

CHAPTER

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 and Setting Up Your Cisco Video Camera, page 1-3
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- Logging In, page 1-5
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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

- **Step 1** Obtain the installer from your system administrator.
- **Step 2** Make sure you have at least 175 MB of free disk space.
- **Step 3** Double-click the installer.
- **Step 4** Follow the instructions.



This process installs the Microsoft Outlook toolbar by default.

Troubleshooting Tip

To remove the Outlook toolbar, see the online help in Outlook for removing add-ins. You can also uninstall the Cisco Unified Personal Communicator application using Add/Remove Programs.

Related Topics

- Install Errors, page 9-2
- Installing and Setting Up Your Cisco Video Camera, page 1-3
- How to Dial From Microsoft Outlook Using Cisco Unified Personal Communicator, page 3-4

Installing and Setting Up Your Cisco Video Camera

Your system administrator will give you a Cisco-branded video camera and tell you if you need to install the software described in this section.

Before you Begin

- Ensure your video camera is *not* plugged into your computer.
- Ensure you have at least 20 MB of free disk space.
- If you are upgrading from a previous release, follow the instructions in Upgrading Cisco Unified Personal Communicator, page 1-14.

Procedure

- **Step 1** Double-click the installer.
- **Step 2** Follow the instructions.
- **Step 3** Assemble the camera, if needed, according to the instructions that came with the camera.
- **Step 4** Plug the camera into a USB port on your computer.

Windows XP: You will see a series of messages onscreen. Wait until you see this message: "Found New Hardware. Your new hardware is installed and ready to use."

Windows Vista: Wait until you see the message "Your devices are ready to use."

Troubleshooting Tip

If you need to uninstall this software, make sure your camera is not plugged in to your computer before doing so.

Related Topics

- Specifying Your Audio and Video Devices, page 1-9
- Using Video With Cisco Unified Personal Communicator, page 4-1
- How to Solve Camera or Video Problems, page 9-16

Your Headset

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



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.

Related Topics

• Specifying Your Audio and Video Devices, page 1-9

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.
- Exit incompatible programs:
 - Cisco IP Communicator
 - Cisco Unified Video Advantage or Cisco VT Advantage

Procedure

- Step 1 Launch Cisco Unified Personal Communicator.
- **Step 2** Click **Unblock** if you see a window asking if you want the firewall to block Cisco Unified Personal Communicator.
- **Step 3** Enter your username and password.

Related Topics

- How to Solve Problems Logging In and Starting Up, page 9-2
- Automating Launch and Login, page 1-7

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

- **Step 1** Choose **File > Preferences** from the menu bar at the top of the console.
- Step 2 Click Account.
- **Step 3** Enter your login information for **Voice Messaging**. If your system administrator gave you two passwords and your voice messaging application is Cisco Unity, use the Cisco Unity Assistant (web) password.
- Step 4 Click OK.

Related Topics

• Accessing Voicemail, page 8-4

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 **File > Preferences** from the menu bar at the top of the console.
- Step 2 Click Account.
- **Step 3** Enter your login information for your web conferencing application.



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

Step 4 Click OK.

Related Topics

• Using Web Conferencing With Cisco Unified Personal Communicator, page 5-1

How to Set Optional Preferences

- Automating Launch and Login, page 1-7
- Specifying Your Audio and Video Devices, page 1-9
- Specifying Ringer Device and Volume, page 1-9
- Choosing Softphone or Desk Phone Mode, page 1-10
- Associating a Desk Phone, page 1-11
- Choosing the Double-Click Action, page 1-13

Automating Launch and Login

Procedure

То	Do This
Configure Cisco Unified	1. Choose File > Preferences.
Personal Communicator to launch automatically	2. Click Profile .
	3. Check Start this application when I start up my computer.
	By default, this option is not enabled.

1

То	Do This
Automate logging in	1. Launch the application.
	2. Enter your username and password.
	3. Check Remember my password .
	4. (Optional) Check Automatically log in as.
	5. Click Login.
Cancel automatic log in and password entry	 Choose File > Preferences from the menu bar at the top of the console
	2. Click Profile.
	3. Uncheck appropriate options in the Connection Options section. Click OK .

Related Topics

• Logging In, page 1-5

User Guide for Cisco Unified Personal Communicator for Windows, Release 7.0

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 Installing and Setting Up Your Cisco Video Camera, page 1-3 and Your Headset, page 1-4.

Procedure

- **Step 1** Plug in the audio devices that you will choose.
- Step 2 Choose File> > Preferences.
- Step 3 Click Audio/Video.
- **Step 4** Choose devices as applicable.

Troubleshooting Tips

- 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 (as specified in the Control Panel in Sounds and Audio Devices), 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** Choose **File> > Preferences**.
- Step 3 Click Audio / Video.
- Step 4 Choose a **Ringer** device.
- **Step 5** Set the ringer volume.

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.
- 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

- **Step 1** Choose **File > Phone Mode** from the menu bar at the top of the console.
- Step 2 Choose Desk Phone or Softphone.



If you want to use video, choose Softphone.

Related Topics

- Desk Phone Device Unavailable, page 9-3
- Associating a Desk Phone, page 1-11

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 1Go 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 Choose File > Phone Mode > Desk Phone.
- **Step 4** Choose **File > Phone Mode > Choose Phone to Control** from the menu bar at the top of the console.
- **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:
		Right-click the name and choose Rename Device . Enter a name of your choice and click Save .
4	Device Name	Number printed on the MAC label on the bottom of the phone.
5	Lines	Phone numbers (extensions) available through this phone.

<u>Note</u>

e 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 Switch To.

Step 7 Click Close.

The change takes a moment to take effect.



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 1-10
- Desired Desk Phone Not Listed, page 9-4
- Where to Find More Documentation, page 1-15

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 dot 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

- **Step 1** Choose **File > Preferences** from the menu bar at the top of the console.
- Step 2 Click **Profile**.
- **Step 3** Choose an option for **When double clicking on a contact.**

Related Topics

• Availability Status Types, page 2-2

The System Tray Icon

When Cisco Unified Personal Communicator icon is running, an icon in the system tray indicates whether you have missed calls or new voice mail messages. If you have neither, or if Cisco Unified Personal Communicator is the active application, it displays your availability status. The system tray icon also indicates if you have network connectivity. Roll your cursor over the icon for a tool tip to define the icon.

Related Topics

• Availability Status Types, page 2-2

Upgrading Cisco Unified Personal Communicator

Procedure

- **Step 2** Unplug your camera.
- **Step 3** Install Cisco Unified Personal Communicator.
- **Step 4** Install the camera software.

Step 5 Plug in the camera.

Related Topics

- Installing Cisco Unified Personal Communicator, page 1-2
- Installing and Setting Up Your Cisco Video Camera, page 1-3

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

From any menu bar in Cisco Unified Personal Communicator, choose **Help > Help Topics.** 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_l isting.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.

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