

Configure Cisco Jabber in Phone Mode for Contacts

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Introduction

This document describes how to implement contacts for Cisco Jabber that are used in Phone Mode.

Prerequisites

Requirements

Cisco recommends you have a knowledge of:

- Cisco Unified Communications Manager (CUCM)
- Instant Messaging and Presence (IM&P)
- Cisco Jabber for Windows

Components Used

The information in this document is based on these software versions:

- Cisco Jabber for Windows 12.0(0) and above
- Cisco Unified Communications Manager (CUCM) version 11.5(1)SU4 (11.5.1.14900-11)
- Instant Messaging & Presence (IM&P) version 11.5(1)SU4 (11.5.1.14900-32)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

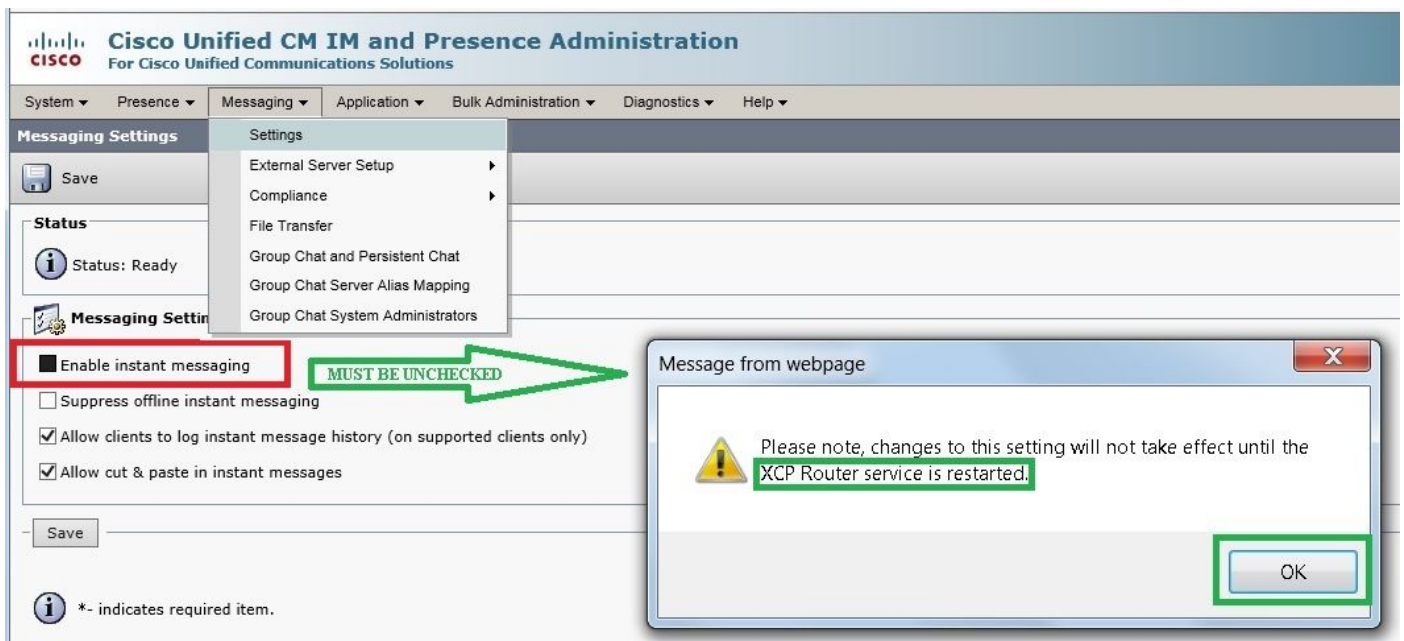
Cisco Jabber for Windows version 12.0 introduces support for contacts, and even phone

presence, when you use it in Phone Mode (formerly known as Phone Only Mode). The use of PRODUCT_MODE=Phone_Mode during the .msi installation is no longer required (as stated in the [On-Premises Deployment guide](#) for Cisco Jabber).

In order to allow contacts to be stored, when Cisco Jabber version 12.0 uses a Unified Communication (UC) Service Profile with no IM&P servers configured (i.e. Phone Mode), a GLOBAL IM&P setting must be changed.

Note: Jabber in Phone Mode with contacts uses the IM&P server as it's contact list server (changes to the settings on the IM&P server affect ALL existing users of Instant Messaging).

In order for contacts to be used in Phone Only Mode, **Enable instant messaging** must be unchecked on your IM&P servers (so no one would be able to use instant messaging) as shown in the image:



Enable availability sharing can also be Unchecked (if presence is not desired) as shown in the image:

Cisco Unified CM IM and Presence Administration
For Cisco Unified Communications Solutions

System ▾ Presence ▾ Messaging ▾ Application ▾ Diagnostics ▾ Help ▾

Presence Settings

- Standard Configuration
- Advanced Configuration
- Gateways
- Inter-Clustering
- Inter-Domain Federation
- Intradomain Federation Setup
- Routing
- Domains

Cluster ID* StandAloneCluster39eb7

Enable availability sharing

Allow users to view the availability of other users without being prompted for approval
NOTE: this option must be turned on for SIP clients to function properly

Enable use of Email Address for Inter-domain Federation

Maximum Contact List Size (per user)* 200 No Limit

Maximum Watchers (per user)* 200 No Limit

CUCM IM and Presence Publish Trunk

After you uncheck the boxes for both **Enable instant messaging** and **Enable availability sharing**, then restart the Cisco XCP Router service on all nodes, you can then use a UC Service Profile with no IM&P server and contacts are displayed by Cisco Jabber for Windows 12.0 clients.

In order for the contacts to be displayed, the check box for **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** does still need to be checked (even though the UC Service Profile actually doesn't have any IM&P servers listed on it):

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

End User Configuration

Save Delete Add New

User Information

User Status: Active Enabled LDAP Synchronized User
 User ID*: ccooper
 Self-Service User ID:
 PIN: [Edit Credential](#)
 Confirm PIN:
 Last name*: Cooper
 Middle name:
 First name: Craig
 Display name: Craig Cooper
 Title:
 Directory URI: ccooper@
 Telephone Number: 1001
 Home Number:
 Mobile Number:
 Pager Number:
 Mail ID: ccooper@
 Manager User ID:
 Department:
 User Locale:
 Associated PC/Site Code:
 Digest Credentials:
 Confirm Digest Credentials:
 User Profile: [View Details](#)
 User Rank*:

Convert User Account

Convert LDAP Synchronized User to Local User

Service Settings

Home Cluster
 Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)
 Include meeting information in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)
[Presence Viewer for User](#)
 UC Service Profile: [View Details](#)

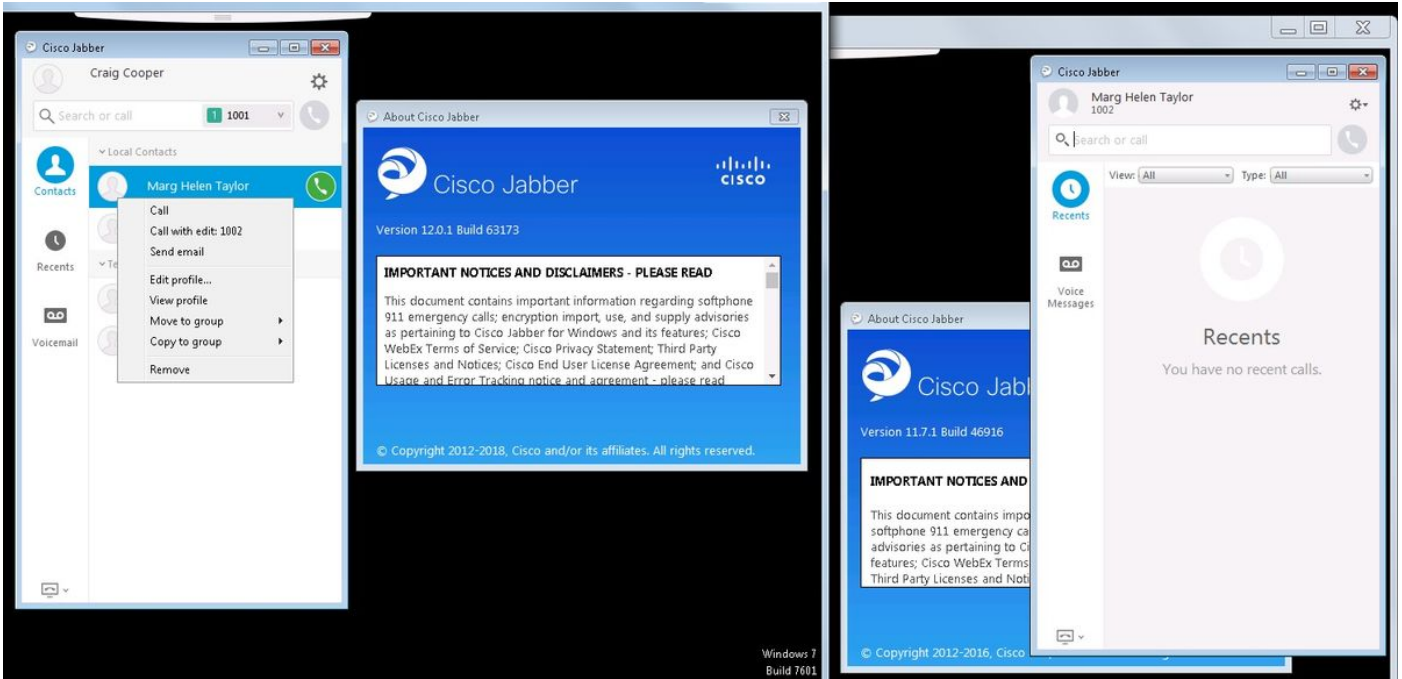
...even though PhoneOnlyServiceProfile has:

IM and Presence Profile

Primary:
 Secondary:
 Tertiary:

Verify

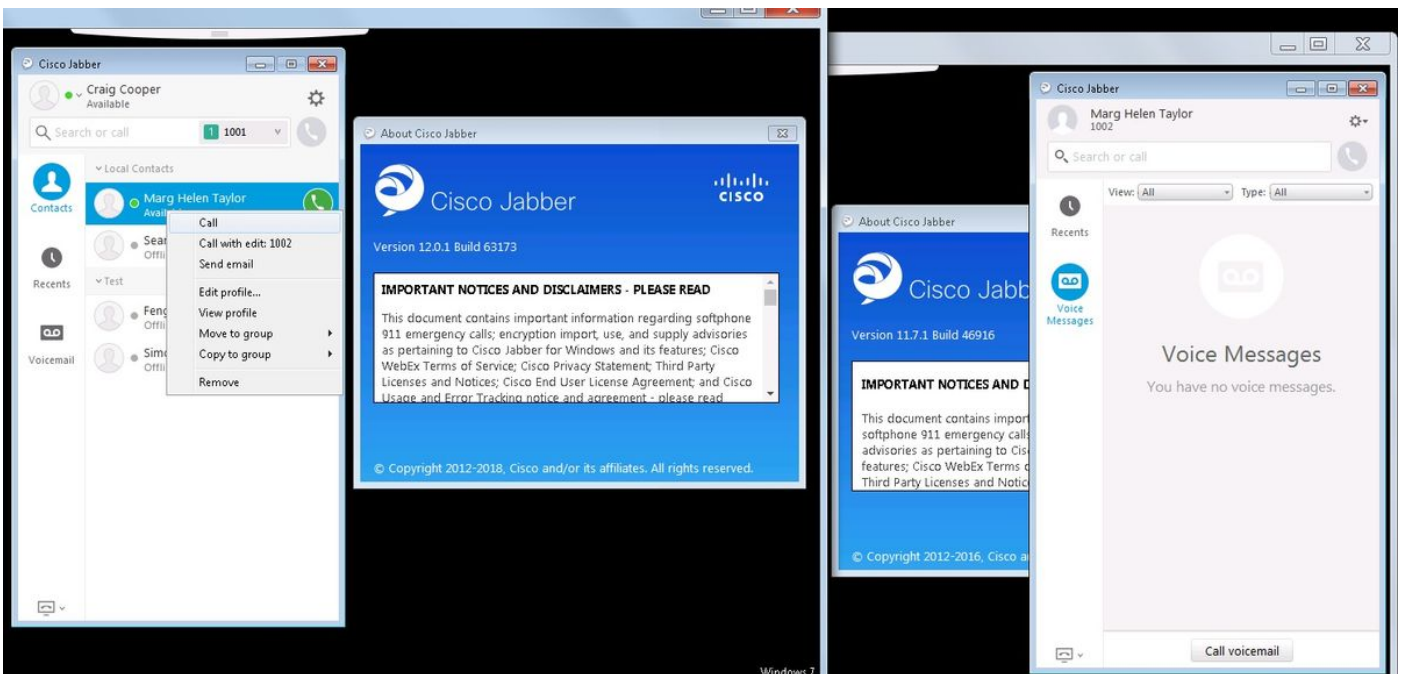
The difference between a 12.0(1) Cisco Jabber client, and an old 11.7(1) client (both in Phone Mode) can be seen as follows:



If presence is still required then:

1. **Enable availability sharing** can still be checked (under the **Presence Settings Standard Configuration**)
2. the Cisco XCP Router service restarted (on every node)
3. the Jabber client reset (sign out, then choose **settings File Reset Cisco Jabber**)

This is what the comparison looks like:



Troubleshoot

There is currently no specific troubleshooting information available for this configuration.