Jabber for Everyone Quick Start Guide, Release 9.1(1)

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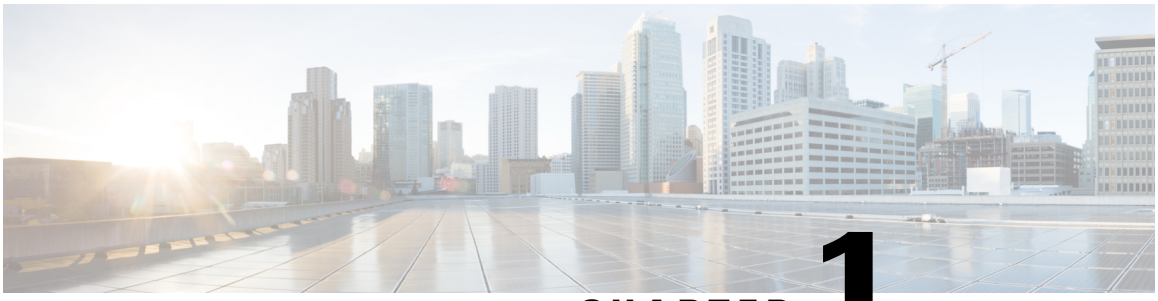

CHAPTER 1

Jabber for Everyone

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Purpose of this Document

This document provides a solution level overview of the Cisco "Jabber for Everyone" offer as well as a quick start guide to deployment; from core functionality to advanced features. This document also contains links to the appropriate supporting documentation on www.cisco.com.

This document supports Release 9.1(1) of Cisco Unified Communications Manager and IM and Presence. "Jabber for Everyone" for pre-9.0(1) is described in a separate document, *Jabber for Everyone Quick Start Guide, Release 7.x, 8.x*.

"Jabber for Everyone" Overview

"Jabber for Everyone" is a new offer which is being made available to Cisco customers from mid-year 2012 onwards. The offer makes Cisco Jabber presence and instant messaging (IM) available at zero cost for an end-user license to all employees of Cisco customers who have deployed Cisco Unified Communications Manager for all or even part of their organization.

The "Jabber for Everyone" offer provides the complete flexibility of Jabber's Bring Your Own Device (BYOD) capabilities for presence and IM. The full range of Cisco Jabber clients deployable on Windows, MAC, iPad, iPhone, BlackBerry, and Android[1] are supported. Customers can also build and deploy presence and IM-enabled applications using the Jabber Web Software Development Kit (SDK).

As part of the offer, employees who are existing Cisco IP Telephony users can leverage Cisco Jabber clients to control their IP desk phone to initiate and manage calls. In addition, employees who are existing Cisco Unity Connection users can leverage Cisco Jabber clients for visual voicemail. Customers who are fully

[1] As release available

licensed for Cisco Collaboration can easily expand beyond the “Jabber for Everyone” IM and Presence offer to leverage Jabber's complete Unified Communications capabilities, including WebEx Meetings, and standards-based voice and HD video (using Cisco's Precision Video Engine PVE technology) across desktop and mobile devices.

Jabber for Everyone Solution Supported Features

The “Jabber for Everyone” offer enables a broad range of Cisco Jabber features as follows:

- **Core IM and Presence—**This is the baseline offering. It provides standard IM features such as One-to-One and Group Chat IM. It also provides a range of presence states (“Available,” “Away,” “Offline,” “Do Not Disturb,” and custom status). **Core IM and Presence** also enables Multi-Device which allows a user to log in to multiple Cisco Jabber devices in parallel (such as Cisco Jabber for Windows and Cisco Jabber IM for iPhone), send and receive IMs to multiple devices simultaneously and set presence state from any device. See Table 1 for details of supported features.
- **Advanced IM—**If you want to add other advanced IM features such as Federation, Compliance and High Availability, you can incorporate them into your deployment with additional configuration. See Table 1 for details.
- **Rich UC Presence—**If you want to integrate additional sources of presence including the telephony state of Cisco IP phone-enabled users (“On a call”) or meeting status from Microsoft Exchange (“In a Meeting”) with the presence features that are available with **Core IM and Presence**, you can do so with additional configuration. See Table 1 for details.
- **Desk Phone Control—**Along with IM and presence capabilities, the “Jabber for Everyone” offer allows users who are configured for Cisco IP Telephony to also use their Cisco Jabber client to control their Cisco IP phone to make and answer calls (through Computer Telephony Integration (CTI)).
- **Visual Voicemail—**If you have Cisco Unity Connection deployed, you can add the ability to view, play, sort and delete voicemail messages from Cisco Jabber with additional configuration.

You must configure **Core IM and Presence** as the first step to utilize basic features of IM and presence and as a prerequisite to further enable **Rich UC Presence**, any of the **Advanced IM**, **Desk Phone Control** or **Visual Voicemail** features, if you wish to do so. You can flexibly select which features of **Rich UC Presence** and **Advanced IM** you wish to enable. In general, these optional features do not have to be configured or enabled in any particular sequence.

The following matrix lists the features that the “Jabber for Everyone” offer supports for each client.

Table 1: Supported Cisco Jabber Features

Feature	Jabber for Windows	Jabber for Mac	Jabber IM for Android	Jabber IM for BlackBerry	Jabber IM for iPhone	Jabber for iPad	Jabber Web SDK
Core IM and Presence Features							
Presence (“Available,” “Away,” “Do not Disturb,” “Offline”)	X	X	X	X	X	X	X

Feature	Jabber for Windows	Jabber for Mac	Jabber IM for Android	Jabber IM for BlackBerry	Jabber IM for iPhone	Jabber for iPad	Jabber Web SDK
Instant messaging	X	X	X	X	X	X	X
Multi-device (support for simultaneous login to multiple Cisco Jabber devices)	X	X	X	X	X	X	X
Group chat	X	X	X[1]	X[1]	X[1]	X[1]	X
File transfer	X	X					
Emoticons	X	X	X	X	X	X	X
Contact search and retrieval including predictive search	X	X	X	X	X	X	
Microsoft Office Integration, Office 2007, 2010[2]	X						
Offline messages	X	X	X	X	X	X	X
Client history	X						X
Localization	X	X	X	X	X	X	X
Advanced IM Features							
Interdomain federation[6] with Microsoft (LCS, OCS, Lync)	X	X	X	X	X	X	X
Interdomain federation with IBM Sametime	X	X	X	X	X	X	X
Interdomain federation with XMPP-enabled Enterprises (Cisco, WebEx, multiple third parties)	X	X	X	X	X	X	X
Interdomain federation with Google	X	X	X	X	X	X	X
Partitioned intradomain federation[7] with Microsoft (LCS, OCS, Lync)	X	X	X	X	X	X	X
Start/join WebEx meetings	X		X[4]	X[4]	X[5]	X[5]	X

Feature	Jabber for Windows	Jabber for Mac	Jabber IM for Android	Jabber IM for BlackBerry	Jabber IM for iPhone	Jabber for iPad	Jabber Web SDK
Visual Voicemail (Cisco Unity Connection customers)	X	X					
Rich UC Presence Features							
Cisco Telephony Presence Integration ("On a call")	X	X	X	X	X	X	X
"In a meeting" status via Exchange calendar integration	X	X	X[3]	X[3]	X[3]	X[3]	X
Desk Phone Control (for Cisco Phones)							
Desktop Phone Control	X	X					
Visual Voicemail							
Visual Voicemail (Cisco Unity Connection customers)	X	X					

[1] Participate only

[2] Presence light-up and Click to IM

[3] With local calendar, not Microsoft Exchange

[4] Join cross-launch WebEx app

[5] Cross-launch WebEx app

[6] Interdomain federation enables IM and Presence client users in one enterprise domain to exchange presence information and IM with users in foreign domains.

[7] Partitioned intradomain federation enables IM and Presence client users and Microsoft Office Communicator users within the same enterprise domain to exchange presence information and IM.

The following features are not included in the "Jabber for Everyone" offer:

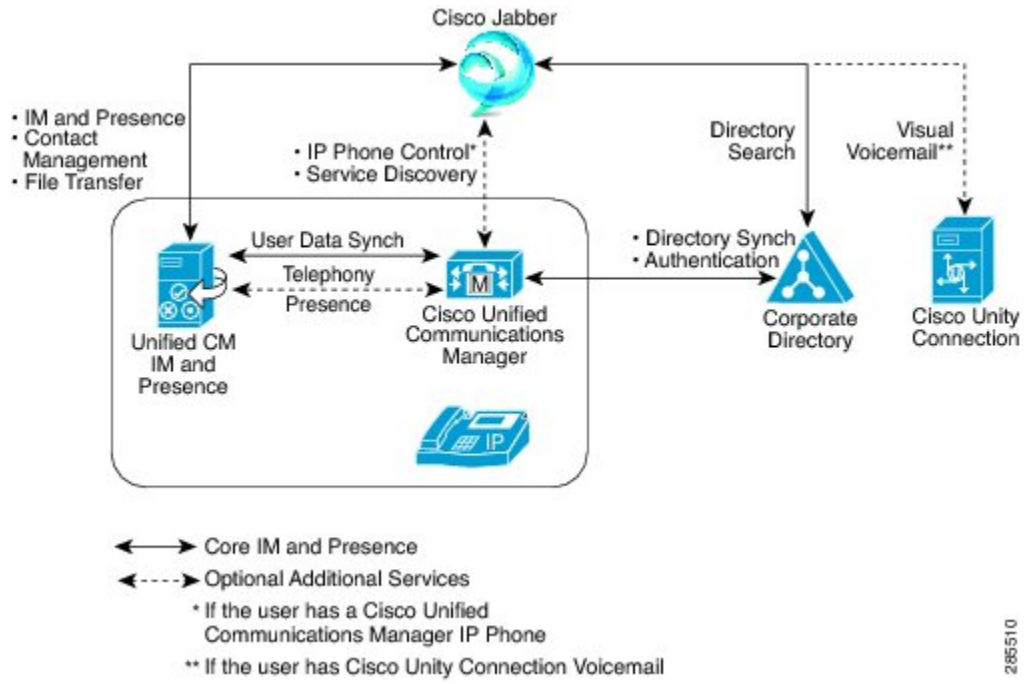
- Audio
- Video (softphone and softphone control)
- Desktop sharing
- Options for phone configuration

Jabber for Everyone Architecture

"Jabber for Everyone" is an IM and Presence solution that consists of the following components:

- Server software—Provides IM, presence, and directory services to the client application
- Client application—Renders IM and presence functionality to users

Figure 1: "Jabber for Everyone" Architecture



Related Topics

Cisco Unified Communications Manager Data Sheet
Cisco Jabber

Server Software

"Jabber for Everyone" comprises the following server components:

- Cisco Unified Communications Manager—Provides user configuration, device configuration, licensing and directory integration services.
- IM and Presence Service—Provides instant messaging and presence capabilities.
- External directory source—Provides contact search and retrieval services. For directory requirements for specific clients, see the appropriate client documentation.

Client Software

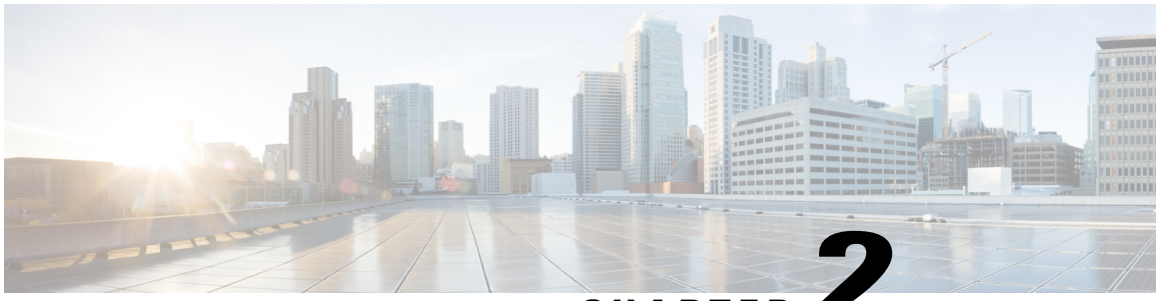
"Jabber for Everyone" supports the following Cisco Jabber clients, as release available:

- Cisco Jabber for Windows
- Cisco Jabber for Mac
- Cisco Jabber IM for Android
- Cisco Jabber IM for BlackBerry
- Cisco Jabber IM for iPhone
- Cisco Jabber for iPad
- Cisco Jabber Web SDK

Related Documentation

You can find installation, configuration, and administration information for Cisco Unified Communications Manager, IM and Presence Service, and Cisco Jabber clients at the following links:

- Cisco Unified Communications Manager
- IM and Presence Service
- Cisco Jabber for Windows
- Cisco Jabber for Mac
- Cisco Jabber IM for iPhone
- Cisco Jabber IM for Android
- Cisco Jabber IM for BlackBerry
- Cisco Jabber for iPad
- Cisco Jabber Software Development Kit



CHAPTER 2

System Requirements

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- Hardware and Software Requirements, page 7
- License Requirements, page 8

Deployment Prerequisites

The only prerequisite to deploy “Jabber for Everyone” is that you must be a Cisco Unified Communications Manager customer.

Hardware and Software Requirements

This section describes the hardware and software requirements for the “Jabber for Everyone” offer.

Hardware Requirements

The “Jabber for Everyone” offer supports Cisco-provided, third party compatible, or virtual hardware solutions. For more information about hardware requirements, see the appropriate compatibility information for IM and Presence Service and Cisco Unified Communications Manager.

Scale Requirements

For Cisco Unified Communications Manager nodes, adding users with the “Jabber for Everyone” offer should not impact the scalability for the core voice and video users.

For IM and Presence, mixing full UC mode users and users added with the “Jabber for Everyone” offer is supported on the same node, or cluster. The following formula shows how to determine how many users you can add to your deployment with the “Jabber for Everyone” offer:

Number of “Jabber for Everyone” users = (Number of full UC users/Maximum number of full UC users) x Maximum number of “Jabber for Everyone” users

For example, if you have 10,000 full UC users on a server that supports a maximum of 15,000 users, then you are operating at 2/3 of the scale for UC, which means that 1/3 is available for “Jabber for Everyone” users.

The IM and Presence Service supports 25,000 users for IM-only mode, therefore, you can add 8,333 users (25,000 x 1/3) through “Jabber for Everyone”. This amounts to a total of 18,333 users.

Related Topics

Cisco Unified Communications Manager hardware compatibility information
IM and Presence Service hardware compatibility information

Software Requirements

This section describes the software requirements for Cisco Unified Communications Manager, IM and Presence Service and Cisco Jabber clients.

Cisco Unified Communications Manager

“ Jabber for Everyone” is supported with Cisco Unified Communications Manager Release 9.0(1) and later. For earlier releases of Cisco Unified Communications Manager, you must install a Cisco Option Package (COP) file to support “Jabber for Everyone”. However, there is no requirement for a COP file to support “Jabber for Everyone” with Cisco Unified Communications Manager Release 9.0(1) and later.

IM and Presence Service

If you do not currently have Cisco Unified Presence Release 8.x or IM and Presence Service Release 9.1(1) installed, you must order IM and Presence Service Release 9.1(1). See the “License Requirements” section for more information.

If you currently have Cisco Unified Presence Release 8.6(4) or earlier installed, you must upgrade to IM and Presence Service Release 9.1(1). You can acquire IM and Presence Service upgrade software as part of Cisco Unified Communications Manager Unified Communications Software Subscription (UCSS) in addition to UCSS for Cisco Unified Presence.

For information about how to upgrade to IM and Presence Service Release 9.1(1), see the *Upgrade Guide for Cisco Unified Communications Manager*.

Related Topics

License Requirements, on page 8
Upgrade Guide for Cisco Unified Communications Manager

Cisco Jabber Client

See the relevant Cisco Jabber client documentation for software requirements.

License Requirements

With the “Jabber for Everyone” offer, Jabber IM client applications and IM and Presence Service (on-premises[2]) licenses are available to Cisco Unified Communications Manager customers at no additional license cost.

2 This offer is not available to HCS customers.

Ordering options are available for existing User Connect Licensing (UCL) and Cisco Unified Workspace Licensing (CUWL) customers as follows:

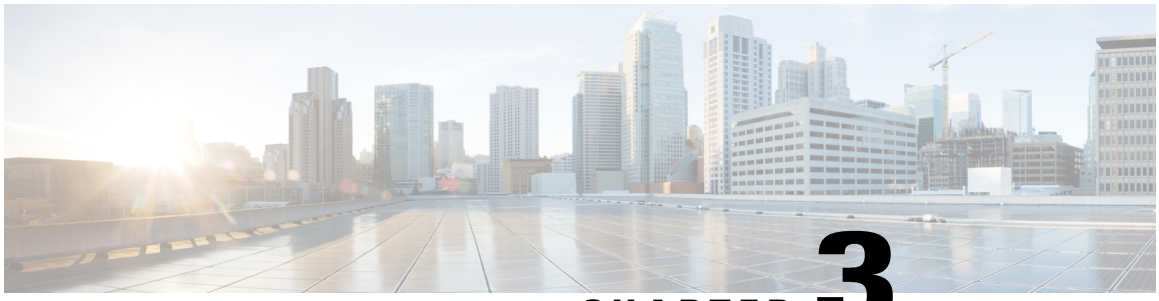
- Unified Communications Manager UCL customers can order “Jabber for Everyone” to provide IM to users that are not Unified Communications Manager users.
- CUWL customers can order “Jabber for Everyone” to provide IM to users that are not Unified Communications Manager users.

Note From Cisco Unified Communications Manager Release 9.0(1) onwards, IM and Presence is an integrated service, therefore all Unified Communications Manager users have access to IM as part of the core user licensing.

The following table describes the available SKUs.

Table 2: Available SKUs

Customer	SKU
CUWL Customer	
New or upgrade customer for Unified Communications Manager 9.1(1)	Order new **JABBER-IM-ADDON** under the Presence on-premise CUWL options, where clients are selected to request IM for the number of non-Unified Communications Manager users.
Existing Unified Communications Manager 9.1(1) customer	Order new **JABBER-IM-ADDON** standalone SKU to request IM for the number of non-Unified Communications Manager users. • For e-delivery, use **R-JABBER-ADDON-K9**. • For physical delivery, use **JABBER-ADDON-K9**.
Unified Communications Manager UCL Customer	
New or upgrade customer for Unified Communications Manager 9.1(1)	Order new **JABBER-IM-ADDON** within the UCL configuration (CUCM-USR-LIC) to request IM for the number of non-Unified Communications Manager users .
Existing Unified Communications Manager 9.1(1) customer	Order new **JABBER-IM-ADDON** standalone SKU to request IM for the number of non-Unified Communications Manager users. • For e-delivery, use **R-JABBER-ADDON-K9**. • For physical delivery, use **JABBER-ADDON-K9**.



CHAPTER 3

Jabber for Everyone Deployment Workflow

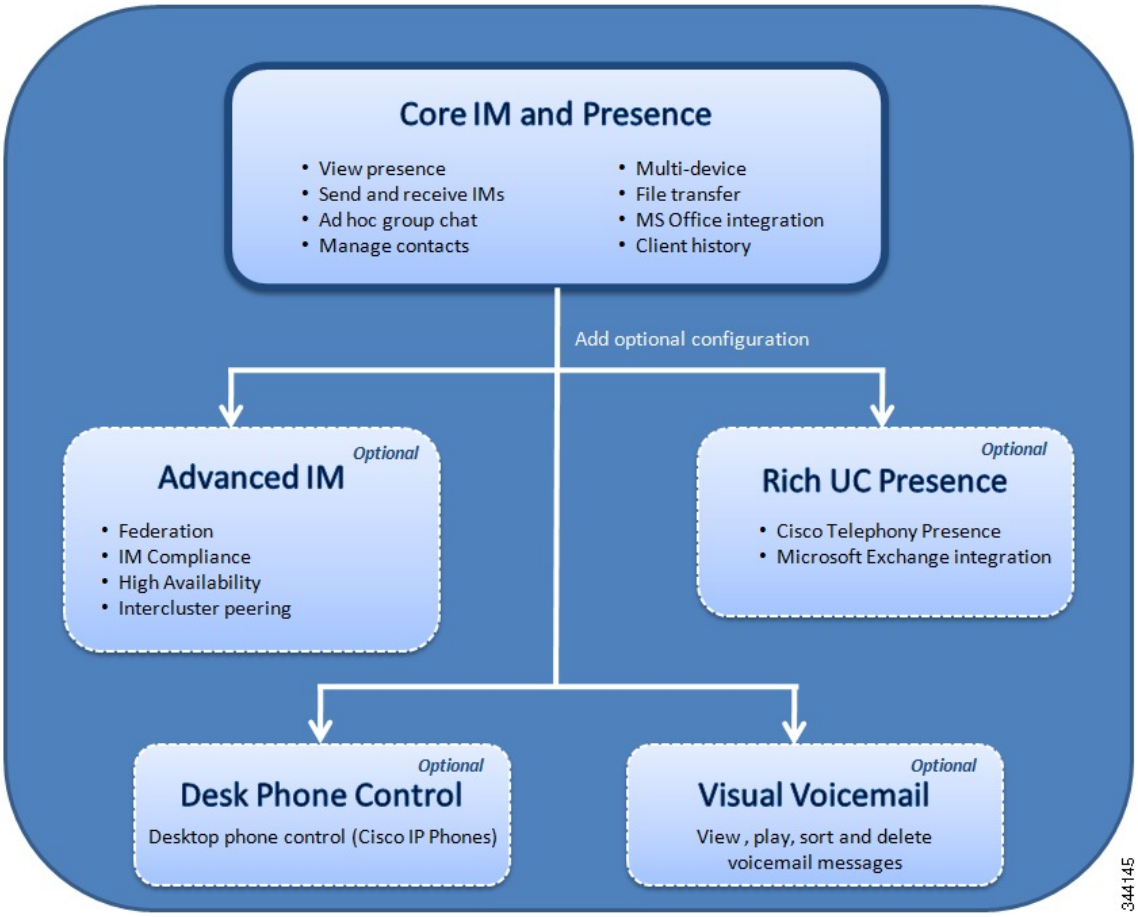
Core IM and Presence represents the baseline offering for the "Jabber for Everyone" solution. You can extend your deployment by incorporating any of the following additional, optional feature sets:

- **Advanced IM**
- **Rich UC Presence**
- **Desk Phone Control**
- **Visual Voicemail**

Each deployment scenario assumes that Unified Communications Manager is installed.

The following figure shows the **Core IM and Presence** feature set and the optional features that can be deployed with additional configuration for **Advanced IM**, **Rich UC Presence**, **Desk Phone Control** and **Visual Voicemail**.

Figure 2: "Jabber for Everyone" Feature Set



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- Rich UC Presence Deployment, page 22
- Desk Phone Control Deployment, page 25
- Visual Voicemail Deployment, page 25

Core IM and Presence Deployment

The following are the high-level tasks that you must complete to enable core IM and presence features in your network:

1 Set up users on Unified Communications Manager.

2 Install IM and Presence Service.

3 Verify essential services on Unified Communications Manager and IM and Presence Service.

4 Specify capabilities assignments for end users on Unified Communications Manager.

5 Create an LDAP profile on IM and Presence Service.

6 Install Cisco Jabber.

Note You can deploy "Jabber for Everyone" in a mixed cluster where you provision some users with only instant messaging and availability and other users with instant messaging and availability along with audio capabilities.

You should create separate service profiles for users that have only instant messaging and availability capabilities. If the service profile contains a CTI or CCMCIP profile, the client attempts to retrieve device lists for users from Cisco Unified Communications Manager. If no device lists exist for users, the client continually requests device lists from the server. As a result, the server consumes additional CPU resources.

Set Up Users on Unified Communications Manager

The Cisco Jabber clients retrieve user details from Cisco Unified Communications Manager. For this reason, you must add users to Cisco Unified Communications Manager, including users who are not Cisco IP phone users.

Procedure

Step 1 Add users to Cisco Unified Communications Manager using one of the following methods:

- Configure and synchronize an LDAP directory.

  See the "LDAP directory setup" section in the *Cisco Unified Communications Manager Administration Guide* for instructions on configuring and synchronizing an LDAP directory.

- Add individual users manually.

  See the "End user setup" section in the *Cisco Unified Communications Manager Administration Guide* for instructions on manually adding individual users.

- Add multiple users with the Bulk Administration Tool.

  See the "User additions" topic in the *Cisco Unified Communications Manager Bulk Administration Guide* for instructions on adding multiple users with the Bulk Administration Tool.

Step 2 Assign the users to the following access control group: **Standard CCM End Users**.
See the "Add users to access control groups" section in the *Cisco Unified Communications Manager Administration Guide* for instructions on assigning users to a user group.

Related Topics

LDAP directory configuration on Unified Communications Manager
End user configuration on Unified Communications Manager
Add users with BAT
Add users to an access control group

Install IM and Presence Service

"Jabber for Everyone" requires integration with IM and Presence Service. If your environment does not already include IM and Presence Service, you must install the IM and Presence Service software that is included in your Unified Communications software delivery.

Procedure

Install IM and Presence Service using one of the following methods:

- Use an answer file to read predefined configuration values during the installation process.

  Tip You should use an answer file to install IM and Presence Service. The answer file enables you to define configuration values before initializing the installation process, which provides an automated installation and helps ensure a successful installation.
- Perform a manual installation.

See *Installing Cisco Unified Communications Manager* for installation instructions.

Related Topics

Installing Cisco Unified Communications Manager

Verify Essential Services on Unified Communications Manager and IM and Presence Service

A number of essential services must be activated and in a started state on Unified Communications Manager and IM and Presence Service to ensure that data synchronizes between the two servers and that the Cisco Jabber clients can access IM and presence feature services.

Note Most services automatically activate and start when you install the server. However, you should verify that the services that are listed in the following procedure are in a started state before you proceed with any other deployment tasks.

Procedure

Step 1 Verify that the following service is activated and in a started state on Cisco Unified Communications Manager:

Cisco AXL Web

This service ensures that Cisco Unified Communications Manager synchronizes data to IM and Presence Service.

See the "Activate feature services" section in the *Cisco Unified Serviceability Administration Guide* for more information.

Step 2 Verify that the following feature services are activated and started on IM and Presence Service:

- **Cisco Presence Engine**
- **Cisco Sync Agent**
- **Cisco XCP Connection Manager**
- **Cisco XCP Authentication Service**
- **Cisco XCP Text Conference Manager**

See the "Activate and deactivate feature services" section in the *Cisco Unified Serviceability Administration Guide* for more information.

Step 3 Verify that all network services on IM and Presence Service are activated and started.

Related Topics

Activate feature services
Activate and deactivate feature services

Specify End-User Capabilities on Unified Communications Manager

You must assign IM and presence capabilities to users in Cisco Unified Communications Manager.

Procedure

Step 1 Open the **Cisco Unified Communications Manager Administration** interface.
Step 2 Select **User Management** > **End User**.
Step 3 Use the filters to the find the user that you want to enable for IM and Presence.
Step 4 In the **End User Configuration** screen, check **Enable User for Unified Communications Manager IM and Presence**.
Step 5 Select **Save**.

Note You can also assign IM and presence capabilities in bulk. See the *Cisco Unified Communications Manager Bulk Administration Guide* for more information.

Related Topics

User Updates

LDAP Configuration on IM and Presence Service

IM and Presence Service LDAP profiles provide contact search capabilities to the client. See the appropriate Cisco Jabber client documentation for more information about directory requirements and setup.

Note You should create an LDAP profile and verify LDAP attribute mappings, even if your Cisco Jabber client does not currently integrate with LDAP profiles on IM and Presence Service.

Create LDAP Profile

Procedure

Create an LDAP profile and assign users to the profile.
See the "LDAP directory integration" section in the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager*.

Note The instructions in the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager* refer to Cisco Unified Personal Communicator. However, these instructions also apply to Cisco Jabber clients that require an LDAP profile for IM and Presence Service.

Related Topics

LDAP directory integration

Verify LDAP Attribute Mappings

You must ensure that the same LDAP attribute mappings are used for IM and Presence Service and Cisco Jabber.

Procedure

Step 1 Open the **Cisco Unified Communications Manager IM and Presence Administration** interface.
Step 2 Select **Application** > **Legacy Clients** > **Settings**.
Step 3 Verify the attribute mappings in the **Legacy Client LDAP Attribute Mapping** section.
Step 4 Select **Save**.

Cisco Jabber Installation

After you complete the procedures to set up Cisco Unified Communications Manager and IM and Presence Service, you must configure and install the appropriate Cisco Jabber clients. However, it is beyond the scope of this document to provide detailed instructions on installing all of the Cisco Jabber clients. This document

provides a high-level overview of the steps you must complete to install an IM and Presence deployment of Cisco Jabber. Refer to the appropriate client documentation for detailed instructions.

Install Cisco Jabber for Windows

This topic describes the high-level tasks you must complete to install Cisco Jabber for Windows.

See the "Cisco Jabber for Windows Administration Guide" for instructions on configuring and installing Cisco Jabber for Windows.

Procedure

Step 1 Review configuration parameters for Cisco Jabber for Windows.

Note In most environments, Cisco Jabber for Windows does not require any configuration and can connect automatically to IM and Presence Service and Microsoft Active Directory. Before you create a configuration file, review the default configuration parameters to determine if your deployment requires any configuration.

See the "Configure Cisco Jabber for Windows in an on-premises deployment" section of the "Cisco Jabber for Windows Administration Guide".

Step 2 (Optional) Complete the following steps if your deployment requires configuration:

a) Create the configuration files.
b) Host the configuration files on your TFTP server.
c) Restart the TFTP service on Cisco Unified Communications Manager.
You must restart the TFTP service on each node where you host a configuration file.

See the following topics in the "Configure Cisco Jabber for Windows" chapter of the "Cisco Jabber for Windows Administration Guide":

- "Configuration overview"
- "Prepare your TFTP server"
- "Create global configurations"
- "Create group configurations"
- "Restart your TFTP server"

Step 3 Install Cisco Jabber for Windows.
See the "Deploy Cisco Jabber for Windows" section of the "Cisco Jabber for Windows Administration Guide".

Related Topics

Cisco Jabber for Windows Administration Guide
Configure Cisco Jabber for Windows
Deploy Cisco Jabber for Windows

Install Cisco Jabber for Mac

This topic describes the high-level tasks you must complete to install Cisco Jabber for Mac.

See the “Cisco Jabber for Mac Installation and Configuration Guide” for instructions on configuring and installing Cisco Jabber for Mac.

Procedure

Step 1 Review the configuration parameters for Cisco Jabber for Mac.
See the “Overview of Cisco Jabber for Mac” and “Deploy Cisco Jabber for Mac on-premises” sections of the “Cisco Jabber for Mac Installation and Configuration Guide”.

Step 2 Install Cisco Jabber for Mac.
See the following topics in the “Overview of Cisco Jabber for Mac” and “Deploy Cisco Jabber for Mac on-premises” sections of the “Cisco Jabber for Mac Installation and Configuration Guide”.

- “Configure Cisco Unified Presence settings”
- “Start essential services”
- “Configure firewalls”
- “Deploy certificates”
- “Configure IM and availability”
- “Distribute the Cisco Jabber for Mac client”

Related Topics

Cisco Jabber for Mac Installation and Configuration Guide

Develop with Cisco Jabber Web SDK

The Cisco Jabber Web SDK enables you to integrate Cisco Unified Communications capabilities in web applications. To integrate IM capabilities in a web application, you use the Cisco AJAX XMPP Library (CAXL). CAXL is a client-side JavaScript library that runs in a web browser and sends and receives XMPP messages as HTTP POSTs.

Procedure

Step 1 Set up a web server.

Step 2 Download the CAXL library from the Cisco Developer Network.

Step 3 Extract the contents of the CAXL library to the working directory of your website.

Step 4 Implement the required HTML with JavaScript objects to send and receive XMPP messages.

Related Topics

Cisco Developer Network
IM and Presence (CAXL) Overview

Install Cisco Jabber IM for BlackBerry

This topic describes the high-level tasks you must complete to install Cisco Jabber IM for BlackBerry.

See the “Cisco Jabber IM for BlackBerry Quick Start Guide” and “Administration Guide” for instructions on configuring and installing Cisco Jabber IM for BlackBerry.

Procedure

Step 1 Install the client application from BlackBerry App World. See the “Updating or reinstalling Cisco Jabber IM for BlackBerry” section in the “Cisco Jabber IM for BlackBerry Release 1.0 Quick Start Guide” for details.

Step 2 Sign in to Cisco Jabber IM for BlackBerry.
The following sections in the “Cisco Jabber IM for BlackBerry Release 1.0 Quick Start Guide” contain information on signing in to the application:

- “Signing in to Cisco Jabber IM for BlackBerry”
- “I installed Cisco Jabber IM for BlackBerry myself (from a link)”
- “My administrator installed Cisco Jabber IM for BlackBerry for me”

Related Topics

Cisco Jabber IM for BlackBerry Administration Guide
Cisco Jabber IM for BlackBerry Quick Start Guide

Install Cisco Jabber IM for iPhone

This topic describes the high-level tasks you must complete to install Cisco Jabber IM for iPhone.

See the “Cisco Jabber IM for iPhone Administrator's Guide” for instructions on configuring and installing Cisco Jabber IM for iPhone.

Procedure

Step 1 Install the client application from Apple App Store. See the section “Deployment and Distribution” in the “Cisco Jabber IM for iPhone Administrator's Guide” for details.

Step 2 Sign in to Cisco Jabber IM for iPhone.
The following sections in the “Cisco Jabber IM for iPhone Administrator's Guide” contain information on signing in to the application:

- “Deployment and Distribution”

- “Cisco Unified Presence and VPN Configuration”
- “Multiple Resource Login - Cisco Unified Presence”

Related Topics

Cisco Jabber IM for iPhone Administrator's Guide

Install Cisco Jabber IM for Android

This topic describes the high-level tasks you must complete to install Cisco Jabber IM for Android.

See the Frequently Asked Questions: Cisco Jabber IM for Android for instructions on configuring and installing Cisco Jabber IM for Android.

Procedure

Step 1 Obtain the application from Google Play (formerly known as Google Android Market). Install Cisco Jabber IM for Android the same way that you normally install any application from Google Play on your Android device. If you need help, consult the user manual for your device, or contact your system administrator.

Step 2 Sign in to Cisco Jabber IM for Android. For details on how to sign in, including system and account requirements, see Frequently Asked Questions: Cisco Jabber IM for Android.

Related Topics

Release Notes for Cisco Jabber IM for Android
Cisco Jabber IM for Android Administration Guide
Frequently Asked Questions: Cisco Jabber IM for Android

Advanced IM Deployment

“Jabber for Everyone” supports optional advanced IM and presence features that extend your baseline deployment.

Supported Federation

“Jabber for Everyone” supports interdomain federation and partitioned intradomain federation.

Interdomain Federation

“Jabber for Everyone” supports interdomain federation with the following:

- Microsoft Live Communications Server (LCS)

- Microsoft Office Communications Server (OCS)
- Microsoft Lync
- IBM Sametime
- XMPP-enabled Enterprises (Cisco, WebEx, multiple third parties)
- Google

For more information about deploying interdomain federation on Cisco Unified Presence, see the *Interdomain Federation for IM and Presence Service on Cisco Unified Communications Manager*.

See the appropriate Cisco Jabber client documentation to review support for interdomain federation and any required configuration.

Related Topics

Interdomain Federation for IM and Presence Service on Cisco Unified Communications Manager

Partitioned Intradomain Federation

"Jabber for Everyone" supports partitioned intradomain federation with the following:

- Microsoft Lync Server
- Microsoft Office Communications Server
- Microsoft Live Communications Server

For more information about deploying partitioned intradomain federation, see the *Partitioned Intradomain Federation for IM and Presence Service on Cisco Unified Communications Manager*.

See the appropriate Cisco Jabber client documentation to review support for partitioned intradomain federation and any required configuration.

Related Topics

Partitioned Intradomain Federation for IM and Presence Service on Cisco Unified Communications Manager

IM Compliance

To provide IM compliance, the IM and Presence service collects data for the following types of IM in single server, intercluster, or federated network configurations:

- Point-to-point messages
- Group chats, including temporary and permanent chat messages

For more information about configuring IM compliance, see *Instant Messaging Compliance for IM and Presence Service on Cisco Unified Communications Manager*.

Related Topics

Instant Messaging Compliance for IM and Presence Service on Cisco Unified Communications Manager

Intercluster Peering

You can deploy multiple clusters of IM and Presence for large-scale deployments. If you deploy multiple clusters, you must define peer relationships for each IM and Presence cluster within the same domain.

For more information about multiple cluster deployments, see *Cisco Unified Communications System 9.x SRND*.

For more information about configuring an intercluster deployment, see the "IM and Presence Intercluster Deployment" section of the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager*.

Related Topics

Cisco Unified Communications System 9.x SRND
IM and Presence Intercluster Deployment

High Availability

The IM and Presence Service supports high availability (HA) with clustered servers. If a node in a subcluster fails, the IM and presence services from that node fail over to the second node in the subcluster. As a result, there is no loss of IM and presence services for users.

For information about configuring HA deployments, see the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager*.

Related Topics

Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager

Rich UC Presence Deployment

You can optionally expand your "Jabber for Everyone" deployment to include Telephone Presence ("On a call") for Cisco IP phone users and Meeting Status ("In a Meeting") through integration with Microsoft Exchange.

Telephony Presence Integration

The following are the high-level tasks that you must complete if you want to deploy rich presence for Cisco IP phone users in your network:

1. Configure the SIP Publish trunk.
2. Configure a Presence gateway for Unified Communications Manager.
3. Associate line appearances to IM and presence enabled users.

Set Up SIP Publish Trunk

Cisco Unified Communications Manager communicates with the IM and Presence Service through a SIP trunk.

Procedure

Step 1 Configure the SIP trunk on Cisco Unified Communications Manager.
For instructions, see the "SIP Trunk configuration on Cisco Unified Communications Manager" section in the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager*.

Step 2 Select the SIP publish trunk on IM and Presence.

a) Open the **Cisco Unified Communications Manager IM and Presence Administration** interface.
b) Select **Presence** > **Settings**.
c) Select the SIP publish trunk from the **CUCM SIP Publish Trunk** drop-down list.
d) Select **Save**.

Related Topics

SIP Trunk configuration on Cisco Unified Communications Manager

Set Up Presence Gateway for Unified Communications Manager

You must configure Cisco Unified Communications Manager as a presence gateway on IM and Presence Service. The presence gateway enables Cisco Unified Communications Manager and IM and Presence Service to share availability status for users.

Procedure

Step 1 Open the **Cisco Unified Communications Manager IM and Presence Administration** interface.
Step 2 Select **Presence** > **Gateways**.
Step 3 Select **Add New**.
Step 4 Select **CUCM** from the **Presence Gateway Type** drop-down list.
Step 5 Enter a description in the **Description** field.
Step 6 Specify one of the following values in the **Presence Gateway** field:

- IP address of the Cisco Unified Communications Manager publisher
- Fully qualified domain name (FQDN) of the Cisco Unified Communications Manager publisher
- DNS SRV FQDN that resolves to the Cisco Unified Communications Manager subscriber nodes

Step 7 Select **Save**.
For more information about configuring a presence gateway, see the "Presence Gateway configuration on IM and Presence" section in the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager*.

Related Topics

Presence Gateway configuration on IM and Presence

Associate Line Appearances with Users

To enable telephony presence, you must associate each IM and presence enabled user with a line appearance in Cisco Unified Communications Manager.

Procedure

Step 1 Open the **Cisco Unified Communications Manager Administration** interface.

Step 2 Select **Device** > **Phone**.

Step 3 Do one of the following to retrieve a list of phones:

- Specify appropriate criteria in the **Find Capabilities Assignment where** field and select **Find**.
- Select **Find** to retrieve a list of all available users.

Step 4 Select the appropriate device name from the list.
The **Phone Configuration** window opens.

Step 5 Select the link for the appropriate line in the **Association Information** section.
The **Directory Number Configuration** window opens.

Step 6 Select **Associate End Users** in the **Users Associated with Line** section.
The **Find and List Users** window opens.

Step 7 Do one of the following to retrieve a list of users:

- Specify appropriate criteria in the **Find Capabilities Assignment where** field and select **Find**.
- Select **Find** to retrieve a list of all available users.

Step 8 Select the appropriate users from the list.

Step 9 Select **Add Selected**.

Step 10 Select **Save** in the **Directory Number Configuration** window.

Integration with Microsoft Exchange

IM and Presence Service integrates with Microsoft Exchange so that events in a user's Microsoft Outlook calendar change the user's availability status in the client application.

To enable integration between IM and Presence Service and Microsoft Exchange, you must establish a gateway connection to the Microsoft Exchange server.

Note IM and Presence Service supports integration with Microsoft Exchange 2003, 2007, and 2010.

For more information about Microsoft Exchange integration, see the *Microsoft Exchange for IM and Presence Service on Cisco Unified Communications Manager*.

Related Topics

Microsoft Exchange for IM and Presence Service on Cisco Unified Communications Manager

Desk Phone Control Deployment

Computer Telephony Integration (CTI), or desk phone control, allows users to control their Cisco IP Phone through Cisco Jabber. To enable desk phone control, you must set up a CTI UC service and assign it to a service profile.

See the *Cisco Unified Communications Manager Administration Guide* for more information about how to set up desk phone control for Cisco IP Phones.

Related Topics

Add CTI service
Service profile setup

Visual Voicemail Deployment

Cisco Unity Connection provides Cisco Jabber users with the ability to view, play, sort, and delete voicemail messages from the Cisco Jabber interface.

See the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager* for more information about how to set up visual voicemail for Cisco Jabber users.

Note The information regarding setting up visual voicemail in the *Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager* refers to Cisco Unified Personal Communicator, however, the same information also applies to Cisco Jabber.

Related Topics

Set up visual voicemail