



Voicemail, conferencing, and other features for Cisco Unified Personal Communicator

This chapter includes the information required to configure Cisco Unified Personal Communicator features. For information specific to Cisco Jabber clients, such as Jabber for Windows, see the appropriate client documentation below:

- Cisco Jabber—<http://www.cisco.com/web/products/voice/jabber.html>
- Cisco Jabber for Windows—<http://www.cisco.com/en/US/products/ps12511/index.html>
- Cisco Jabber for Mac—<http://www.cisco.com/en/US/products/ps11764/index.html>
- Android—<http://www.cisco.com/en/US/products/ps11678/index.html>
- BlackBerry—<http://www.cisco.com/en/US/products/ps11763/index.html>
- iPad—<http://www.cisco.com/en/US/products/ps12430/index.html>
- iPhone—<http://www.cisco.com/en/US/products/ps11596/index.html>
- Nokia—<http://www.cisco.com/en/US/products/ps11766/index.html>
- Video for TelePresence—<http://www.cisco.com/en/US/products/ps11328/index.html>
- Web SDK—<http://www.cisco.com/en/US/products/ps11765/index.html>

If you wish to continue with information specific to Cisco Unified Personal Communicator, proceed with the contents in this chapter:



Note

Voicemail, mailstore, conferencing, and audio profile configuration on IM and Presence has been moved to Cisco Unified Communications Manager. For more information, see the *Cisco Unified Communications Manager Administration Guide, Release 9.0(1)*.

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- [Conferencing server configuration for Cisco Unified Personal Communicator, page 6](#)
- [Configure CCMCIP profiles for Cisco Unified Personal Communicator release 8.x, page 9](#)
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- [\(Cisco Unified Personal Communicator Release 8.5\) Cisco Unified Personal Communicator as desktop agent, page 12](#)
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Voicemail server configuration for Cisco Unified Personal Communicator



Note

Before you perform the tasks described here, make sure that you fully integrate Cisco Unified Personal Communicator with Cisco Unified Communications Manager and IM and Presence.

Configure Cisco Unity Connection servers

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

Before You Begin

- Install and configure a supported release of Cisco Unity Connection.
- Integrate Cisco Unified Communications Manager and Cisco Unity Connection. Both nodes must be installed and running to configure voicemail ports.

Procedure

-
- Step 1** Set up a new or existing class of service in Cisco Unity Connection Administration to enable Internet Mail Access Protocol (IMAP) client access to voice messages.
- Expand **Class of Service** in the section on the left-hand side.
 - Choose **Class of Service**.
 - Choose the display name of the applicable class of service in the Search Results table, in the Search Class of Service window.
 - Check **Allow Users to Use Unified Client to Access Voice Mail**, under Features.
 - Check **Allow Users to Access VoiceMail Using an IMAP Client**, under Licensed Features. Then choose **Allow Users to Access Message Bodies**.
 - Click **Save**.
- Step 2** Configure the user:
- If the users are existing Cisco Unity Connection users, add them to the Cisco Unified Communications Manager database and to IM and Presence. Proceed to Step 4.

- b) If the user is a new Cisco Unified Personal Communicator user, add the user to Cisco Unified Communications Manager database, Cisco Unity Connection, and to IM and Presence.

Step 3 Create a Connection user account on the Cisco Unity Connection server with a voice mailbox for each Cisco Unified Personal Communicator user.

Note The user ID in Cisco Unity Connection does not need to match the user ID in IM and Presence or in Cisco Unified Personal Communicator. Cisco Unified Personal Communicator has an independent voicemail ID, which is set in the application Preference window. However, you might find it useful to have the same user IDs across your Cisco Unified Communications system.

Step 4 (Optional) Enable secure messaging as follows:

- a) Expand **Class of Service** in the section on the left-hand side, and then choose **Class of Service**.
- b) Choose an option from Require Secure Messaging in the Message Options section to enable secure messages.

Step 5 (Optional) Specify how to handle unidentified caller message security for your users as follows:

- a) Expand **Users** in the section on the left-hand side.
- b) Choose **Users**.
- c) Choose the alias of a user.
- d) Choose **Edit > Message Settings**.
- e) Check **Mark Secure** in Unidentified Callers Message Security.

Step 6 If one does not already exist, specify a web application password in Cisco Unity Connection for the applicable user accounts.

Troubleshooting Tips

- Users must enter their voicemail credentials, that is, their username and password, in the Cisco Unified Personal Communicator application.
- If the node can be contacted and the user credentials are correct, but voicemail messages are not downloaded, do the following:
 - Check the configuration of port 7993.
 - Make sure that Cisco Unity Connection is listening on port 7993.
 - Check the firewall configuration. Use Telnet from a remote computer to the computer running Cisco Unified Personal Communicator, and make sure that you can connect to the firewall. Allow the Cisco Unified Client Services Framework executable file (cucsf.exe) to establish IMAP network connections using TCP, TLS, and SSL at the appropriate node and port. For information about the ports and protocols used by Cisco Unified Personal Communicator and Cisco Unified Client Services Framework, see the *Release Notes for Cisco Unified Personal Communicator*.

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

Related Topics

http://www.cisco.com/en/us/products/ps6844/prod_release_notes_list.html

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html

Configure Cisco Unity servers

Cisco Unity receives calls, plays greetings, and records and encodes voicemail. When a voicemail is received, Cisco Unity adds the .wav file to an email and sends it to the configured email account. Cisco Unity creates a subscriber mailbox on the Microsoft Exchange server for use as its mailstore server for message storage.

When Cisco Unified Personal Communicator users want to listen to their voicemails, they use Cisco Unified Personal Communicator to retrieve them from the mailstore server through IMAP.

Cisco Unified Personal Communicator supports both the Cisco Unity unified messaging and the Cisco Unity voice messaging configurations. With unified messaging, the Exchange server email account supports both voicemail and email. With voice messaging, the Exchange server email account contains only voicemail messages.

Before You Begin

- Install and configure a supported release of Cisco Unity .
- Integrate Cisco Unified Communications Manager and Cisco Unity. Both servers must be installed and running to configure voicemail ports.
- If you plan to use SSL to provide secure transmission with the mailstore server, you must set up Cisco Unity to use SSL during the installation or upgrade (or at any time after the installation or upgrade is complete). You must designate a server to act as your certificate authority, submit a certificate request, issue the certificate, and install it on the Cisco Unity server.

Procedure

Step 1 Configure the Microsoft Exchange server to use the IMAP virtual server:

To configure Microsoft Exchange 2003:

- a) Choose **Start > All Programs > Microsoft Exchange > System Manager** .
- b) In the section on the left-hand side of the System Manager, expand **Servers** .
- c) Choose the server name.
- d) Choose **Protocols > IMAP** .
- e) Right-click, and choose **Start Server** .

To configure Microsoft Exchange 2007:

- a) Choose **Start > Run** , enter `services.msc`, and click **OK** .
- b) Choose the Microsoft Exchange IMAP4 service, and click **Start**. This service is not started by default.

Step 2 Configure the port and encryption type:

To configure Microsoft Exchange 2003:

- a) Right-click IMAP Virtual Server, and choose **Properties**.
- b) Choose **Authentication** from the Access tab.
 - Verify that **Requires SSL/TLS Encryption** is not checked to use TCP and SSL connection.
 - Verify that **Requires SSL/TLS Encryption** is checked to use SSL only.

- c) Click **OK**.

To configure Microsoft Exchange 2007:

- a) Choose **Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.
- b) Specify the authentication settings for the Client Access Server that is running the IMAP4 service through the Exchange Power Shell.

Note Microsoft Exchange 2007 uses SSL by default.

- c) Execute one of the following commands for the appropriate setting:
 - For plain text login: set-imapsettings -LoginType PlainTextLogin
 - For SSL: set-imapsettings -LoginType SecureLogin

Step 3 Configure the user:

- a) If the user is an existing Cisco Unity user, add the user to the Cisco Unified Communications Manager database and to IM and Presence.
- b) If the user is a new user, add the user to the Cisco Unified Communications Manager database, Cisco Unity (which adds the user to Exchange and to Active Directory), and to IM and Presence.

Step 4 Create mailboxes for new and existing users. For details, see the documentation for your Exchange server.

Step 5 (Optional) Enable secure messaging as follows:

- a) Choose **Subscribers > Subscribers > Features** to make the change on a subscriber template.
The change you make here is not applied to current subscriber accounts that were created by using this template. The setting applies only to subscriber accounts that are created by using this template after the change has been made.
- b) Choose an option from the Message Security When Sending a Message list to enable secure messages.
For example, choose **Encrypt All Messages**.
This setting specifies whether messages are encrypted when subscribers send messages to other subscribers.
- c) Click **Save**.
- d) Repeat these steps for additional subscribers or subscriber templates, as applicable.

Step 6 (Optional) Enable secure messaging for messages from unidentified callers:

- a) Choose **System > Configuration > Message Security Settings**.
- b) Specify whether messages from unidentified callers are encrypted. Choose an option from the list.
- c) Click **Save**.

Troubleshooting Tip

Cisco Unified Personal Communicator users must enter their Cisco Unity credentials in the Cisco Unified Personal Communicator Preferences window.

Conferencing server configuration for Cisco Unified Personal Communicator


Note

Before you perform the tasks described here, make sure you fully integrate Cisco Unified Personal Communicator with Cisco Unified Communications Manager and IM and Presence.

Conferencing servers for Cisco Unified Personal Communicator

Cisco Unified Personal Communicator can be configured to launch ad-hoc conference calls and web meetings on the following products:

Conferencing Server(s)	Cisco Unified Personal Communicator Version
Cisco Unified MeetingPlace	All versions
Cisco Unified MeetingPlace Express	7.1
Cisco Unified MeetingPlace Express VT ^{1 2}	8.x
Cisco Webex Node for MCS integrated with Cisco Unified MeetingPlace	8.0
Cisco Webex Node for MCS	7.1, 8.5

¹ Can be used for conference calls with video if Cisco Unified Communications Manager is configured to use Cisco Unified MeetingPlace Express VT.

² Does not support web meetings.

You can use Cisco Unified Personal Communicator to join Cisco Unified MeetingPlace and Cisco Webex scheduled meetings as follows:

Conferencing Server	Cisco Unified Personal Communicator Version
Cisco Unified MeetingPlace	All versions
Cisco Webex	8.5

Configure Cisco Unified MeetingPlace Servers

Cisco Unified MeetingPlace provides a more extensive feature set (such as scheduled and reservationless rich-media conferencing) and allows more concurrent users than Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace Express VT. With Cisco Unified MeetingPlace, a Cisco Unified Personal

Communicator user can start a meeting from an instant message conversation, from a phone conversation, or from a phone conversation with video.

Before You Begin

- Install a supported release of the Cisco Unified MeetingPlace web conferencing server. For more information about how to install and configure Cisco Unified MeetingPlace, see the Administration Documentation for Cisco Unified MeetingPlace:
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html
- Integrate the web conferencing server with Cisco Unified Communications Manager.
- Determine the number of web and audio conferencing user licenses that provide enough web ports for meetings initiated through Cisco Unified MeetingPlace and through Cisco Unified Personal Communicator.

Procedure

-
- Step 1** Install web and audio conferencing user licenses.
- Step 2** If not already enabled, enable the Secure Sockets Layer (SSL) encryption technology on the web conference server. You must obtain and upload the required certificates from a trusted certificate authority (CA). The certificate is required for secure communications between Cisco Unified Personal Communicator and the web conference server. Without SSL, clear text passwords are sent from Cisco Unified Personal Communicator to the web conferencing server and from the sign in browser to the web conferencing server.
- Step 3** Set up a user authentication method on the web conference server.
The following authentication methods are supported for use with Cisco Unified Personal Communicator:
- a) MeetingPlace
 - b) HTTP Basic Authentication (Domain)
 - c) LDAP
 - d) LDAP, then MeetingPlace
- Step 4** Set up a user profile on the Cisco Unified MeetingPlace server for each Cisco Unified Personal Communicator user who might initiate web meetings from a Cisco Unified Personal Communicator conversation.
- Troubleshooting Tips
- Cisco Unified Personal Communicator users must enter their Cisco Unified MeetingPlace credentials in the Cisco Unified Personal Communicator options or preferences window. Make sure that you provide the password that is consistent with the configured authentication method. For example, if you configured Cisco Unified MeetingPlace as the authentication method, provide the user with the Cisco Unified MeetingPlace password. If you configured LDAP as the authentication method, provide the user with the LDAP password.
 - You do not need to create Cisco Unified MeetingPlace user profiles for all Cisco Unified Personal Communicator users. Cisco Unified Personal Communicator users who do not have Cisco Unified MeetingPlace profiles can attend web conferences initiated by other Cisco Unified Personal Communicator users as guests, and passwords are not needed. However, some authentication methods, for example, HTTP Basic Authentication, do not allow Cisco Unified Personal Communicator users to sign in to Cisco Unified MeetingPlace as guests.
 - If you configure multiple web servers with different authentication methods and mismatched credentials, users might have problems when they try to sign in to web conferences.

Related Topics

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

http://www.cisco.com/en/us/products/ps6844/prod_release_notes_list.html

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html

(Cisco Unified Personal Communicator Release 8.x) configure Cisco Unified MeetingPlace web server

Before You Begin

Install a supported release of the Cisco Unified MeetingPlace conferencing server. For more information about how to install and configure Cisco Unified MeetingPlace, see the Administration Documentation for Cisco Unified MeetingPlace:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

Procedure

-
- | | |
|---------------|--|
| Step 1 | If required, enable a secure connection between Cisco Unified Personal Communicator and the Cisco Unified MeetingPlace Application Server. You must obtain and upload the required certificates from a trusted certificate authority (CA). |
| Step 2 | Create a user profile on the Cisco Unified MeetingPlace Application Server for each Cisco Unified Personal Communicator user who wants to use the web conferencing feature. |
| Step 3 | Configure a conferencing server entry on IM and Presence. Use the IP address of the Cisco Unified MeetingPlace Web Server as the conferencing server. |
-

What to Do Next

Related Topic

Administration Documentation for Cisco Unified MeetingPlace:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

Add custom Cisco Unified MeetingPlace template files to Cisco Unified MeetingPlace7.x web server

If your Cisco Unified Communications system uses Cisco Unified MeetingPlace Release 7.x, you must install the following files on the Cisco Unified MeetingPlace Web server:

- CSFGetProfileSuccess.tpl
- CSFScheduleSuccess.tpl

You can get the above files from the Administration Toolkit. To access the Administration Toolkit, navigate to Cisco Unified Personal Communicator from the Download Software page.

You can copy these files to the correct location on the Cisco Unified MeetingPlace Web server. You do not need to restart the server. The default location for these files is as follows:

C:\Program Files\Cisco Systems\MPWeb\Template

(Cisco Unified Personal Communicator Release 8.5) Cisco Webex server configuration

There is no specific configuration required to use Cisco Webex conferencing servers with Cisco Unified Personal Communicator. Install a supported version of Cisco Webex Node for MCS or use a Cisco Webex SaaS (software as a service) solution. For information about supported versions, see the *Release Notes for Cisco Unified Personal Communicator*:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

What To Do Next

[Single sign-on configuration for Cisco Webex and Cisco Unified MeetingPlace, on page 9](#)

Single sign-on configuration for Cisco Webex and Cisco Unified MeetingPlace

To deploy Cisco Unified Personal Communicator in an environment where users join Cisco Webex meetings using their Cisco Unified MeetingPlace credentials, and the credentials are verified by Cisco Unified MeetingPlace, you must set a registry key value as follows:

Registry Key	Value
WebConfSSOIdentityProvider	meetingplace

The registry key is located in HKEY_CURRENT_USER\Software\Policies\Cisco Systems, Inc.\Client Services Framework\AdminData.

Configure CCMCIP profiles for Cisco Unified Personal Communicator release 8.x

The CCMCIP service runs on Cisco Unified Communications Manager and retrieves a list of devices associated with each user. CCMCIP profiles are required before Cisco Unified Personal Communicator Release 8.x clients can retrieve the list of user devices from Cisco Unified Communications Manager. You can create a profile to control Cisco Unified Personal Communicator Release 8.x in deskphone mode and to facilitate device discovery for desk phones and softphones. You can then associate chosen users to the newly created profile.

Procedure

- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Application > Legacy Clients > CCMCIP Profile**.
- Step 2** Click **Add New**.
- Step 3** Enter the profile name and description.
- Step 4** Enter information into the fields:

Field	Setting
Primary CCMCIP Host	<p>Enter the address of the node for the CCMCIP service to use to retrieve the list of associated devices when users sign in to a device or phone.</p> <p>Enter the address in one of the following forms:</p> <ul style="list-style-type: none"> • IP address • Host name • FQDN <p>This value must match exactly the IP address, host name, or FQDN of the CCMCIP server.</p>
Backup CCMCIP Host	<p>Enter the address of the backup server for the CCMCIP service to use if the primary CCMCIP server fails.</p> <p>Enter the address in one of the following forms:</p> <ul style="list-style-type: none"> • IP address • Host name • FQDN <p>This value must match exactly the IP address, host name, or FQDN of the backup CCMCIP server.</p>

Field	Setting
Server Certificate Verification	<p>Specify how the CCMCIP server associated with this profile supports TLS connections. This setting is for TLS verification of the CCMCIP servers listed for this CCMCIP profile.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> • Self Signed or Keystore - IM and Presence accepts the certificate if the certificate is self-signed, or the signing Certificate Authority certificate is in the local trust store. A keystore is a file that stores authentication and encryption keys. • Any Certificate - IM and Presence accepts all valid certificates. • Keystore Only - IM and Presence accepts only certificates that are defined in the keystore. You must import the certificate or its Certificate Authority signing certificate into the local trust store. <p>Default Setting: Self Signed or Keystore</p>
Make this the default CCMCIP Profile for the system	<p>(Optional) Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to IM and Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

Step 5 Click **Add Users to Profile**.

Step 6 Use the Find and List Users window to find and choose users, and click **Add Selected** to add users to the profile.

Step 7 Click **Save**.

Third-Party client configuration on IM and Presence

You must configure LDAP settings that allow IM and Presence to search for contacts in third-party XMPP clients.

Related Topic

[LDAP directory integration](#)

(Cisco Unified Personal Communicator Release 8.5) Cisco Unified Personal Communicator as desktop agent

You can start Cisco Unified Personal Communicator as a background application, which you can control as a CTI device. Cisco Unified Personal Communicator starts without a graphical user interface and you can only communicate with the client via a CTI connection. When you are running Cisco Unified Personal Communicator as a desktop agent, there is no indicator on the desktop to show that the application is running.

Cisco Unified Personal Communicator running as desktop agent

When you start Cisco Unified Personal Communicator as a desktop agent, the following features are not available:

- Availability - you appear offline.
- Chat - you do not receive any instant messages.
- Conversation history - any calls that you make are not listed in the call logs.
- Video - you can make voice-only calls without video.
- Web meetings are not available.
- Call and chat features from applications such as Microsoft Outlook and Office are not available. You can only modify your audio or call settings, such as the audio device or call forwarding options, while running Cisco Unified Personal Communicator in normal mode. Any changes that you make in normal mode are applied when you restart the application as a desktop agent.

Before you can start Cisco Unified Personal Communicator as a desktop agent, you must first:

- Start the application in the normal manner.
- Set the CcmcipServer1 and TftpServer1 registry keys.

Related Topics

[Configure Cisco Unified Personal Communicator as desktop agent, on page 12](#)

[Start Cisco Unified Personal Communicator as desktop agent, on page 13](#)

[Stop Cisco Unified Personal Communicator as desktop agent, on page 13](#)

Configure Cisco Unified Personal Communicator as desktop agent

Before you can start Cisco Unified Personal Communicator in desktop agent mode, you must perform some actions.

Procedure

Step 1 Set the following registry keys:

- CcmcipServer1 - the IP address of the CCMCIP server
- TftpServer1 - the IP address of the TFTP server

The registry keys are located at:

HKEY_CURRENT_USER/Software/Cisco Systems, Inc./Client Services Framework/AdminData

Note These registry keys are ignored when you are using Cisco Unified Personal Communicator in normal mode.

Step 2 Start Cisco Unified Personal Communicator in normal mode.

Step 3 Enter your credentials and check the **Automatically sign in** check box.

Step 4 Verify that your phone services are working as expected.

Note Cisco Unified Personal Communicator will not operate in agent desktop mode if you are using your desk phone for phone calls. Do not check the **Use my desk phone for audio** check box.

Step 5 Verify that your audio and call settings meet your requirements, for example, chosen audio device and call forwarding options. These settings cannot be modified in desktop agent mode.

Step 6 Choose **File > Exit** to close the application.

Note You must perform steps 2 to 6 each time your user credentials in Cisco Unified Communications Manager change.

Related Topics

[Start Cisco Unified Personal Communicator as desktop agent, on page 13](#)

[Stop Cisco Unified Personal Communicator as desktop agent, on page 13](#)

Start Cisco Unified Personal Communicator as desktop agent

Enter the following command line:

```
cupc.exe -START_AGENT_DESKTOP_MODE
```

Cisco Unified Personal Communicator starts a background application accepting CTI connections from third party clients. You can only start one instance of Cisco Unified Personal Communicator, so if you execute the command again, nothing happens. The command is not case sensitive and if multiple arguments are used, only the first argument is considered by the system.

Related Topics

[Configure Cisco Unified Personal Communicator as desktop agent, on page 12](#)

[Stop Cisco Unified Personal Communicator as desktop agent, on page 13](#)

Stop Cisco Unified Personal Communicator as desktop agent

Enter the following command line:

```
cupc.exe -SHUTDOWN
```

This command terminates all Cisco Unified Personal Communicator processes and exits the client. The command is not case sensitive and if multiple arguments are used, only the first argument is considered by the system.

**Note**

This command also terminates any Cisco Unified Personal Communicator process that is running in normal mode.

Related Topics

[Configure Cisco Unified Personal Communicator as desktop agent, on page 12](#)

[Start Cisco Unified Personal Communicator as desktop agent, on page 13](#)

(Cisco Unified Personal Communicator Release 8.5) Distribute HTML files for display in Cisco Unified Personal Communicator window

This feature of Cisco Unified Personal Communicator enables you to distribute HTML content for display on the Cisco Unified Personal Communicator main window. You can include up to three pages of content, and specify the title and icon to display for each page. To set up the HTML content, you must perform the steps in the following procedure.

Procedure

-
- Step 1** Start the Registry Editor.
- Step 2** Go to the following location in the registry:
HKEY_CURRENT_USER/Software/Cisco Systems, Inc/Unified Communications/CUPC
- If CUPC does not exist under Unified Communications, right-click on **Unified Communications** and choose **New > Key** and create the CUPC key.
- Step 3** Right-click on the **CUPC** key, and choose **New > Multi-String Value**.
- Step 4** Name the multistring value CustomTabDescriptions.
- Step 5** Right-click on **CustomTabDescriptions** and choose **Modify**.
- Step 6** In the Value data field, enter up to three lines in the following format:
Label, icon1.png, filename1.html, True
- where
- Label is the title for the HTML page that you want to appear in the Cisco Unified Personal Communicator window. Keep the labels short as long labels will be truncated.
 - icon1.jpg is the location and filename of the icon that you want to use with the label for the HTML page. The supported formats are PNG (recommended), JPG, GIF, and BMP. The recommended icon size is 24x24 pixels. Any icons that are larger than this size are scaled to size.
 - filename1.html is the page that you want to display. This can be a local file or a link to an external URL.
 - True can be true or false to indicate if the HTML page is automatically refreshed each time you click on the icon. This value is optional and if not specified, a value of false is assumed.

For example:

Cisco, C:\images\icon1.png, http://www.cisco.com, true

Products, \\web\images\icon2.png, \\web\content\products.html, true

Pricing, \\web\images\icon3.png, \\web\content\pricing.html, false

Some particular notes about this feature are:

- If the icon is not valid, it is replaced by a default icon.
- If the HTML content is not valid, the item is not displayed in the Cisco Unified Personal Communicator main window.
- If there are problems accessing the HTML content (for example, network connection issues) and you specified True in the registry value to refresh the content every time you click on the icon, the page is not displayed. If you specified False, not to refresh the content each time you click on the icon, the previously-cached content is displayed.

User configuration update after deploying Cisco Unified Personal Communicator

Application profiles

This module describes how to change the following application profile for a single user, or for multiple users:

- (Cisco Unified Personal Communicator Release 8.x) CCMCIP Profile

Application profiles enable you to partition your Cisco Unified Personal Communicator user base for performance and scalability. You can change individual application profiles for each user.

Change application profiles for single user

Procedure

-
- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Application > Legacy Client > Settings**.
 - Step 2** Click **Find** to populate the search results fields, or search for a user, and then click **Find**.
 - Step 3** Click the link to choose the user.
 - Step 4** Specify the profiles to change for the user in the Application Profile Configuration section. If you change a user application profile in this window (for example, change from LDAP Profile 1 to LDAP Profile 2), the change is reflected in **Cisco Unified CM IM and Presence Administration > ApplicationLegacy ClientLDAP Profile** window.
 - Step 5** Click **Save**.
The user must exit and restart Cisco Unified Personal Communicator for the changes to take effect.

Related Topics

[Change application profiles for multiple users, on page 16](#)

Change application profiles for multiple users

Procedure

- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Bulk Administration > Cisco Jabber/Microsoft RCC > Export**.
- Step 2** Perform the following actions:
- Click **Find** in the Export Users Query window to obtain current profile information by finding all users.
 - Click **Next** at the bottom of the window.
 - Specify the filename to be exported in the Export CUP Users Configuration window.
- Step 3** Choose **Cisco Unified CM IM and Presence Administration > Bulk Administration > Upload/Download Files**.
- Step 4** Perform the following actions:
- Find and choose the file that you want to download.
 - Click **Download Selected**.
 - Add or remove profile names according to the instructions in the sample file.
- Step 5** Choose **Cisco Unified CM IM and Presence Administration > Bulk Administration > Upload/Download Files**.
- Click **Add New**.
 - Enter the name of the file to upload.
 - Choose the target for which you want to use the file.
 - Choose the transaction type that the file defines.
 - Click **Overwrite File if it exists** if you want to overwrite an existing file with the same name.
 - Click **Save**.
- Step 6** Choose **Cisco Unified CM IM and Presence Administration > Bulk Administration > Cisco Jabber/Microsoft RCC > Update**.
- Step 7** Perform the following actions:
- Choose the updated .csv file.
 - Click **Save** to submit the file to update profile information in bulk.
-

Related Topics

[Change application profiles for single user, on page 15](#)

New user configuration for full Cisco Unified Personal Communicator functionality

The table lists the required configuration steps to add a new user to various servers after the initial deployment. By completing these tasks, the new user will have full Cisco Unified Personal Communicator functionality after the initial deployment.

Task	Where to Find Information
Cisco Unified Communications Manager Configuration	<ul style="list-style-type: none"> • User and device configuration on Cisco Unified Communications Manager
<ul style="list-style-type: none"> • Add the phone to the Cisco Unified Communications Manager database. • Allow control of the Cisco Unified IP Phone from the computer telephony interface (CTI). • Associate a directory number with the phone. 	
<ul style="list-style-type: none"> • Set up the user account, and associate the directory number with the user. • Associate the phone with the user. • Add the user to the Standard CTI-Enabled group. • Add the user to the CCM End User group. 	
<ul style="list-style-type: none"> • Enable Cisco Unified Personal Communicator softphone features by manually creating a new device for each user. 	<ul style="list-style-type: none"> • Cisco Unified Personal Communicator configuration on Cisco Unified Communications Manager
<ul style="list-style-type: none"> • Make sure that availability status in Cisco Unified Personal Communicator is accurately displayed. • Associate the line of the user with the user in Cisco Unified Communications Manager. 	
IM and Presence Configuration	
<ul style="list-style-type: none"> • Configure the LDAP attribute map for Cisco Unified Personal Communicator. 	<ul style="list-style-type: none"> • LDAP directory integration • About Cisco Unified Personal Communicator configuration on IM and Presence
<ul style="list-style-type: none"> • Add the new user to the server profiles. 	

Task	Where to Find Information
Point-to-point video calls Multipoint videoconferencing Video telephony camera	<ul style="list-style-type: none">• Configure users for point-to-point video calls and for multipoint videoconferencing• Configure videoconferencing resources and Ad-Hoc conferencing on Cisco Unified Communications Manager
Provide information to users	<ul style="list-style-type: none">• Information to provide to users
Headset and audio device Information	<ul style="list-style-type: none">• Headsets and other audio devices