

Configuring iPhone Jabber Voice Client for use with BE3000

Prepare BE3000

- Before configuring Jabber Mobile Voice clients, configure the BE3000 as follows:

Add sufficient licenses for mobile users:

- 1 Enhanced license for each user without a desk phone
- 1 Adjunct license for each user with a desk phone

Enable IMAP email client access

Ensure User Profile allows use of voicemail and optionally Reach Me Anywhere.

Ensure all user configurations include:

- Username and password
- Voicemail notification enabled
- Mobile client support enabled

Enable IMAP Access

The screenshot displays the Cisco Business Edition 3000 Administrative Interface. The top header includes the Cisco logo, the text "Cisco Business Edition 3000 Administrative Interface", and the user "admin" with a "Log Out" link. A left-hand navigation menu lists various system settings, with "System Settings" expanded to show "Voicemail Notification" as the active page. The main content area is titled "System Settings > Voicemail Notification" and "Voicemail Notification". Under the heading "Voicemail Notification via Email:", there are three radio button options. The second option, "Enable IMAP email client access", is selected and highlighted with a red rectangular box. The other two options are "Disable voicemail notification" and "Enable voicemail notification messages to be sent via an SMTP email server". Below these options are input fields for "Outgoing Email Server:" and "Forward Undelivered Emails to Email Address:", along with a "Send Test Email" button. At the bottom of the settings area are "Save" and "Reset" buttons.

Jabber User Profile

Cisco Business Edition 3000 Administrative Interface

admin Log Out About H

Monitoring

Users/Phones

Users
Phones
Departments
Usage Profiles
Hunt Lists
Call Pickup Groups
Attendant Group
Phone Applications

Users/Phones > Usage Profiles > Jabber Mobile

Edit Usage Profile - Jabber Mobile

General Phone Button Template Phone Features Phone Applications

Profile Information

* Name: Jabber Mobile

Description: For Jabber Mobile users

Allowed Calls

* Highest Level of Calls Allowed: International Calls

Emergency Calls: Allow

Call Features

Call Barge: Allow user to barge in on calls

Call Park: Allow user to park call and pick call up from another phone

Call Pickup Groups: Allow user to pick up calls of another user

Reach Me Anywhere: Allow user to be reached on multiple phones at the same time
Warning: Reach Me Anywhere is supported only for PRI gateways and SIP trunks

Extension Mobility: Allow Cisco Extension Mobility to be used on phone of user
 Allow user to use Cisco Extension Mobility service

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

Optional

Required for Visual Voicemail

Users/Phones

Users
Phones
Departments
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Call Pickup Groups
Attendant Group
Phone Applications

Edit Usage Profile - Jabber Mobile

General Phone Button Template Phone Features Phone Applications

Button Number	Feature
1	Line
2	Line
3	Mobility
4	Speed Dial
5	Speed Dial
6	Speed Dial
7	Speed Dial

Jabber User Configuration

Cisco Business Edition 3000 Administrative Interface admin

Monitoring

Users/Phones

Users

Phones

Departments

Usage Profiles

Hunt Lists

Call Pickup Groups

Attendant Group

Phone Applications

Connections

System Settings

Users/Phones > Users > ahickman

Edit User - ahickman

General Speed Dials Calling Features

User Information

First Name: Andy

* Last Name: Hickman

E-mail Address: ahickman@cisco.com

* Usage Profile: Jabber Mobile

System and Device Access

* User ID: ahickman

Password: [Redacted] [Reset Credentials...](#)

Confirm Password: [Redacted]

User must change password at next login

Phone PIN: [Redacted]

Confirm Phone PIN: [Redacted]

Enable Administrator Access

Line Numbers

[Show User's Phones](#)

Line Number	External Caller ID	Call Forward All
2100	12003211000	<input type="checkbox"/> Phone Number

Cisco Mobile Solutions

Enable Cisco Mobile Client Support

Configure Cisco Mobile Client Number: 907000123456

Phone Type: iPhone

Device ID: TCTYUKFJZYBRPED

Jabber Profile

User Credentials

Enable Mobile Client

May be set by user

Jabber User Configuration cont.

The screenshot displays the Cisco Business Edition 3000 Administrative Interface. The left sidebar shows a navigation menu with 'Monitoring' and 'Users/Phones' expanded. Under 'Users/Phones', 'Users' is selected. The main content area shows the 'Edit User - ahickman' configuration page. The 'Calling Features' tab is active. Two sections are highlighted with red rounded rectangles:

- Voicemail Notification:** Contains two checked options: 'Enable user to receive email notification of new voicemails' and 'Include voicemail audio file as an attachment'. A red arrow points from this section to a callout box.
- Reach Me Anywhere:** Contains an unchecked option 'Enable Reach Me Anywhere', an 'Alternate Number' field with a dropdown menu (currently showing 'Phone Number'), a 'Ring Timing Set' field (showing 'Moderate Delay(default) Edit'), and a 'Ring Schedule' field (showing 'All Hours Edit'). A red arrow points from this section to a callout box.

Required for
Visual Voicemail

May be set by
user if required

Prepare iPhone

- Before running the Jabber client:

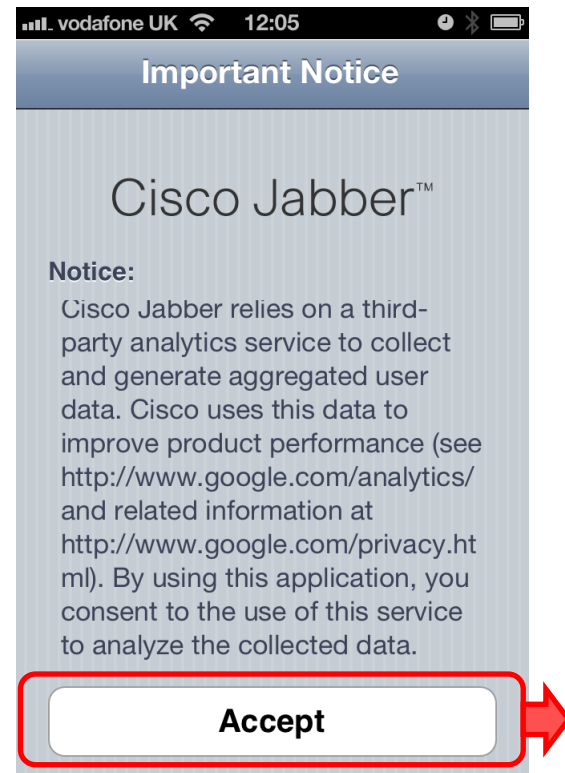
Obtain BE3000 host address, username and password from system administrator.

Obtain softphone device ID from administrator or from BE3000 user interface. The device ID will be in form “TCT<Random Digits>” for iPhone devices. Android device IDs will have the form “BOT<Random Digits>”. For administrators, this is displayed at the bottom of the User configuration screen – see slide 5 for an example.

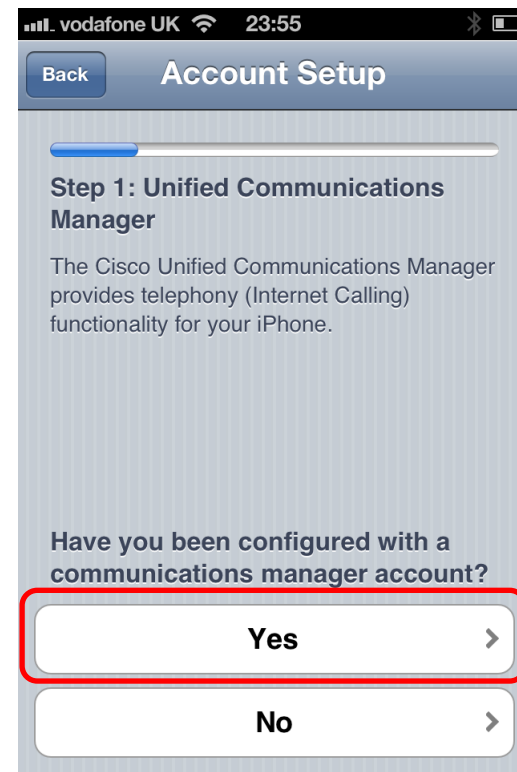
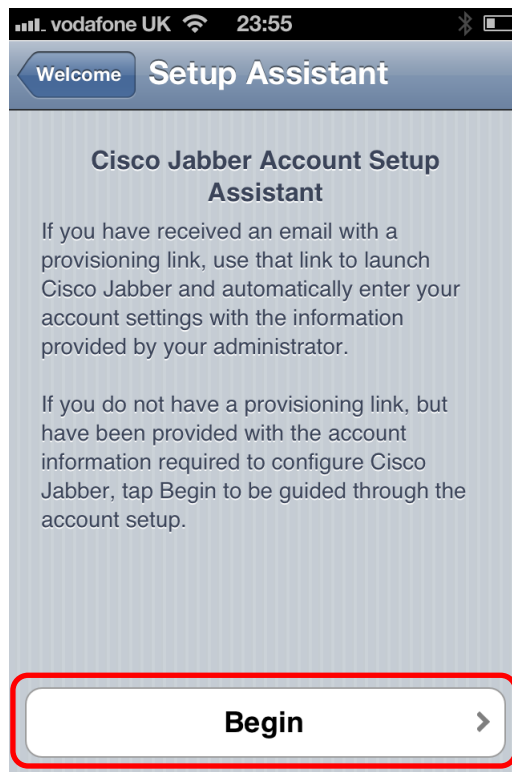
Connect iPhone via wireless to BE3000 network.

Install and configure VPN client software for remote access if required.

Install Jabber Client



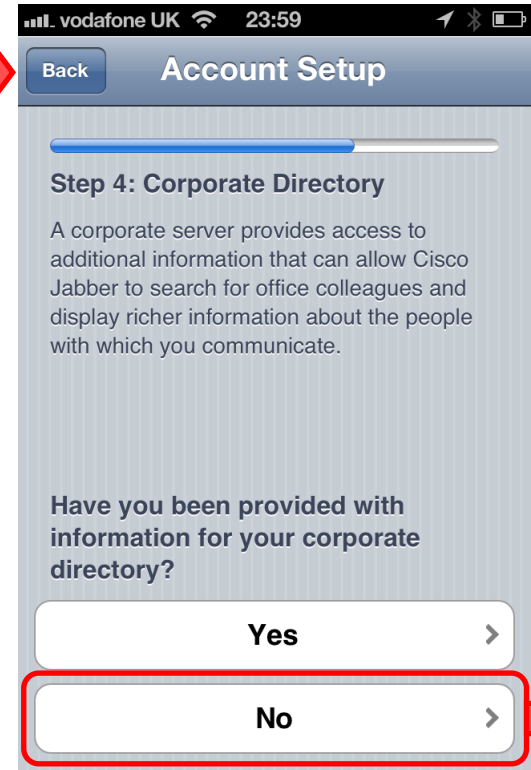
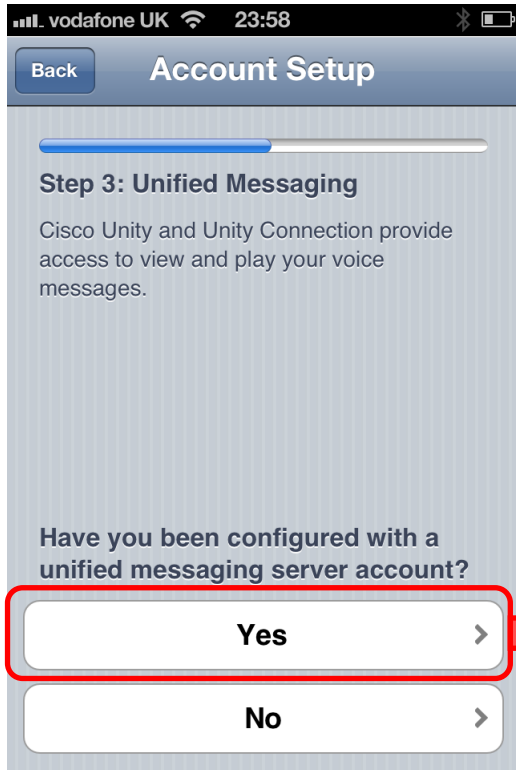
Jabber Setup Assistant



Configure Call Control



Configure Voicemail



BE3000
Hostname or
IP Address

Directory not
currently
supported

Completing Client Setup

