

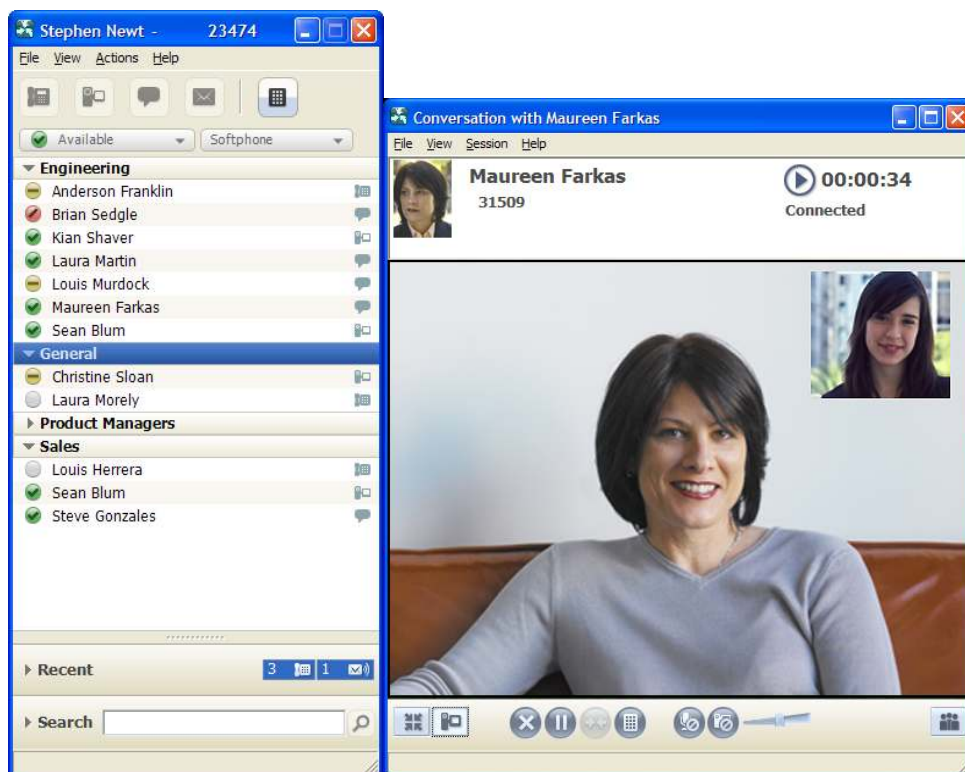
Cisco Unified Personal Communicator 1.2

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network help users in any workspace easily connect every time, everywhere, using any media, device, or operating system. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

Communicate More Effectively

Many workers battle communications overload daily, 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 (see figure 1). You can also 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.

Figure 1. Example of Cisco Unified Personal Communicator with Video



Reduce Communication Delays with Colleagues and Decision Makers

Cisco Unified Personal Communicator can help 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”, is also available 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 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, video conferencing can also help your company 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 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. You 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 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[®] or Cisco Unity Connection voicemail messages — view, play back, sort, and delete messages — all from within the application.
- Language support: Languages supported include English, French, Chinese (Traditional Chinese and Simplified Chinese), Japanese, Spanish, Korean, German, Italian, Portuguese (Brazilian), Swedish, Dutch, Russian, and Danish.

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	<p>Microsoft Windows XP</p> <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) • Only 32-bit (x86) processors are supported. • 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 USB headset recommended when using softphone* • A 10-/100-Mbps Ethernet network interface card • Cisco Unified Video Advantage Camera II attached to USB 2.0 port required for video calls <p>Microsoft Windows Vista</p> <ul style="list-style-type: none"> • Microsoft Vista Premium Ready PC. For details about the minimum hardware requirements for Windows Vista (in addition to the requirements in this table), search for Premium Ready PC on the Microsoft website or see this URL: http://support.microsoft.com/kb/919183 • Only 32-bit (x86) processors are supported • Hardware in computers running Vista and Cisco Unified Personal Communicator using video must have a base score of 3 or higher. Run the performance tool by choosing Start > Control Panel, and clicking Performance and Rating • The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher. • Disk Space: 200 MB free disk space (includes 20 MB free space for the Windows camera drivers) • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device USB headset recommended when using softphone* • A 10/100 Mbps Ethernet network interface card • Cisco Unified Video Advantage Camera II attached to USB 2.0 port required for video calls
Software	<ul style="list-style-type: none"> • Microsoft Windows XP Professional (Service Pack 2) or Microsoft Windows Vista Business Edition or Enterprise Edition • (For Windows XP) Macromedia Flash Player 6.0.79 or higher required for Web conferencing • (For Windows Vista) Adobe Flash Player ActiveX or Adobe Flash Player 9 (version 9.0.28 or higher) • Microsoft DirectX 9.0c • Microsoft Outlook 2003 or 2007 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
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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
Memory	512 MB RAM (1 GB RAM recommended for video calling capabilities)
Software	<ul style="list-style-type: none"> • Mac OS X 10.4.7 • Mac OS X 10.5.1 • Macromedia Flash Player 6.0.79 or later 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 video conferencing
- Lightweight Directory Access Protocol Version 3 (LDAPv3) server

Ordering Information

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

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	UPC-CLIENT-K9-PC
Cisco Video Advantage Camera II 24 Unit Bundle	UPC-CAMERAS-24=

Cisco Unified Communications Services

Cisco and its certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Cisco's portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Cisco's unique 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>.



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