

AT&T Unified Communications Voice

IP Communicator Installation Guide

For Customer's System Administrator

V1.1 – July, 2015

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Welcome

This manual explains how to install Cisco IP (Internet Protocol) Communicator for AT&T Unified Communications (UC) Voice. It includes:

- Hardware and software requirements
- Installation instructions
- Basic configuration instructions



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1. Hardware and Software Requirements

Before installing IP Communicator for AT&T UC Voice, verify the following on the end users' computers:

- Full network connectivity to the AT&T UC Voice TFTP (Trivial File Transfer Protocol) server at 206.19.41.1 (USA) or 32.42.46.1 (Europe)
- The conduit has proper QoS (Quality of Service) configured
- The network that the computers reside on has DHCP (Dynamic Host Configuration Protocol) Option 150 configured to point to the AT&T UC Voice TFTP server

Also make sure the end users' PCs meet the requirements listed in Table 1 and use only the audio devices listed in Table 2.

Item	Description
Internal	Microsoft Windows 8 Pro or Windows 8 Enterprise (32-bit or 64-bit)
Hardware	Disk space: 200 MB free disk space
(Microsoft [®]	• Memory: 3 GB RAM
Windows [®] 8)	• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
	• A 10/100 Mbps Ethernet network interface card
	• SVGA video card
	• 800 x 600 x 16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
Internal	Microsoft Windows 7 Professional, Enterprise, and Ultimate 32-bit and 64-bit
Hardware	Microsoft Windows 7 Service Pack 1
(Microsoft	 Performance scores of 3 or higher
Windows 7)	
	Disk space: 200 MB free disk space
	Memory: 2 GB RAM (3 GB RAM recommended for 64-bit OS (Operating System))
	• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
	• A 10/100 Mbps Ethernet network interface card
	• SVGA video card
	• 800 x 600 x 16-bit screen resolution (1024 x 768 x 16-bit or better recommended)

Table 1. Computer Hardware and Software Requirements



Item	Description
Internal	Microsoft Windows Vista Business Edition, Enterprise Edition, or Ultimate
Hardware	 Windows Vista Service Packs 1 (SP1) and 2 (SP2)
(Microsoft	• IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs
Windows	are only supported on Windows 7 (WoW64). All other supported operating
Vista®)	systems are 32-bit only.
	• Disk space: 200 MB free disk space
	• Memory: 2 GB RAM (see the software row in this table for the supported Vista OSs)
	• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
	 A 10/100 Mbps Ethernet network interface card
	SVGA video card
	• 800 x 600 x 16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
Internal	Microsoft Windows XP Desktop:
Hardware	 Pentium[®] P4 2.4 GHz or equivalent with Streaming SMD Extensions support
(Microsoft	required (Pentium 4 2.8 GHz or higher recommended)
Windows XP)	Disk space: 200 MB free disk space
	Memory: 1 GB RAM for Windows XP
	• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
	 A 10/100 Mbps Ethernet network interface card
	• SVGA video card
	• 800 x 600 x 16-bit screen resolution (1024 x 768 x 16-bit or better recommended)
	Laptops:
	 Pentium M 1.5 GHz or higher compatible processor (streaming SIMD Extensions
	support required); 1.7 GHz Pentium M or higher recommended

NOTES:

- IP Communicator for AT&T UC Voice does not support Windows XP, Windows Vista, or Windows 7 Fast User Switching.
- IP Communicator for AT&T UC Voice is not supported in VMWare[®], Citrix, Terminal Services, Remote Desktop, or other thin client environments.
- IP Communicator for AT&T UC Voice is supported only on Windows XP, Vista, Windows 7, and Windows 8 as shown in Table 1. IP Communicator for AT&T UC Voice supports x86-based processors running a 32-bit OS; 64-bit OSs are supported on Windows 7 (WoW64) and Windows 8. This integration runs as a 32-bit application in 64-bit versions of Windows 7 and Windows 8. All other supported operating systems are 32-bit only.



Table 2. Tested Audio Devices

	• Jabra PRO [™] 9400 series: PRO 9450, PRO 9460 mono, PRO 9460 duo, PRO 9465 duo, PRO 9470
	• Jabra BIZ 2400 USB
Jabra®	• Jabra Speak™ 410
	• Jabra Link series: Link280, Link220
	• Jabra GO™ 6430
	Jabra GN2100 and GN2000
	 Blackwire[®] USB wired headset family
	 Calisto[®] USB handset/speakerphone family
	 CS50 and CS60 USB wireless headset system family
Plantronics®	 DA45 USB adapter family for use with Plantronics H-series headsets, also known as H-top headsets
	 Savi[®] Office wireless headset system family, DECT
	 Voyager PRO UC Bluetooth headset system family



2. Installation

Perform the following steps to install IP Communicator for AT&T UC Voice on the end user's PC:

- 1. Log into the end user's computer using an account with administrator privileges.
- Extract the downloaded file into a directory on the end user's disk drive. The extracted file need not be in a permanent location – it can be deleted after the software has successfully been installed. The user's desktop is an acceptable location.
- 3. Start the installation by double clicking "CiscoIPCommunicatorSetup.exe."

CiscoIPCommunicatorAdminToolSetup	2/12/2013 4:34 PM	Application	2,546 KB
🔄 CiscoIPCommunicatorSetup.exe 🤟	2/12/2013 4:34 PM	Application	43,090 KB
🔂 CiscoIPCommunicatorSetup.msi	2/12/2013 4:34 PM	Windows Installer	41,747 KB
cmterm-IPComm-directorywizard.cop.sgn	4/10/2007 4:52 PM	SGN File	8 KB
🛄 English_United_States.zip	4/9/2011 6:15 PM	WinZip File	979 KB
🛄 L10n_Transforms.zip	4/28/2011 2:29 PM	WinZip File	452 KB
README_FIRST.txt	2/12/2013 7:06 PM	Text Document	8 KB

- 4. Accept the UAC (User Access Control) message if presented.
- 5. Select the appropriate language from the drop-down menu. Press the OK button. The software will extract files to a temporary location.

Select the language f	for the installation from the choices below
English (United State	esj

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6. Click on the Next button.

😸 Cisco IP Communicator - InstallShield Wizard		
	Welcome to the InstallShield Wizard for Cisco IP Communicator version 8.6.3.0	
Cisco IP Communicator	The InstallShield(R) Wizard will install Cisco IP Communicator on your computer. To continue, click Next.	
	WARNING: This program is protected by copyright law and international treaties.	
ahaha cisco		
< Back Next > Cancel		

7. Have the end user read through the End User License agreement. She/he should *accept* the terms of the license agreement and press the Next button.

岗 Cisco IP Communicator - InstallShield Wizard	6
License Agreement	ndu
Please read the following license agreement carefully.	sco
End User License Agreement	^
IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT CAREFULLY. DOWNLOADING, INSTALLING OR USING CISCO OR CISCO-SUPPLIED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT.	G
CISCO IS WILLING TO LICENSE THE SOFTWARE TO YOU ONLY UPON THE CONDITION THAT YOU ACCEPT ALL OF	Ŧ
 I accept the terms in the license agreement I do not accept the terms in the license agreement 	
< Back Next > Car	ncel



 By default, IP Communicator for AT&T UC Voice is installed in the "C:\Program Files\Cisco Systems\Cisco IP Communicator" directory. This is usually a good location for the installation. If the end user needs to change the directory, the Change button should be clicked and the appropriate location selected. Generally, only the Next button needs to be clicked.

	ion Folder to install to this folder, or click Change to install to a diff	erent folder.
0	Install Cisco IP Communicator to:	
0	C:\Program Files\Cisco Systems\Cisco IP Communicati	or\ Change
stallShield -		
	< Back	Next > Cancel

9. Click on the Install button.





10. The installation of the software proceeds. The installation may take several minutes.

Installing	Communicator - InstallShield Wizard Cisco IP Communicator ram features you selected are being installed.	uluulu cisco
17	Please wait while the InstallShield Wizard installs Cisco IP Communica This may take several minutes. Status: Copying new files	stor.
InstallShield –	< Back Next >	Cancel

11. Once the installation has completed, select the "Launch Cisco IP Communicator" checkbox and click on the Finish button. If the end user has not connected the computer's headset, it should be connected prior to clicking on the Finish button. Also, the end user must have IP connectivity to the AT&T UC Voice IP PBX (Private Branch eXchange) servers prior to clicking on the Finish button.

B Cisco IP Communicator - InstallShield Wizard		
	InstallShield Wizard Completed	
Cisco IP Communicator The InstallShield Wizard has successfully installed Cisco Communicator. Click Finish to exit the wizard.		
	Launch Cisco IP Communicator	
alialia cisco		
	< gadk Einish Cancel	



3. Basic Configuration

When end users launch IP Communicator for AT&T UC Voice for the first time, the Audio Tuning Wizard automatically opens.

 Generally, the software runs through the speaker and microphone audio settings using the Audio Tuning Wizard during the initial configuration. Close all other programs that play or record sound. Also make sure all audio sources are connected (such as the computer's headset, the various speakers, and microphones). Press the Next button.



 Set the audio source for each phone function. In the example below, the Logitech Headset (speakers and microphone) has been configured to be used in the Headset and Handset mode. The computer's speakers have been configured for the Speakerphone mode and Ringer. After setting the appropriate values, press the Next button.



elect Audio Devices		
	ou must select the device you want Communicati es, see the user guide.	or to use. If you need neip understanding
Headset:	Logtech G330 Headset	•
Speakerphone:	High Definition Audio Device	•
Handset:	Logtech G330 Headset	•
Ringer:	High Definition Audio Device	•

- 3. For each unique audio device, the following two screens are displayed.
 - 3a. Have the end user press the Play button and listen or speak into the microphone. During the speaker test, the end user should hear tones through the selected device (after pressing the Play button). Have the end user move the Wave Volume selector to adjust the sound to the appropriate volume. If the end user does not hear anything, the device's volume setting and connection should be verified. Once the perfect volume has been obtained, click on the Next button.

to their maximum values before sounds are being played at a co	e he playback device below. If your device has external volume controls, increase them tuning. Press the Play button and then adjust the Volume sliders until the sample mfortable level. If you see both a Master and a Wave slider, try setting the Wave of the Master slider to a comfortable level.
Playback device: Wave volume:	Speakers (Logitech G330 Headset
	PlayBack Next Cancel

3b. Each audio device's microphone must also be set. Have the end user press the Test button and speak naturally and consistently. Adjust the volume until most of the words the end user are saying



are hitting the top of the green and lower yellow bars. It is acceptable if the volume sometimes reaches the red bar. The fine volume controls should be adjusted to tune the microphone sensitivity. When the sensitivity is just right, the end user should press the Next button.

Adjust the Microphone V	olume	
the typical volume at which yo peaks at the highest yellow s then adjust the Fine slider to	into the recording device listed below. Press the Test button a ou would speak while on a phone call. Adjust the volume slide egment. If you see both a Master and a Fine slider, set the Ma a comfortable level. If the level meter does not peak above the set to their highest levels, enable Microphone Boost if available	rs until the level meter ster slider at 75% and green segments even
Recording device:	Microphone (Logitech G330 Heads	
Fine volume:	O	

The above two steps must be repeated for every sound device the customer has selected.

4. When the end user has completed setting the audio devices, click on the Finish button.

1 2	You have now completed the Audio Tuning Wizard Run this Wizard again if: You connect a new device Experience audio quality issues with your audio devices Change your audio settings in another program such as the Sounds and Multimedia Control Panel
	This Wizard may reappear automatically when you launch Cisco IP Communicator if you have changed any of your audio settings outside the Wizard. You should choose Revert unless you wish to make changes to your audio settings. To close this wizard, click Finish.



5. IP Communicator for AT&T UC Voice will now attempt to register. If the DHCP server is not configured to set the IP address of the PBX's TFTP server, the following screen may display. For these cases, press the OK button and the Network Preferences screen should display.

sco IP Communica	tor - Informati
Unable to reach Tf	TP server.
	ОК

If the Network Preferences screen does not display, IP Communicator for AT&T UC Voice will load, but will probably not be able to register. Completely close the application and launch it again as an administrator. To completely close the application, you may need to left click on the IP Communicator icon and select Exit.

If the Network Preferences screen displays, but the Network tab is grayed out, completely close the application and launch it again as an administrator. To completely close the application, you may need to left click on the IP Communicator icon and select Exit.



Once the IP Communicator software is closed, you can run it again as an administrator. In Windows, this can be done by left clicking on the IP Communicator icon on the desk top and selecting "Run as an administrator." IP Communicator for AT&T UC Voice will reload. The Network tab of the Network Preferences screen should not be grayed out.

- 6. On the Network Preferences screen, select the Network tab. Click on "Use this Device Name" and enter the end user's device name for IP Communicator for AT&T UC Voice. (You can obtain the device name from an AT&T engineer). Also set the TFTP server to the appropriate value if the DHCP server is not providing this information to the PC. Press the OK button.
 - NOTE: Once the network preferences are set, the end user will not need to launch IP Communicator for AT&T UC Voice as an administrator unless the network settings need to be changed.



Device Name	k Audo D					
		to generate Dev	nce Nam	•		
	Adapter:					*
Device N	lame:		507	001901517230		
Use this	Device Name	1	95	0019D151723C		
TFTP Server						
O Use the	s default TFTP ie TFTP serve					
O Use the	default TFTP se TFTP serve	re:	. 19	. 41 . 1	1	
O Use the	default TFTP se TFTP serve rver 1:	PTE 206		. 41 . 1]	
Use the Use the TFTP Se	default TFTP se TFTP serve rver 1:	PTE 206]	

7. Assuming these settings are correct and the PC has IP access to AT&T UC Voice, IP Communicator for AT&T UC Voice should register and become functional. The first time it registers, it downloads telephony locale information showing the progress of the downloads on the end user's computer. Once completed, the registered IP Communicator for AT&T UC Voice should look similar to the following.

