Cisco Unified Personal Communicator 8.5

Product Overview

Cisco[®] Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Cisco Unified Personal Communicator is a client application that provides easy, unified access to your most frequently used communications applications and services - soft phone, presence, instant messaging (IM), visual voicemail, employee directory, communication history, voice, video, and web conferencing - to help you effectively communicate and collaborate from anywhere you have an Internet connection.

Communicate More Effectively

Today's global, distributed work environment has resulted in significant challenges for workers, making it harder to connect with the right people and significantly increasing the quantity and modes of communications. Cisco Unified Personal Communicator improves productivity and speeds business processes by giving you quick and easy access to a unified set of communication tools (Figure 1). For example, using the integrated directory and dynamic presence information, you can find and check the availability of colleagues and partners. The application includes enterprise instant messaging capabilities so you can communicate in real time on time-sensitive business processes and avoid "phone tag". The integrated voice, video, and conferencing capabilities let you place phone calls, exchange ideas "face to face", and collaborate on documents. You can also view and listen to voice messages quickly and easily. With Cisco Unified Personal Communicator, your communication and collaboration tools are always available from anywhere you work, enabling smarter, more-effective communications.

Figure 1. Example of Cisco Unified Personal Communicator

Reduce Communication Delays with Rich Presence and Contact Information

Cisco Unified Personal Communicator lets you see the availability of co-workers and colleagues within and outside your organization. Contact availability is updated dynamically using information collected from a variety of sources by the always-on network-based presence engine. You can immediately see who is offline, available, busy, on the phone, or in the do-not-disturb state. Customized availability states, such as "in a customer meeting" can be created to provide added context, and you can let others know how you prefer to be contacted. Contact cards provide additional contact information and multiple options for initiating communications. These capabilities help reduce communication delays and result in faster decision making and enhanced productivity.

Quickly Communicate with Borderless Enterprise-Class Instant Messaging

Instant messaging is an important communication option that lets you efficiently interact in today's multitasking business environment. Cisco Unified Personal Communicator delivers enterprise-class instant messaging capabilities that are based on the Extensible Messaging and Presence Protocol (XMPP) open standard and technology from the Jabber, Inc. acquisition. The solution provides personal chat, group chat, and persistent chat rooms so you can quickly connect with individuals and groups and conduct ongoing conversations. Client-side history and server-based logging capabilities allow you to view the content of prior chats and to store messages for convenience, compliance, and regulation purposes. Instant messaging is smoothly integrated with other communication capabilities so you can simply move between individual and group chats to audio and video conversations and web conferences. Cisco Unified Personal Communicator lets you securely communicate with other organizations that use Cisco Unified Personal Communicator, Cisco WebEx™ Connect, Microsoft Office Communicator, IBM Lotus Sametime, GoogleTalk, AOL, or any XMPP-based service. The enterprise-class instant messaging capabilities of Cisco Unified Personal Communicator provide more-efficient, secure, flexible, and borderless collaboration.

Bring Business-Class IP Telephony and Video to the Desktop

Cisco Unified Personal Communicator delivers business-quality voice and video (Figure 2). Deployed with the market-leading Cisco Unified Communications Manager call-control solution, the application includes an integrated soft phone with wideband and high-fidelity audio, standards-based high-definition video (720p), and desk phone control features. These features mean that high-quality and high-availability voice and video telephony are available at all locations and to users' desk phones, soft clients, and mobile devices. Cisco's commitment to open standards and extensive interoperability testing eliminates the worry about the devices other parties are using. Cisco Unified Personal Communicator makes voice and video communications a simple click away.

Figure 2.   High Quality Video Conferencing

Accelerate Team Performance with Multiparty Conferencing and Collaboration

Cisco Unified Personal Communicator provides for smooth escalation to Cisco conferencing and collaboration solutions, such as Cisco WebEx and Cisco Unified MeetingPlace® solutions, so you can instantly share documents and expand chats and conversations to multiparty voice, web, and video collaboration sessions. Because Cisco Unified Personal Communicator and Cisco conferencing solutions use standards-based voice and video technologies, the effective face-to-face collaboration with video conversations and multiparty video conferences can be extended to include participants and conferencing rooms with other standards-based video endpoints.

Accelerate Adoption with an Intuitive User Experience

Cisco Unified Personal Communicator delivers unified communications to the desktop through an engaging user interface. The intuitive visual design promotes adoption of basic as well as advanced capabilities and integrates rich communications into the natural workflow to deliver the efficiency and productivity promised by unified communications. Availability information and communication options are made available throughout the application - such as in the visual voicemail and chat interfaces - enabling more efficient real-time collaboration.

Collaborate from Common Business Applications

You can access the capabilities of Cisco Unified Personal Communicator from common desktop applications such as Microsoft Office 2007 and Microsoft Office 2010 (Outlook, Word, Excel, PowerPoint, and SharePoint), including presence light-up and click-to-communicate (call and instant messaging) capabilities. For Office 2010 (refer to Figure 3), you can use the popular contact-card click-to-communicate (call or IM) icons directly from the application. These services save time and streamline workflows by allowing you to see user availability and initiate communications such as personal and group voice, video, and chat sessions without having to switch between applications.

Figure 3.   Microsoft Outlook 2010 Click-to-Communicate (IM or Call) Integration with Cisco Unified Personal Communicator
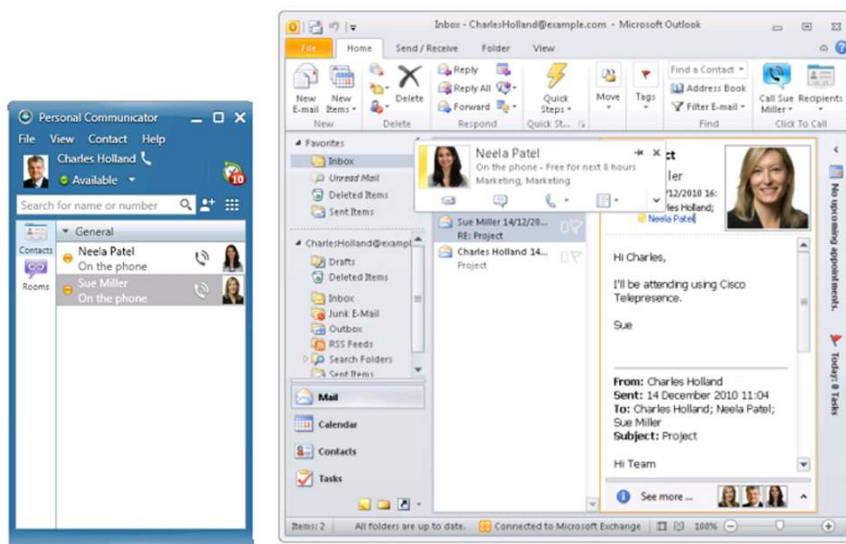

Choose from Flexible Deployment Options

With Cisco Unified Communications, organizations can deploy the full solution or only selected capabilities. For instance, you can deploy Cisco Unified Presence and Cisco Unified Personal Communicator in a full unified communications mode or limit the functions to an enterprise instant messaging-only solution for some users. Cisco Unified Personal Communicator has an intelligent user interface that adapts to expose the services you activated for a user. You can deploy Cisco Unified Personal Communicator modes to include:

- Cisco Unified Communications mode: Cisco Unified Presence integrates into a full Cisco Unified Communications environment to provide an enterprise-class instant messaging and presence solution in conjunction with the full suite of unified communications services.

- IM and presence-only user mode: You can bundle Cisco Unified Presence and Cisco Unified Personal Communicator together to provide instant messaging and presence services, typically for use with third-party traditional PBX systems.

- IM with no presence user mode: You can bundle Cisco Unified Presence and Cisco Unified Personal Communicator together to provide instant messaging without presence services.

- Soft-phone voice-only user mode: Cisco Unified Personal Communicator and Cisco Unified Presence can integrate into a full Cisco Unified Communications environment to provide an enterprise voice and video solution with IM and presence disabled.

- IM records tracking on/off mode: Cisco Unified Personal Communicator, in conjunction with Cisco Unified Presence, enables complete unified communications services, with the ability to disable recording and tracking of instant messages.

Features and Benefits

- Communication integration: Use a single, intuitive interface for instant messaging with individuals and groups; persistent chat rooms; voicemail playback; voice, video, and web conferencing; communication history; and integrated directories.

- Presence: View real-time availability of co-workers and colleagues within and outside the enterprise network.

  ○ Exchange and display presence availability information with desktop users of Cisco WebEx Connect, Jabber XCP clients, Cisco Unified IP Phones, Microsoft Office Communicator and Lync, IBM Lotus Sametime, AOL, GoogleTalk, and many other XMPP-compatible clients.

  ○ Exchange presence information with mobile handsets using Cisco Mobile users and third-party XMPP-compatible clients.

  ○ You can also display customized availability messages, including messages that persist while you are offline.

  ○ Show your availability based on the free and busy status in your Microsoft Outlook Calendar and Exchange Server.

  ○ Use the do-not-disturb (DND) availability state to easily block incoming communications. The DND status is automatically synchronized between your Cisco Unified Personal Communicator and Cisco Unified IP Phone to help ensure privacy for both instant messaging and phone communications.

- Enterprise instant messaging: Chat in real time using instant messaging to save time and reduce phone tag. Several chat modes are supported, ranging from:

  ○ Point-to-point chat with co-workers inside your network, or supported federated business and personal contacts

  ○ Group chat, which enables co-workers in your company and your external federated contacts to communicate and collaborate on an ongoing discussion (Figure 4)
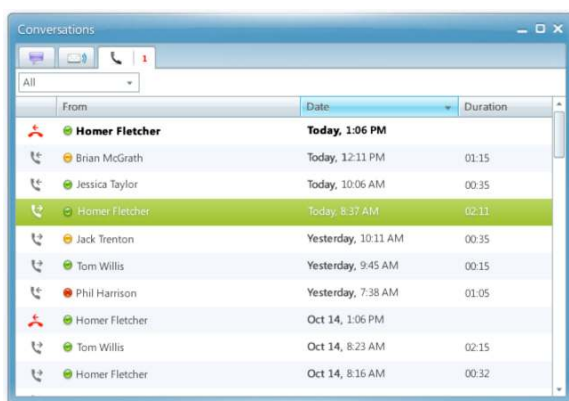
Figure 4.   Group Chat
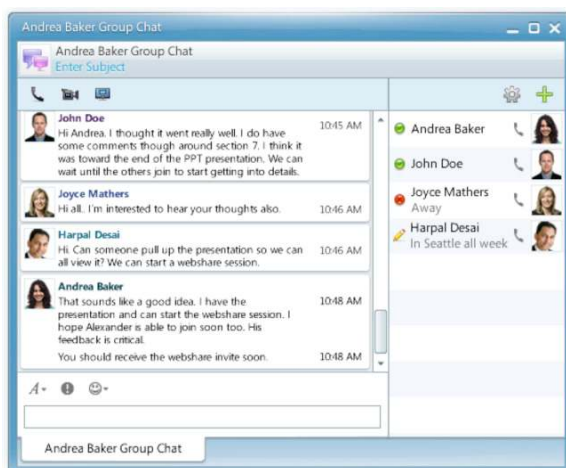
- Persistent chat rooms, which can be set up for projects or workgroups to maintain ongoing discussions; users can come in and search on the thread to quickly come up to speed on an ongoing project

- Send instant messages to offline contacts, and they will receive them when they connect to the application

- Maintain a personal instant messaging history for your reference

- Chat with internal and external contacts even if they are using other chat clients on their computers or mobile devices: for instance, any XMPP-based client (Adium, iChat, Trillion, Pidgin, etc.), Microsoft Office Communicator, IBM Lotus Sametime, or Jabber clients

- Presence and instant messaging federation: Exchange presence information and instant messages between organizations that are both running Cisco Unified Presence, or between organizations when one is using Cisco Unified Presence and the other is using Cisco WebEx Connect, Microsoft Live Communications, Microsoft Office Communications Server (OCS), IBM Lotus Sametime, or any Jabber Extensible Communications platform. Federation with public IM networks such as AOL, and GoogleTalk services are also natively supported.

- Contact list: Search both your personal contact list and your corporate directory from one easy-to-use interface to locate and initiate any form of communication with contacts quickly and simply.

- Media escalation: Add communication methods during a conversation; for example, you can turn an instant messaging session into a phone call; add video to a voice conversation; or add web collaboration to an existing instant message, voice, or video conversation. Media escalations are as easy as clicking a button for point-to-point and group chat, voice, video, and web collaboration.

- Integrated voice and video telephony: Exchange ideas face to face with a coordinated video display on the PC screen and voice conversation with a soft phone or Cisco Unified IP Phone desk phone.

  - Business-quality communication is supported in a variety of video resolutions up to and including high-definition (720p) and high-fidelity wideband audio.

  - A variety of call-control options are available, including park and retrieve, call transfer, call forwarding, on-demand conferencing, and the capability to easily move an active call to a mobile or other telephony device.

  - The enterprise-class IP telephony reliability and failover features of Cisco Unified Communications Manager are supported.

- IP phone control: Use Cisco Unified Personal Communicator to control your desktop Cisco Unified IP Phone to make, receive, and control voice and video calls. Call-control capabilities such as call transfers, escalation

to on-demand conferences, call parking and retrieval, call forwarding, and movement of active calls to other devices such as mobile phones are also available to meet your real-time communications needs.

- Conferencing: Initiate multiparty voice, video, and web conferences.
    ◦ Group chat, persistent chat rooms, and audio and video conference sessions are as simple as clicking a button, eliminating the need to use other applications and interfaces to schedule, invite, or join conferences.
    ◦ Initiate a web collaboration session through either Cisco Unified MeetingPlace or Cisco WebEx meeting applications to share content, such as a presentation, document, or your desktop.
- Communications History pane: This pane tracks your call logs, IM logs, and visual voicemail message history in one convenient spot (Figure 5).

Figure 5.   Quickly Scan You Recent Communications History

- Visual voice message access: Access and manage your voice messages.
    ◦ View, play back, sort, and delete voice messages from Cisco Unity® or Cisco Unity Connection applications.
    ◦ Secure messaging is provided, with support for private and encrypted voice messages.
- Microsoft Office application and browser integration:
    ◦ See user availability and click to initiate voice and video calls and chat sessions, or launch web collaboration sessions directly from Microsoft Office applications.
    ◦ Click to dial or click to chat with an individual or a list of contacts within your Microsoft Office applications.
    ◦ Click to place voice or video calls to any number from within Internet Explorer and Firefox browsers.
    ◦ Insert click-to-communicate tel:uri and im:uri links in webpages or other web-based applications for effortless click-to-contact capability to expedite workflows without exiting the application and launching a new application to contact another party.
- High-availability capabilities: Cisco Unified Personal Communicator combined with Cisco Unified Presence 8.5 offers customers the ability to deploy in a fully redundant, high-availability mode.
- Localization: Languages supported include English, French, Japanese, Spanish, German, Italian, Portuguese (Brazilian), Dutch, Swedish, Russian, Danish, Chinese (China), Chinese (Taiwan), Korean, Arabic, Polish, Turkish, Czech, Portuguese (Portugal), Hebrew, Greek, Norwegian, and Finnish.

System Requirements

Tables 1 and 2 list the computer requirements and Cisco Unified Communications system requirements for Cisco Unified Personal Communicator.

Table 1. Computer Requirements of Cisco Unified Personal Communicator for Microsoft Windows

		IM: Audio Only	QCIF Video	CIF Video	VGA Video	720p HD Video
Memory		1 GB	1 GB	1 GB	1 GB	2 GB
Available disk space		1 GB	1 GB	1 GB	1 GB	1 GB
Minimum Windows Experience Index (WEI) processor score		2.0	4.0	4.0	4.8	5.9 or a system with four or more CPU cores
Video card: DirectX 9-compatible graphics card with this minimum video RAM	**Windows XP**	-	128 MB	128 MB	128 MB	256 MB
	Windows Vista	-	256 MB	256 MB	256 MB	256 MB
	Windows 7	-	256 MB	256 MB	256 MB	256 MB
I/O ports		If USB audio and video devices are used, USB 2.0 is required.				HD-capable USB 2.0 web camera, HDMI capture card, and HD camera

Note: A list of vendors that have verified their devices for use with Cisco Unified Personal Communicator through the Cisco Technology Developer Program is available at http://developer.cisco.com/web/cdc;jsessionid=263F893FFCCC06729051C59121D8C846.liferay-portal2. These devices have passed lab tests and met interoperability criteria, helping ensure that Cisco product specifications are met.

Table 2. Cisco Unified Communications System Requirements

Platform	Description
Cisco Unified Communications Manager	• 8.5(1) • 8.0(1) or later • 7.1(1) or later • 7.0(1) or later • 6.1(3) or later **Note:** Cisco Unified Personal Communicator supports only one Cisco Unified Client Services Framework device per user in Cisco Unified Communications Manager.
Cisco Unified Presence	• 8.5(1) • 8.0(2) or later
Lightweight Directory Access Protocol (LDAP)	• Microsoft Active Directory 2008 • Microsoft Active Directory 2003 • OpenLDAP 2.4
Cisco Unified IP Phones	Cisco Unified IP Phones required for desk-phone control mode (Note: Not all phone loads support computer telephony integration [CTI]; refer to the Cisco Unified Communications Manager System Guide for more information) • Cisco Unified IP Phones 6900 Series; refer to release notes for specific models supported • Cisco Unified IP Phones 7900 Series; refer to release notes for specific models supported • Cisco Unified IP Phones 8900 Series; refer to release notes for specific models supported • Cisco Unified IP Phones 9900 Series; refer to release notes for specific models supported
Cisco conferencing	Required for web conference escalation: • Cisco Unified MeetingPlace 7.0 or later or 8.0 or later • Cisco WebEx Meeting Center for MCS T27LB or later • Cisco WebEx Node for MCS T27LB or later
Voicemail playback	Required for voicemail playback: • Cisco Unity Connection 7.1(4) or later, 7.(0), 8.0(1) or later. 8.5(1) • Cisco Unity 7.0(2) ES19 or later, 8.0(0) or later
Video conferencing	Required for impromptu video conferencing: • Cisco Unified Videoconferencing 5.6, or 7.0 • Cisco Unified MeetingPlace 8.0 • Cisco Unified MeetingPlace Express-VT 2.0

Note: Not all features are supported with all versions of system components. Please refer to individual product release notes for more information about supported features.

Ordering Information

To place an order, visit the Cisco Ordering homepage and refer to Table 3. To download software, visit the Cisco Software Center.

This product is a part of Cisco Unified Workspace licensing. Please visit http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace licensing is appropriate for your customer.

Table 3.   Ordering Information

Product Name	Part Number
Cisco Unified Personal Communicator	UPC8-K9-PC
Cisco Unified Personal Communicator - Electronic Delivery	L-UPC8-K9-PC

Note:

- With each order, you will receive a product authorization key (PAK) and a document confirming your Cisco Unified Personal Communicator purchase and notifying you of the location to download the software.
- All Cisco Unified IP Phones, including Cisco Unified Personal Communicator, require the purchase of a phone technology license.
- Cisco Unified Personal Communicator is available as part of the Cisco eDelivery application. With Cisco eDelivery, partners can assist customers in managing and downloading their software license entitlement documentation, including Right To Use, End User License Agreement, and License Claim Form, through the email channel rather than relying on paper delivery.

Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications Solution so you can meet aggressive deployment schedules and accelerate your business advantage. The Cisco portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

For More Information

For more information about the Cisco Unified Personal Communicator, visit http://www.cisco.com/go/unifiedpersonalcomm or contact your local Cisco account representative.

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