

Configure WebEx Connect for use with BE3000 Jabber Desktop Clients

Create Cluster for BE3000

Cisco **webex** Connect Administration Tool

User Configuration Policy Editor Group Report About Help

System Settings

- Organization Information
- Domain(s)
- Resource Management
- URL Configuration
- Security Settings
- Password Settings
- Email Templates
- User Provisioning

Connect Client

- General IM
- Contact List
- Profile Settings
- IM Block Settings
- XMPP IM Clients
- Upgrade Management
- P2P Settings

Additional Services

- Meetings
- Unified Communications**
- IM Federation

Unified Communications ?

Cisco Unified Communications Clusters

General **Voicemail** Clusters

Default settings for Visual Voicemail for CUCC

This setting is only applicable to Cisco WebEx Connect client versions 7 or later, but is not applicable if you are configuring integration with Cisco UC Manager Express.

Enable Visual Voicemail

Allow user to enter manual settings

* Voicemail Server: <BE3000_IP_Address>

Protocol: HTTPS * Port: 8443

* Mailstore Server: <BE3000_IP_Address>

Protocol: Plain * Port: 143

* IMAP IDLE Expire Time: 5 minutes

* Mailstore Inbox Folder Name: inbox

* Mailstore Trash Folder Name: deleted items

Save Reset

Create Cluster for BE3000

Cisco **webex** Connect Administration Tool Logout

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Unified Communications ?

Cisco Unified Communications Clusters

General Voicemail **Clusters**

Filter: All

Add Delete

Cluster	Type	View Users
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Save Reset

Create Cluster for BE3000

- Create cluster in “UC Manager integration with WebEx Connect” mode.
- Allow users to make configuration changes manually if required (leave unchecked for simplest activation).
- Use Voicemail Pilot as configured in BE3000.
- Visual Voicemail settings will be carried over from the previous page by default, although may be set here too.

New Cluster

* Cluster Name: **BE3000_CLUSTER**

Enable Cisco WebEx Connect Click-to-Call

Enable Cisco UC Manager integration with Cisco WebEx Connect

Allow user to enter manual settings

Cisco Unified Communications Manager Server Settings

Basic Server Settings

* Primary Server: **<BE3000_IP_Address>** (TFTP, CTI and CCMCIP)

Backup Server: _____ (TFTP, CTI and CCMCIP)

Advanced Server Settings

Cisco UC Integration for Cisco WebEx Connect Settings

* Voicemail Pilot Number: **1001**

LDAP Server Settings

This setting is only applicable to Cisco WebEx Connect client versions 6.x or earlier.

LDAP Server: _____ Maximum Return Results: _____

Search Base DN: _____ Schedule Interval: _____

Maximum Cache: _____

Visual Voicemail Settings

Enable Visual Voicemail

Specific voicemail server for this cluster

Enable Cisco UC Manager Express integration with Cisco WebEx Connect

Enable Cisco TelePresence Video Communication Server

Save **Close**

Add User

Add User

Account Settings | Profile Information | Policy Group Assignment | Unified Communications

*** First Name:**
John

*** Last Name:**
Doe

Display Name:
John Doe

*** Business Email:**
jdoe @ domain.com

Username:
jdoe@domain.com

*** Storage Allocation:**
10240 MB

Storage Used: 0 MB

Role:
User

Upgrade Site:
<Not Assigned>

Save Cancel Apply

Assign Cluster to User

The screenshot shows the 'Add User' dialog box with the 'Unified Communications' tab selected. The 'Filter' is set to 'All'. The table below shows the available clusters:

Cluster	Type
<input type="radio"/> None	
<input checked="" type="radio"/> BE3000 Cluster	Cisco UC Manager integration with Cisco WebEx Connect

At the bottom of the dialog, the 'Save' button is highlighted with a red box.

Configure BE3000 User for Visual Voicemail

- Voicemail notification must be enabled for a user to allow them to use the Jabber Visual Voicemail feature.

1. Ensure that system level IMAP client access is enabled.
(Do not select SMTP notifications)

System Settings > Voicemail Notification

Voicemail Notification

Voicemail Notification via Email:

- Disable voicemail notification
- Enable IMAP email client access
- Enable voicemail notification messages to be sent via an SMTP email server

2. Create a Usage Profile for Jabber users that allows voicemail use and notification:

Voicemail:

- Allow user to use Voicemail service
- Allow user to divert an incoming call to voicemail
- Allow user to be notified of new voicemails via email

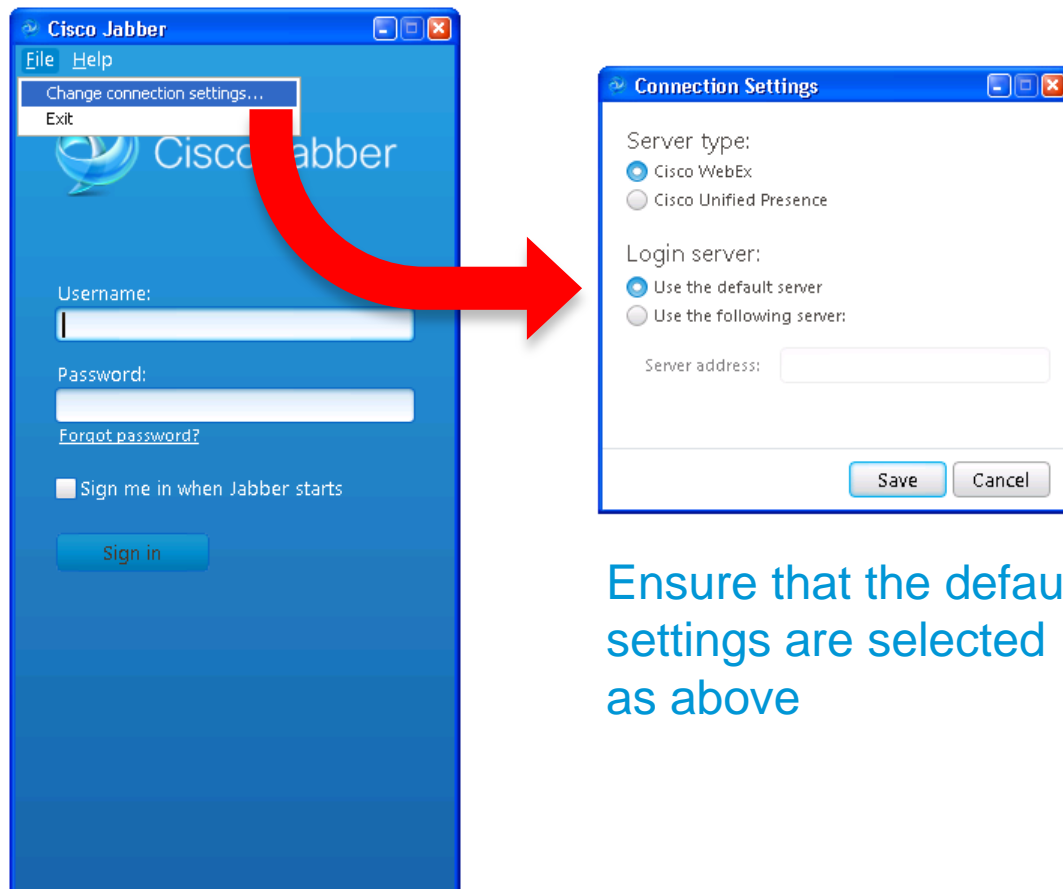
3. Create user and assign with Jabber Usage profile.
4. Edit User settings to enable email notifications.

General Speed Dials Calling Features

Voicemail Notification

- Enable user to receive email notification of new voicemails

Configure Jabber Desktop (Windows)



Ensure that the default settings are selected as above

If required, client may be downloaded from:

Windows: <http://download.webexconnect.com/jabber/win/ciscojabbersetup.msi>

Mac: <http://download.webexconnect.com/jabber/mac/uc-client-mac.zip>

Configure Jabber Desktop (Windows)



The image illustrates the configuration steps for Cisco Jabber Desktop on Windows. It features three overlapping windows:

- Left Window (Login):** The main Cisco Jabber interface. The 'Username' field contains 'jdoe@domain.com' and the 'Password' field contains '*****'. A 'Sign in' button is highlighted with a red box and an arrow pointing to the right.
- Middle Window (Menu):** A smaller version of the main window with the 'Options...' menu item selected. A red arrow points from this menu item to the 'Options' window on the right.
- Right Window (Options):** The 'Options' dialog box with the 'Phone accounts' tab selected. It contains two sections:
 - Phone services:** Username: 'jdoe', Password: '*****'.
 - Voicemail:** Username: 'jdoe', Password: '*****'.Both sections are enclosed in red boxes. A red arrow points from the 'Voicemail' section back to the 'Sign in' button in the main window.

Two text boxes with red borders provide labels for the credentials:

- WebEx Connect credentials:** Points to the 'Phone services' section of the Options window.
- BE3000 User credentials:** Points to the 'Voicemail' section of the Options window.

Selecting Jabber Client Phone Mode

- Options defined by configured features on BE3000
- Desk phone user (phone control) 
- Softphone (CSF) user 
- Video enabled for softphone mode, or phone control mode when user's PC is directly connected to their desk phone

