



AT&T Unified Communications Services

Installing Cisco® Jabber® for AT&T UC Voice on Windows® PCs

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 a PC running Microsoft® Windows®. It includes:

- Hardware and software requirements
- Installation instructions



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Hardware and Software Requirements

Before installing Jabber, verify the following on the end user's computer:

- 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 computer resides on has DHCP (Dynamic Host Configuration Protocol) Option 150 configured to point to the AT&T UC Voice TFTP server

Also, verify the end user's PC meets the requirements listed in the table below.

Table 1. Computer hardware and software requirements

Item	Description
Operating system	<ul style="list-style-type: none">• Microsoft Windows 8, 32 or 64 bit• Microsoft Windows 7, 32 or 64 bit• Microsoft Windows Vista, 32 or 64 bit• Microsoft Windows XP, 32 bit with Service Pack 3
Internet browser	Microsoft Internet Explorer 7 or later
CPU	<ul style="list-style-type: none">• Mobile AMD Sempron Processor 3600+ 2 GHz• Intel Core2 CPU T7400 @ 2.16 GHz
GPU	<ul style="list-style-type: none">• DirectX 9 on Microsoft Windows XP 32 bit with Service Pack 3• DirectX 11 on Microsoft Windows 7
I/O Ports	USB 2.0 for USB camera and audio devices
Installed RAM	<ul style="list-style-type: none">• 1.87 GB RAM on Microsoft Windows XP 32 bit with Service Pack 3• 2 GB RAM on Microsoft Windows 7 and Windows 8
Free physical memory	128 MB
Free disk space	256 MB



NOTES:

- Does not require the Microsoft .NET Framework or any Java modules.
- Supports Microsoft Windows 8 in desktop mode only.
- Cisco Medianet does not currently support Microsoft Windows 8. As a result, you cannot currently do the following on Microsoft Windows 8:
 - Use Cisco Media Services Interface to classify and prioritize audio media and video media traffic on the network.
 - Enable desk phone video capabilities.



Installation

Perform the following steps to install Jabber for AT&T UC Voice on your end user's Windows PC.

Setup

1. Log into the end user's computer using an account with administrator privileges.
2. Go to the [UC Customer Care Portal home page](#), shown in Figure 1.



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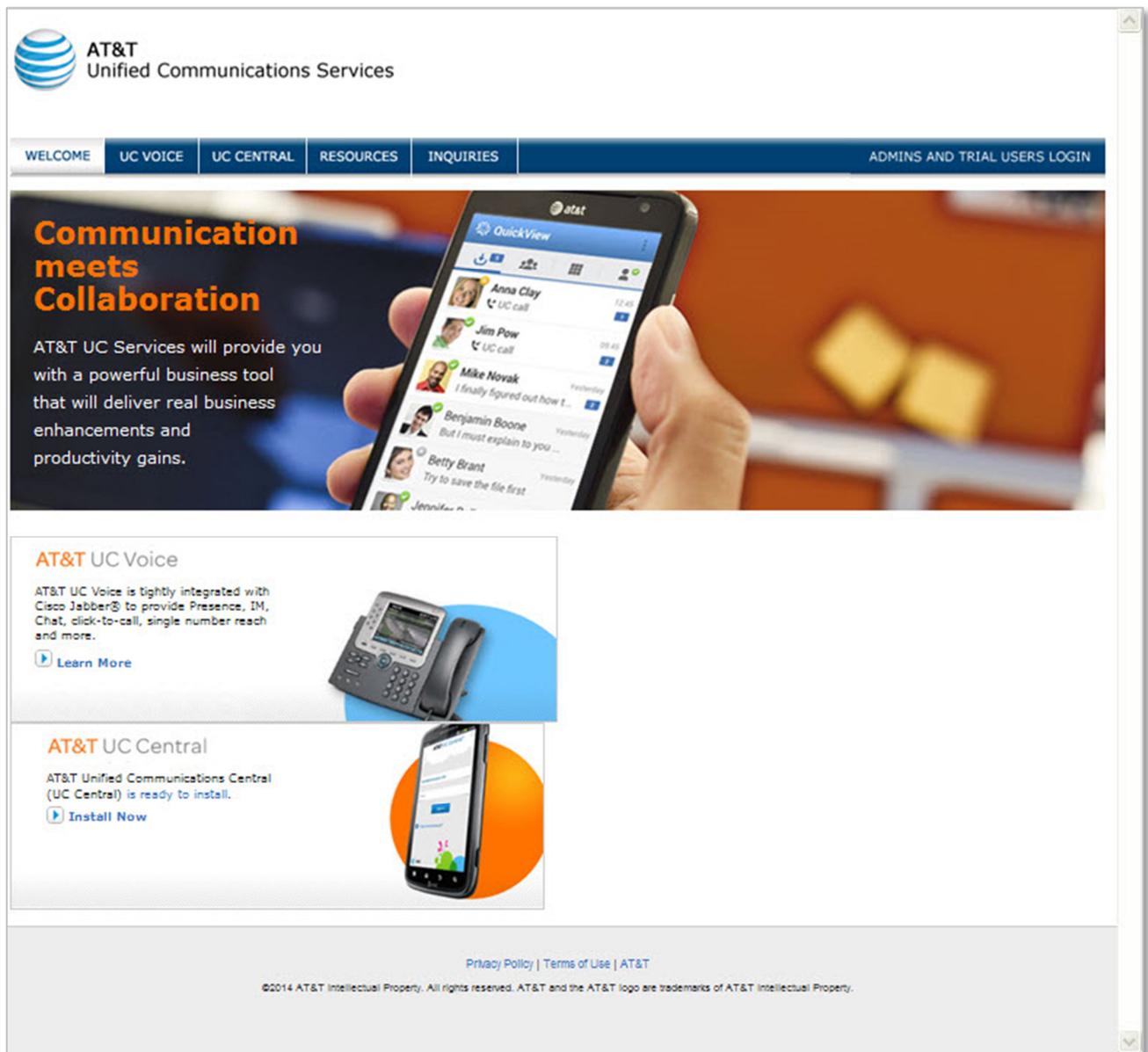


Figure 1. UC Customer Care Portal home page

3. Select the Resources tab. The page shown in Figure 2 displays.



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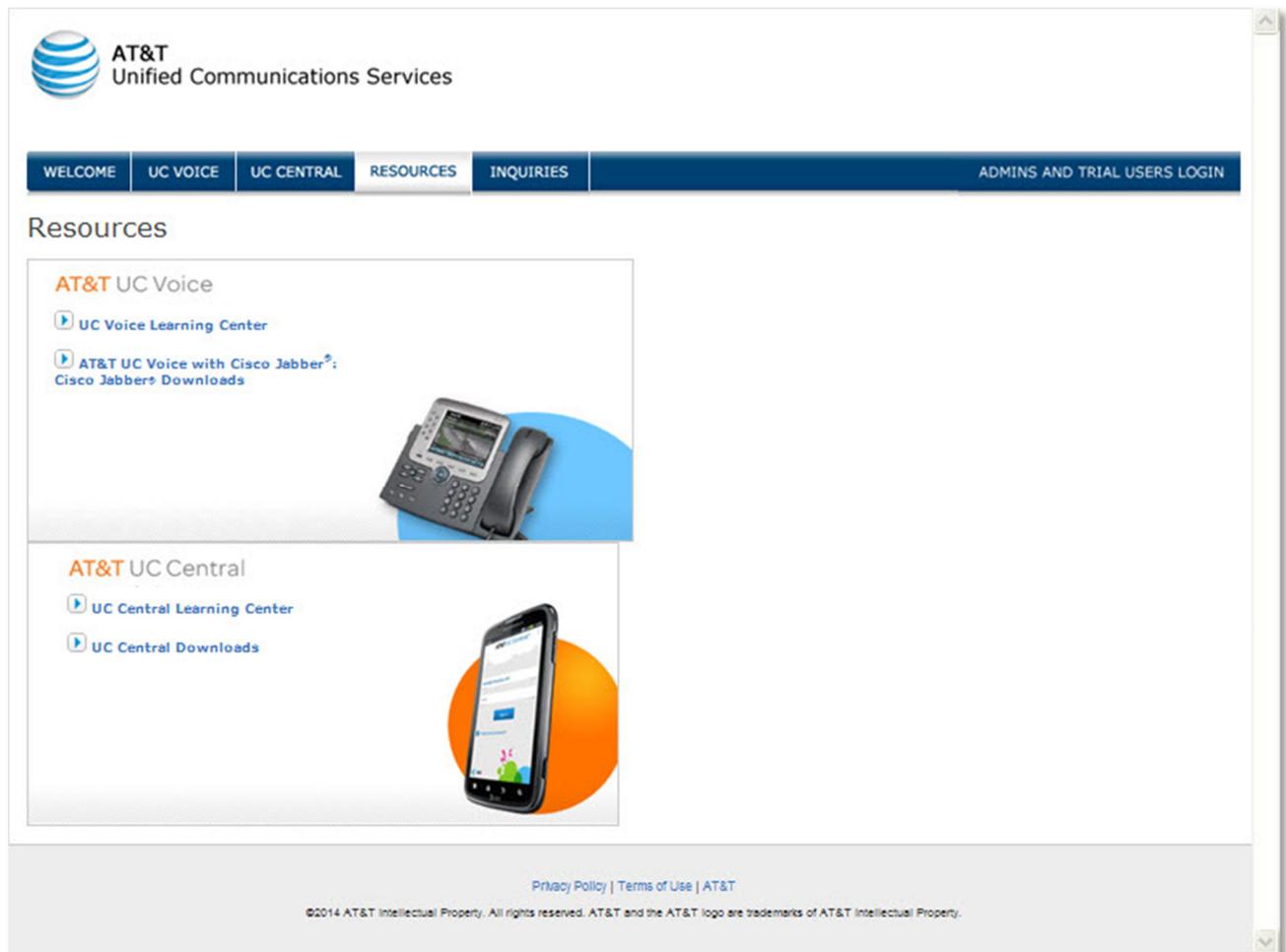


Figure 2. UC Customer Care Portal Home Page – Resources Tab

4. Select the link titled “AT&T UC Voice with Cisco Jabber: Cisco Jabber Downloads.” The Emergency Services Acknowledgement screen shown in Figure 3 displays.

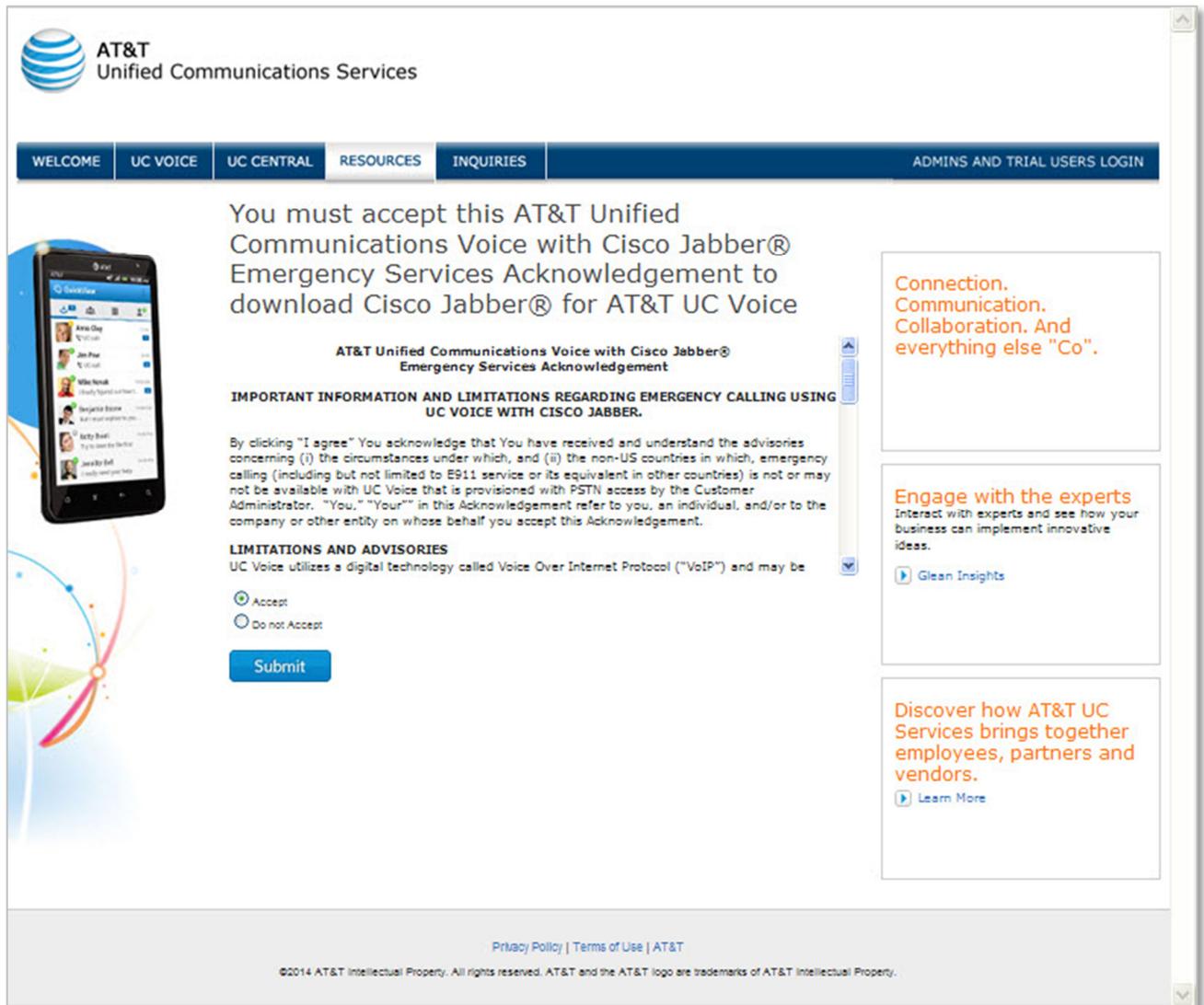


Figure 3. Emergency Services Acknowledgement screen

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 4.



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The screenshot shows the AT&T Unified Communications Services website. The header includes the AT&T logo and the text "AT&T Unified Communications Services". A navigation bar contains links for "WELCOME", "UC VOICE", "UC CENTRAL", "RESOURCES", "INQUIRIES", and "ADMINS AND TRIAL USERS LOGIN". The main content area is titled "Downloads for AT&T UC Voice with Cisco Jabber®". On the left, there is an image of a smartphone displaying a messaging app. The central part of the page features a table with download links for various operating systems. To the right of the table are three promotional boxes with text and links.

Software for iOS	Date	Version	Download
Cisco Jabber® for iOS / iPhone	1/10/14		Download
Cisco Jabber® for iOS / iPad	1/10/14		Download
Software for Android- download both	Date		Download
Cisco Jabber® IM for Android	1/10/14		Download
Cisco Jabber®Voice for Android	1/10/14		Download
Software for Windows / PC	Date		Download
Cisco Jabber® for PC	1/10/14		Download
Software for Mac OS	Date		Download
Cisco Jabber® for Mac OS	1/10/14		Download

Connection. Communication. Collaboration. And everything else "Co".

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Figure 4. List of Jabber software

6. Select "Cisco Jabber for PC." The window in Figure 5 displays.

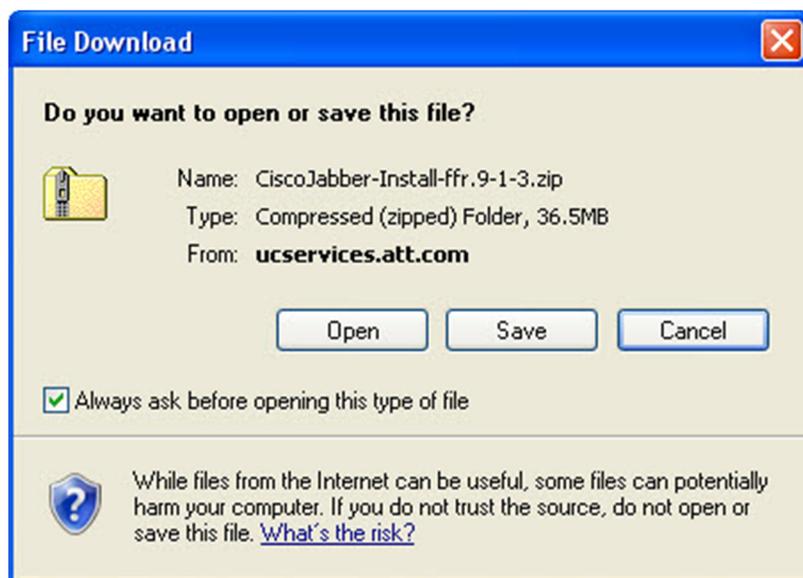


Figure 5. File Download window

7. Click on the Save button. The file CiscoJabber-Install-ffr.9-1-3.zip downloads into a directory on the end user's disk drive. The extracted files need not be in a permanent location – they can be deleted after the software has successfully been installed. The user's desktop is an acceptable location (Figure 6).

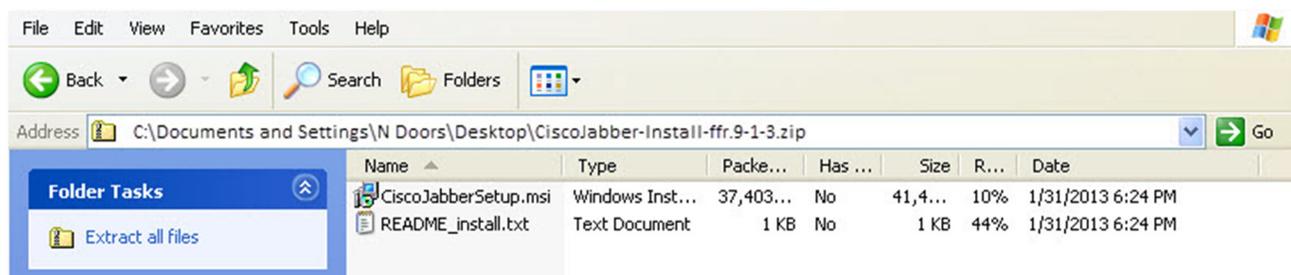


Figure 6. Files downloaded onto end user's PC



Installing Jabber

During the installation process, you will be asked for the end user's Jabber username and password. Depending on how your system and the PC are configured, you may also be asked for the server address and domain.

1. Go to the directory where the Jabber files were downloaded. See Figure 7.

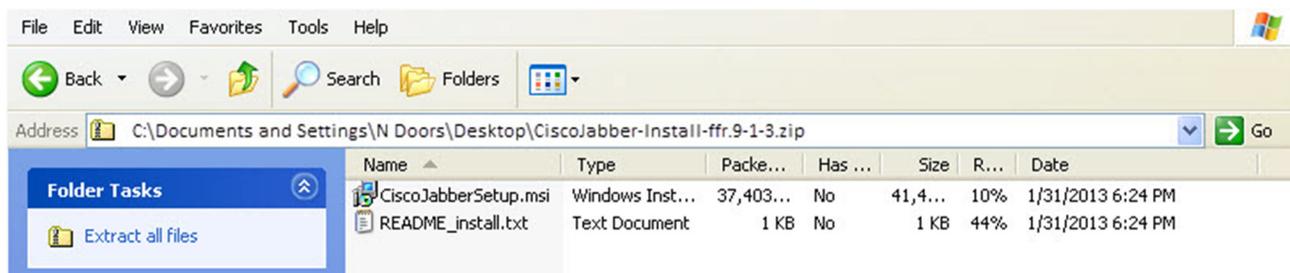


Figure 7. Files downloaded earlier onto the end user's PC

2. Select the file `CiscoJabberSetup.msi`. The File Download window displays (Figure 8).

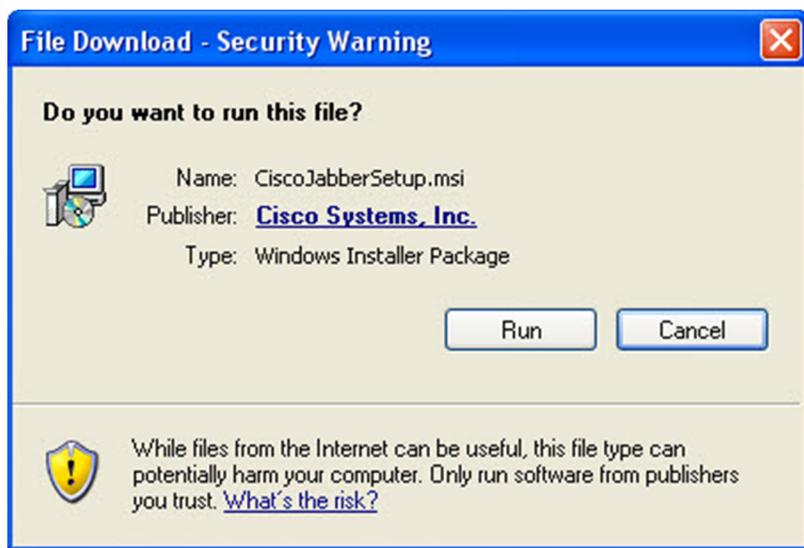
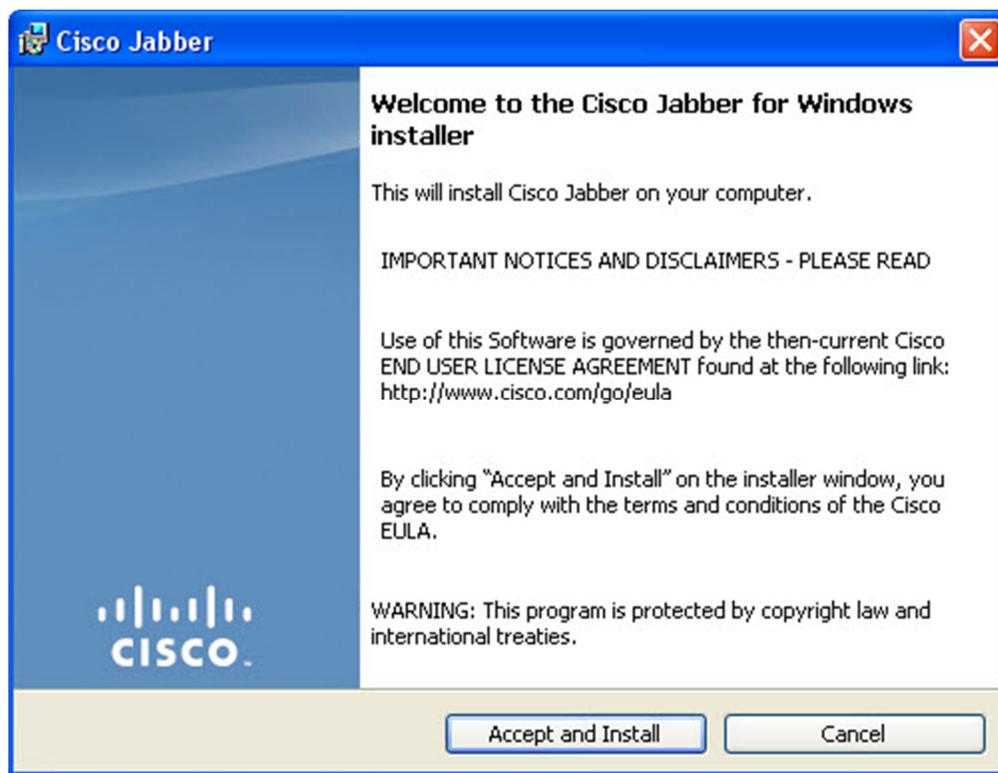


Figure 8. File Download window

3. Click on the Run button. The Cisco End User License Agreement (EULA) window displays (Figure 9).

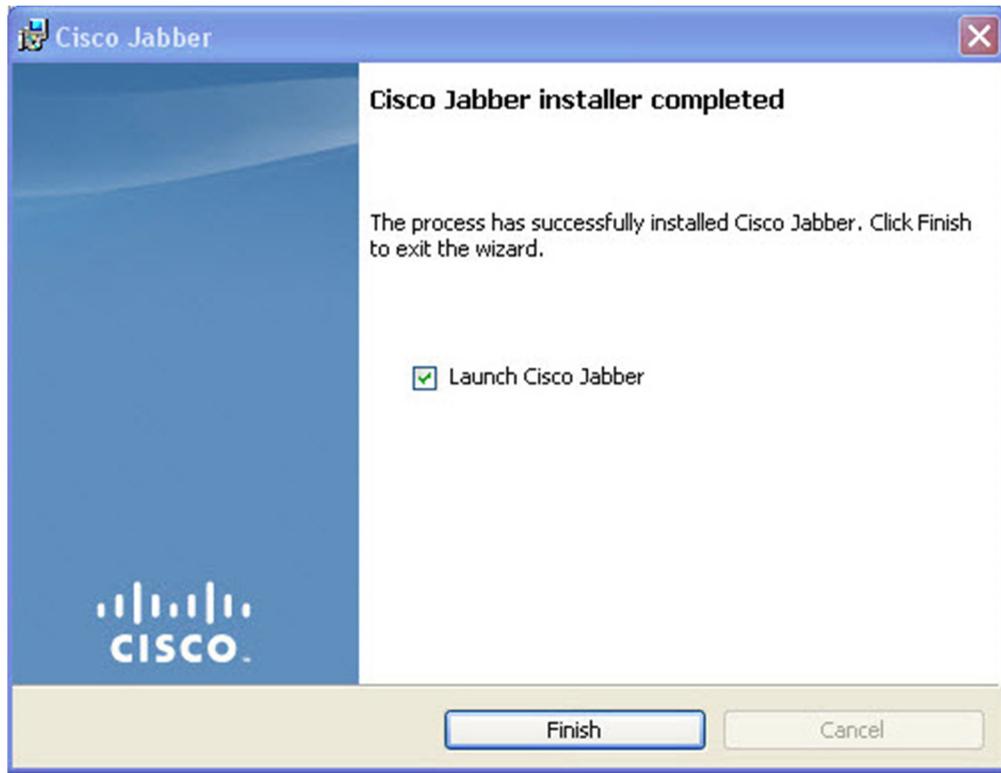


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Figure 9. Cisco EULA page

4. Read the EULA and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the “Accept and Install” button.

The Jabber Installer begins the installation process. A status window appears, displaying the installation progress. Once the installation has completed, the window in Figure 10 displays.



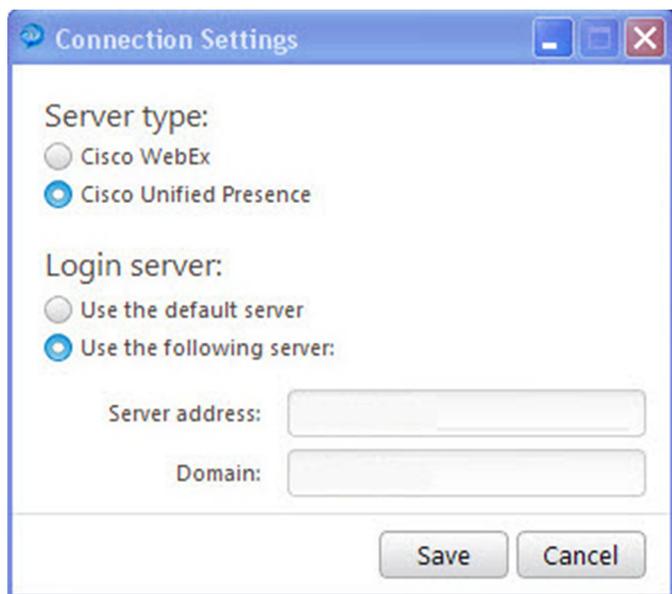
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Figure 10. Jabber Installer window

5. Select the Launch Cisco Jabber checkbox and then click on the Finish button.
 - The Connection Settings window (Figure 11) displays if the connection settings were not configured for a previous application.
 - The Certificate window (Figure 12) displays if a security certificate for Jabber has not been installed on the PC.
6. If the Connection Settings window displays (Figure 11), select “Cisco Unified Presence” and “Use the following.” Enter the server address and domain.

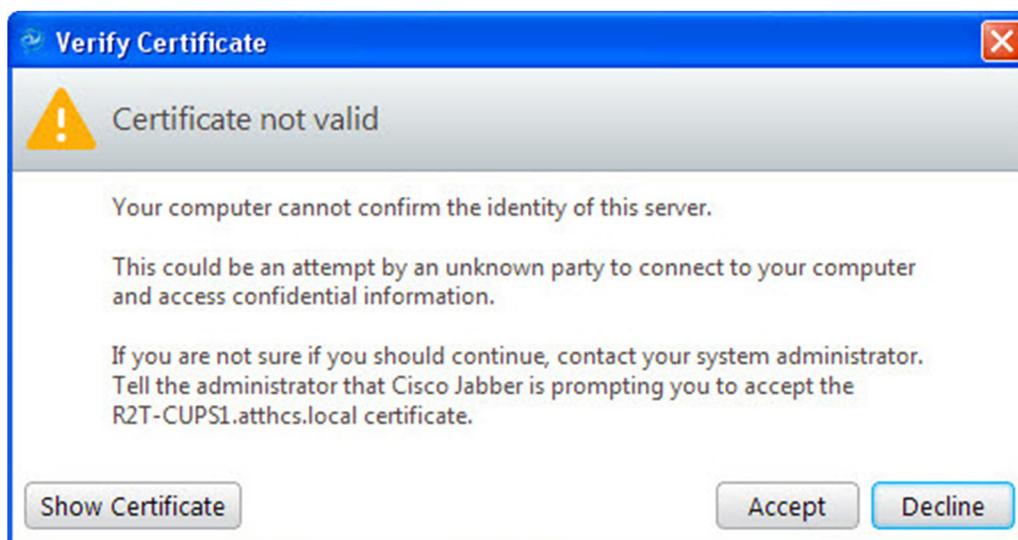
Select the Save button.

7. If the Certificate window displays (Figure 12), select the Accept button. Jabber requires that a security certificate be installed on the end user’s PC.



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Figure 11. Connection Settings window



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Figure 12. Example Certificate window



8. The Jabber Login window displays (Figure 13). Enter the end user's name and password. Select the Sign In button. "Connecting" displays near the bottom of the window (Figure 14). Once the connection and registration with the CUPS server has completed, the Jabber home page displays (Figure 15). The end user can begin using Jabber.



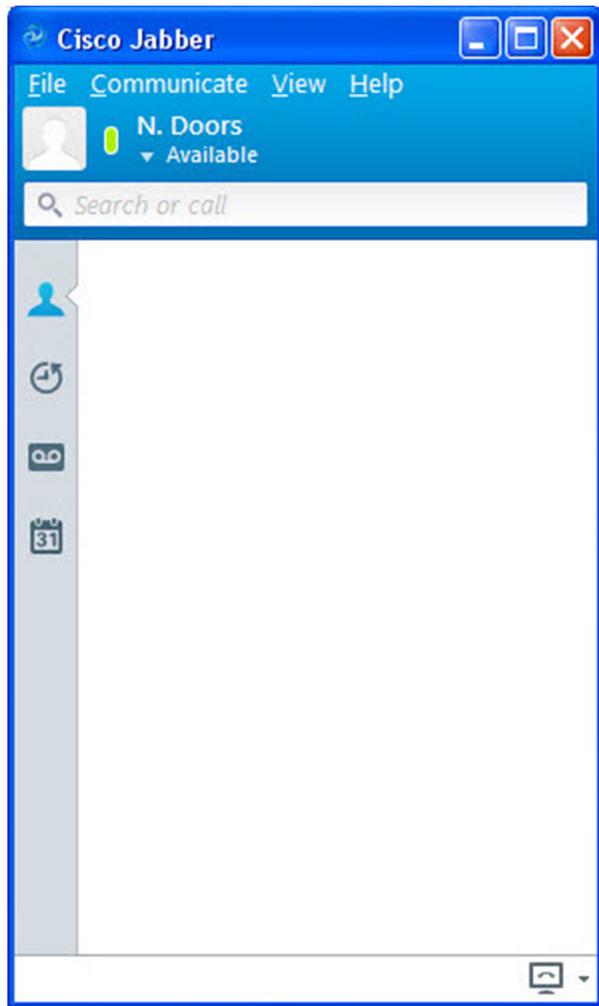
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Figure 13. Jabber Login window



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Figure 14. Jabber establishing a connection



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Figure 15. Jabber home page