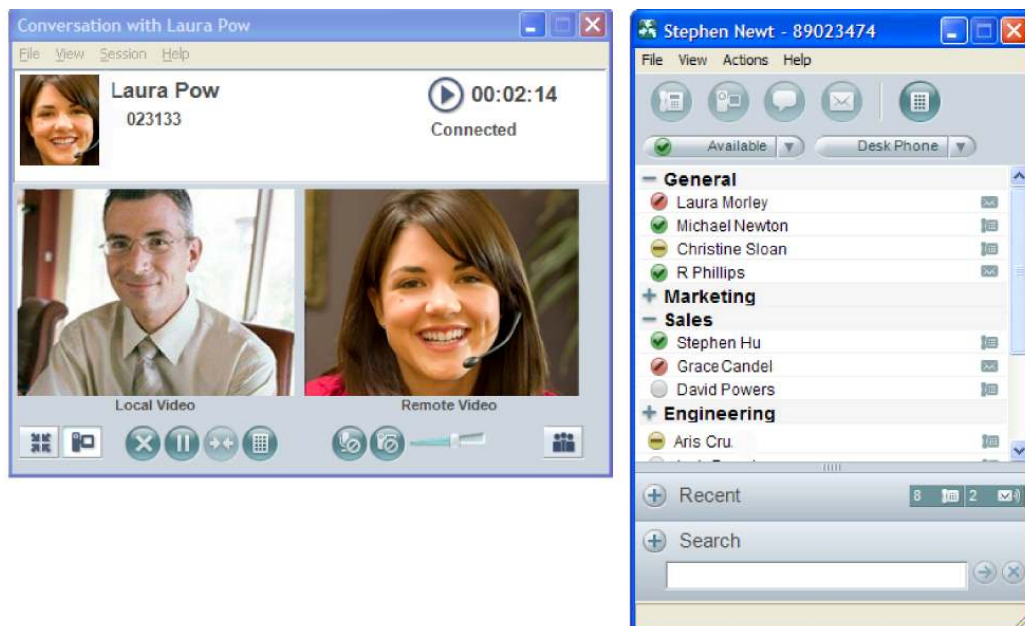


Cisco Unified Personal Communicator 1.2

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

An integral part of the Cisco Unified Communications System, Cisco Unified Personal Communicator helps people communicate and collaborate in new ways. With Cisco Unified Personal Communicator (Figure 1), you can access voice, video, Web conferencing, instant messaging, and presence information—all from a single, rich-media interface on your PC or Apple Macintosh. By transparently integrating your most frequently used communications applications and services, Cisco Unified Personal Communicator streamlines the communication experience, enabling you to work smarter and faster.

Figure 1. Example of the Cisco Unified Personal Communicator with Video



Solution Overview

Communicate More Effectively

Many workers battle communications overload on a daily basis, and they are forced to use a wide variety of devices and applications to communicate with colleagues, partners, and customers. Each of these applications works differently, with its own set of rules, tools, and directories. Cisco Unified Personal Communicator simplifies the communications experience by giving you quick and easy access to a unified set of communication tools. For example, using dynamic presence information and instant messaging capabilities from Cisco Unified Personal Communicator, you can check the availability of colleagues and chat in real time, reducing “phone tag” and improving productivity. You can easily search existing directories to locate important contacts and initiate communications. Video and Web conferencing enable you to exchange ideas “face-to-face” and collaborate more effectively with colleagues. You also can view and listen to voice messages quickly and easily. With Cisco Unified Personal Communicator, it is easy to access your communication and collaboration tools virtually anywhere, anytime for smarter, more effective communications.

Reduce Communication Delays with Colleagues and Decision Makers

Cisco Unified Personal Communicator helps you determine if co-workers are available or busy before trying to contact them. This availability information is updated automatically using dynamic information from Cisco Unified Presence. You can see immediately who is online, offline, available, or busy. Customized information, such as “on vacation” or “in a meeting”, can also be shared to let you know why someone is unavailable or busy. Knowing whether contacts are available and how best to communicate with them helps reduce communication delays between workers, thereby enabling faster decision making and enhanced productivity. Cisco Unified Personal Communicator also lets you know which method of contact other users prefer—voice, video, instant messaging, or e-mail.

Streamline Communications

Cisco Unified Personal Communicator provides powerful communications features integrated with your desktop or laptop computer, including integrated contact lists, click to call, voicemail playback, inbound call notification, and media escalation. By being able to control your communications from a single window, you can communicate more effectively and instantly be more productive:

- Find contact information quickly by using Cisco Unified Personal Communicator to search your corporate directory.
- Click to call from the application and save time by not having to dial telephone numbers.
- Make calls using the integrated softphone or use Cisco Unified Personal Communicator to control your Cisco Unified IP phone on Cisco Unified Communications Manager.
- Use the Cisco Unified Personal Communicator toolbar to click to dial from within your Microsoft Outlook contacts list or e-mail.
- View recent communication activities so that you can respond faster. See who called you and when. View voice messages onscreen and click to play or return the call. Message counters tell you how many voicemails and missed calls are waiting.
- Add communication media on demand. When on a call, you can quickly and easily add video or Web conferencing to enhance collaboration and meeting effectiveness.

- See a list of all participants on a conference call, eliminating the need for roll calls.
- Receive pop-up notifications of incoming calls. See who is calling and the call type—voice only or video call—before you answer. You can accept the call if you are available or send the call to voicemail with a simple mouse click.

Increase Productivity and Enhance Collaboration

With Cisco Unified Personal Communicator, you can enrich communications beyond the realm of voice calls using video and Web conferencing. Interactive face-to-face communications enhances productivity and the quality of communications, streamlines business decision making, and improves teamwork. By reducing the need for in-person meetings, videoconferencing also enables companies to save money on travel expenses and time associated with traveling to meetings.

Using Web conferencing, you can collaborate with co-workers virtually anywhere, anytime. Cisco Unified Personal Communicator helps you share documents or presentations with people who are located across the street or on the other side of the globe. By integrating virtual meetings into everyday communications, you can expand your market reach, improve operational effectiveness, and speed decisions.

Key Features and Benefits

- **Communication integration:** Take advantage of a single intuitive interface for voice and video calls, instant messaging, voicemail playback, Web conferencing, and integrated directories.
- **Presence:** View real-time availability of other Cisco Unified Personal Communicator users. You can also choose to display customized messages, set out-of-office alerts, and show your availability based on your Microsoft Outlook calendar.
- **Unified contact list:** Search your corporate directory from one easy-to-use interface to locate contacts quickly. Simply click to call.
- **Media escalation:** Add communication methods during a conversation; for example, you can add video to an audio conversation or add Web conferencing or whiteboarding to an existing audio or video conversation.
- **Click to call:** Dial from the contact list, using either the integrated softphone or an associated Cisco Unified IP phone. In addition, you can also click to call directly from Microsoft Outlook using the new Outlook toolbar.
- **Integrated voice and video calling:** Exchange ideas face-to-face with a coordinated video display on the PC screen and audio conversation with the softphone. Users can place video calls to others using Cisco Unified Personal Communicator, Cisco Unified Video Advantage, or the Cisco Unified IP Phone 7985G, a personal desktop videophone.
- **IP phone association:** Use Cisco Unified Personal Communicator to control your desktop Cisco Unified IP phone and make or receive calls.
- **Instant messaging:** Chat in real time using instant messaging to save time and reduce phone tag.
- **Conferencing:** Create voice or videoconferencing sessions by simply merging conversation sessions using the Cisco Unified Personal Communicator intuitive interface. There is no need to call into a separate conference bridge.
- **Web conferencing:** Launch a Web conferencing session at a moment's notice to share content, such as a presentation, with others.

- Voice messages: Access Cisco Unity® or Cisco Unity Connection voicemail messages—view, playback, sort, and delete messages—all from within the application.

System Requirements

Tables 1 and 2 give the computer requirements of Cisco Unified Personal Communicator for Microsoft Windows and Apple Macintosh, respectively.

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

Parameter	Description
Disk space	200-MB free hard drive space
Hardware	<ul style="list-style-type: none"> • 1.8-GHz or faster Pentium 4 or compatible processing (2.4 GHz or faster recommended for video calling capabilities) • Desktop PC requirements: DirectX 9.0c-compatible graphics card with at least 32-MB free video RAM (64 MB for dual-headed cards) 1024 x 768 x 16 bits or better; for video calling, DirectX 9.0c-compatible graphics card with at least 64-MB free video RAM (128 MB for dual-headed configurations) • Laptop PC requirements: DirectX 9.0c-compatible graphics card with at least 32-MB free video RAM 1024 x 768 x 16 bits or better • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10-/100-Mbps Ethernet network interface card • Cisco Unified Video Advantage Camera II attached to USB 2.0 port required for video calls • USB headset recommended when using softphone* • A Microsoft Vista Premium Ready PC when using the Windows Vista operating system. See the Microsoft website for more information about running Microsoft Vista in addition to the requirements listed above
Memory	256-MB RAM (512 MB recommended for video calling capabilities)
Software	<ul style="list-style-type: none"> • Microsoft Windows XP Professional (Service Pack 2) or Microsoft Windows Vista Business Edition or Enterprise Edition • Macromedia Flash Player 6.0.79 or higher required for Web conferencing • Microsoft DirectX 9.0c • Microsoft Outlook 2003 required for click-to-dial toolbar support
Connectivity	High-speed connection required for softphone calls; 128 kbps for audio calls and 300 kbps for calls with video

Table 2. Computer Requirements of Cisco Unified Personal Communicator for Apple Macintosh

Parameter	Description
Disk space	200-MB free hard drive space
Hardware	<ul style="list-style-type: none"> • 1.4-GHz or faster PowerPC G4 or compatible processor; any Macintosh with PowerPC G5 or Intel processor recommended for video calling capabilities - A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device - A 10-/100-Mbps Ethernet network interface card • Apple iSight Camera required for video calls (Firewire 400 port required when using external iSight cameras) • USB headset recommended when using softphone*
Memory	512-MB RAM
Software	<ul style="list-style-type: none"> • Mac OS X 10.4.7 or later • Macromedia Flash Player 6.0.79 or higher required for Web conferencing • Apple Address Book 4.0.4 (485.1) or later (available in Mac OS X 10.4.7) for local address book support
Connectivity	High-speed connection required for softphone calls; 128 kbps for audio calls and 300 kbps for calls with video

* 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://www.cisco.com/cgi-bin/ctdp/Search.pl>. These devices have passed lab testing and met interoperability criteria, ensuring that Cisco product specifications have been reached.

Minimum System Requirements

- Cisco Unified Communications Manager 5.1(2) or 6.0
- Cisco Unified Presence 6.0
- Cisco Unified IP phones (Note: Not all phone loads support computer telephony integration [CTI]; refer to the administration guide for a complete list of phones that support CTI.)
 - Cisco Unified IP Phone 7940G models
 - Cisco Unified IP Phone 7960G models
 - Cisco Unified IP Phone 7970G models
 - Cisco Unified IP Phone 7985
- Cisco Unified MeetingPlace[®] Express 1.2 or Cisco Unified MeetingPlace 6.0 required for Web conferencing features
- Cisco Unified MeetingPlace 6.0 required for whiteboarding features
- Cisco Unity Connection 1.2, Cisco Unity 4.2, or Cisco Unity 5.0 required for voicemail access
- Cisco Unified Videoconferencing 5.0 or Cisco Unified MeetingPlace Express VT 1.2 or 2.0 required for videoconferencing
- Lightweight Directory Access Protocol Version 3 (LDAPv3) server

Ordering Information

To place an order, contact your local Cisco representative, visit the [ordering home page](#) on the Cisco Website, or refer to Table 3.

Table 3. Ordering Information

Product Name	Part Number
Cisco Unified Personal Communicator	UPC-CLIENT-K9-PC
Cisco Video Advantage Camera II 24 Unit Bundle	UPC-CAMERAS-24=

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

For More Information

For more information about the Cisco Unified Personal Communicator, visit <http://www.cisco.com/go/unifiedpersonalcomm>.



Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

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