step 1 Ensure **Use my bridge for conference call** option is not selected.

Step 2 When you are in a group chat with participants, select the **Call** icon.

You are connected into the conference call and your participants are sent an invitation to either enter the meeting using a video link or enter the meeting using Cisco Webex.

Change a Group Chat into a Meeting in iPhone and iPad

When you are in a group chat, you can initiate a conference call with all participants in the group chat.

Before you begin

The Cisco Webex client version 8.0 or higher is installed and configured for conference call.

Access to Collaboration Meeting Room is enabled for your account.







Note If the Collaboration Meeting Room access is not enabled, users can make conference calls using their telepresence bridge number, provided the private telepresence bridge settings are configured for conference calls.

Ensure you install the Webex client before installing Cisco Jabber for iPhone and iPad.

Step 1 In the **Group Chat** window, tap **Plus** .

Step 2 Invite your participants to the conference call.

- For iPhones, tap  to start a conference call or tap  to start a Webex meeting.
- For iPads, at top right corner of group chat window, tap  to start a conference call or tap  to start a Webex meeting.

You are connected to the conference call and your participants are sent an invitation to join the conference call or Cisco Webex meeting.

Change a Group Chat into a Meeting in Android

When you are in a group chat, you can initiate a conference call with all participants in the group chat.

Before you begin

The Cisco Webex client version 8.0 or higher is installed and configured for conference call.

Access to Collaboration Meeting Room is enabled for your account.





Note If the Collaboration Meeting Room access is not enabled, users can make conference calls using their telepresence bridge number, provided the private telepresence bridge settings are configured for conference calls.

Ensure you install the Webex client before installing Cisco Jabber for Android.

Step 1 Tap on the drop-down menu icon in the **Group Chat** window.

Step 2 Invite your participants to the conference call.

- For mobile phones, tap **Start Conference** to start a conference call or tap **Meet Now** to start a Webex meeting.
- For tablets, tap  to start a conference call or tap  to start a Webex meeting.

You are connected to the conference call and your participants are sent an invitation to join the conference.

Persistent Chat Rooms

Persistent chat rooms offer you ongoing access to a discussion thread. They are available even if no one is currently in the chat and remains available until explicitly removed from the system. They allow workers in different locations, countries and time zone to participate with fellow team members, customers and partners to communicate quickly gain context to ongoing conversations and easy collaboration in real time.

If you need to find information in your Cisco Jabber persistent chat rooms, you can search them by entering keywords and narrow your search even more by choosing specific participants, room name, and date range. You must be a member of the chat rooms for your search to be completed.

Search Persistent Chat Rooms in Windows

Your search results will display a maximum number of 200 items sorted chronologically and grouped by room. You can only find content from when you've joined the room.

Step 1 In the room, select the **Filters** tab.

Step 2 Enter your search criteria in the search box, just like you search for contacts in the Cisco Jabber hub window.

To search for messages with special characters, include other characters in the search criteria. For example, type **!@** Jabber, if you are searching for **!@** which has the word Jabber alongside it.

Step 3 Double click on a result to open the room.

Search Persistent Chat Rooms in Mac

Your search results will display a maximum number of 200 items sorted chronologically and grouped by room. You can only find content from when you've joined the room.

Step 1 Enter a search term in the **Search or call** field.

To search for messages with special characters, include other characters in the search criteria. For example, type **!@** Jabber, if you are searching for **!@** which has the word Jabber alongside it.

Step 2 Select **Search chat room messages** and then select **Enter** to go to the chat room in the list, or you can refine your search using a different keyword.

Search Persistent Chat Rooms in Mobile

You can search for a specific chat room, and the results are listed alphabetically.

Step 1 Tap **Rooms** , then tap .

Step 2 Use the **Search** bar to find a room.

Mention Someone in Persistent Chat Rooms

When you need to get someone's attention in the restricted persistent chat room, you can mention them. They'll get notified in the My Mentions section of the persistent chat room filters. You'll still get notifications when someone mentions you even if you've muted that persistent chat room.

In Cisco Jabber for Windows client, you can use @ symbol to search for people that are available in the Cisco Jabber directory, but not in any particular room. When you search for those people they don't receive any notification.

Before you begin

In the chat room, type @, enter the person's name, and select it from the search results.
