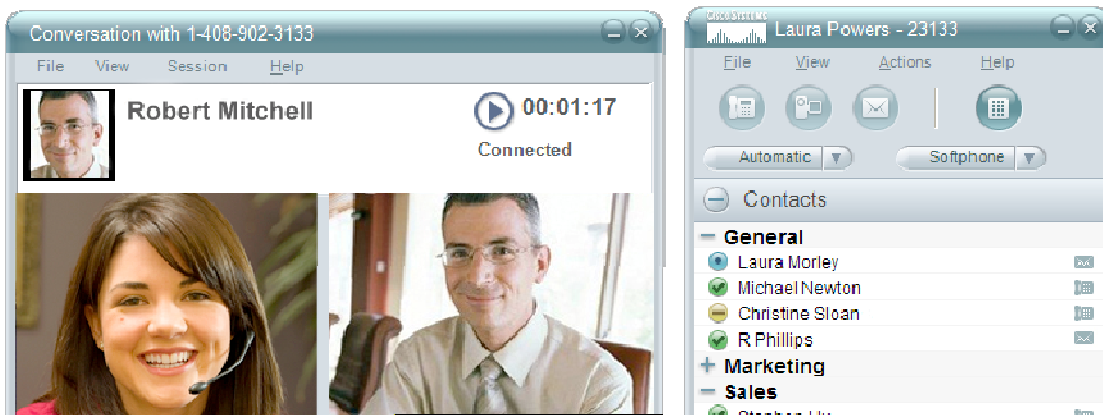


## Cisco Unified Personal Communicator

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 (Figure 1), you can access voice, video, document sharing, and presence information—all from a single, rich-media interface connected to Cisco Unified CallManager.

The Cisco Unified Communications family of voice and IP communications products and applications helps enable organizations to communicate more effectively—enabling them to streamline business processes, reach the right resource the first time, and reduce costs and maximize revenue. The Cisco Unified Communications system is an integral part of a complete, integrated business communications solution for organizations of all sizes that also includes network infrastructure, security, and network management products; wireless connectivity; a lifecycle services approach; and flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

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



## SOLUTION OVERVIEW

### Communicate More Effectively

Cisco Unified Personal Communicator transparently integrates a wide variety of communications applications and services, connecting you to a rich set of unified communication tools. Using dynamic presence information, you can check the availability of colleagues 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 hear your voice messages quickly and easily. With Cisco Unified Personal Communicator, you can connect to important communication tools virtually anywhere, anytime to enable smarter, more effective communications.

Many workers battle communications overload on a daily basis, and they are forced to use a wide variety of devices and tools to communicate with colleagues, partners, and customers. Each application works differently, with its own set of rules, tools, and directories. Cisco Unified Personal Communicator simplifies the communication experience, helping teams and knowledge workers share information faster and communicate in real time.

### 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 the Cisco Unified Presence Server. 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, or e-mail.

### Streamline Communications

Cisco Unified Personal Communicator provides powerful communications features integrated with your desktop 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 client and save time by not having to dial telephone numbers.
- Make calls using the integrated soft phone or use Cisco Unified Personal Communicator to control your Cisco Unified IP phone on Cisco Unified CallManager.
- View recent communication activities so that you can respond faster. See who called you and when. View a list of your voice messages on screen, and click to play or return the call.
- Add communication media on demand. When on a call, you can quickly and easily add video or document sharing 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 divert the call to voicemail immediately 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, video conferencing 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, voicemail playback, Web conferencing, and integrated directories.
- **Presence**—View real-time availability of other Cisco Unified Personal Communicator users.
- **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 session; for example, you can add video to an existing audio session or add Web conferencing to an existing audio or video session.
- **Click-to-call**—Dial from the contact list, using either the integrated soft phone or an associated Cisco Unified IP phone.
- **Integrated voice and video calling**—Exchange ideas face to face with a coordinated video display on the PC screen and audio conversation with the soft phone. 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 video phone.
- **IP phone association**—Use Cisco Unified Personal Communicator to control your desktop Cisco Unified IP phone and make or receive calls.
- **Conferencing**—Create voice or video conferencing 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<sup>®</sup> Connection voicemail messages—view, playback, sort, and delete messages—all from the same client application.

## SYSTEM REQUIREMENTS

Table 1 gives the computer requirements for Cisco Unified Personal Communicator, and Table 2 gives the requirements for Apple Macintosh.

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

Parameter	Description
Disk space	<ul style="list-style-type: none"> <li>• 200-MB free hard drive space</li> </ul>
Hardware	<ul style="list-style-type: none"> <li>• 1.8-GHz or faster Pentium 4 or compatible processing (2.4 GHz or faster recommended for video calling capabilities)</li> <li>• 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</li> <li>• 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               <ul style="list-style-type: none"> <li>- A non-ISA full-duplex sound card (integrated or PCI-based) or universal-serial-bus (USB) sound device</li> <li>- A 10-/100-Mbps Ethernet network interface card</li> </ul> </li> <li>• Cisco VT Camera II attached to USB 2.0 port required for video calls</li> </ul>
Memory	<ul style="list-style-type: none"> <li>• 256-MB RAM (512 MB recommended for video calling capabilities)</li> </ul>
Software	<ul style="list-style-type: none"> <li>• Microsoft Windows XP Professional (Service Pack 2 or later)</li> <li>• Macromedia Flash Player 6.0.79 or higher required for Web conferencing</li> <li>• Microsoft DirectX 9.0c</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>• High-speed connection required for soft-phone calls; 128 kbps for audio calls and 300 kbps for calls with video</li> </ul>

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

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

### MINIMUM SYSTEM REQUIREMENTS

- Cisco Unified CallManager 5.0(4)
- Cisco Unified Presence Server 1.0 (2)
- 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 CTL.)
  - 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 1.1.2 required for Web conferencing features
- Cisco Unity Connection 1.1 required for voicemail access
- Cisco Unified Videoconferencing required for video conferencing
- Lightweight Directory Access Protocol Version 3 (LDAPv3) server

### ORDERING INFORMATION

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

**Table 3.** Ordering Information

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

### CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT

Using the Cisco Lifecycle Services approach, Cisco Systems® 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>.



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