



AT&T Unified Communications Services

Installing Cisco® Jabber® for AT&T UC Voice on an iOS Device

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 iOS devices, such as an Apple® iPhone® and Apple iPad. Jabber provides users with instant messaging and presence capabilities. Depending on the configuration of the corporate Voice Over Internet Protocol (VOIP) system, users may also have audio, video, voicemail, and conferencing capabilities



Table of Contents

Hardware and Software Requirements	1
iPhone	1
iPad	1
Installing Jabber on an iPhone.....	3
Installing Jabber on an iPad.....	15



Hardware and Software Requirements

iPhone

Jabber is supported on the following iPhone devices:

- iPhone 5s
- iPhone 5c
- iPhone 5
- iPhone 4s
- iPhone 4 (not video)
- iPod Touch, fifth generation

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

Table 1. Basic iPhone Requirements

Item	Description
Operating system	iOS 7 or later
Size of Jabber version 9.5	35.9 MB

iPad

Jabber can be used on the following iPad devices:

- iPad with Retina display (third and fourth generation)
- iPad 2
- iPad mini



Before beginning the installation process, make sure your iPad is able to access the corporate network using Wireless Fidelity (Wi-Fi). Also, verify that your iPad supports the basic requirements listed in Table 2.

Table 2. Basic iPad Requirements

Item	Description
Operating system	iOS 6.1 or later
Size of Jabber version 9.5	34.7 MB



Installing Jabber on an iPhone

During the installation process, you will be asked for your Jabber username and password, the domain, the Presence Server address, and possibly your Apple ID. Your System Administrator should be able to supply you with this information.

To install Jabber on your iPhone, perform the following steps.

1. On your iPhone, go to the home screen and select the Internet or Safari icon (Figure 1).

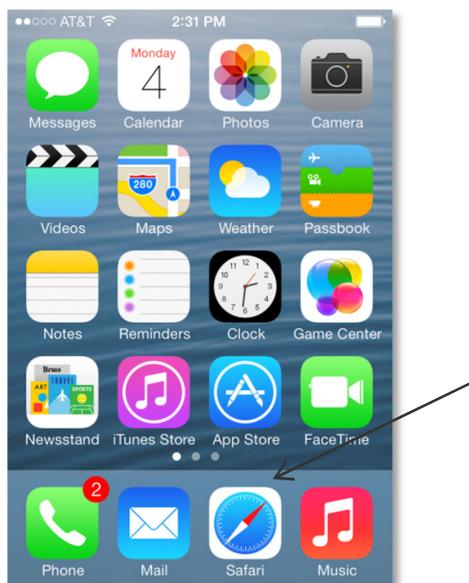


Figure 1. Example Home screen of an iPhone

2. On the Internet, go to [the UC Customer Care Portal home screen](#), shown in Figure 2.



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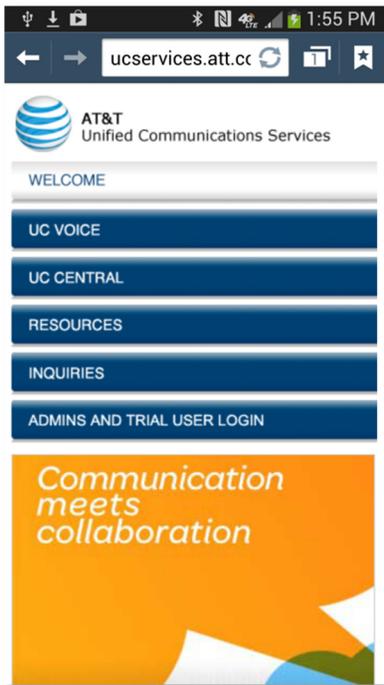


Figure 2. UC Customer Care Portal home screen

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

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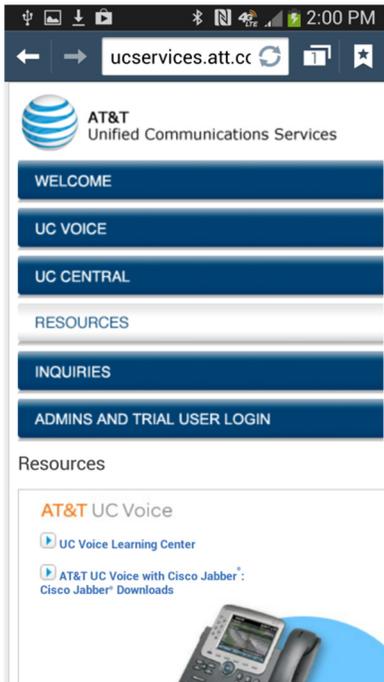


Figure 3. UC Customer Care Portal Home screen – Resources tab

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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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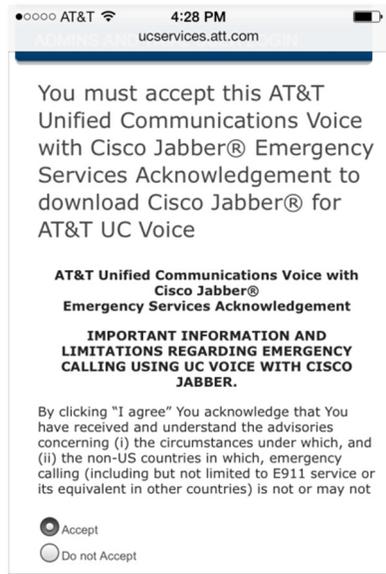


Figure 4. Emergency Services Acknowledgement screen

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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Software for iOS	Date	Version	Download
Cisco Jabber® for iOS / iPhone	1/10/14		
Cisco Jabber® for iOS / iPad	1/10/14		

Software for Android-download both	Date	Version	Download
Cisco Jabber® IM for Android	1/10/14		

Figure 5. List of Jabber software

6. Select “Cisco Jabber for IOS/iPhone.” The Jabber web page displays (Figure 6).

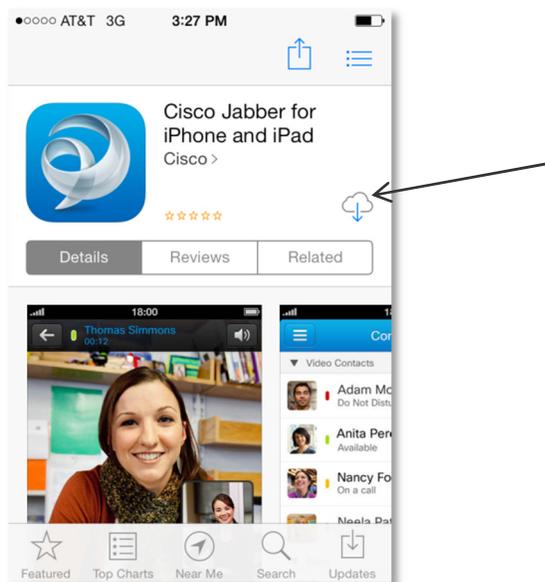


Figure 6. Jabber web page

7. Select the Cloud icon.



8. You may be asked for your Apple ID (Figure 7). If you do not have one, select “Create New Apple ID.” If you have an Apple ID, but it has not yet been used, you will be asked some questions.

NOTE: Your Apple ID can be your iTunes® ID.

The Jabber software will begin downloading after you enter your Apple ID.

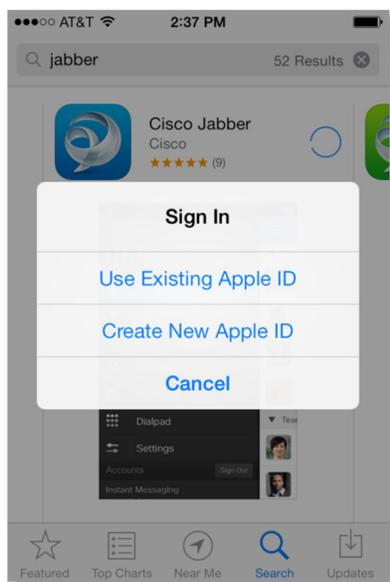


Figure 7. Request for Apple ID

9. While Jabber is downloading, a blue circle around a blue square displays where the Cloud icon had been (Figure 8).

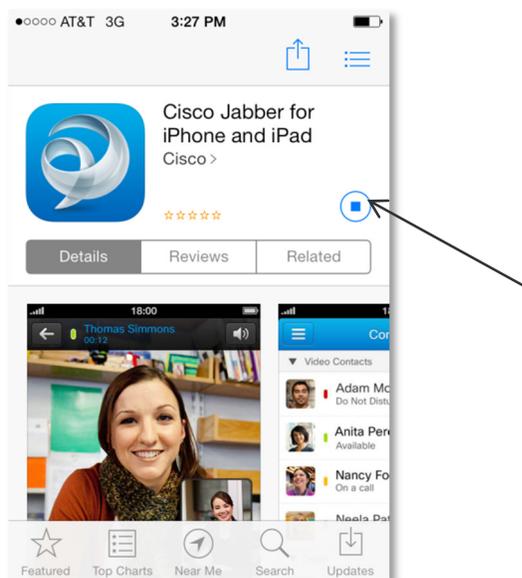


Figure 8. Downloading Jabber

10. When the download has completed, an Open button displays (Figure 9).

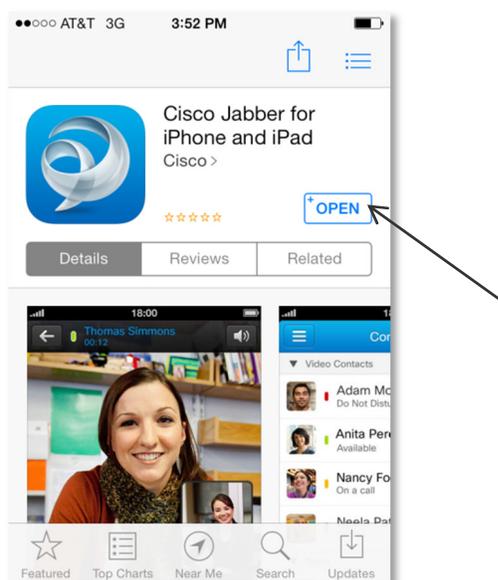
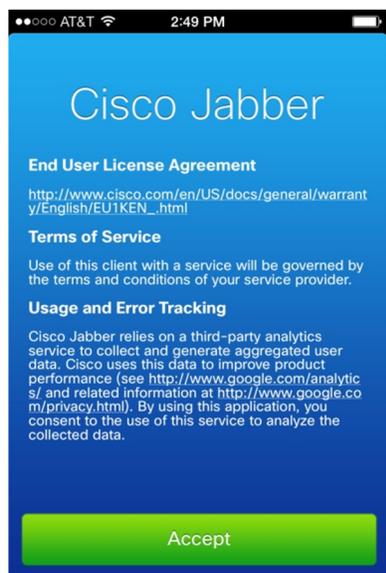


Figure 9. Download completed

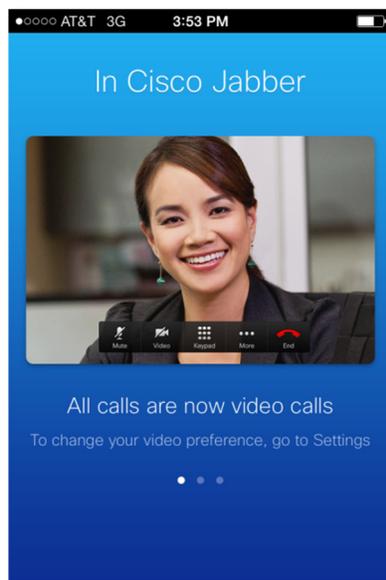
11. Select the Open button. The Jabber license agreement displays (Figure 10).



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Figure 10. Jabber License Agreement screen

12. Read the license agreement and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the Accept button. The “In Cisco Jabber” screen displays (Figure 11).

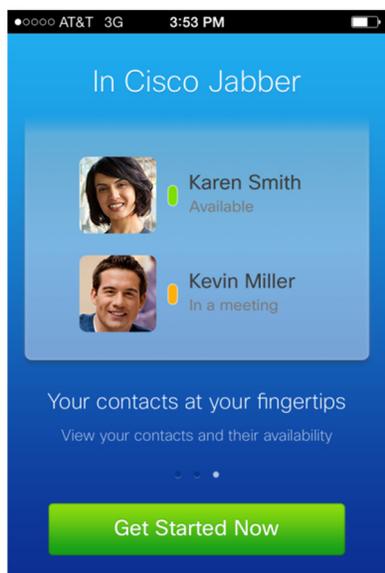


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Figure 11. In Cisco Jabber screen



13. Swipe the screens for a brief introduction to Jabber. The final introductory screen will have a “Get Started Now” button at the bottom (Figure 12).



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Figure 12. Final introduction screen

14. Select the Get Started Now button. The Jabber Login screen displays (Figure 13).



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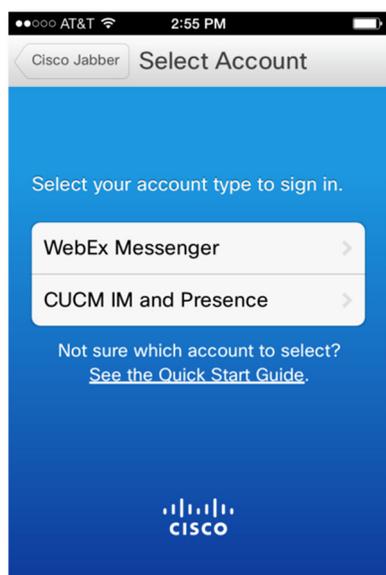
Figure 13. Jabber Login screen



15. In the field that contains *username@example.com*, enter your information, replacing:

- *username* with your Jabber username
- *example.com* with your company's domain name

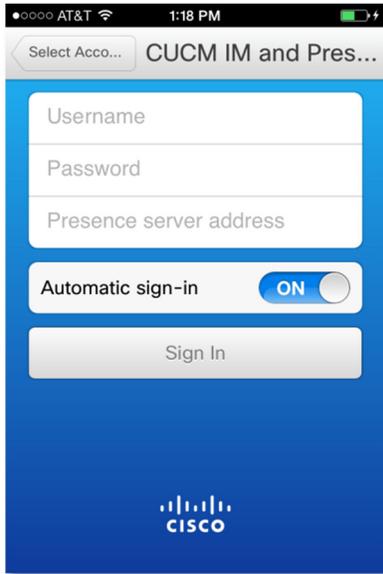
Your information must be entered in the format *name@domain.com* (for example, *MarySmith@CompanyDomainName.com*). Then select the Continue button. If you had not previously selected an account type with another application, Figure 14 displays.



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Figure 14. Defining your account

16. If Figure 14 displays, select “CUCM IM and Presence.” The Sign In screen displays (Figure 15).



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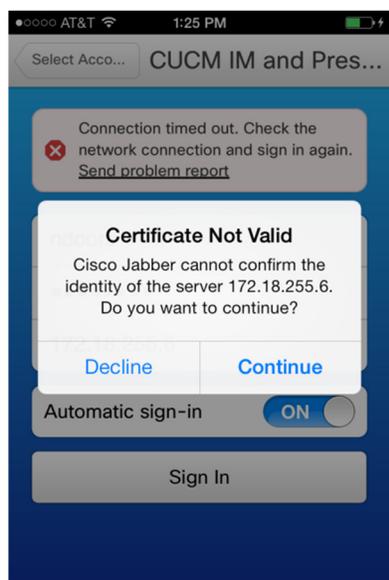
Figure 15. Sign In screen



17. Enter your Jabber username, your password, and the Presence Server address using the keypad that displays when you select any of these fields. When you have completed entering the information, select the Sign In button.

NOTE: If you do not know your password or Presence Server address, see your System Administrator.

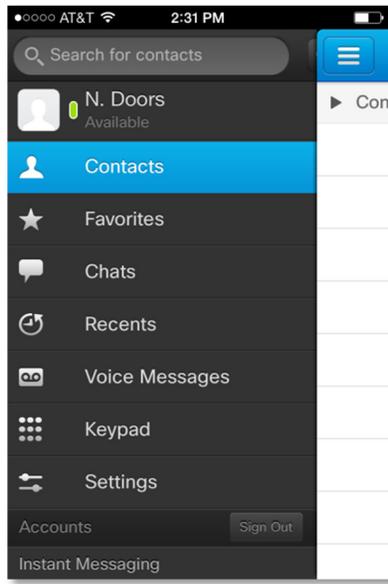
If the Jabber security certificate has not been installed on your iPhone, then the screen in Figure 16 displays.



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Figure 16. Certificate Not Valid screen

18. If the screen in Figure 16 displays, select the Continue button. Jabber requires that a security certificate be installed on the iPhone. If the Certificate Not Valid message displays again, contact your System Administrator. Otherwise, the Jabber home screen should display (Figure 17).



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Figure 17. Example Jabber home screen

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



Installing Jabber on an iPad

During the installation process, you will be asked for your Jabber username and domain, the Presence Server address, and perhaps your Apple ID. Your System Administrator can supply you with this information.

To install Jabber on your iPad, perform the following steps.

1. On your iPad, go to the home screen (Figure 18) and select the Internet or Safari icon.



Figure 18. Example Home screen of an iPhone

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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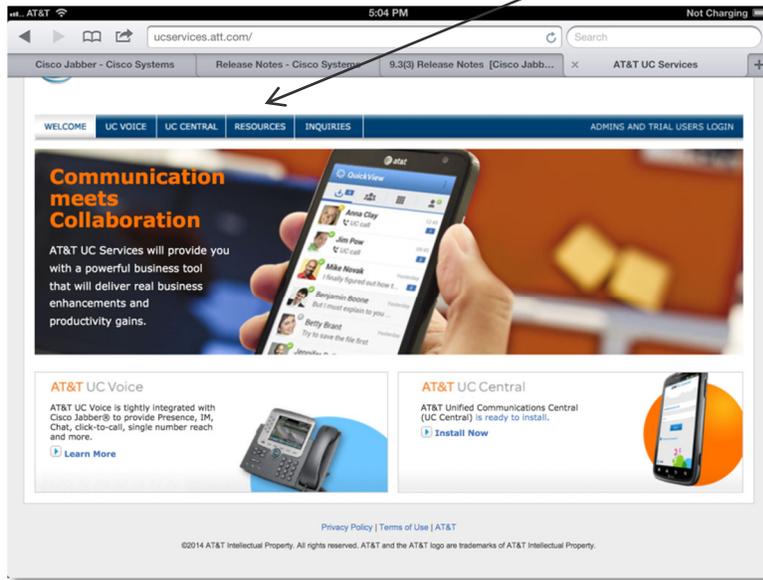


Figure 19. UC Customer Care Portal home screen

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

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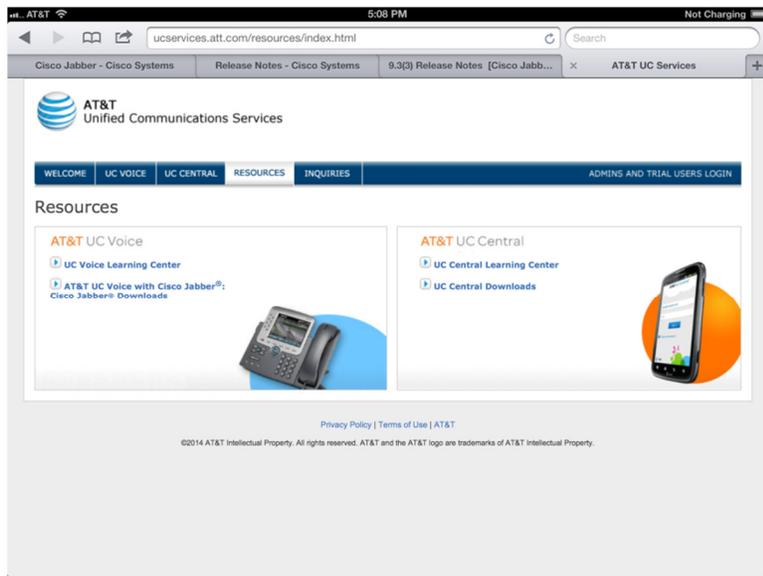


Figure 20. UC Customer Care Portal Home screen – Resources Tab

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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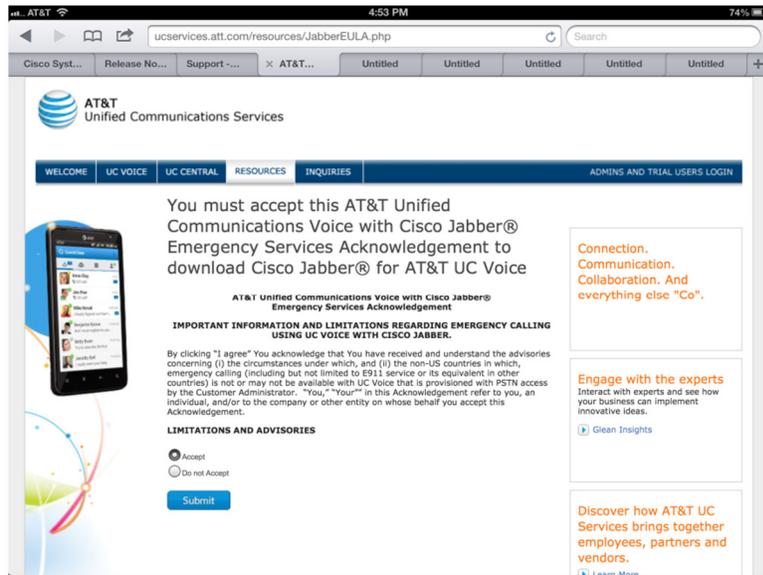


Figure 21. Emergency Services Acknowledgement screen

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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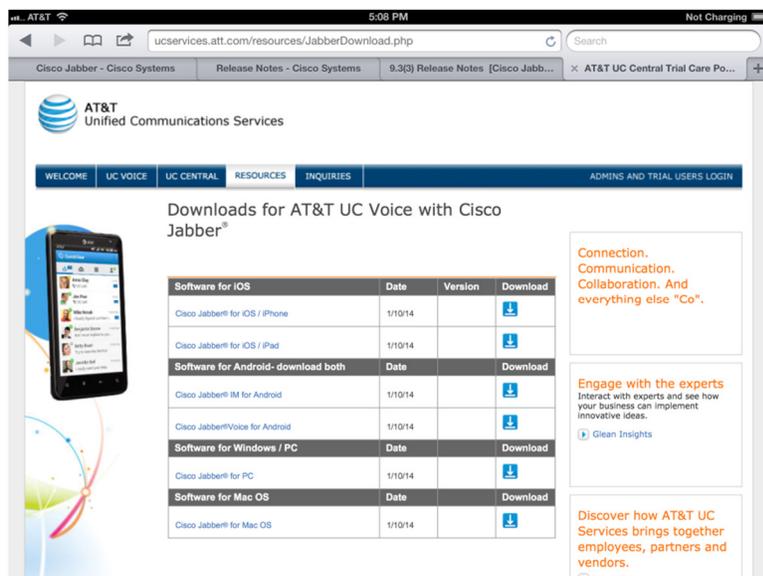


Figure 22. List of Jabber software

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6. Select “Cisco Jabber IM for IOS/iPad.” The Jabber web page displays (Figure 23).



Figure 23. Jabber web page for iPad

7. Select the Cloud icon (Figure 23). A box containing the word Installing displays and a bar to the left of the box shows the progress of the installation (Figure 24).



Figure 24. Downloading Jabber



- You may be asked for your Apple ID. If you do not have one, select “Create New Apple ID.” If you have an Apple ID, but it has not yet been used, you will be asked some questions.

NOTE: Your Apple ID can be your iTunes® ID.

The Jabber software should begin downloading after you enter your Apple ID.

- After the Jabber software has finished downloading, an Open button appears (Figure 25).



Figure 25. Jabber web page with Open icon

- Select the Open button. The Cisco Jabber license agreement displays (Figure 26).

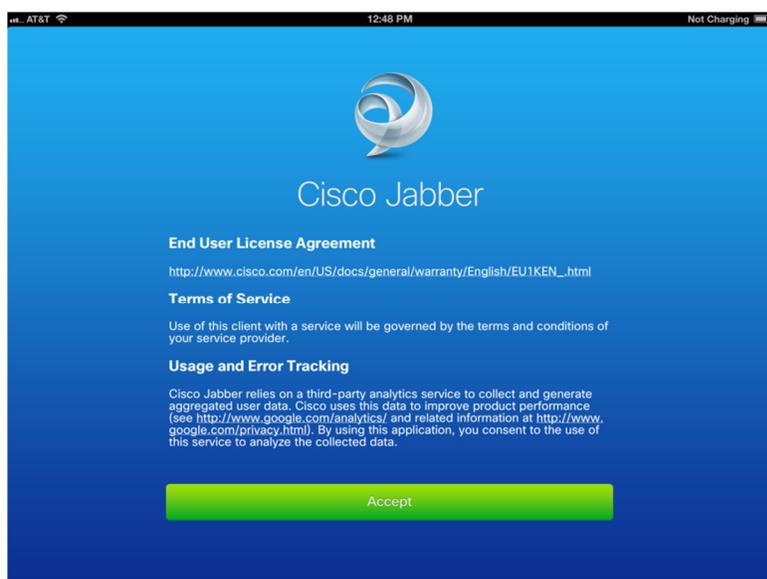


Figure 26. Cisco Jabber License Agreement page



11. Read the license agreement and follow the instructions provided regarding the terms and acceptance. If you accept the terms, select the Accept button. The “In Cisco Jabber” screen displays. See Figure 27. This is the first of a set of introductory screens about Jabber.

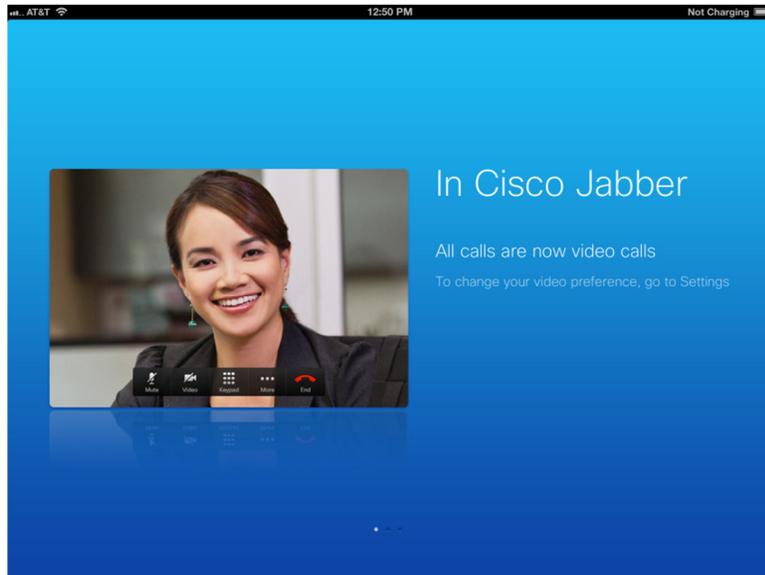


Figure 27. Introduction to Jabber

12. Swipe the screens to move through the introductory pages. On the last page there is a “Get Started Now” button (Figure 28).



Figure 28. Last introductory page



13. Select the “Get Started Now” button. A Login screen displays (Figure 29).



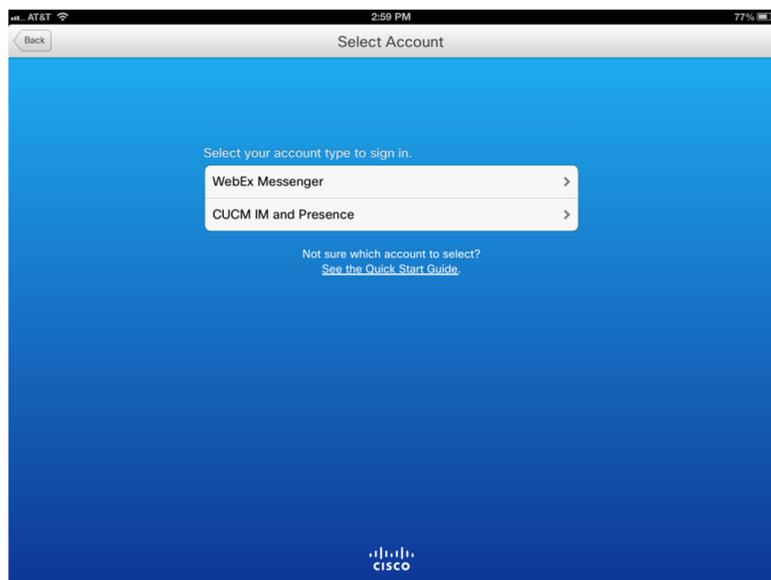
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Figure 29. Jabber Login screen

14. In the field that contains *username@example.com*, enter your information, replacing:

- *username* with your Jabber username
- *example.com* with your company’s domain name

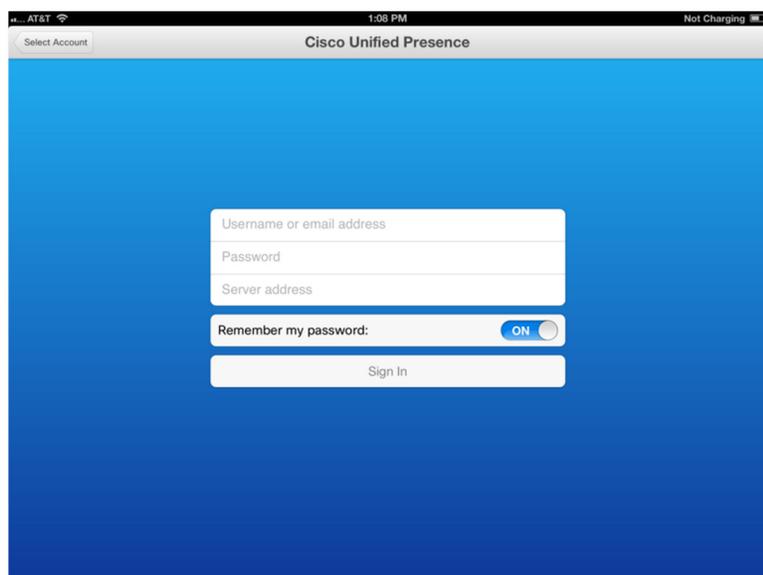
Your information must be entered in the format *name@domain.com* (for example, *MarySmith@CompanyDomainName.com*). Then select the Continue button. If you had not previously selected an account type with another application, Figure 30 displays.



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Figure 30. Select Account screen

15. If Figure 30 displays, select “CUCM IM and Presence.” Figure 31 displays.



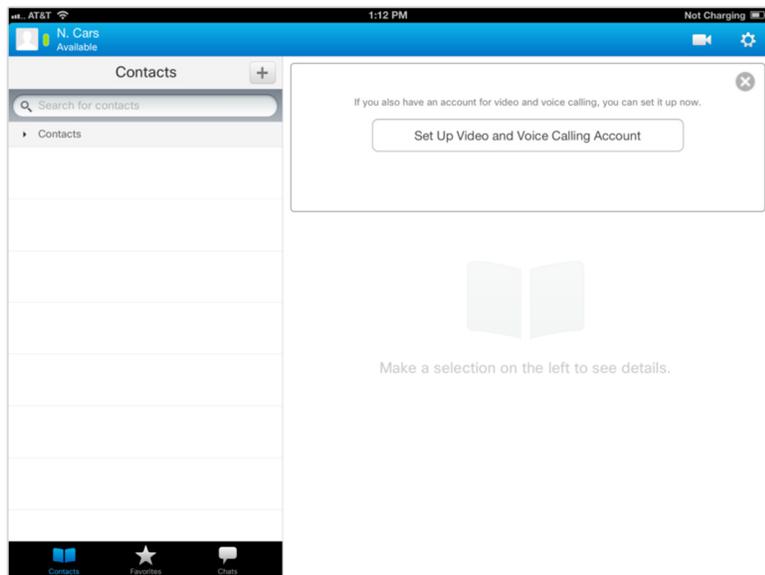
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Figure 31. Unified Presence login screen



16. Enter your Jabber username, password, and the Presence Server address using the keypad that displays when you select any of these fields. When you have completed entering the information, select the Sign In button. The Jabber home screen displays (Figure 32).

NOTE: If you do not know your password or Presence Server address, see your System Administrator.



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Figure 32. Jabber home screen

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.