

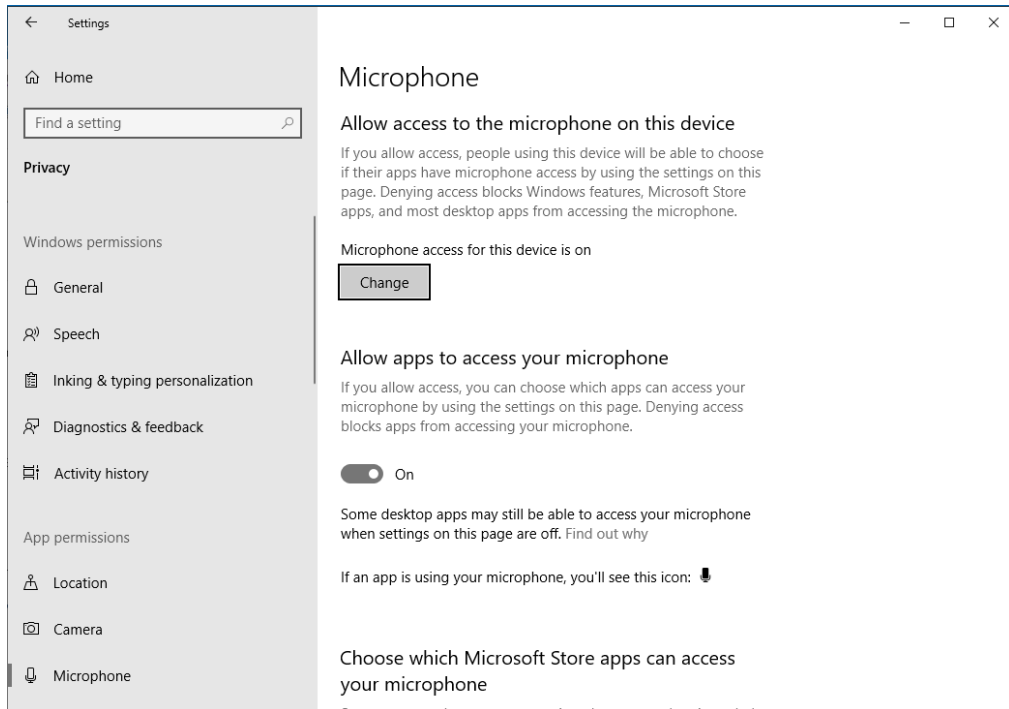
## Troubleshooting Jabber

David Boyd - 2020-03-19 - Comments (0) - Jabber

### Resolving Audio Issues on Windows

If you experience issues where your headset microphone isn't working on Windows, you may need to grant permission for apps to use it.

1. Open Settings>Privacy>App Permissions>Microphone>On



### Uninstallation

#### Windows

1. Follow instructions provided by Cisco:  
<https://help.webex.com/en-us/WBX63264/How-Do-I-Uninstall-Cisco-Jabber-for-Windows>

#### macOS

1. Follow instructions provided by Cisco:  
<https://help.webex.com/en-us/WBX91788/How-Do-I-Uninstall-Cisco-Jabber-on-a-Mac>
2. To remove user preferences, delete ~/Library/Preferences/com.cisco.Jabber.plist and ~/Library/Application Support/Cisco/Unified Communications/Jabber