



## **Cisco Unified Mobile Communicator 3.0 User Portal Guide**

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# Getting Started

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## Using this Guide

This guide describes how to use the Cisco Unified Mobile Communicator User Portal to manage Cisco Unified Mobile Communicator on your device. You can read it completely for a solid understanding of the User Portal or refer to the table below for pointers to commonly used sections.

If you want to...	Then...
Log in to the User Portal	See <a href="#">Accessing the User Portal, page 3</a> .
View your account settings	See <a href="#">Viewing General Account Settings, page 5</a> .
Add a phone	See <a href="#">Adding a Phone, page 8</a> .
View or change your phone registration information	See <a href="#">Viewing and Editing Phone Registration Information, page 10</a> .
Upgrade Mobile Communicator	See <a href="#">Upgrading Cisco Unified Mobile Communicator, page 11</a> .
Add contacts to Mobile Communicator	See <a href="#">Adding Contacts, page 13</a> .

## Finding Additional Information

You can access the most current Cisco Unified Mobility Advantage documentation on the World Wide Web at this URL:

[http://www.cisco.com/en/US/products/ps7270/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html)

You can access the most current Cisco Unified Mobile Communicator documentation on the World Wide Web at this URL:

[http://www.cisco.com/en/US/products/ps7271/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html)

You can access the Cisco website at this URL:

<http://www.cisco.com/>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## 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](mailto:export@cisco.com).

## Accessibility Features

A list of accessibility features is available upon request.

# An Overview of the User Portal

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The Cisco Unified Mobile Communicator User Portal is part of the Cisco Unified Communications family of products.

The User Portal works with Cisco Unified Mobile Communicator installed on your phone and allows you to:

- Add, configure, and maintain Mobile Communicator phone(s) with the My Phones page
- Manage your Directory and personal contacts with the My Contacts page
- Set your preferences with the My Account page

## Accessing the User Portal

You can access the User Portal with any standard web browser.



### Note

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Contact your system administrator for the User Portal URL.

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To log in to the User Portal:

### Procedure

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- Step 1** Open a web browser on your computer and enter the User Portal URL obtained from your system administrator.
- Step 2** Enter your user name and password.  
Your user name and password are the same as your corporate user name and password.
- Step 3** Click **Login** to display these User Portal pages and manage your Cisco Unified Mobile Communicator phones, contacts, and account preferences:

User Portal Page	Description
<b>My Account</b>	Displays your Mobile Communicator account information and user preferences.
<b>My Phones</b>	Displays the list of phones you have registered for use with Mobile Communicator. Allows you to edit phone information, remove a phone, and add additional phones.

User Portal Page	Description
<b>My Contacts</b>	Displays your list of contacts. These contacts appear in the Mobile Communicator Directory on your phone. Allows you to add, edit, or remove contacts.
<b>Help</b> (link in top pane)	Opens this guide.
<b>Log Out</b> (link in top pane)	Logs you out of the User Portal.

**Step 4** To log out, click **Log Out**.

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# My Account

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Click **My Account** on the User Portal to view your general account settings and user preferences.

## Viewing General Account Settings

Click the **General** tab to view these account settings:

<b>General Tab</b>	<b>Description</b>
<b>User Name</b>	Your Mobile Communicator user name. Your user name is required to log in to Mobile Communicator on your phone and the User Portal.
<b>First Name</b>	Your first name.
<b>Last Name</b>	Your last name.
<b>Email Address</b>	Your e-mail address.

## Viewing or Editing User Preferences

Click the **User Preferences** tab to view or edit your user preferences described in this table:

User Preferences	Description
<b>Send conference call notifications to my handset</b>	<p>Enable your phone to alert you to your conference call appointments.</p> <p>When the preference is enabled and you have a conference call appointment set up in your conferencing program (such as MeetingPlace), approximately 15 minutes prior to the appointment, an alert is sent to your phone. The alert appears on the Mobile Communicator Home view and is stored in the Conferences view.</p> <p><b>Note</b> Your system administrator must enable this setting.</p> <ul style="list-style-type: none"><li>• Select <b>True</b> to enable this preference.</li><li>• Select <b>False</b> to disable this preference.</li></ul>
<b>My voicemails expiry period (days)</b>	<p>Indicates the number of days in which your voicemail messages expire (fade out) from the Voicemail view on your phone. (Default is 24 hours.)</p> <p>When a voicemail message fades out, it eventually is removed from Mobile Communicator. This does not delete the voicemail message from your office phone.</p> <p><b>Note</b> Your system administrator must enable this setting.</p>
<b>My call log expiry period (days)</b>	<p>Indicates the number of days in which call logs expire (fade out) from the Calls view on your phone. (Default is 24 hours.)</p> <p>Call logs track phone calls placed and received on your office phone.</p> <p>When a call log fades out, it is eventually removed from Mobile Communicator.</p> <p><b>Note</b> Your system administrator must enable this setting.</p>
<b>Send voicemail notifications to my handset</b>	<p>Enables your phone to alert you to voicemail messages left on your office voicemail system.</p> <ul style="list-style-type: none"><li>• Select <b>True</b> to enable this preference.</li><li>• Select <b>False</b> to disable this preference.</li></ul> <p><b>Note</b> Your system administrator must enable this setting.</p>

User Preferences	Description
<b>Update my availability profile based upon my calendar</b>	<p>Mobile Communicator automatically links your phone to your corporate calendaring program such as Microsoft Exchange and allows you to automatically change your Availability Status to a profile that you have designated as Busy whenever a calendar appointment time begins.</p> <p>When the calendar appointment time ends, your Availability Status automatically returns to the profile designated as Not Busy.</p> <ul style="list-style-type: none"> <li>• Select <b>True</b> to enable this preference.</li> <li>• Select <b>False</b> to disable this preference.</li> </ul>
<b>Send deskphone call logs to my handset</b>	<p>Enables Mobile Communicator to track phone calls placed and received on your office phone, and log them in the Calls view.</p> <ul style="list-style-type: none"> <li>• Select <b>True</b> to enable this preference.</li> <li>• Select <b>False</b> to disable this preference.</li> </ul> <p><b>Note</b> Your system administrator must enable this setting.</p>
<b>My voicemail number</b>	Allows you to enter your corporate voicemail number.
<b>Preferred view for my contacts</b>	<p>Allows you to select how your contact names are displayed on your phone:</p> <ul style="list-style-type: none"> <li>• Select <b>First, Last</b> to show first name, and then last name.</li> <li>• Select <b>Last, First</b> to show last name, and then first name.</li> </ul>

After viewing or editing your preferences, you can:

- Click **Submit** to save changes
- Click **Reset** to return values to their previous settings
- Click another User Portal page (My Account, My Phones, My Contacts) to exit without applying changes

# My Phones

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Click **My Phones** on the User Portal to add phones and install Mobile Communicator on them, view your existing phone properties, delete phones, or upgrade the Mobile Communicator version on your phones.

## Adding a Phone

You can add multiple phones for use with Mobile Communicator.



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**Note** Before you add a phone and install Mobile Communicator, make sure the phone is with you and that it is powered on.

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To add a phone:

### Procedure

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**Step 1** On the User Portal, select the **My Phones** page.

**Step 2** Click the **Add Phone** button.

**Step 3** Enter this required information:

Field	Description
<b>Service Provider</b>	Select your phone service provider.
<b>Phone Make/Model</b>	Select your phone model.
<b>Phone Number</b>	Enter the area code and phone number for the phone you are adding in the following format: 5555555555.
<b>Phone Description</b>	Enter a personal description to identify your phone. This field is optional.

**Step 4** Click **Next**.



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**Note** If you are adding a Nokia phone, depending on your location and carrier, you might need to manually install the software and register the phone.

If you have not received a Short Message Service (SMS) message containing the download URL at this point (Step 3 on the Add Phone screen), or if you cannot download the application using the URL, go to [Manually Downloading Cisco Unified Mobile Communicator and Registering Your Phone, page 9](#), and follow the instructions in that section.

If you received an SMS message, continue to the next step in this procedure for an automatic download.

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**Step 5** Follow the prompts on the User Portal to install Mobile Communicator on your phone.



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**Note** Because installation prompts can vary by phone model, you should follow the prompts on the User Portal.

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**Step 6** When the installation is complete, launch Mobile Communicator on your phone if it does not start automatically.

To launch Mobile Communicator, click the Cisco icon  on your phone application menu.

**Step 7** Enter your Mobile Communicator password at the log in prompt. Use the same password that you used to log in to the User Portal.

**Step 8** Click **Finish** on the User Portal.

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## Manually Downloading Cisco Unified Mobile Communicator and Registering Your Phone

This section describes the manual download of Mobile Communicator to a Nokia phone when an automatic download did not occur.


To manually download Mobile Communicator and register your phone:

### Procedure

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**Step 1** Find the phone you just added and click the Download icon .

When prompted to download the software to your hard drive, choose to save the file to your computer.

- Step 2** Install the Mobile Communicator software on your phone using Nokia PC Suite. Refer to the Nokia PC Suite documentation for more information.
- On the phone, find and open Cisco Unified Mobile Communicator. When prompted to manually provision your phone, choose **Yes**.
- Step 3** On the User Portal, find the phone that you added and click  **Info** . The Phone Registration Information screen appears.
- Step 4** On your phone, enter the information displayed on the Phone Registration Information screen. When finished, click **OK** and follow the prompts on your phone to complete provisioning.
- Step 5** On the User Portal, click **Cancel** to exit the Phone Registration Information screen.
- 

## Viewing and Editing Phone Registration Information

You must edit your phone properties when your phone number changes. If you upgrade or change your phone model or service provider, you must delete your phone. See [Deleting a Phone, page 11](#).


The My Phones page lists all your phones that are registered for use with Mobile Communicator.

To view or edit phone registration information:

### Procedure

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**Step 1** Select the **My Phones** page.

**Step 2** Click  **Info** next to the phone to view or edit information. You can edit the following fields:

Field	Description
<b>Phone Number</b>	Enter or change the area code and phone number for the phone you are adding in the following format: 5555555555.
<b>Description</b>	Enter or change the personal description to identify your phone. This field is optional.

**Step 3** Click **Update** to apply the change(s).

To return to the My Phones page without applying changes, click **Cancel**.

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## Deleting a Phone

You must delete your phone from the User Portal if you upgrade or change your phone model, or if you change service providers. After you delete the phone, add the new phone. See [Adding a Phone, page 8](#).

To delete a phone:

### Procedure

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**Step 1** Select the **My Phones** page.

**Step 2** Locate the phone you want to remove and click **Delete**.

**Step 3** Click **Yes** to confirm the deletion.

The phone is removed from the User Portal.

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## Upgrading Cisco Unified Mobile Communicator

If you receive a notice to upgrade Mobile Communicator on your phone, follow these steps:



**Note** Before upgrading Mobile Communicator, make sure your phone is with you and that it is powered on. You must also exit Mobile Communicator on your phone.

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To upgrade Mobile Communicator on your phone:

### Procedure

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**Step 1** Select the **My Phones** page.

**Step 2** Locate the phone you want to upgrade and click **Upgrade**.



**Note** The Upgrade icon is available only when a new version of Mobile Communicator is available for you to download.

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**Step 3** Click **Yes** to confirm the upgrade.

**Step 4** Respond to the prompts to complete the upgrade and click **Finish**.



**Note** Because installation prompts can vary by phone model, you should follow the prompts on the User Portal.

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**Step 5** When the upgrade is complete, launch Mobile Communicator on your phone if it does not start automatically.

To launch Mobile Communicator, click the Cisco icon  on your phone application menu.

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# My Contacts

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Click **My Contacts** on the User Portal to add or remove a contact. These contacts appear in the Mobile Communicator Directory on your phone.

## Adding Contacts

The names you add to your account on the User Portal are transmitted to the Mobile Communicator Directory on your phone.

To add contacts:

### Procedure

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**Step 1** Select the **My Contacts** page.

**Step 2** Select the **Directory** tab.

Your list of contacts (if any) appears. To sort the list by Name or Contact Type, click on the arrow next to the column title.

**Step 3** Click the **Add/Remove Contacts** button.

The Add/Remove Contacts page appears.

**Step 4** Choose a directory to search for contacts:

- Select the directory to search in the Find Contacts in field.

For example, select Corporate Directory to search the office directory, or select the directory with your personal contacts. Contacts in the selected directory are displayed.

- To narrow your search to a specific name, enter the first name, last name, or both, in the Search for fields.
- Click Search.

When the contact is found, the name appears in the Search Results window.

**Step 5** Highlight the name of the contact, and click **Add** to move the names to the Member List window.



#### Note

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To select more than one contact in the Search Results window, hold down the Ctrl key and highlight each name or press **Shift-Click** to select a range of contacts. Click **Add** when finished to move the names to the Member List window.

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**Step 6** Repeat steps 4 and 5 to search for and add additional names.

**Step 7** Click **Submit** to save changes.

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The added contact names appear on the My Contacts page and in the Mobile Communicator Directory on your phone the next time you log into Mobile Communicator.



**Note** Adding large lists of contacts (more than 500), may take up to 10 minutes.

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## Mapping of Outlook Fields to Phonebook Fields

When you add a contact from Microsoft Outlook to your User Portal Phonebook, the contact's phone number information is mapped as follows:

Outlook Field	User Portal Phonebook Field
Mobile	Mobile 1
Business	Work 1
Home	Home 1
Car	Mobile 2
Business 2	Work 2
Home 2	Home 2
Other	Other

## Removing Contacts

When you remove contacts from your account on the User Portal, they are removed from the Mobile Communicator Directory on your phone, but not deleted from the source directory.

To remove a contact:

### Procedure

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**Step 1** Select the My Contacts page.

**Step 2** Select the Directory tab to remove individual contacts.

**Step 3** Click the Add/Remove Contacts button.  
The Add/Remove Contacts page appears.

**Step 4** Find a contact to remove in the Member List.

**Step 5** Highlight the name of the contact, and then click **Remove** to move the contact name to the Search Results window.

**Note**

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To select more than one contact in the Member List window, hold down the Ctrl key and highlight each name, or press **Shift- Click** to select a range of contacts. Click **Remove** when finished to move the names to the Search Results window.

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**Step 6** Repeat steps 4 and 5 to search for and remove additional contacts.

**Step 7** Click **Submit** to remove the contact(s) from the Mobile Communicator Directory on your phone.

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