



CHAPTER 1

Preparing To Use Cisco Unified Personal Communicator

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How to Set Up the Application

Complete the following tasks in order:

- [Installing Cisco Unified Personal Communicator, page 1-2](#)
- [Installing the Address Book Plug-In, page 1-3](#)
- [Setting Up Your Headset, page 1-3](#)
- [Logging In, page 1-4](#)
- [Setting Up Voicemail, page 1-4](#)
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Installing Cisco Unified Personal Communicator

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

Before You Begin

Quit all open applications before starting the installation process.

If you are upgrading from a previous version, follow the instructions in [Upgrading Cisco Unified Personal Communicator, page 1-14](#).

Procedure

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|---------------|---|
| Step 1 | Obtain the disk image from your system administrator. |
| Step 2 | Double-click the disk image if it does not mount automatically. |
| Step 3 | Accept the license agreement. |
| Step 4 | Drag the application icon onto the Applications folder icon. |
| Step 5 | (Optional) Move the disk image to the trash. |
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Installing the Address Book Plug-In

If you install this plug-in, you can use Cisco Unified Personal Communicator to dial numbers in your Macintosh Address Book.

Procedure

- Step 1** Launch Cisco Unified Personal Communicator.
- Step 2** Choose **Cisco UPC > Install Address Book Plug-In**.
- Step 3** Follow the instructions.
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Related Topics

- [Dialing From Your Macintosh Address Book, page 3-4](#)
- [Uninstalling Cisco Unified Personal Communicator, page 1-14](#)

Setting Up Your Headset

Procedure

- Step 1** Follow the instructions that came with the headset.
- Step 2** Wait a few moments after you plug in your headset before you do anything else.
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Note

Special buttons on some devices, such as those to initiate a call through your headset, are not designed to work with Cisco Unified Personal Communicator.

Logging In

Before You Begin

- Complete all set-up procedures.
- If you log in remotely, you must first connect to your corporate network, for example through virtual private network (VPN).
- Obtain your username and password for Cisco Unified Personal Communicator from your system administrator.
- Obtain the name or IP address of the login server from your system administrator.

Procedure

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|---------------|---|
| Step 1 | Launch Cisco Unified Personal Communicator. |
| Step 2 | Enter your username and password. |
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Related Topics

- [How to Solve Problems Logging In and Starting Up, page 9-2](#)
- [Automating Launch and Login, page 1-6](#)

Setting Up Voicemail

Before You Begin

Ask your system administrator for the username and password that you enter into Cisco Unified Personal Communicator to access voicemail through the application.

Procedure

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|---------------|--|
| Step 1 | Choose Cisco UPC > Preferences . |
| Step 2 | Click Accounts . |
| Step 3 | Click Unity Voicemail . |

Step 4 Enter your login information. If your system administrator gave you two passwords and your voice messaging application is Cisco Unity, use the Cisco Unity Assistant (web) password.

Step 5 Click **Save**.

Related Topics

- [Accessing Voicemail, page 8-3](#)

Setting Up Web Conferencing

Before You Begin

Ask your system administrator for the username and password that you enter into Cisco Unified Personal Communicator to use for web conferencing. This may be different from your login credentials.

Procedure

Step 1 Choose **Cisco UPC > Preferences**.

Step 2 Click **Accounts**.

Step 3 Click **Web Conferencing**.

Step 4 Enter your login information for your web conferencing application.



Note

Your version of Cisco Unified Personal Communicator may only support Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express for web conferencing.

Step 5 Click **Save**.

Related Topics

- [Using Web Conferencing With Cisco Unified Personal Communicator, page 5-1](#)

How to Set Optional Preferences

- [Automating Launch and Login, page 1-6](#)
- [Specifying Your Audio and Video Devices, page 1-7](#)
- [Specifying Ringer Device and Volume, page 1-8](#)
- [Choosing Softphone or Desk Phone Mode, page 1-9](#)
- [Associating a Desk Phone, page 1-9](#)
- [Choosing the Double-Click Action, page 1-11](#)

Automating Launch and Login

Procedure

To	Do This
Automate logging in	1. Launch the application. 2. Enter your username and password. 3. Check Remember password in Keychain. 4. (Optional) Check Automatically log in as: [user name]. 5. Click Login.
Cancel automatic log in and password entry	1. Choose Cisco UPC > Preferences. 2. Click Profile. 3. Uncheck appropriate options in the Log in section.

Related Topics

- [Logging In, page 1-4](#)

Specifying Your Audio and Video Devices

Choose which speaker, microphone, and video devices that you want to use during [softphone](#) calls.

Before You Begin

Set up your devices following the instructions in [Setting Up Your Headset, page 1-3](#).

Procedure

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|---------------|---|
| Step 1 | Plug in the audio devices that you will choose. |
| Step 2 | Relaunch Cisco Unified Personal Communicator. |
| Step 3 | Choose Cisco UPC > Preferences . |
| Step 4 | Click Audio/Video . |
| Step 5 | Choose devices as applicable. |
| Step 6 | Set the default conversation volume: <ul style="list-style-type: none">• Device Volume is the System Preferences volume setting. It is a single setting that applies to all audio.• Default Call Volume is a percentage of the Device Volume. It applies only to call volume in Cisco Unified Personal Communicator. |
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Troubleshooting Tips

- Using a wireless plus VPN configuration, may cause Cisco Unified Personal Communicator to experience one-way audio on some systems. To improve the audio quality of service, click **Reduce Quality of Service Precedence**. Please note, selecting this option may degrade voice quality.
- If you change audio device settings during a call, you may experience a brief interruption of audio while the change takes effect.
- If you unplug a chosen device during a call, your speaker or microphone will change to the corresponding system default device, if any is available.

- If you unplug your only video device, and if you have an available audio device, your conversation will continue as audio-only. Otherwise, your call will end.

Specifying Ringer Device and Volume

You can choose whether Cisco Unified Personal Communicator notifies you of incoming calls through the built-in speakers in your computer (if any) or through a headset or other audio device.

Before You Begin

Set up and plug in your chosen audio device and verify that it works.

Procedure

- Step 1** Plug in the audio device.
 - Step 2** Relaunch Cisco Unified Personal Communicator.
 - Step 3** Choose **Cisco UPC > Preferences**.
 - Step 4** Click **Audio / Video**.
 - Step 5** Choose a **Ringer & Alerts** device.
 - Step 6** Set the ringer and alerts volume.
 - **Device Volume** is the System Preferences volume setting. It is a single setting that applies to all audio.
 - **Ringer & Alerts Volume** is a percentage of the Device Volume. It applies only to ringers and alerts in Cisco Unified Personal Communicator.
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Troubleshooting Tips

- Muting your audio by any method may prevent you from hearing the softphone ring when someone calls you.
- If the device you chose becomes unavailable, you will hear ringing through the system default audio device.

- Verify that your system setting for sound output volume is set high enough for you to hear the ringer.
- Your [desk phone](#) will always ring.

Choosing Softphone or Desk Phone Mode

Cisco Unified Personal Communicator can work with a Cisco Unified IP Phone such as the one on your desk, or work independently as a [softphone](#).

If the [phone mode](#) is set to softphone, you can use your [desk phone](#), but calls you make using your desk phone do not display in the Recent communications list.

Procedure

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- Step 1** Roll your mouse over the buttons near the top right of the main [console](#) to identify the **Phone Mode** button.
- Step 2** Click to choose a **Phone Mode** option.



Note If you want to use video, choose Softphone.

Related Topics

- [Desk Phone Device Unavailable, page 9-3](#)
- [Associating a Desk Phone, page 1-9](#)

Associating a Desk Phone

By default, the Cisco Unified IP Phone on your desk is the [desk phone](#) associated with Cisco Unified Personal Communicator.

If your system administrator has enabled this feature, you may be able to associate Cisco Unified Personal Communicator with a different desk phone. For example, you may be able to temporarily associate a phone in a conference room with Cisco Unified Personal Communicator as if it were the phone on your own desk.

Procedure

- Step 1** Go to the phone that you want to associate with Cisco Unified Personal Communicator and log in to the EM Services (Extension Mobility Services). For information, see the documentation for your phone.
- You can skip this step if you know that the phone is assigned exclusively to you.
- Step 2** Launch Cisco Unified Personal Communicator.
- Step 3** Roll your mouse over the buttons near the top right of the main [console](#) to identify the **Phone Mode** button
- Step 4** Click the **Phone Mode** button and choose **Desk Phone**.
- Step 5** Click a phone in the list to select it. Use the information in the table to help you identify the phones in the list:

Column Number	Column Name	Description
1	Device status	A check mark identifies the currently associated desk phone.
2	Device type	Hover your mouse pointer over the icon to identify the model of the phone.
3	Name	To modify this field to identify a phone for future reference: Double-click the name and enter a name of your choice.
4	Device Name	Number printed on the MAC label on the bottom of the phone.
5	Lines	Phone numbers (extensions) available through this phone.



Note Click **Restore Default** to choose the phone on your own desk after you have changed it. Skip the rest of the steps in this procedure.

- Step 6** Click **Control Selected Device**.

Step 7 Click **OK**.

The change takes a moment to take effect.

**Note**

Not all phones are necessarily available for this purpose. If the phone you want to choose is not available to you, contact your system administrator.

Related Topics

- [Choosing Softphone or Desk Phone Mode, page 1-9](#)
- [Desired Desk Phone Not Listed, page 9-4](#)
- [Where to Find More Documentation, page 1-16](#)

Choosing the Double-Click Action

If your company offers multiple communication methods, you globally set the type of communication to initiate when you double-click a contact. By default, double-clicking a name in the contact list opens an instant messaging window.

The double-click action selection must correspond with information in the profile of the contact. For example, if your double-click action preference is Send an email, there must be an email address in the contact profile. If an email address does not exist in the profile, Cisco Unified Personal Communicator determines the action based on available profile information. The icon beside the contact name indicates the double-click action.

Double-Click Action on the Console

- If the icon beside a name in the contact list is a phone, double-clicking starts a call, even if your double-click preference is Instant Messaging. The phone is displayed only if the contact card includes a phone number.
- If the icon beside a name in the contact list is an envelope double-clicking opens an email message. The envelope is displayed only if your double-click preference is set to “Send an e-mail,” the contact is not in your corporate directory, and the contact card has an email address.

- If you set your double-click preference to make an audio or video call, you can determine the number that Cisco Unified Personal Communicator will dial: Control-click the contact and choose Place Audio Call or Place Video Call. The check mark identifies the number. Generally, double-clicking dials the first number listed on the contact card.
- Double-clicking a Recent communications item other than voice mail initiates a video call if you set this preference to video. Otherwise, it always initiates an audio call.
- Double-clicking a voice mail item plays the message.

Procedure

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- | | |
|---------------|---|
| Step 1 | Choose Cisco UPC > Preferences . |
| Step 2 | Click Profile . |
| Step 3 | Choose an option for Double click action . |
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Related Topics

- [Availability Status Types, page 2-2](#)

The Menu Bar Icon

The Cisco Unified Personal Communicator icon in the menu bar indicates your availability [status](#). The icon in the dock indicates whether you have new missed calls, voice mail messages, or instant messages.

From the menu bar, you can:

- answer an incoming call
- mute, unmute, hold, resume, or end active calls
- change your availability status
- view and contact people in your contact list

Except for answering calls, actions you perform using the menu bar icon do not maximize or bring Cisco Unified Personal Communicator to the front.

Display options for this feature are located in **Cisco UPC > Preferences**.

Related Topics

- [Availability Status Types, page 2-2](#)

Using AppleScript with Cisco Unified Personal Communicator

For information about supported script commands, see the AppleScript dictionary defined in the Cisco Unified Personal Communicator application.

Procedure

- Step 1** Launch Script Editor.app.
 - Step 2** Choose **File > Open Dictionary**.
 - Step 3** Choose the Cisco Unified Personal Communicator application.
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Upgrading Cisco Unified Personal Communicator

Procedure

- Step 1** Quit Cisco Unified Personal Communicator.
 - Step 2** Uninstall the existing application following the instructions in [Uninstalling Cisco Unified Personal Communicator, page 1-14](#).
 - Step 3** Follow the procedure in the [Installing Cisco Unified Personal Communicator, page 1-2](#).
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Uninstalling Cisco Unified Personal Communicator

Procedure

- Step 1** Quit Cisco Unified Personal Communicator.
- Step 2** Quit the Address Book application.

Step 3 Move the following items to the trash:

This Item	In this Folder
The Cisco Unified Personal Communicator application	<Your hard disk>/Applications/
Cisco UPC_Dialer.bundle	<Your hard disk>/Library/Address Book Plug-Ins/ and <Your hard disk>/Users/<your user name>/Library/Address Book Plug-Ins/
Cisco folder and Cisco Unified Personal Communicator folder (If they exist)	<Your hard disk>/Users/<your user name>/Library/Caches/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Logs/
Cisco folder (If it exists)	<Your hard disk>/Users/<your user name>/Library/Preferences/
com.cisco.Cisco UPC.plist file and com.cisco.ProblemReporting Assistant.plist (If they exist)	<Your hard disk>/Users/<your user name>/Library/Preferences/

Step 4 Empty the trash.

If you see a message that the operation cannot be completed because the Dialer is in use, quit the Address Book application, then empty the trash again.

Where to Find More 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

Choose **Help > Cisco UPC Help**. In the web conferencing window, click the Help menu for specific application help.

Updated Documentation (PDF)

The most current version of this document is available in English as a PDF file at:

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

Documentation in Languages Other Than English

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

Accessibility Information

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

The following documentation is available for products related to this product:

Licensing Information

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

Documentation for Cisco Unified MeetingPlace Web Conferencing

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

Documentation for Cisco Unified MeetingPlace Express

http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html

Documentation for Your Cisco Unified IP Phone (Desk Phone)

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

Documentation for IP Phone Messenger (IPPM) and the Cisco Unified Presence User Options Web Pages:

http://cisco.com/en/US/products/ps6837/products_user_guide_list.html

Documentation for Cisco Unified Communications Manager User Options Web Pages:

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

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 email to export@cisco.com.