



Introducing Cisco Unified Personal Communicator

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About Cisco Unified Personal Communicator

An integral part of the Cisco Unified Communications family of products, Cisco Unified Personal Communicator is a desktop computer application that helps enable more effective communications. By transparently integrating your most frequently used communications applications and services, Cisco Unified Personal Communicator streamlines the communication experience, helping you work smarter and faster. With Cisco Unified Personal Communicator, you can access voice, video, document sharing, and presence information—all from a single, rich-media interface.

Key Features and Benefits

- View real-time availability of other people who use Cisco Unified Personal Communicator.
- Click-to-call from the contact list or from a number in any application.
- Use either the integrated soft phone (software that lets you use your computer as a phone) or an associated Cisco Unified IP Phone.
- Exchange ideas "face-to-face" with a video display on your computer screen.
- Add communication methods during a session; for example, you can add video or web conferencing.
- Create audio conference calls simply by merging conversation sessions.
- View, playback, sort, and delete voice-mail messages, all from the same client application.

Related Topics

- [About Available Features, page 1-2](#)
- [Cisco Product Security Overview, page 1-2](#)

About Available Features

The features and functionality that are available to you depend on the components that your company has enabled. For example, you may or may not have access to soft-phone or web-conferencing features.

Also, the options you see at any time depend on the current situation and what you are doing. For example, if you have not selected a contact, the buttons to call a contact are dimmed.

Some features may be available only via your desk phone or only via your soft phone, such as call transferring or video.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export,

distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending e-mail to export@cisco.com.

Setting Up Cisco Unified Personal Communicator

Complete the following tasks in order:

- [System Requirements, page 1-3](#)
- [Installing Cisco Unified Personal Communicator, page 1-3](#)
- [Before You Use Cisco Unified Personal Communicator, page 1-4](#)
- [Logging In for the First Time, page 1-5](#)
- [Setting Essential Preferences, page 1-5](#)
- (Optional) [Specifying Preferences, page 9-2](#)

System Requirements

Your system administrator should ensure that your equipment meets the system requirements for using this product.

You must have Administrator privileges to install software on your computer.

Installing Cisco Unified Personal Communicator

If your system administrator has not installed Cisco Unified Personal Communicator on your computer, install it.

Procedure

- Step 1** Make sure your Finder is set to display files as icons.

- Step 2 Obtain the disk image (CiscoUnifiedPersonalCommunicator-K9.dmg) from your system administrator.
 - Step 3 If the disk image does not mount automatically, double-click it.
 - Step 4 Accept the license agreement.
 - Step 5 Follow the instructions.
 - Step 6 (Optional) Move the disk image to the trash.
 - Step 7 Continue with the instructions in the [“Before You Use Cisco Unified Personal Communicator”](#) section on page 1-4.
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Before You Use Cisco Unified Personal Communicator

Before you launch Cisco Unified Personal Communicator, prepare your equipment:

- [Setting Up Your Headset, page 1-4](#)
- [Setting Up Your Camera, page 1-4](#)

Setting Up Your Headset

If you will use a headset with your soft phone, follow the instructions that came with the headset.

After you plug in your headset, you may need to wait a few moments before you do anything else.

Setting Up Your Camera

The software for supported Apple cameras is included with the Macintosh operating system software.

Procedure

- Step 1 Set up your camera following the instructions that came with it.

- Step 2** If necessary, set the camera as the default microphone: Choose **System Preferences** > **Sound**, then click **Input**.
- Step 3** Click your camera in the list and adjust volume settings as needed.
- Step 4** Relaunch Cisco Unified Personal Communicator if it is running.
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Logging In for the First Time

Before You Begin

- Follow the procedures in the [“Before You Use Cisco Unified Personal Communicator”](#) section on page 1-4.

Procedure

- Step 1** Obtain the following information from your system administrator:
- Your username and password for Cisco Unified Personal Communicator.
 - An IP address for the login server.
- Step 2** Launch Cisco Unified Personal Communicator.
- Step 3** Enter the information that you obtained in [Step 1](#). Username and password are case-sensitive.
- Step 4** After you log in, perform the tasks in the [“Setting Essential Preferences”](#) section on page 1-5.
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Setting Essential Preferences

After you log in for the first time, you must perform the following tasks in order to use Cisco Unified Personal Communicator:

- [Choosing the Active Phone, page 9-5](#)
- [Setting Up Voice Mail and Web Conferencing, page 9-2](#)

Related Topics

- [Setting Up Cisco Unified Personal Communicator, page 1-3](#)

About Logging In

You must log in in order to use Cisco Unified Personal Communicator.

You can log in to Cisco Unified Personal Communicator from any computer on your corporate network (if Cisco Unified Personal Communicator is installed and connected to the network). Your contact list will be available to you after you log in.

You should be logged in only once at any time.

Related Topics

- [Logging In for the First Time, page 1-5](#)
- [Launching and Logging In, page 1-6](#)
- [Setting Up Automatic Login and Password Entry, page 9-4](#)

Launching and Logging In

To Do This	Do This
Launch Cisco Unified Personal Communicator	First, perform the tasks in the “Before You Use Cisco Unified Personal Communicator” section on page 1-4. Then, follow standard procedures for launching applications.

To Do This	Do This
Log in	<p>If you are logging in for the first time, see the “Logging In for the First Time” section on page 1-5.</p> <p>Otherwise, do the following:</p> <ul style="list-style-type: none">Respond to the window that appears when you launch Cisco Unified Personal Communicator. <p>Note In order to log in remotely, you must first connect to your corporate network, for example via virtual private network (VPN).</p> <p>Note Username and password are case-sensitive.</p>
Set up automatic login	See the “Setting Up Automatic Login and Password Entry” section on page 9-4.

Related Topics

- [About Logging In, page 1-6](#)

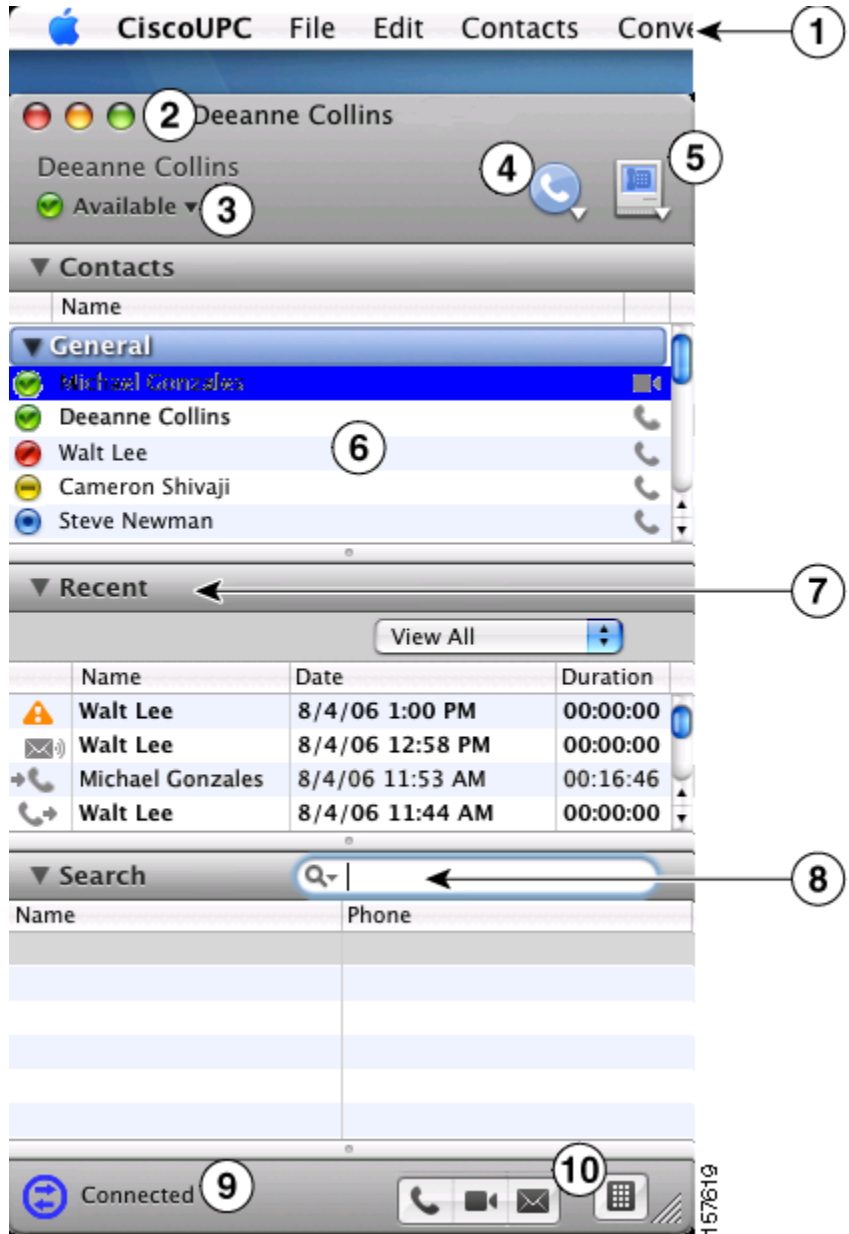
About the Cisco Unified Personal Communicator Console

The console is the main hub of the Cisco Unified Personal Communicator application. Information about the console includes:

- [Overview of the Console, page 1-7](#)
- [Changing the View of the Console and Its Panes, page 1-9](#)
- [Working With Items Listed in Panes, page 1-10](#)

Overview of the Console

Unless otherwise noted, all descriptions and instructions in this documentation are based on the default configuration described in this section.



Item	Description
1	Menu bar
2	Title bar with standard operating system buttons.
3	Pop-up menu to set your current reachability status. See the “Specifying Your Reachability Status” section on page 9-9.
4	Pop-up menu to choose your preferred contact method. See the “Specifying Your Preferred Contact Method and Contact Information” section on page 9-7.
5	Pop-up menu to choose your active phone. See the “Choosing the Active Phone” section on page 9-5.
6	Contacts pane. See Chapter 7, “Managing Contacts.”
7	Recent Communications pane. See Chapter 8, “Working With Recent Communications.”
8	Search pane. See the “Searching for Contacts” section on page 7-3.
9	The current status of your connection. If needed, see Chapter 10, “Troubleshooting.”
10	Buttons to initiate communications.

Changing the View of the Console and Its Panes

To Do This	Do This
Minimize the console	Click the standard operating system control at the top of the window.
Maximize the console	Click the Cisco Unified Personal Communicator icon in the dock.
Expand a pane in the console	<ul style="list-style-type: none"> Click the title bar of the pane. Choose Window > Toggle [pane] View.

To Do This	Do This
Collapse a pane	<ul style="list-style-type: none"> Click the title bar of the pane. Choose Window > Toggle [pane] View.
Resize a pane	Position your mouse on the border between panes so that you see the up-and-down arrows, then drag.
Resize the columns in a pane	Position your mouse between column headings and drag.
Resize the console	Drag its bottom right corner.

Working With Items Listed in Panes

Panes list people or communications.

To Do This	Do This
See more information about an item	Hover your mouse pointer over the item.
<ul style="list-style-type: none"> See and choose options for an item in any pane Perform an action on an item 	<ul style="list-style-type: none"> Click the item to select it, then choose an option from the menu bar. Control-click the item and choose an option from the menu that appears.
Select multiple names in the Recent Communications and Search panes	<ul style="list-style-type: none"> Shift-click each name to select. To select all names in the list, press Command-A.
Work with individual Contacts	See the “Working With Contacts” section on page 7-2 .

To Do This	Do This
Work with Recent Communications	See the “ Working With the Recent Communications List and Its Entries ” section on page 8-2.
Work with Search results	See the “ Working With Search Results ” section on page 7-4.

Getting Documentation

The following documentation is available for this product:

Quick Start Guide

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

Online Help

From any menu bar in Cisco Unified Personal Communicator, choose **Help > CiscoUPC Help**. In the web conferencing window, click the Help menu.

Updated Documentation (PDF)

The most current version of this documentation is available as a PDF file at:

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

Other Useful Documentation

Documentation for Cisco Unified MeetingPlace Express:

http://www.cisco.com/application/pdf/en/us/guest/products/ps6533/c1626/ccmigration_09186a00806c511e.pdf.

Documentation for your Cisco desk phone:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Uninstalling

Procedure

Step 1 Quit Cisco Unified Personal Communicator.

Step 2 Move the following items to the trash:

This Item	In this Folder
The Cisco Unified Personal Communicator-K9 application	<Your hard disk>/Applications/
CiscoUPC_Dialer.bundle	<Your hard disk>/Library/Address Book Plug-Ins/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Caches/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Preferences/
com.cisco.UnifiedClient.plist file (If it exists)	<Your hard disk>/Users/<your user name>/Library/Preferences/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Logs/
Cisco Unified Personal Communicator-K9.crash.log file (If it exists)	<Your hard disk>/Users/<your user name>/Library/Logs/CrashReporter/

Step 3 Empty the trash.