

Using Cisco Unified Personal Communicator

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Accessing CUPC

Once the Cisco Unified Personal Communicator (CUPC) has been downloaded to your computer, you should be able to access it through your **Start** menu....

1. Click on the **Start menu**, and click on **All Programs** at the bottom of the menu.
2. Hold your cursor over the **Cisco Unified Personal Communicator** option in order to display the sub-menu.
3. Click on the **Cisco Unified Personal Communicator** option in the sub-menu in order to launch the CUPC application.
4. Or click on the icon which should automatically be on your desktop.



Logging in to CUPC

The Cisco Unified Personal Communicator log in screen will appear.

1. Enter your Xavier Username into the **Username** field.
2. Enter your Xavier Password into the **Password** field.
3. Check the box for **Remember my password** so that you don't have to enter it each time.
4. If you check the box for **Log in Automatically**, you will be logged in each time you start up your computer.
5. The **Login Server** should read **voicepres02**.
6. If the **Login Server** field is blank, then enter **voicepres02** into that field.
7. Click **Log In**.

Log in to Cisco Unified Personal Co...

File View Contacts Actions Help

CISCO
Unified Personal Communicator

Username
d Davies

Password
.....

Remember my password
 Log in Automatically

Login Server
voicepres02

Log In

Offline

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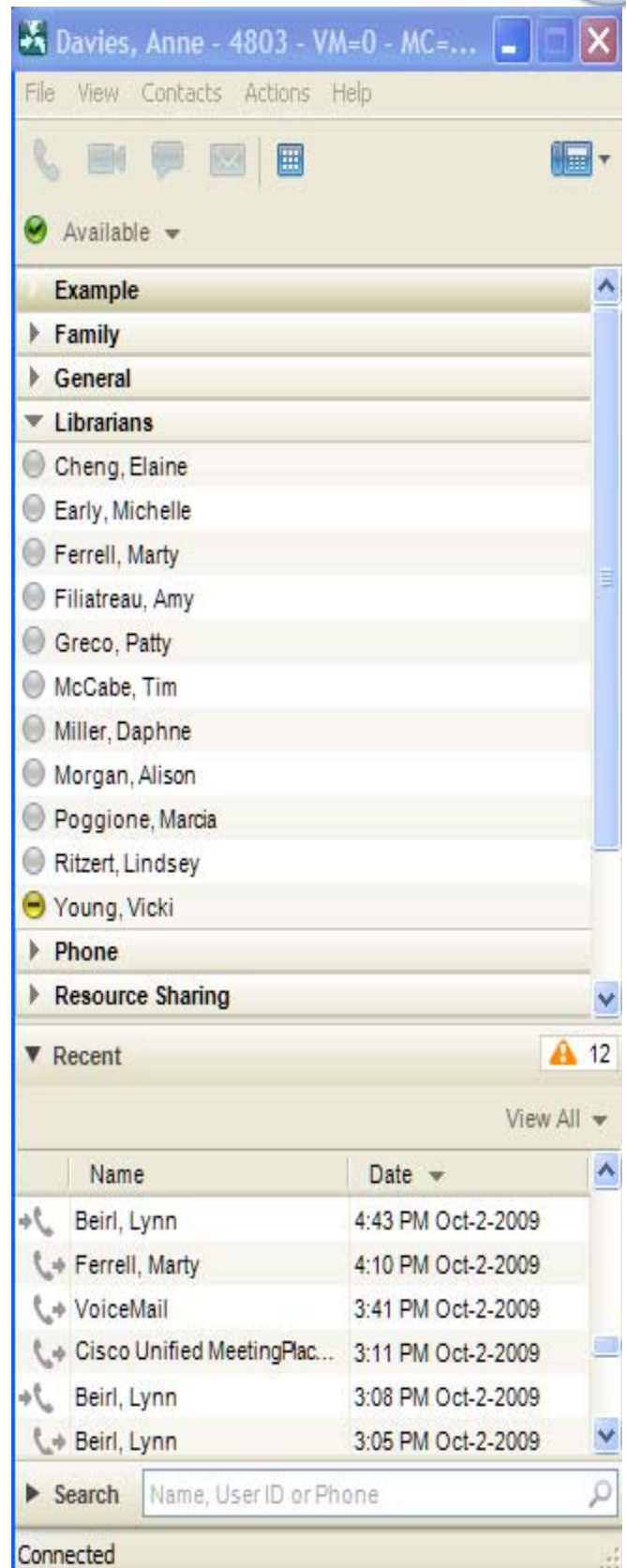
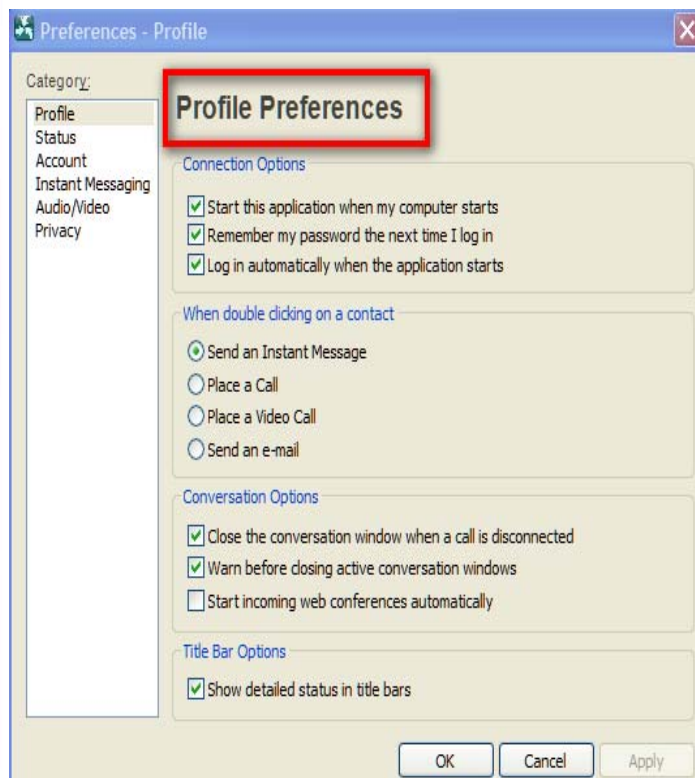
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Setting Preferences—Profile

Once you are logged into CUPC, you will want to set a few preferences. You will only need to set these up once.

1. Select **File** and then **Preferences** from the menu bar at the top.
2. You are automatically placed in the Profile Preferences box and there are many different preferences that you can set up by checking or selecting a box.
3. You can check the boxes to start the application when the computer starts, to remember your password and to log in automatically when the application starts.
4. You can set up your first preference when you double-click on a contact. You can choose to automatically instant message, call, place a video call, or send an email.
5. You can choose to close the conversation window when a call is disconnected, to be warned about closing the window during a call, and to start incoming web conferences automatically.
6. You can also choose to show detailed status in the title bars.
7. Click **Apply** once you have selected your **Profile Preferences**.



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Setting Preferences—Status

1. Select **Status** from the menu on the left side of the **Preferences** box. You are now in the **Status Preferences** dialog box. There are many different preferences that you can set up by checking or selecting a box.
2. **“Out of Office” status:**
You can check the boxes to indicate you are of the office, and choose what message you would like to have displayed while you are out.
3. **“Idle” status:**
You can change the default length of time when you have not been using your computer before your status is shown as **idle**.
4. **“On the Phone” status:**
You can select whether you want to display to everyone when you are on the phone. The default is **“Whenever I am on the phone”**, but you can change this to **“When I am logged in and on the phone”**, or **“Never”**.
5. **“In a Meeting” status:**
You can also choose to have your status automatically reflect that you are **“In a Meeting”** whenever your Exchange calendar shows you as busy.
6. Click **Apply** once you have selected your **Status Preferences**.

Preferences - Status

Category: **Status Preferences**

Profile
Status
Account
Instant Messaging
Audio/Video
Privacy

Out of Office Status

Immediately show me as "Offline" and display this message:
Out of Office

Show me as "Idle"

When I have not used the computer for:
10 Minutes

Show me as "On the Phone"

Whenever I am on the phone
 When I am logged in and on the phone
 Never

Show me as "In a Meeting"

Whenever my Exchange calendar shows me as busy

OK Cancel Apply

Setting Preferences—Account

1. Select **Account** from the menu on the left side of the **Preferences** box. You are now in the **Account Preferences** dialog box. This is where you enter your username and password for the Web Conferencing server (MeetingPlace Express) and for Voice Messaging.
NOTE: CUPC does not interface with the Xavier Password Manager (XPM). Therefore, if you change your password through the XPM, make sure you remember to change it here as well.
2. **Web Conferencing Server login:**
Enter your Xavier username and password in the Web Conferencing Server section.
3. **Voice Messaging login:**
Enter your Xavier username and password in the Voice Messaging section.
4. Click **Apply** to save your changes.

Preferences - Account

Category: **Account Preferences**

Profile
Status
Account
Instant Messaging
Audio/Video
Privacy

Web Conferencing Server

When starting a Web Conference use this login information:

Username:
Password:

Voice Messaging

When retrieving voicemails use this login information:

Username:
Password:

OK Cancel Apply

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Setting Preferences—Instant Messaging

1. Select **Instant Messaging** from the menu on the left side of the **Preferences** box. You are now in the **Instant Messaging Preferences** box. There are many different preferences that you can set up by checking or selecting a box.
2. **When receiving a new message:**
You can show or minimize the message window when a new message is received. You can also have a sound played each time you receive a new message.
3. **When displaying messages:**
You can check this box to have a timestamp displayed with each instant message you receive.
4. **When a contact's status changes:**
You may choose to have a message appear in your Instant Message (IM) window each time one of your contact's status changes.
5. **When composing a message:**
You can select the font size and color to be used when you are composing messages. You can also check a box to apply your preferred font size and color to incoming messages as well.
6. Click **Apply** once you have selected your **Instant Messaging Preferences**.

Preferences - Instant Messaging

Category:

- Profile
- Status
- Account
- Instant Messaging**
- Audio/Video
- Privacy

Instant Messaging Preferences

When receiving a new message

Show the message window

Minimize the message window

Play a sound when I receive a message

When displaying messages

Show timestamp with IMs

When my contact's status changes

Display a message in the IM window

When composing a message use this format

Arial 10 B I U a

Sample text...

Apply this format to messages I receive

OK Cancel Apply

Setting Preferences—Audio and Video

1. Select **Audio/Video** from the menu on the left side of the **Preferences** box. You are now in the **Audio/Video Preferences** box
2. **Audio Device preferences:**
You can specify your Audio Devices by selecting the appropriate device from three dropdown boxes....
 - a. Microphone
 - b. Speakers
 - c. RingerYou can also set the volume of your ringer by clicking at different points on the volume bar. You can also adjust the volume by dragging the end of the blue bar to the right to increase the volume, or to the left to decrease it.
3. **Video Device preferences:**
Choose your Video Devices from a dropdown box. This would be where you would choose a Webcam if you had a Webcam attached to your computer.
4. Click **Apply** once you have selected your **Audio/Video Preferences**.

Preferences - Audio/Video

Category:

- Profile
- Status
- Account
- Instant Messaging
- Audio/Video**
- Privacy

Audio/Video Preferences

Choose your Audio Devices

Microphone: (default wave in)

Speakers: (default wave out)

Ringer: (default wave out)

Ringer Volume: [Slider]

Choose your Video Devices

Camera: No Devices

OK Cancel Apply

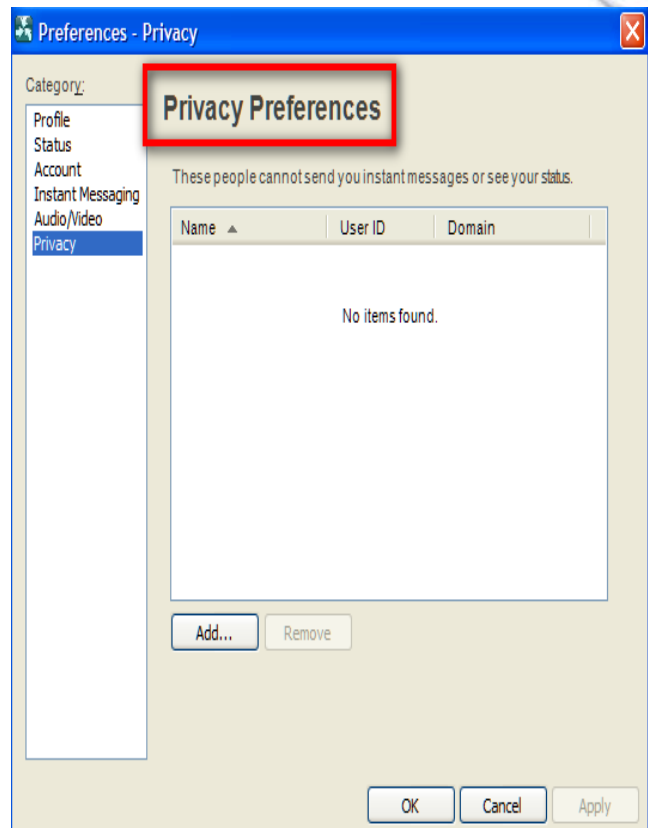
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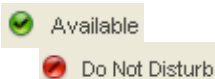


Setting Preferences—Privacy

1. Select **Privacy** from the menu on the left side of the **Preferences** box. This will open the **Privacy Preferences** dialog box
2. You can add names to your **Privacy Preferences** that you wish to block.
 - a. Click on the **Add** button.
 - b. Search for the person's name in the Xavier directory or your Contact List.
 - c. Click the **Block** button to add that person to your **Privacy Preferences** list.
 - d. Click the **Apply** button to save your changes and remain within the **Privacy Preferences** dialog box.
3. To remove a person who you have previously blocked:
 - a. Click on that person's name in your **Privacy Preferences** list.
 - b. Click on the **Remove** button.
4. Click the **Save** button to save all changes and close the **Preferences** dialog box.



Specifying your Availability



You can use the availability status to check if people in your CUPC Contact list are available, and to indicate your availability to them. By default, the system automatically determines the availability status of each person. The availability status is displayed only for Xavier contacts, or for contacts from other companies who have accepted your request to view their availability status. You can also set your own availability status manually or by setting your preferences.

To:	Do This:
Choose a status to display. (This status will remain until you change it or exit CUPC.)	Click your current status near the top of the console and choose an option.
Set your status preferences.	Choose File>Preferences , then click Status and make your selections. You can always manually override this setting from the console.

Adding a new Group



1. Click **Contacts**, then **Add New Group**.
2. Enter a descriptive name for the group, then click **Save**.
3. To add contacts to your group...
 - a. Right-click on the new group name in the CUPC console, then choose **"Add New Contact"** from the drop-down list.
4. Click a name displayed in the **Search Results**.
5. Click the **Add** button.

Adding a new Contact

1. Click **Contacts**, then **Add New Contact**.
2. Search the Company Directory for a name.
3. Click a name displayed in the **Search Results**.
4. Click the **Add** button...**OR**...click **Create a new contact**.
5. **Fill in** the name, phone number and email fields and select the group from a dropdown box of your groups.

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Move or Copy a Contact



To move or copy an existing contact to another group....

1. Click on the contact within an existing group in the CUPC console.
2. Click on the **Contacts** menu, and then click on either **“Copy Contact to Group”** or **“Move Contact to Group”**.
3. Select the desired destination group from the drop-down list that is displayed to the right of the **Contacts** drop-down menu.

Delete a Contact from a Group

There are two ways to delete a contact from a group....

1. Right-click on the contact from the CUPC console and click on **“Delete”** from the drop-down list.
2. Click once on the contact from the CUPC console, then click on the **Contacts** menu and choose the **“Delete Contact”** option from the drop-down menu.

Calling a Xavier Associate

To call a Xavier faculty member, staff member or student:

1. Enter the first few characters or all of a full name, first name, last name, or phone number in the **Search** field.
2. Press **Enter**.
3. Right-click an entry in the list of names that is displayed in the Search pane and choose **Place a Call**.

Calling People in your Contact List

You can call people directly from your Contact List, by....

1. From CUPC, right-click on the desired name or number.
2. From the drop-down list, click on **Place a Call**.
3. If there are multiple entries displayed, choose the desired number to dial.

NOTE:

When you double-click on a name or number, you can set your preferences for initiating a call.

Calling an Outside Party

To call people who are not in the Xavier Address List or your own Contact List....

1. Click the **Open Dialer** icon in the console.
2. Enter the number exactly as you would dial it from your desk phone. For example, you must dial a “9” before the number when calling someone off-campus.

Adding Video to a Call



1. Verify that your camera is plugged in and select **Softphone** mode.
2. Click the **Add Video to Call** icon in the active conversation window. If you are on a conference call, each person who wants to add video must perform this action.



Sending Instant Messages

1. Click a name in the CUPC console.
2. Click **Actions > Send an Instant Message**, or click on the **Instant Message** icon on the toolbar. The Instant Message window will be displayed.
3. Enter your message.
4. Press the **Enter** key.

Sending an Email Message to a Contact

There are several ways to send an email message to a CUPC Contact....;

1. Right-click on the name in the CUPC console, then click on the **“Send e-mail”** option from the drop-down menu.
2. Click a name in the CUPC console and then click on the envelope icon under the menus to create the email message.
3. Click a name in the CUPC console, click on the **Actions** menu, then click on the **“Send e-mail”** option from the drop-down menu.



Changing your CUPC Settings

To change the settings that control some of the features and functions within your CUPC client....

1. Click on the **File** menu at the top of the CUPC window, and click on the **Preferences** option.
2. Click on the desired category to change the settings related to your CUPC Profile, Status, Account, Instant Messaging, Audio/Video, and Privacy.
3. Click the **Cancel** button to cancel your changes; the **Apply** button to save your changes and remain in the **Preferences** dialog box, and the **Save** button to save your changes and close the dialog box.