Instructions for installing Cisco Unified Personal Communicator for Mac

Connect the USB handset to your Mac and continue with the steps below......

1. Download the Installer from the following location.
3. Run the CiscoUnifiedPersonalCommunicator-K9_ENU.dmg
4. Drag the CUPC icon to the Applications directory.

5. Launch the CUPC app. and click “Open” on the warning dialog box.
6. Accept the End User License Agreement.

7. On the Login Screen enter your NetID as your username. Enter your NetID plus the last 4 digits of your telephone number as your password (ie. Jones2200) Enter tel-cups-01.oit.duke.edu for the Login Server, and then click “Login”.
8. Click Allow on the incoming network connection warning.

9. Click on the CUPC window and then click on Cisco UPC menu from the menu bar and choose Preferences.
10. In Preferences click on the Audio/Video icon and on the Microphone drop down choose Eutectics IPP200
11. On the same screen Choose Eutectics IPP200 from the drop down for the Audio Call Output device.
12. Click on the phone icon in the upper right corner of the CUPC app. and choose “Soft Phone”
** Note if you do not see Soft Phone as an option see the firewall steps at the end of the instructions. **

13. You are now ready to begin making phone calls. To do this simply click on the keypad icon in the lower right hand corner. This will reveal the keypad and you can dial just as you would on a regular phone.
**NOTE** If you do not see Soft Phone as an option you may need to change your Firewall setting to “Set access for Specific Services and Applications”. To do this click on the Apple Menu and choose System Preferences. Then click on Security and select the Firewall tab. Change the setting to “Set access for Specific Services and Applications”. You will then need to quit and reopen the CUPC client. Upon reopening the application you will receive the incoming network connection warning. Click Allow and continue with Step 12.