



AT&T Unified Communications Services

Installing Cisco® Jabber® for AT&T UC Voice on an Android Smartphone

For End Users

V1.1 – September, 2015

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Welcome

This manual explains how to install Cisco® Jabber®, which works with AT&T Unified Communications (UC) Voice, on an Android smartphone. Jabber provides users with most of the capabilities of a corporate telephony system, such as:

- Instant messaging (IM)
- Presence capabilities
- Ability to make, receive, and transfer calls
- Voicemail

The Graphical User Interface (GUI) that illustrates this manual is from a Samsung® Galaxy smartphone.



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Hardware and Software Requirements

Jabber can be used on Android smartphones with the 4.1, 4.0, or 2.3 operating systems.

Before beginning the installation process, verify your phone is able to access your corporate network using Wireless Fidelity (Wi-Fi) or a Virtual Private Network (VPN) and that it supports the basic requirements listed in Table 1.

Table 1. Basic Requirements

Item	Requirement
Operating system	4.1 (Jellybean), 4.0 (Ice Cream Sandwich), or 2.3 (Gingerbread)
NTLM authorization	Android 4.x
Size of Jabber version 9.0.6.990	1.91 MB



Installing Jabber Instant Messaging (IM)

During the installation process, you will be asked for your backup email address, Jabber username and password, and the Cisco Unified Presence (CUP) server name or Internet Protocol (IP) address. Your System Administrator should be able to supply you with this information.

To install Jabber IM on your Android smartphone, perform the following steps.

1. On your smartphone, select the Internet icon (Figure 1).

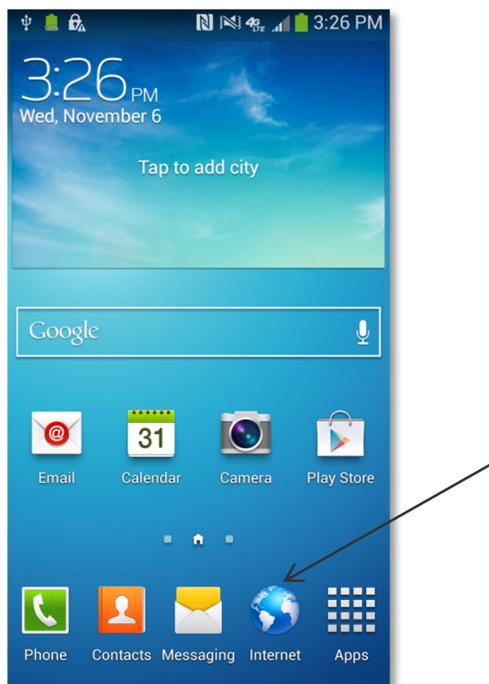


Figure 1. Example Home screen of a Samsung Galaxy phone

2. On the Internet, go to the [AT&T UC Services portal](#). The UC Customer Care Portal home screen, shown in Figure 2, displays.



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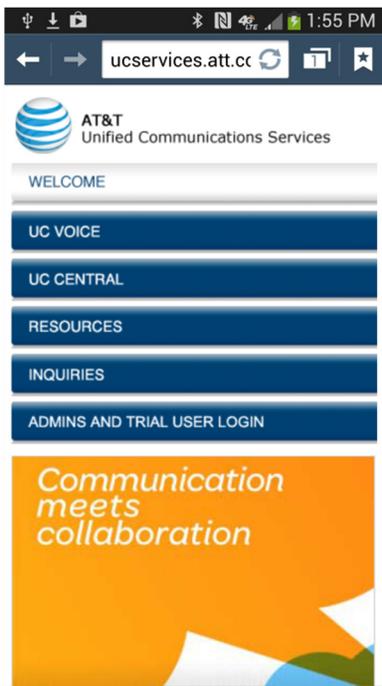


Figure 2. UC Customer Care Portal home screen

3. Select the Resources tab. The screen shown in Figure 3 displays.

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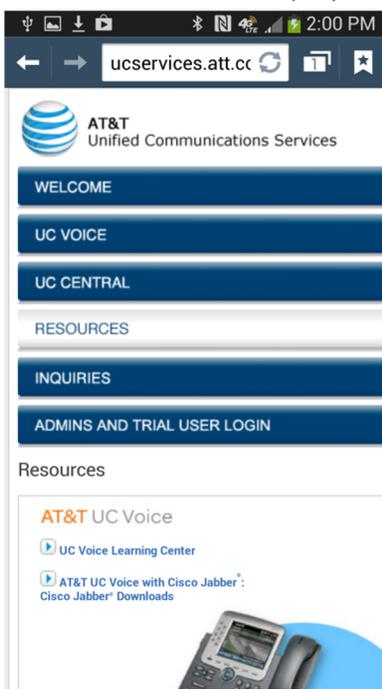


Figure 3. UC Customer Care Portal Home screen – Resources tab

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4. Select the link titled “AT&T UC Voice with Cisco Jabber: Cisco Jabber Downloads.” The Emergency Services Acknowledgement screen shown in Figure 4 displays.

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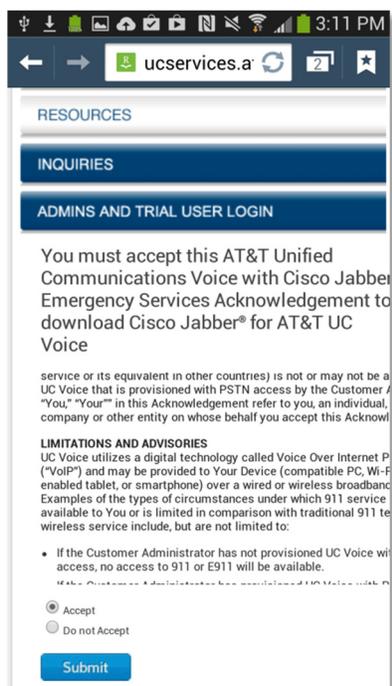


Figure 4. Emergency Services Acknowledgement screen

5. Read the AT&T UC Voice with Cisco Jabber Emergency Services Acknowledgement and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the Accept radio button, then click on the Submit button. A list of downloadable Jabber software displays, as shown in Figure 5.



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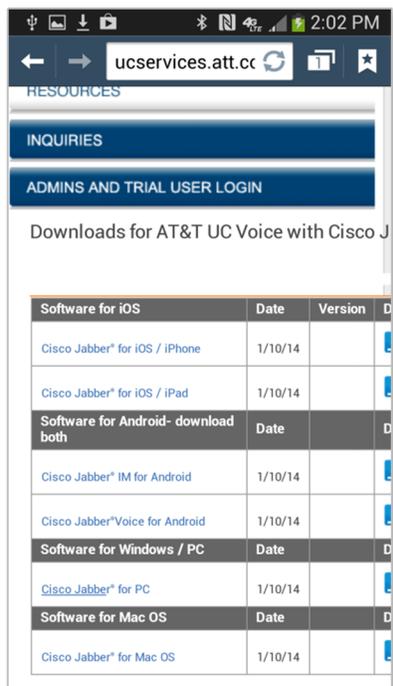


Figure 5. List of Jabber software

6. Select “Cisco Jabber IM for Android.” The window in Figure 6 displays.

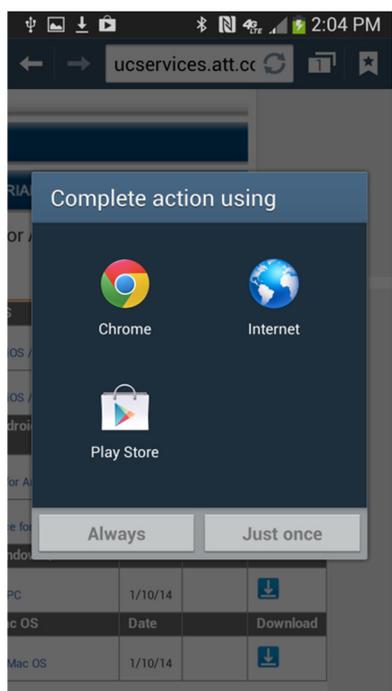


Figure 6. Complete Action window



7. Select the Play Store icon. The Jabber IM web screen in the Play Store displays (Figure 7).

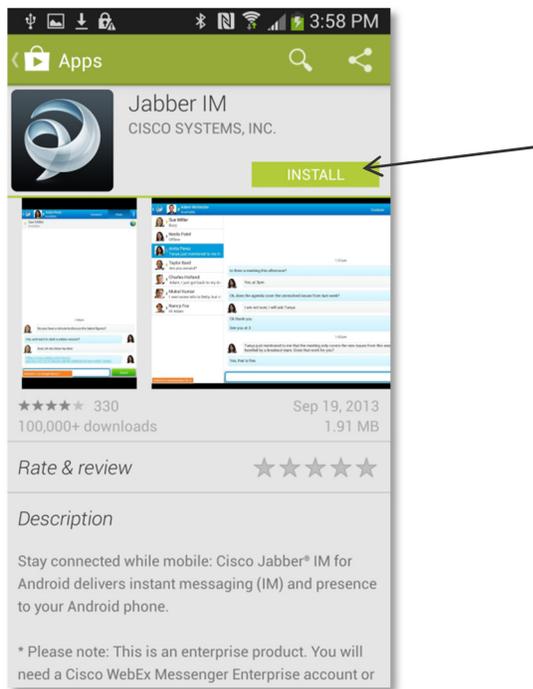


Figure 7. Jabber IM web screen

8. Select the Install button. The App Permissions web screen displays (Figure 8).



Figure 8. Apps Permissions web screen



9. Read the Apps Permission web screen and follow the instructions provided regarding the terms and acceptance. If you accept the terms by selecting the Accept button, the Enjoy Your App message displays (Figure 9).

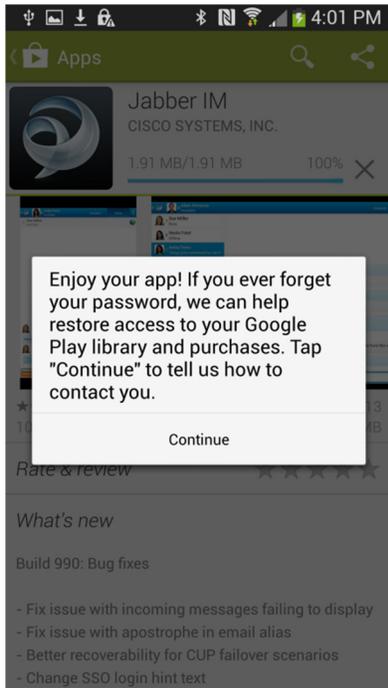


Figure 9. The Enjoy Your App message

10. Select the Continue button. The Password Recovery web screen displays (Figure 10).

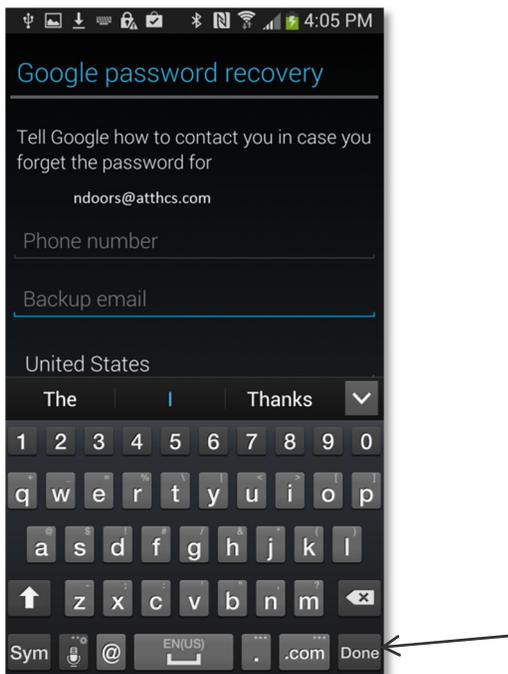


Figure 10. Password Recovery web screen



11. Enter your phone number, backup email account, and the country you reside. Select the Done button when finished. The Jabber IM web screen returns with an Open button (Figure 11).

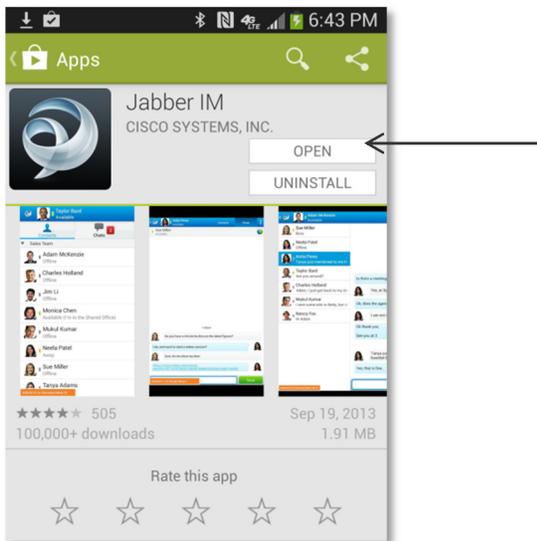
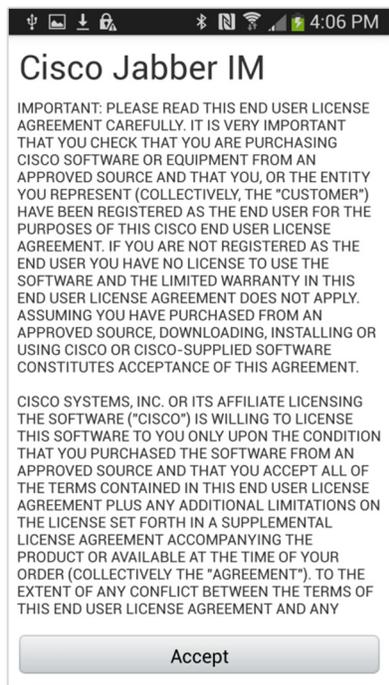


Figure 11. Jabber IM web screen

12. Select the Open button. The Jabber License agreement displays (Figure 12).



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Figure 12. Jabber License Agreement screen



13. Read the terms of agreement and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the Accept button. The Jabber IM sign-in screen displays (Figure 13).

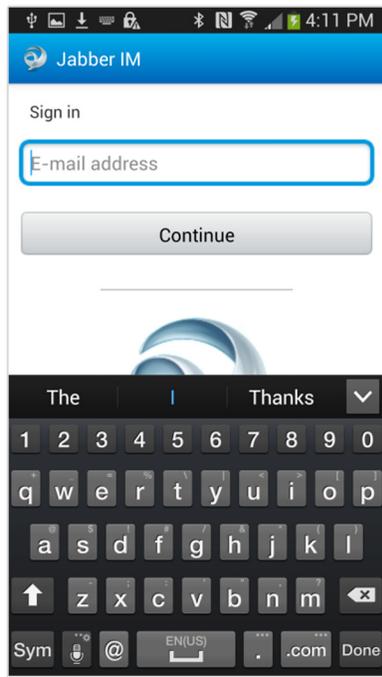


Figure 13. Jabber IM sign-in screen

14. Enter your email address and then select the Continue button. The Account Type web screen displays (Figure 14).

NOTE: The requested email address is your Jabber account, whose format looks like an email address. It might be your email address, but it can be different. See your System Administrator.



Figure 14. Account Type

15. Select the Unified Presence button. The Unified Presence sign-in screen displays (Figure 15).

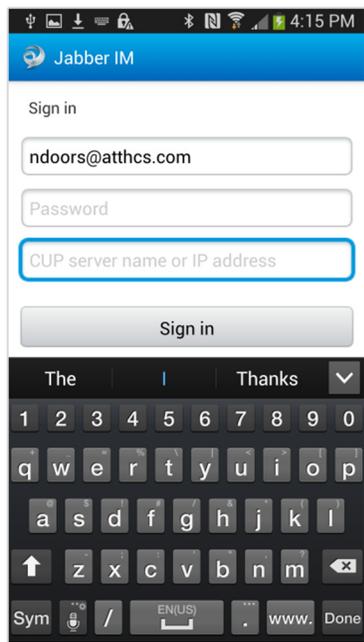


Figure 15. Unified Presence sign in screen



16. Enter your Jabber password. Also enter your CUP server name or IP address. Select the Sign In button.

NOTE: If you don't know the server name or IP address or if you don't know your password, contact your System Administrator.

17. If the Secure Sockets Layer (SSL) certificate(s) had not been downloaded for another application on your smartphone, then the Sign-In screen will return with "SSL certificate is not acceptable" near the top (Figure 16).

Select the "Accept All SSL Certificates" checkbox, then on click the Sign In button. The Jabber home screen displays (Figure 17).

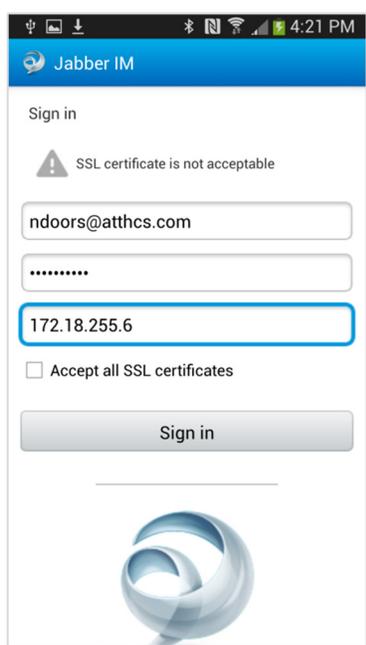


Figure 16. SSL Certificate error message

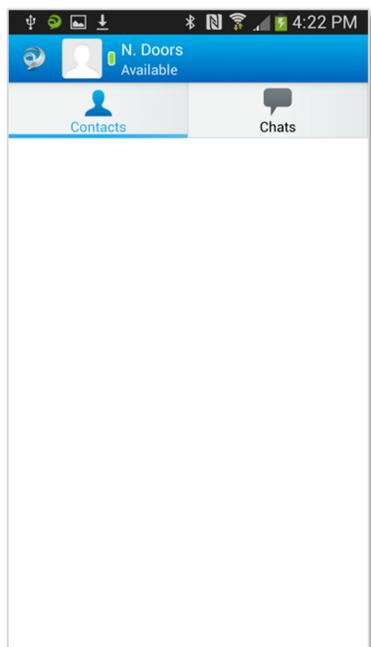


Figure 17. Example Jabber home screen

18. Install Jabber Voice as described in the next chapter.



Installing Jabber Voice

During the installation process, you will be asked for your Device ID and server address. Your System Administrator should be able to supply you with this information.

NOTE: The following steps assume that you have already installed Jabber IM. If you have not installed Jabber IM, then the screens that display during the Jabber Voice installation process will be different from what is shown in the following steps and you will also need to know your email address, Jabber username and password, and the CUP server name or IP address.

To install Jabber Voice on your Android smartphone, perform the following steps.

1. On your smartphone, select the Internet icon (Figure 18).

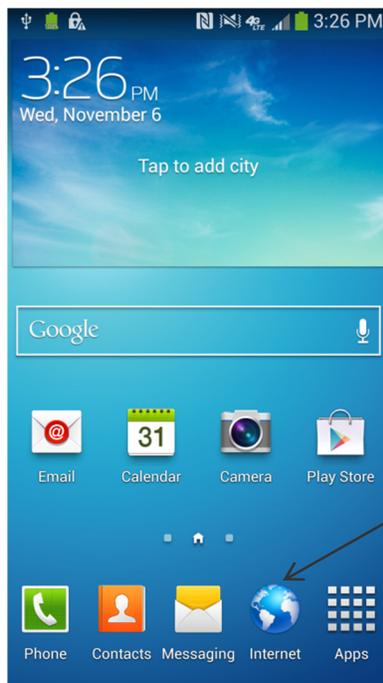


Figure 18. Example Home screen of a Samsung Galaxy phone



2. On the Internet, go to ucservices.att.com. The UC Customer Care Portal home screen, shown in Figure 19, displays.

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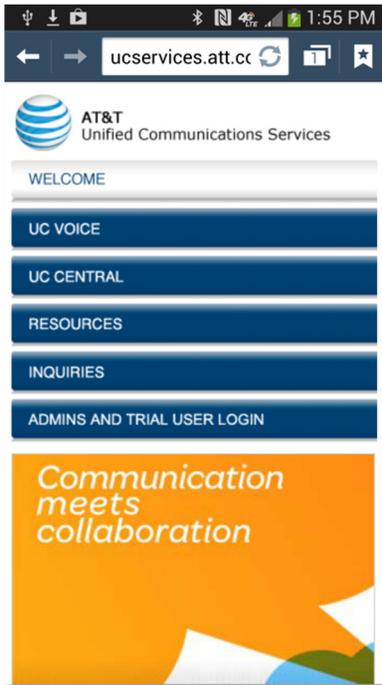


Figure 19. UC Customer Care Portal home screen

3. Select the Resources tab. The screen shown in Figure 20 displays.



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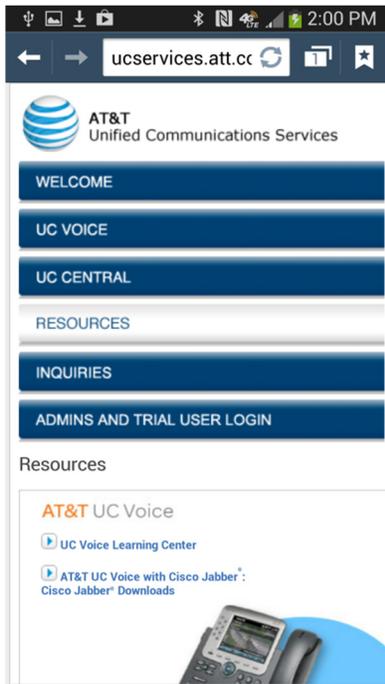


Figure 20. UC Customer Care Portal Home screen – Resources tab

4. Select the link titled “AT&T UC Voice with Cisco Jabber: Cisco Jabber Downloads.” The Emergency Services Acknowledgement screen shown in Figure 21 displays.

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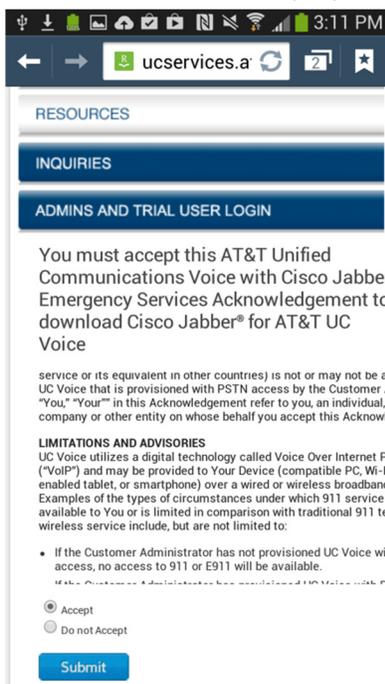


Figure 21. Emergency Services Acknowledgement screen



5. Read the AT&T UC Voice with Cisco Jabber Emergency Services Acknowledgement and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the Accept radio button, then click on the Submit button. A list of downloadable Jabber software displays, as shown in Figure 22.

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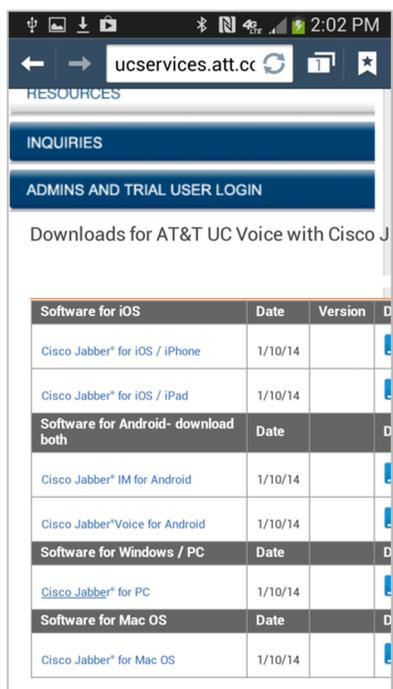


Figure 22. List of Jabber software

6. Select “Cisco Jabber Voice for Android.” The window in Figure 23 displays.

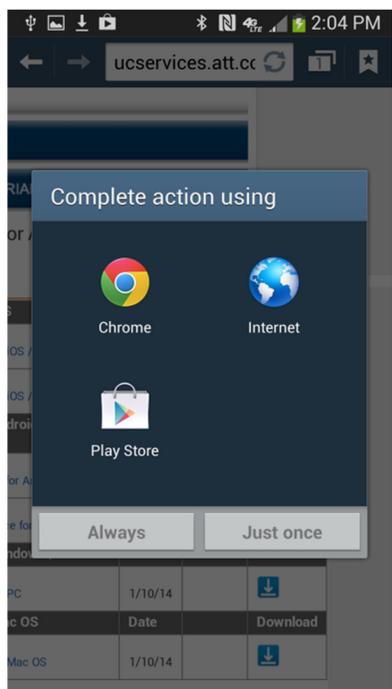


Figure 23. Complete Action window

7. Select the Play Store icon. The Jabber Voice web screen displays (Figure 24).

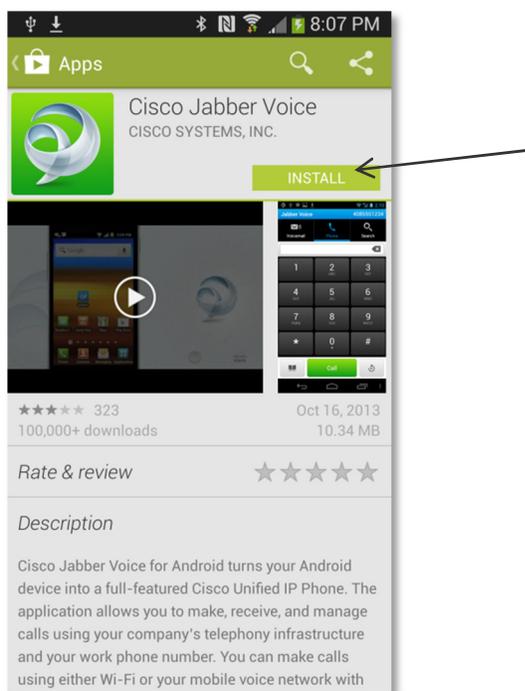


Figure 24. Jabber Voice web screen



8. Select the Install button. The Jabber Voice License Agreement web screen displays (Figure 25) or the App Permissions web screen (Figure 26) displays.

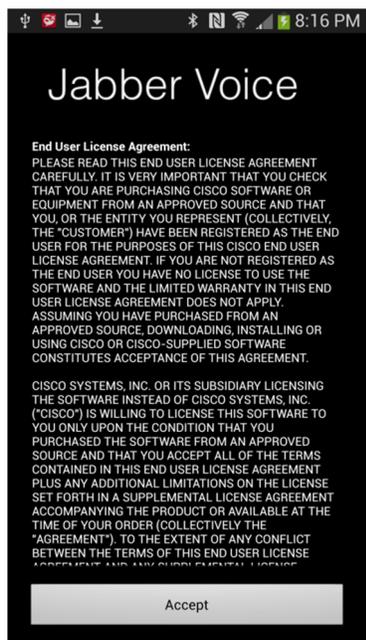


Figure 25. Jabber Voice License Agreement web screen

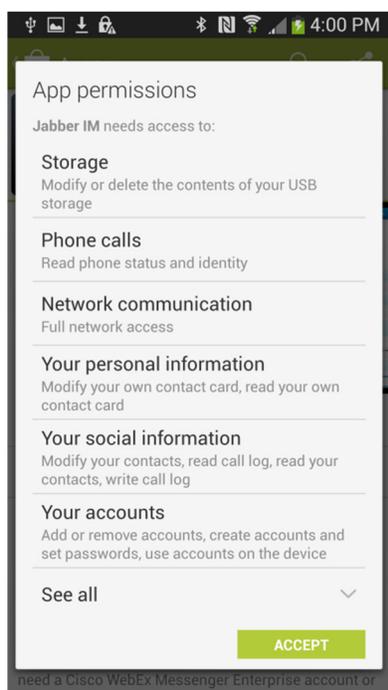


Figure 26. Apps Permissions web screen



9. Read and follow the instructions provided regarding the terms and acceptance. If you accept the terms by selecting the Accept button, the Jabber software downloads. When completed, the Jabber Voice web screen displays (Figure 27).

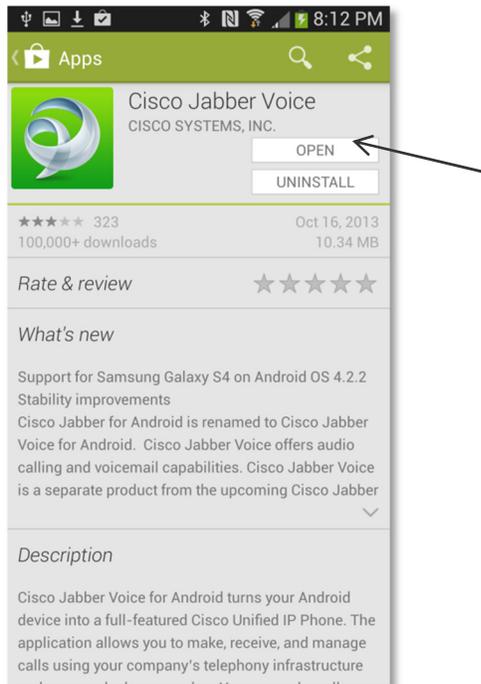
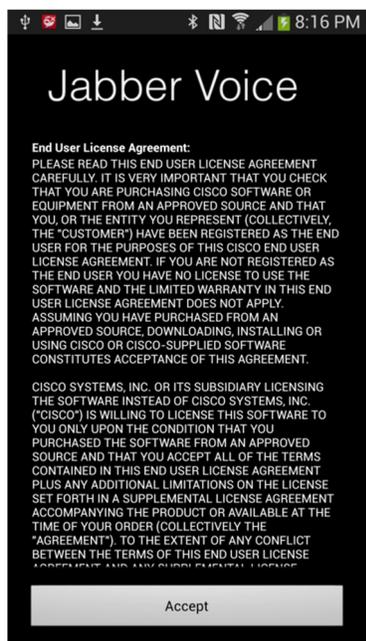


Figure 27. Jabber Voice web screen

10. Select the Open button. The Jabber Voice license Agreement screen displays (Figure 28) if it had not displayed in Step 8.



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Figure 28. Jabber Voice License Agreement web screen

11. If the license agreement displays, read and follow the instructions provided regarding terms and acceptance. If you accept the terms by selecting the Accept button, the Jabber Voice setup screen (Figure 29) displays.

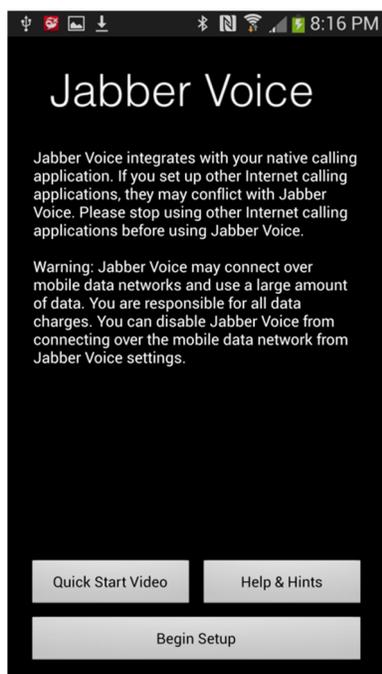


Figure 29. Jabber Voice setup screen



12. Select the Begin Setup button. The Phone Services Settings screen displays (Figure 30).

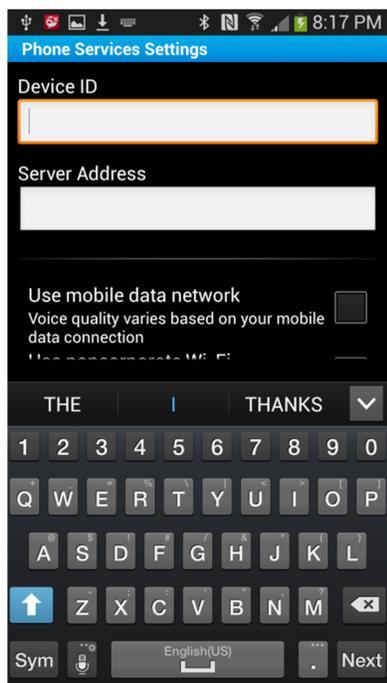


Figure 30. Phone Services Settings screen

13. Enter your Device ID and Server Address. Then, select the Done button. Figure 31 displays.

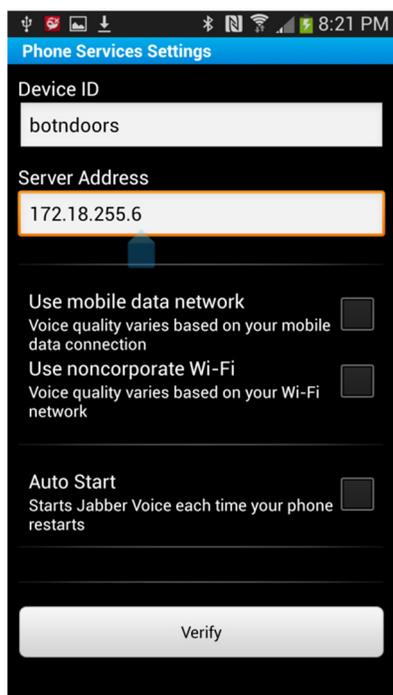


Figure 31. More options



14. Select the options that are appropriate for your situation then select the Verify button (Figure 31). A message may display warning of restrictions to your communications service (Figure 32). If the connection was successful, the Jabber home screen displays and you should skip to Step 17.



Figure 32. Example Warning message

15. If you select the Edit button, the screen in Figure 31 displays and you can change your settings.
If you select the Continue button. The communications connection is verified (Figure 33).

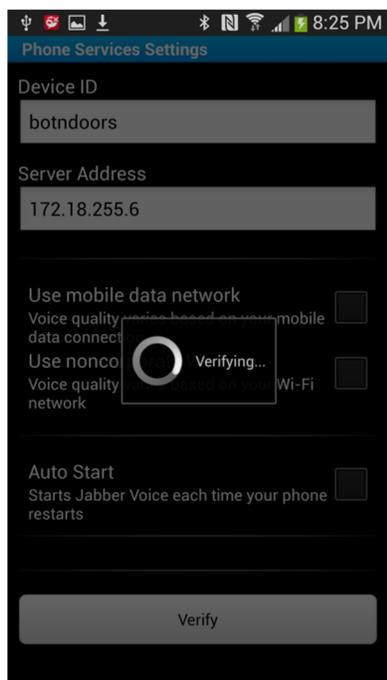


Figure 33. Verifying communications connection

16. If the connection failed, the error message in Figure 34 displays. Contact your System Administrator.

If the connection was successful, the Jabber home screen displays.

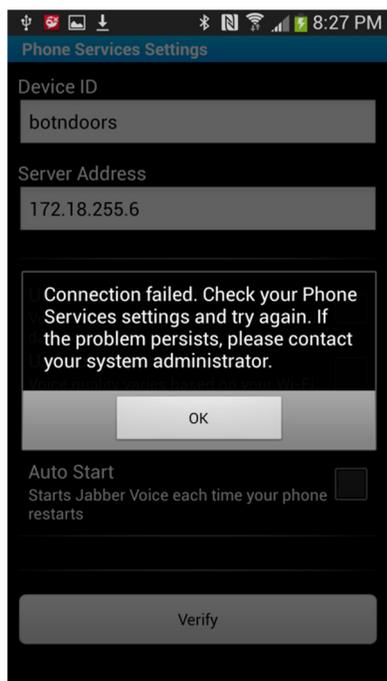


Figure 34. Connection Failed error message



17. If you want to use Jabber away from the office, you may need to install a VPN client. Please consult with your system administrator.
18. You can begin using Jabber.