

Chapter 4: Collaboration

This chapter provides only a subset of Cisco products and part numbers.

Collaboration At-a-Glance		
Product	Features	Page
CONFERENCING		
Cisco Unified MeetingPlace	<ul style="list-style-type: none"> On-premises virtual meeting solution within Cisco Unified Communications that delivers integrated voice, video, and web conferencing and interfaces that make it simple to set up, attend, and manage meetings Extends the value of Cisco WebEx Meeting Applications with on-premises voice, video, and web conferencing options that provide cost savings and added security 	4-7
Cisco Unified Videoconferencing 3500 Series Products	<ul style="list-style-type: none"> Provides a flexible, cost-effective video infrastructure for Cisco Unified Communications solutions. Supports multiple standards, codecs, and protocols for broad connectivity with room-based and desktop video, including standard-definition and high-definition endpoints Facilitates voice and video interoperability for Cisco TelePresence solutions Includes Software Application Support and Software Applications Support with Upgrades (SAS/SASU) 	4-7
Cisco Unified Video Advantage *NEW UPDATES*	<ul style="list-style-type: none"> Provides video telephony functionality to Cisco Unified IP phones (these include select models from the 6900 Series, 7900 Series, and the Cisco IP Communicator softphone application) Compatible with Cisco VT Camera III or other third-party USB cameras Cisco SMARTnet services available 	4-8
Cisco WebEx Meeting Center *NEW UPDATES*	<ul style="list-style-type: none"> Allows business professionals to easily and reliably meet online to present information, share applications, and collaborate on projects with customers and coworkers worldwide 	4-9
Cisco WebEx Training Center *NEW UPDATES*	<ul style="list-style-type: none"> Online classroom solution used to deliver engaging, effective, and interactive instructor-led training to employees, customers, and partners 	4-9
Cisco WebEx Event Center *NEW UPDATES*	<ul style="list-style-type: none"> Allows you to stage large-scale online events and web seminars to generate leads and train employees, customers, and partners 	4-10
Cisco WebEx Advanced Services	<p>Cisco WebEx Advanced Services can help customers reach and exceed their collaboration goals with a wide range of services that can be tailored to their organization. Online collaboration experts assess organizational requirements and develop a plan to reach key goals. Key service portfolio offers are: Collaboration Services, Event Solutions, and Learning Services.</p>	4-11
Cisco WebEx Support Center *NEW UPDATES*	<ul style="list-style-type: none"> Enables you to provide instant, personalized customer or IT support worldwide by allowing support staff to diagnose and fix problems in real-time, remotely, from their PCs 	4-11
CUSTOMER CARE		
Cisco Unified Contact Center Enterprise *NEW UPDATES*	<ul style="list-style-type: none"> Delivers multisite, intelligent contact routing, network-to-desktop computer telephony integration (CTI), and multichannel contact management to contact center agents over an all-IP infrastructure or mixed IP and time-division multiplexing (TDM) infrastructure Solution can also be deployed with third-party automatic call distributors (ACDs) Supports a variety of deployment models from premise-based to hosted installations. Essential Operate Service (ESW) required for most features 	4-11
Cisco Unified Contact Center Express *NEW UPDATES*	<ul style="list-style-type: none"> Software-based automatic call distributor (ACD), IVR, and CTI application is designed for small-to-medium-sized companies, enterprise branches, or corporate departments with Cisco IP Telephony networks Solution supports up to 300 agents and is available in three versions: Standard, Enhanced, and Premium, to better match product functions with your customer contact interaction management requirements Essential Operate Service (ESW) required for agents only 	4-12
Cisco Unified Expert Advisor	<ul style="list-style-type: none"> Expands the scope of the contact center by allowing enterprise knowledge workers to handle incoming customer calls without the need for the rigid tools and business rules typically found in formal contact centers Solution allows subject matter experts across the enterprise to assist with customer care, with or without a formal contact center Essential Operate Service (ESW) strongly recommended 	4-13

Cisco Unified Intelligence Center *NEW UPDATES*	<ul style="list-style-type: none"> Offers customers a powerful web-based reporting platform that is as flexible as it is intuitive Customers can report on the details of every contact across all channels from a single interface, regardless of the resources involved Essential Operate Service (ESW) required for most features 	4-14
Cisco and salesforce.com Customer Interaction Cloud	<ul style="list-style-type: none"> Multichannel contact center solution that allows customers to use the salesforce.com Service Cloud as their primary agent desktop while having full Cisco Unified Contact Center capabilities and salesforce.com CRM capabilities to operate a customer care or support center in any industry from North America Designed specifically for small and midsize businesses, supporting 30 to 300 agents or knowledge workers, this joint solution follows a cloud-computing or software-as-a-service (SaaS) model, resulting in faster deployment times, no capital investments, and higher agent productivity 	4-14
Cisco Unified Customer Voice Portal *NEW UPDATES*	<ul style="list-style-type: none"> Award-winning product that provides IP-based self-service and call routing. It combines open-standards support for speech with intelligent application development and industry-best call control to deliver personalized self-service to callers, either as a standalone interactive-voice-response (IVR) system or transparently integrated with a contact center The solution offers a prompt collect, queuing, and call-control service using standard IP technologies, and provides sophisticated speech-enabled voice self-service with the ability to quickly and easily escalate to agent-assisted service if necessary Essential Operate Service (ESW) strongly recommended 	4-15
ENTERPRISE SOCIAL SOFTWARE		
Cisco Show and Share *NEW PRODUCT*	<ul style="list-style-type: none"> Integrated component of the Cisco Digital Media Suite for webcasting and video sharing that provides the ability to create live and on-demand video content and define who can watch specific content Offers viewer collaboration tools such as commenting, rating, and word tagging, and provides comprehensive access reporting 	See 7-8
Cisco Prosumer Video *NEW PRODUCT*	<ul style="list-style-type: none"> Combines a video-capture device with the Cisco FocalPoint online video workspace for the enterprise Retains the ease of use of the consumer Cisco Flip Video camcorder while adding additional memory for longer recording time, as well as a web-based cloud service for easy sharing and collaboration 	4-16
Cisco Flip MiniPRO *NEW PRODUCT*	<ul style="list-style-type: none"> First in a series of the enterprise-class Cisco Prosumer Video solution camcorder products, enhances business process and improves collaboration by allowing the capture of video content for secure editing and sharing 	4-16
Cisco FocalPoint *NEW PRODUCT*	<ul style="list-style-type: none"> Online video workspace for uploading, organizing, and sharing video Makes it easy to share videos, edit individual clips, and create custom movies securely within your organization 	4-17
Cisco Pulse *NEW PRODUCT*	<ul style="list-style-type: none"> Automatically discovers pertinent work experience and valuable content spread across the enterprise and integrates seamlessly with all communications and conferencing tools Built as an open platform, but tightly integrated with Cisco's technology architectures, Cisco Pulse delivers rich team and customer experiences in a click, allowing workforces to be more competitive, responsive, and productive 	See 7-16
IP COMMUNICATIONS		
Cisco Unified Communications Manager *NEW UPDATES*	<ul style="list-style-type: none"> Server-based call-processing and call-control component of the Cisco Unified Communications Solution, offering a suite of integrated voice applications and utilities Available as an appliance, it is accessible through a GUI and a command-line interface Essential Operate Service (ESW) are required based on server platform 	4-18
Cisco Unified Communications Manager Assistant	<ul style="list-style-type: none"> Component of the Cisco Unified Communications Manager, this PC and phone application provides productivity tools that enhance communications between manager and administrative assistant No separate services required 	4-20
Cisco Unified Communications Manager Express *NEW UPDATES*	<ul style="list-style-type: none"> Cisco IOS Software-based call control supported on first and second generation Cisco Integrated Services Routers and Cisco Unified Communications 500 Series for Small Business appliance Included in the Cisco SMARTnet services when originally purchased router or Cisco Unified Communications 500 Series for Small Business 	4-20
Cisco Unified Communications Manager Business Edition *NEW UPDATES*	<ul style="list-style-type: none"> Designed for medium-sized businesses with up to 500 employees and up to 20 sites (19 remote sites) Single server solution combines Cisco Unified Communications Manager media processing and Cisco Unity Connection integrated voice-messaging capabilities Essential Operate Service (ESW) that covers the MCS server hardware replacement and software support are required 	4-21
Cisco Unified Communications Manager Session Management Edition *NEW PRODUCT*	<ul style="list-style-type: none"> Provides centralized trunking, application and private-branch-exchange (PBX) aggregation, and policy control Reduces communication tolls, cuts administrative overhead, and supports easier migration to a full IP telephony environment 	4-22

Cisco IP Communicator *NEW UPDATES*	<ul style="list-style-type: none"> Software application that acts as an IP end-point to deliver voice and video calling through a Windows PC, enabling remote users to take their office extension with them Essential Operate Service (ESW) required for User License 	4-23
Cisco Unified IP Phones 6900 Series *NEW UPDATES*	<ul style="list-style-type: none"> Affordable portfolio of endpoints that support business-grade voice and video communications to branch, midmarket, and enterprise customers in a user- and eco-friendly design Includes a range of offerings spanning occasional use settings, such as lobbies, to highly active communications environments, such as for managers and administrative staff Cisco SMARTnet services available 	4-24
Cisco Unified IP Phones 7900 Series	<ul style="list-style-type: none"> Diverse endpoint portfolio for advanced business communications offering support for voice, video and data communications Meets a wide range of customer needs from the lobby to the conference room to the executive office and everywhere in between Offers a choice of wired, wireless LAN and specialty endpoint solutions Cisco SMARTnet services available 	4-26
Cisco Unified IP Phones 8900 Series *NEW PRODUCT*	<ul style="list-style-type: none"> Portfolio of advanced professional multimedia endpoints designed to elevate business performance with increased productivity by delivering a robust suite of Unified Communications and multimedia applications in a design that is elegant, easy-to-use and eco-friendly Cisco SMARTnet services available 	4-28
Cisco Unified IP Phones 9900 Series *NEW PRODUCT*	<ul style="list-style-type: none"> Portfolio of advanced collaborative multimedia endpoints, with support for the most comprehensive suite of Unified Communications services and multimedia applications, including video communications as simple as a telephone call made directly from the IP phone, in a design that is intuitive, clutter-free and earth-friendly Cisco SMARTnet services available 	4-29
Cisco SPA 500 Series IP Phones *NEW PRODUCT*	<ul style="list-style-type: none"> For small businesses with robust features that support the Cisco Unified Communications 500 Series, Cisco SPA9000 Voice System, and hosted IP telephony. 	4-31
Cisco Unified Attendant Console Portfolio *NEW UPDATES*	<ul style="list-style-type: none"> Comprises three full-featured software-based attendant console solutions designed specifically for use with Cisco Unified Communications Manager Includes Cisco Unified Department Attendant Console for departmental use, Cisco Unified Business Attendant Console for small- to medium-sized businesses, and the Cisco Unified Enterprise Attendant Console for the larger enterprise customer Essential Operate Service (ESW) required for software 	4-31
Cisco Emergency Responder	<ul style="list-style-type: none"> Works with Cisco Unified Communications Manager to automatically provide E9-1-1 features in North America; intra-enterprise features are also compatible with any internal or external emergency number Essential Operate Service (ESW) for the software license and per seat 	4-33
Cisco Intercompany Media Engine *NEW PRODUCT*	<ul style="list-style-type: none"> Enables true boundary-less communications among organizations, including business partners and customers Makes communications among separate companies and organizations as effortless and transparent as it is within an individual company Included with Cisco Unified Communications Manager 8.0 and Cisco Unified Communications Manager Session Management Edition 8.0 	4-34
Cisco Unified Survivable Remote Site Telephony (SRST) *NEW UPDATES*	<ul style="list-style-type: none"> Cisco IOS software-based feature set that provides key backup telephony functions for the remote branch office if connectivity to the centrally-located Cisco Unified Communications Manager or Cisco Unified Communications Manager Business Edition fails (that is, a WAN link is interrupted) During a WAN outage, the Cisco Unified SRST-enabled router provides robust telephony services (including off-net calls to 911) 	4-34
Cisco Unified Communications Services	<p>Services, delivered by Cisco and our partners, help organizations deploy a secure, resilient Cisco Unified Communications solution, enabling powerful ways to collaborate with coworkers, partners, and customers across any workspace.</p>	4-35
MESSAGING		
Cisco WebEx Connect	<ul style="list-style-type: none"> Enterprise-class, on-demand unified communications client that delivers instant messaging, rich presence, audio, video, and integrated web conferencing and soft phone capabilities to streamline communications and enhance productivity 	4-35
Cisco WebEx Mail *NEW PRODUCT*	<ul style="list-style-type: none"> Enterprise-ready hosted e-mail service Offers native Microsoft Outlook compatibility, advanced webmail, high availability for all users, 5 or 35 GB mailbox size, full BlackBerry and Microsoft ActiveSync support, messaging security powered by Cisco IronPort, and next-generation collaboration capabilities 	4-36
Cisco Unified Personal Communicator	<ul style="list-style-type: none"> Integrates frequently used communications applications and services into a single, unified client From an easy-to-use interface on a PC or Mac, it provides quick and easy access to powerful communications tools—softphone, presence, instant messaging, visual voicemail, click to call, employee directory, communication history, high-definition video, and web conferencing—to help you communicate effectively and work more productively 	4-37

Cisco Unified Presence	<ul style="list-style-type: none"> Standards-based platform collects information from multiple sources about user availability and communications capabilities to provide rich presence status and facilitate presence-enabled communications with Cisco Unified Communications and other critical business applications Enables sharing of presence and IM with Cisco Unified Personal Communicator Supports the ability to view phone presence from Cisco Unified Personal Communicator, IBM Lotus Sametime, or Microsoft Office Communicator Facilitates the ability to expose presence in corporate web directories, point-of-sale applications, or customer relationship management systems through standards-based application programming interfaces (APIs) Provides the ability for subject matter experts anywhere in your enterprise to handle incoming customer calls with Cisco Unified Expert Advisor and Cisco Unified Personal Communicator Essential Operate Service (ESW) required for most features 	4–37
Cisco Unity Connection *NEW UPDATES*	<ul style="list-style-type: none"> Enterprise-class voice and integrated messaging solution that adds speech recognition and call routing rules on a Linux appliance Essential Operate Service (ESW) required for Voice Mail Boxes 	4–38
Speech Connect for Cisco Unity Connection *NEW PRODUCT*	<ul style="list-style-type: none"> Internal or external callers can say the name of an employee into the phone and instantly be connected New feature included with Cisco Unity Connection 	4–39
Cisco SpeechView *NEW PRODUCT*	<ul style="list-style-type: none"> Converts voice messages to text and delivers them to you via e-mail, allowing you to read your voice messages and take immediate action New feature for Cisco Unity Connection 	4–39
Cisco Unity Express *NEW UPDATES*	<ul style="list-style-type: none"> Integrated voice mail, automated attendant, IVR, and time card services locally delivered for small businesses or branch offices Takes advantage of the data infrastructure; supported on a broad range of Cisco Integrated Services Routers Cisco SMARtNet services available 	4–39
Cisco Unified Survivable Remote Site Voicemail *NEW PRODUCT*	<ul style="list-style-type: none"> Cost-effective solution for supporting survivable voicemail service for your organization's remote sites, such as branch offices or small sites Centralized configuration and management for CUCM/Unity Connection-based deployments 	4–40
Cisco Unified Messaging Gateway *NEW UPDATES*	<ul style="list-style-type: none"> Open and secure method of intelligently routing messages and exchanging subscriber and directory information within a unified messaging network Acts as the central hub in a network of voice and unified messaging solutions Includes Software Application Support and Software Applications Support with Upgrades (SAS/SASU) 	4–41
Cisco Unity Unified Messaging *NEW UPDATES*	<ul style="list-style-type: none"> Unified messaging system that delivers voice, e-mail, and fax messages into single inbox for access through phone, e-mail, and many other clients and devices Essential Operate Service (ESW) required for Voice Mail Boxes (VM or UM) 	4–41
Speech Connect for Cisco Unity *NEW PRODUCT*	<ul style="list-style-type: none"> Internal or external callers can say the name of an employee into the phone and instantly be connected For use with Cisco Unity unified messaging systems 	4–41
Cisco WebEx Advanced Services	Cisco WebEx Advanced Services can help customers reach and exceed their collaboration goals with a wide range of services that can be tailored to their organization. Online collaboration experts assess organizational requirements and develop a plan to reach key goals. Key service portfolio offers are: Collaboration Services, Event Solutions, and Learning Services.	4–11
MOBILE APPLICATIONS		
Cisco Unified Mobile Communicator *NEW UPDATES*	<ul style="list-style-type: none"> Enables collaboration by securely extending Cisco Unified Communications to your mobile smartphone Provides real-time access to company directory, presence, visual voice mail, integrated call history, and conference notifications and other vital information; so you always have the information you need at your fingertips when you are on the go Essential Operate Service (ESW) required for most features 	4–42
Cisco Unified Mobility	<ul style="list-style-type: none"> Mobility application, native to Cisco Unified Communications Manager, which extends call control capabilities to mobile devices Redirects of incoming calls to up to four different phones simultaneously (single number reach/single business voicemail) and enables the transition of calls between Cisco Unified IP Phones and mobile devices 	4–42
Nokia Call Connect for Cisco	Enables Nokia business-class dual-mode handsets to operate on cellular Global System for Mobile Communications (GSM) and Cisco Unified Wireless Networks (VoWLAN/802.11 b/g) with access to the advanced features provided by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.	4–43
Cisco WebEx Meeting Center on Smartphone Browsers	<ul style="list-style-type: none"> Using the mobile browser on a smartphones, users can attend Cisco WebEx Meeting Center meetings, view presentations applications and desktops with live annotations No download required 	4–43

Cisco WebEx Meeting Center on Mobile Devices	<ul style="list-style-type: none"> Free downloadable Cisco WebEx Meeting Center application for Apple iPhone and iPad from the Apple App Store and for RIM BlackBerry smartphones from the BlackBerry App World Join WebEx meetings from your mobile device to view shared presentations, applications, and desktop, view attendee list and chat with attendees On the iPhone, users can also schedule WebEx meetings, invited attendees, and transfer a live meeting from the iPhone to a PC 	4-43
Cisco Mobile Supervisor	<ul style="list-style-type: none"> Free application available from Apple Inc's App Store Extension to the Cisco Supervisor Desktop (CSD) on a mobile device Extension to your Cisco Unified Contact Center Express (Unified CCX) product, contact center supervisors can receive real-time performance metrics on their iPhone3G and iPod touch devices 	4-43

TELEPRESENCE

Cisco TelePresence System	<ul style="list-style-type: none"> Integrates advanced audio, high-definition video, and interactive elements with the power of the underlying network to deliver an immersive in-person experience Supports life-like images with ultra high-definition video and spatial audio Integrates cameras, a lighting array, microphones, and speakers, all tuned to optimize the experience Integration with enterprise groupware, such as Microsoft Exchange and Lotus Notes, makes it easy to schedule and launch calls Solution offers scalable, no-latency multipoint meetings for up to 48 sites, interoperability with video conferencing, and secure and scalable intercompany calling Specialized applications such as Cisco TelePresence Expert on Demand and Cisco TelePresence Recording Studio take Cisco TelePresence beyond business meetings for new face-to-face interactions and transactions Operates on an integrated voice, video, and data network with intelligent architecture capabilities for ensuring reliability, quality of service (QoS), and security 	4-44
Cisco TelePresence System 3210 *NEW PRODUCT*	<ul style="list-style-type: none"> Enables organizations to host up to 18 meeting participants in a single large room 	4-44
Cisco TelePresence System 3010 *NEW PRODUCT*	<ul style="list-style-type: none"> Ideal endpoint for group meetings, creating an environment for six people to sit around the "virtual table" in a single location 	4-46
Cisco TelePresence System 1300	<ul style="list-style-type: none"> Single-screen system designed for the general-purpose room With streamlined industrial design and three cameras, it can support up to six people without requiring a dedicated conference room Endpoint also features integrated audio conferencing capabilities and innovations that reduce bandwidth requirements 	4-48
Cisco TelePresence System 1100 *NEW PRODUCT*	<ul style="list-style-type: none"> Ideal for small group or one-on-one meetings around the "virtual table" 	4-49
Cisco TelePresence System 500	<ul style="list-style-type: none"> Smaller footprint of the Cisco TelePresence System 500 gives organizations the flexibility to deploy Cisco TelePresence within personal offices to support one-on-one meetings, or to join large, multipoint Cisco TelePresence calls 	4-50
Cisco TelePresence Commercial Express *NEW PRODUCT*	<ul style="list-style-type: none"> Combines core infrastructure components for management, multipoint switching, and recording into one server using VMware 	4-52
Cisco TelePresence Manager	<ul style="list-style-type: none"> Makes it easy for you to schedule and manage Cisco TelePresence calls 	4-52
Cisco TelePresence Multipoint Switch	<ul style="list-style-type: none"> Easily and reliably include three or more locations in a single meeting, with support for up to 48 locations 	4-52
Cisco TelePresence Recording Server	<ul style="list-style-type: none"> Transforms the Cisco TelePresence system into a high-definition recording studio 	4-54

Tandberg Telepresence and Video Conferencing Products

TANDBERG products are now part of the Cisco TelePresence portfolio; however, they will not be orderable through Cisco until 2011. For more information, visit <http://www.tandberg.com/video-conferencing-telepresence-products.jsp>.

Cisco TelePresence Services	Cisco and our partners provide a broad portfolio of intelligent, personalized services to help you assess network readiness, realize the full value of your Cisco TelePresence investment, and increase business agility and network availability.	4-55
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INFRASTRUCTURE AND OTHER

Cisco Unified Application Environment	<ul style="list-style-type: none"> Offers a rich portfolio of applications and development tools that extend the Cisco Unified Communications platform Broad support for development tools, including Eclipse and Microsoft Visual Studio; allows unified communication and network services to be quickly and easily integrated into business applications or to develop entirely new applications 	4-55
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Cisco UC Integration for Microsoft Office Communicator	<ul style="list-style-type: none"> Instantly access enhanced Cisco Unified Communications directly from Microsoft Office Communicator 2007 on your PC Easy-to-deploy desktop integration, extend proven Cisco unified communications services to your workspace and benefit from the investment protection and reduced complexity delivered by a single call control solution 	4–56
Cisco Unified Communications 500 Series *NEW PRODUCT*	<ul style="list-style-type: none"> Affordable unified communications appliance for Small Businesses that provides voice, data, voicemail, automated attendant, video, security, and wireless capabilities while integrating with existing desktop applications such as calendar, email, and CRM programs Cisco SMARTnet services available 	4–56
Cisco Unified Communications on the Cisco Unified Computing System *NEW PRODUCT*	<ul style="list-style-type: none"> Composed of Cisco Unified Communications applications running in a virtualized environment, consisting of VMware software, Cisco Unified Computing System servers, and Fibre Channel SAN storage 	4–58
Cisco Unified Border Element	<ul style="list-style-type: none"> Cisco IOS-based service that provides scalable enterprise session border controller features for 4–15,000 sessions, allowing interconnection of H.323 and SIP applications within the enterprise and for the enterprise to connect to service provider SIP trunks for PSTN access Provides video and TelePresence interconnects Cisco SMARTnet services available 	4–58
Cisco Voice Gateways *NEW UPDATES*	<ul style="list-style-type: none"> Dedicated Cisco VG202, VG204, VG224, VG248, and 112-FXS Bundle Analog Voice Gateways provide connectivity between IP networks and traditional telephones Cisco SMARTnet services available 	4–59
Cisco AS5350XM Universal Gateway	<ul style="list-style-type: none"> High performance, 1RU universal gateway offering best in class voice, fax, remote access and session border control services Cisco SMARTnet services available 	4–60
Cisco AS5400XM Universal Gateway	<ul style="list-style-type: none"> High performance, 2RU universal gateway offering best in class voice, fax, remote access and session border control services Cisco SMARTnet services available 	4–62
Cisco ATA 187 Analog Telephone Adaptor *NEW UPDATES*	<ul style="list-style-type: none"> Turns any analog telephone into an IP telephone. Each of the two voice ports supports independent telephone numbers, providing two separate lines Cisco SMARTnet services available 	4–64
Cisco Media Express Engine For product information, please refer to Chapter 7, "Video and Broadband Cable".		
Cisco Integrated Services Routers—Generation 1 and 2 For product information, please refer to Chapter 1, "Routing".		
Cisco Unified Workspace Licensing *NEW UPDATES*	<ul style="list-style-type: none"> Allows organizations to cost-effectively access a wide range of Cisco Collaboration applications and services in a cost-effective, simple package Includes client and server software, licensing, service and support, and software subscription on a per-user basis 	4–64
Cisco Unified Communications Software Subscription *NEW UPDATES*	<ul style="list-style-type: none"> Increases business value by providing an economical and timely approach to upgrading to new Cisco technology Offers major software releases at no additional charge for the duration of the activated subscription term, which can be for 1, 2, 3, or 5 years 	4–66
FOR MORE INFORMATION		
Product Ordering To place an order, visit: http://www.cisco.com/en/US/ordering/index.shtml .		
End-of-Life and End-of-Sale Please visit the end-of-life and end-of-sale website for a complete and up-to-date listing of products that are no longer being sold or supported, what replacement products are available, and information about product support. http://www.cisco.com/en/US/products/prod_end_of_life.html		
NOTE: This chapter provides only a subset of Cisco products and part numbers. For the most up-to-date and comprehensive information, refer to the Cisco website at http://www.cisco.com , the Cisco ordering website at http://www.cisco.com/en/US/ordering/index.shtml , or reference the URL listed in the "For More Information" section of each product.		

Conferencing

Cisco Unified MeetingPlace

Cisco Unified MeetingPlace conferencing is an on-premises virtual meeting solution within Cisco Unified Communications. It delivers an exceptional user experience with integrated voice, video, and web conferencing and interfaces that make it simple to set up, attend, and manage meetings. Cisco Unified MeetingPlace conferencing extends the value of Cisco WebEx meeting applications with on-premises voice, video, and web conferencing options that provide cost savings and added security.

Key Features and Benefits

- **Cost savings**—Cisco Unified MeetingPlace conferencing is deployed on-premises on an organization's converged IP network, a scenario that can reduce costs by virtually eliminating conferencing telephony and service fees paid to service providers.
- **Deployment flexibility**—On-premises voice conferencing for Cisco WebEx meeting applications. You can deploy the Cisco Unified MeetingPlace solution as a complete on-premises voice, video, and web conferencing solution or integrate it with Cisco WebEx web conferencing services. These solutions together combine the cost savings advantages of on-premises voice conferencing with the productivity benefits of on-demand web conferencing. The Cisco WebEx Node for MCS is a software component that is deployed with Cisco Unified MeetingPlace 8.0 to provide on-premises data options and improved performance for Cisco WebEx meetings.
- **Simple rich-media conference setup, attendance, and management**—Cisco Unified MeetingPlace conferencing is integrated with multiple applications and devices to enable you to better integrate conferencing into your business processes. Intuitive interfaces make setting up, attending, and managing meetings easy. Industry-standard protocols are supported to enable meeting attendance from virtually any phone and video application or endpoint.
- **Security:**
 - The solution offers a dedicated on-network system; each customer is provided with a dedicated Cisco Unified MeetingPlace solution integrated with the private network.
 - The solution offers Internet lockout controls; meetings can be set up as internal-only meetings and held entirely behind the corporate firewall, or as external meetings that are accessible to Internet and internal participants. Administrators and meeting organizers have complete control.
 - The solution offers access authentication, encryption, and in-session meeting controls.

For More Information

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

Cisco Unified Videoconferencing 3500 Series

Cisco Unified Videoconferencing is a video infrastructure solution for Cisco Unified Communications. The solution allows participants to collaborate effectively and share information in real time to help organizations eliminate the barriers of time, distance, and resources and permit people around the world to function as if they were in the same room. The solution supports multiple protocols to facilitate connectivity with a wide variety of video-enabled devices from desktop video telephony to standard-definition and high-definition room systems, WebEx Meeting Center, and Cisco TelePresence systems.

Key Features and Benefits

- **Multiprotocol support—broad video interoperability**—The Cisco Unified Videoconferencing 3500 Series supports multiple standards, codecs, and protocols, including H.323, Session Initiation Protocol (SIP), Skinny Client Control Protocol (SCCP), and H.320, to help ensure broad connectivity with traditional and emerging video environments, including traditional room and desktop video conferencing systems, newer high-definition (HD) video solutions, Cisco TelePresence solutions, and Cisco Unified Communications Manager video telephony environments.
- **High-performance, flexible solution**—The Cisco Unified Videoconferencing 3500 Series offers an optimized experience for everyone. Its powerful hardware design has flexible processing capabilities to provide an exceptional user experience that is also scalable and cost-effective.
- **High-definition (HD) conferencing**—The Cisco Unified Videoconferencing 3545 System fully supports standards-based HD video conferencing endpoints.
- **High-quality standard-definition video conferencing**—Because every port has dedicated audio and video encoders, standard-definition (SD) endpoints can connect to any conference, at any supported bit rate, with any supported audio or video codec, at any supported SD resolution, and with any screen layout.
- **High-capacity standard-definition video conferencing**—The Cisco Unified Videoconferencing 3545 System has the flexibility to distribute processing resources that are not being fully used by personal or desktop video conferencing endpoints.
- **Cisco Unified Videoconferencing desktop video has been integrated with Cisco WebEx™ Meeting Center** to provide more advanced video capabilities for WebEx® meetings.
- **The solution enhances the collaboration capabilities of Microsoft Office Communications (MOC) and Sametime** by adding embedded, multiparty video. MOC and Sametime users can now initiate impromptu video communications with other MOC and Sametime users or with any video solution that can connect to Cisco Unified Videoconferencing.

- The Cisco Unified Videoconferencing ISDN Gateway Modules allow ISDN H.320 endpoints to participate in the same conferences as IP-based H.323, Skinny Client Control Protocol (SCCP), or Session Initiation Protocol (SIP) endpoints.
- Advanced solution management, desktop video, and streaming media—Cisco Unified Videoconferencing Manager—Cisco Unified Videoconferencing Systems can be managed as standalone devices or with the Cisco Unified Videoconferencing Manager, which helps organizations of all sizes use their video conferencing resources more effectively.

Specifications

Feature	Cisco Unified Videoconferencing 3500 Series
Video Capabilities	Video codecs—H.261, H.263, and H.264; Live video resolutions—Quarter Common Intermediate Format (QCIF), Common Intermediate Format (CIF), Standard Input Format (SIF), 4CIF, 1280 x 720p, and 1920 x 1080p (switched HD service only); Presentation video resolutions—Video Graphics Array (VGA), Super Video Graphics Array (SVGA), and Extended Graphics Array (XGA); Video bandwidth—Up to 2 Mbps per port; Full transcoding and transcoding for all SD (up to and including 4CIF) video codecs and speeds on all ports; All-continuous-presence layout options support both SD and HD participants (for HD service); 4CIF resolution on all ports for all layout combinations; H.264 codec on all ports for all layout combinations; QualiVision for highly improved, standards-based video quality in networks with packet loss; supports both SD and HD connections; QoS support with Differentiated Services (DiffServ), type of service (ToS), and IP Precedence; Per-user (rather than per-conference) video processing, allowing unique and optimal video settings for each user
Audio Capabilities	SD audio codecs—G.711, G.722, G.722.1, G.723.1, G.728, and G.729A; DTMF tone detection (in-band, H.245 tones, and RFC 2833); Entry and exit sounds played when conference participants join or leave a conference; Ability to record and upload custom messages; Full transcoding and mixing on all audio ports
Signaling Protocols	H.323; SCCP; SIP; H.320 with gateway modules
Security	H.235 Advanced Encryption Standard (AES) and Data Encryption Standard (DES) encryption on both SD and HD connections, up to 128-bit keys, for secure audiovisual conferencing; Password-protected web GUI user access with multiple levels; administrator, operator, and user; Strong password enforcement; HTTPS and Secure Sockets Layer (SSL); PIN-protected conferences to help ensure privacy; Security warning page option; Serial port disable and enable; Session inactivity time-out and user lockout (manual and auto) capabilities; Security event logging
Feature	Cisco Unified Videoconferencing 3545 System
LAN Interface	One 10/100 Ethernet port, IEEE 802.3, 8-pin RJ-45 on each console
Serial Port	EIA-232, 9-pin D-type
Dimensions	3.50 x 17.25 x 10.0 in. (8.89 x 43.815 x 25.4 cm)
Weight	17.6 lb (8 kg) for empty chassis (with two power supplies)
Power	100-240 VAC autosense, 50–60 Hz, 202W maximum; Dual redundant power supplies; U.S. power cable included; Other power cables available
Environment	Operating temperature—32 to 122°F (0 to 50°C); Storage temperature—13 to 158°F (25 to 70°C); Humidity to 5 to 90% noncondensing

For More Information

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

Cisco Unified Video Advantage

Cisco Unified Video Advantage (formerly Cisco VT Advantage) adds video to your communications experience by providing video telephony functions to Cisco Unified IP Phones (select Cisco Unified IP Phones 6900 Series and 7900 Series and Cisco IP Communicator softphone application). With Cisco Unified Video Advantage, video telephony is now just a phone call.

This solution comprises Cisco Unified Video Advantage software and Cisco VT Camera III, a video telephony USB camera. With Cisco Unified Video Advantage, you can use the familiar phone interface to make and receive video calls on your Cisco Unified IP Phone with the video component displayed on your PC. Enterprise organizations can take advantage of their existing IP networks to extend video to everyone in their organization.

Ideal for Companies That Need These Features

Cisco Unified Video Advantage

- Desktop video calling
- High-quality video with rich telephony features on their Windows PC
- Transparent integration with desktop IP phone or Cisco IP Communicator for familiar phone interface

Key Features and Benefits

- Consistent voice and video user experience: Cisco Unified Video Advantage offers easy, low-cost, high-quality video calling. Familiar call features such as call forward, transfer, conference, hold, and mute are initiated through the phone, and available video is viewed through the PC.
- Easy to manage: Unified administration is possible with Cisco Unified IP Phones and automatic software upgrades.

Selected Part Numbers and Ordering Information

CUVA-V3=	Cisco Unified Video Advantage and VT Camera III
CUVA-V3-24BUN=	Cisco Unified Video Advantage and VT Camera III 24-Unit Pack
CUVA-SW-2.X	Cisco Unified Video Advantage 2.x Software Only
CUVA-SW-LIC	Cisco Unified Video Advantage User License
CUVA-SW-2.X-10=	Cisco Unified Video Advantage 2.X SW 10 User License

For More Information

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

Cisco WebEx Meeting Center

Cisco WebEx Meeting Center allows business professionals to meet online to present information, share applications, and collaborate on projects with customers, partners, and colleagues, worldwide, just as if you were face-to-face. Schedule meetings in advance or start an instant online meeting and invite people to join you by e-mail or IM. Cisco WebEx Meeting Center enables companies to extend their business models over the web in a high-touch yet low-cost manner.

Ideal for Companies That Need These Features

Cisco WebEx Meeting Center

- Ability to meet with remote colleagues, customers, and partners online to share presentations and collaborate
- Software as a Service (SaaS) delivery model that allows them to deploy a web conferencing solution over the web, eliminating the need for hardware and resources to maintain the infrastructure
- A secure and reliable method to collaborate both inside and outside the firewall

Key Features and Benefits

- Integrated live audio, video, and data—Easily create dynamic and persuasive multimedia presentations that combine live audio, video, and data. Use powerful presentation techniques such as animations and Macromedia Flash to deliver the true presentation experience.
- Powerful presentation and annotation tools—Presenters and participants can show documents, applications, or their desktop in real time. Control can be passed to attendees so that they can share their desktops or annotate yours.
- Join WebEx meetings on your smartphones including iPhone, BlackBerry, Nokia, and more.
- Desktop integration—Initiate meetings instantly from Microsoft Office, Microsoft Outlook, Lotus Notes, and a variety of instant messaging solutions, including Cisco WebEx Connect.
- Enterprise integration—Use single sign-on to access WebEx Meeting Center and other enterprise applications integrated with WebEx.
- Cisco WebEx Network-Based Recording (NBR)—Record meetings for future reference, training or demos.
- Cross-platform support—Meet with anyone using WebEx, on all common operating system platforms: Windows, Mac, Linux, and UNIX.
- Enterprise policy management—Cisco WebEx Site Administration allows IT to enforce security policy at all levels: enterprise, group or individual.
- Meeting platform you can trust—Cisco WebEx meeting applications run on the Cisco WebEx Collaboration Cloud, a real-time, global network that gives you the fast, reliable, highly secure performance you need.
- Integrates with existing Cisco investments—Cisco Unified MeetingPlace, Cisco Unified Video Conferencing, Cisco TelePresence, Cisco WebEx Node for the ASR 1000, Cisco WebEx Node for MCS

For More Information

<http://www.cisco.com/en/US/products/ps10409/index.html>

Cisco WebEx Training Center

Cisco WebEx Training Center is a hosted online training solution that enables you to deliver dynamic, interactive learning to anyone who has web access and a browser. Designed to provide instructors with flexible, easy-to-use tools that encourage interactions and engage learners, Cisco WebEx Training Center is the leading virtual classroom solution on the market. With this application, you can significantly decrease the cost of delivering live training, reach your learners more often, and reduce the time your learners spend away from their jobs and their customers.

Ideal for Companies That Need These Features

Cisco WebEx Training Center

- Online classroom for interactive learning
- Comprehensive online learning management with registrations, testing, hands-on labs, and breakout rooms
- Software-as-a-service (SaaS) delivery model that allows them to deploy a web conferencing solution over the web, eliminating the need for hardware and resources to maintain the infrastructure
- Secure and reliable method to conduct events both inside and outside the firewall

Key Features and Benefits

- Keep learners engaged and involved with Quick Response tools that make it easy for instructors and learners to communicate. These tools allow students to interact with instructors and other students with the click of an icon.
- Promote collaborative learning with virtual breakout sessions that allow students to break into small groups to work on projects, role-play, or develop case studies. Instructors can roam from group to group to provide guidance and support.
- Provide remote learners with hands-on access to software training with Cisco WebEx Hands-On Labs. Accelerate the roll-out of software applications by providing students with access to remote lab computers for hands-on training through the Internet.
- Assess the understanding and ability of your learners to apply your training with the integrated Cisco WebEx Testing Engine. Deliver tests before, after, or during live training sessions, and integrate with LMS systems.
- Take full advantage of Cisco WebEx Integrated Audio to simplify the scheduling and management of audio sessions for your live online training programs. Innovative features such as Active Talker allow instructors and students to see who is speaking, promoting personal interactions and enabling instructors to “spot” audio distractions (hold music) and mute the line to minimize interruptions.
- Deliver live interactive training to learners regardless of their computing platform, with multiplatform support for Windows, Mac, Linux, and UNIX.

For More Information

<http://www.cisco.com/en/US/products/ps10410/index.html>

Cisco WebEx Event Center

Cisco WebEx Event Center is an online event-management application for staging large-scale online events and web seminars. Cisco WebEx Event Center allows you to manage the entire online event lifecycle from planning, promoting, and presenting to follow-up and analysis. Whether you need to increase your lead numbers, launch a new product, or hold all-hands company meetings, Cisco WebEx Event Center can help you cost-effectively target the right people—worldwide.

Ideal for Companies That Need These Features

Cisco WebEx Event Center

- Ability to deliver marketing events and corporate events to a large audience over the web
- Comprehensive online event management with registrations, promotions, and follow-ups
- Robust online event session features for high-quality, professional event production
- Software-as-a-service (SaaS) delivery model that allows them to deploy web-based event management over the web, eliminating the need for hardware and resources to maintain the infrastructure
- Secure and reliable method to conduct events both inside and outside the firewall

Key Features and Benefits

- Sophisticated event management features—From customizable HTML templates and event registration forms to automated lead management and lead scoring, Cisco WebEx Event Center has the features you need for a successful webcast that delivers the results you want, and allows you to integrate to your CRM application, such as Salesforce.com.
- Higher return on investment (ROI)—Extend the life of your events with Cisco WebEx Network Based Recording (NBR). With a simple click, you can record all your events, which are then available for replay. Choose from multiple options such as requiring registration or destination URL, or even posting surveys.
- Webcast platform you can trust—When the technology fails there is no makeup session. Rest assured: all Cisco WebEx events run on Cisco WebEx Collaboration Cloud, ensuring security, reliability, and performance.
- Audio broadcast—Cisco WebEx Event Center offers multiple audio options to meet your event needs and budget. Audio broadcast allows presenters to deliver over a regular telephone while the event participants listen through their computers.
- Multiplatform—Let your prospects join your event on the platform of their choice: Windows, Mac, Linux, or UNIX.

For More Information

<http://www.cisco.com/en/US/products/ps10411/index.html>

Cisco WebEx Advanced Services

Customers get more from their WebEx Investment with help from WebEx Advanced Services. Cisco WebEx Advanced Services are a comprehensive suite of offerings specifically designed to help customers achieve organizational objectives and maximize the return on their WebEx investment. The top priority is to help customers use WebEx more successfully. The WebEx Advanced Services team has deep domain expertise and extensive industry experience. WebEx Advanced Services offers valuable assistance with WebEx deployment, collaboration adoption, and integration with your business processes, technologies, and culture.

- Collaboration offers, including: Collaboration Readiness Assessment, Connect & Mail Implementation Services, Adoption Management Services, CloudLink integration service and Product Customization Services
- Events offers including: High Definition Video Webcasting, Marketing Automation, Virtual Conferencing, Virtual Meeting Room and Online Marketing Services
- Learning offers, including: Course Management System and Online Learning Consulting

For more information about Cisco WebEx Advanced Services, visit:
http://cisco.com/en/US/prod/ps10352/advanced_services.html.

Cisco WebEx Support Center

Cisco WebEx Support Center helps resolve support issues for remote users, fast. Provide real-time technical support to employees and customers anywhere in the world. Decrease downtime and increase productivity. Tech Support representatives can perform fast fixes, quickly resolve remote support issues, manage remote devices, and accelerate diagnosis and problem solving from anywhere in the world—without costly on-site service visits.

Ideal for Companies That Need These Features

Cisco WebEx Support Center

- Ability to remotely deliver technical support as if onsite
- Reduced support time and cost with the ability to escalate an issue instantaneously for on-demand personalized support
- Software-as-a-service (SaaS) delivery model that allows them to deploy a remote support solution over the web, eliminating the need for hardware and resources to maintain the infrastructure
- Secure and reliable method to deliver technical support both inside and outside the firewall

Key Features and Benefits

- View and control at application and desktop level—When providing support, customers can decide whether they want to share a single application versus their entire desktop. This feature is very important from the security perspective.
- Bring in subject matter experts easily and transfer the session or conference in others.
- Cisco WebEx Network Based Recording (NBR)—All support interactions can be recorded for auditing, tracking, and security purposes. Both audio and visual support session details are recorded.
- Sign on to a client's machine using firewall-friendly technology.
- Measure and improve support organization performance with detailed reporting.
- Performance, reliability, security, and 24-hour support—All Cisco WebEx support sessions run on the Cisco WebEx Collaboration Cloud, which offers better than 99.99-percent reliability and provides exceptional security. Information is never stored on our servers; we use 128-bit Secure Sockets Layer (SSL) and Advanced Encryption Standard (AES) encryption.
- Remotely access and manage computers—Through the use of Cisco WebEx Remote Support and Cisco WebEx Remote Access, you can remotely support and provide proactive support to computers anywhere in the world through the Internet, without the need to access firewalls and open ports on the customer site.
- Cross-platform compatibility—You can support your customers on multiple platforms, Windows, Mac, Linux, and UNIX.
- Integrate out-of-the-box with Salesforce.com and Remedy; application programming interfaces (APIs) are available for other technologies.

For More Information

<http://www.cisco.com/en/US/products/ps10412/index.html>

Customer Care

Cisco Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise segments customers, monitors resource availability, and delivers each contact to the most appropriate resource in the enterprise. The software profiles each customer contact using related data such as dialed number and calling line ID, caller-entered digits, data submitted on a web form, and information obtained from a customer database lookup. Simultaneously, the system monitors the resources

available in the contact center to meet customer needs, including agent skills and availability, interactive-voice-response (IVR) status, and queue lengths.

This combination of customer and contact center data is processed through user-defined routing scripts that graphically reflect your company's business rules, enabling Cisco Unified Contact Center Enterprise to route each contact to the right place. Wherever an agent is based, the system delivers a rich set of call-event and customer-provided data as a contact arrives, personalizing service and increasing efficiency. Throughout the process, distributed fault tolerance helps ensure uninterrupted operation and rich reporting provides the business intelligence necessary to effectively run your contact center.

Ideal for Companies That Need these Features

Cisco Unified Contact Center Enterprise

- Single contact center solution to support agents located in multiple locations, including formal contact centers, branch offices, and home agents
- Single contact center solution to support inbound, outbound, e-mail, and Web collaboration channels
- A fully redundant solution

Key Features and Benefits

- Cisco Unified Contact Center Enterprise offers full scalability from less than a hundred to thousands of seats; it supports multisite contact centers and customer-relationship-management (CRM) integration.
- Carrier-class, distributed fault tolerance helps ensure uninterrupted operation.
- Multichannel interaction is possible, including Web collaboration with chat and callback, e-mail, voicemail, and fax routing.
- Universal queue coordinates enables agents to work on multiple tasks from various channels while allowing the agent to be interrupted with high-priority tasks as required.
- The solution provides continuous-contact call detail records.
- The solution provides common agent and supervisor desktops across all Cisco customer-interaction-management products.
- Provides real-time and historical data necessary for mission-critical contact center reporting across all media types. Standard reporting is offered by the Cisco Unified Intelligence Center, and with the availability of the underlying data model and schema, custom reports can easily be developed.
- Support for custom call treatment for calls in queue includes support for music in queue and custom messaging; a standard screen pop allows any caller-entered information to be forwarded to the agent.
- Cisco Unified Contact Center Enterprise supports agent-supervisor interaction through chat; agent-supervisor messages are predefined.
- The solution offers enterprise presence integration through Cisco Unified Expert Advisor and Cisco Agent Desktop to tie in or extend intelligently routed calls to knowledge workers or informal agents.
- Provides integration into a broader Unified Communications management infrastructure, Unified Analysis Manager, which helps analyze the condition and health of every component in the solution and assists in call path analysis, trace setting and log collection

Selected Part Numbers and Ordering Information

IPCE-BUNDLE	Requires the purchase of one CCE Server license. This license entitles the user to deploy the following necessary components: (redundant) Router; (redundant) Logger; (redundant) Communications Manager Peripheral Gateway(s); (redundant) IVR Peripheral Gateway(s) for connection to Cisco Self-Service and Queuing (IVR) systems. CVP and IP-IVR (non-Cisco IVRs require third-party IVR port licenses); Administrative workstation(s); Historical database server(s); WebView Reporting server and reporting user connections; Internet Script Editor (ISE) server and ISE user connections; application gateways; (redundant) CTI server for third-party CTI connections (only for non-agent desktop application)
IPCE-SVR	Contact Center Enterprise server license

For More Information

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

Cisco Unified Contact Center Express

Cisco Unified Contact Center Express provides easy-to-deploy, easy-to-use, highly available, and sophisticated customer interaction management for 1 to 300 agents by supporting a highly available virtual contact center with integrated self-service applications across multiple sites secured with Cisco Security Agent. All Cisco Unified Contact Center Express solutions are tightly integrated with Cisco Unified Communications Manager.

Ideal for Companies That Need these Features

Cisco Unified Contact Center Express

- Contact center-in-a-box that delivers intelligent routing, call treatment, network-to-desktop and computer telephony integration (CTI), and integrated self-service for customer contact management over an IP infrastructure
- Ability to handle e-mail-based contacts and provide outbound dialing support
- Sophisticated workforce management, quality management, and compliance recording
- Ability to integrate multiple Cisco Unified Contact Center Express systems in the cloud under the control of Cisco Unified Intelligent Contact Management, including pre- and postrouting and centralized reporting
- Redundancy with high availability

Cisco Unified Contact Center Express is a virtual contact center that is easy to deploy, configure, and manage. It is available in three different packages [Standard, Enhanced, and Premium] to help ensure the right match with your business requirements. This interactive-voice-response [IVR] self-service solution is fully integrated with contact center operations, including the ability to deploy advanced self-service technologies such as Automatic Speech Recognition (ASR) and Text to Speech (TTS).

Key Features and Benefits

- Cisco Unified Contact Center Express reduces business costs while improving customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services.
- The solution offers numerous sophisticated options traditionally associated with enterprise contact centers, including the ability to handle e-mail -based contacts, presence integration, outbound preview dialing, and a complete workforce-management solution.
- Administration is browser-based, integrating with Cisco Unified Communications Manager browser-based administration.
- The solution provides ongoing contact call detail records.
- The standard screen allows any caller-entered information to be forwarded (through a screen pop) to the agent.
- The solution provides predefined or custom historical reports: real-time reports are provided within the agent and supervisor desktops.
- Offers high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice ACD, IVR, and desktop services, as well as database replication and failover and load-balanced redundancy for historical reporting and on-demand recording.
- Supports high availability over the WAN (HAoWAN). It also supports switching between Cisco Unified Contact Center Express 8.0 HAoWAN and high availability over the LAN (HAoLAN).
- This complete, enterprise-wide, scalable unified contact center solution works in the Cisco Customer Interaction Network.
- Cisco Unified Contact Center Express 8.0 supports deployment in an appliance model on Linux-based operating systems. The appliance model is a secure, resilient, and robust model that is less complex and provides for faster installs, easier upgrades, and less-frequent patching.
- Cisco Unified Contact Center Express fully supports agent-supervisor interaction through chat and predefined messages.
- The solution offers full IP call queue points and prompts; it collects voice interaction capabilities.
- Optional Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) capabilities are available.
- The solution supports custom call treatment such as music for calls in queue.
- Offers Cisco Mobile Supervisor feature enabling supervisors to receive real-time reports on the go on their Apple iPhone or iPod Touch.

NOTE: This is an abbreviated list of Cisco Unified Contact Center features.

Selected Part Numbers and Ordering Information

CCX-80-SRVRS-MEDIA	CCX 8.0 NEW Deployment-Appliances, Servers, Media Kits
L-CCX-80-NEW	CCX 8.0 NEW Deployment-Product, UCSS eDelivery LICENSES ONLY
L-CCX-80-ADDON	CCX 8.0 ADDON Deployment-Product, UCSS eDelivery LICENSES ONLY

For More Information

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

Cisco Unified Expert Advisor

Cisco Unified Expert Advisor expands the scope of the contact center by allowing presence-enabled enterprise knowledge workers to handle incoming customer calls without the need for the rigid tools and business rules typically found in formal contact centers. Cisco Unified Expert Advisor can be deployed as an add-on to Cisco Contact Center solutions, or in a standalone mode without any formal contact center agents in the call flow. Experts receive precall data, allowing faster problem resolution. The solution is highly flexible and customizable, allowing enterprises to implement the most appropriate architecture and business logic to meet their customer contact needs.

Ideal for Companies That Need these Features

Cisco Unified Expert Advisor

- Formal contact centers with agents that require escalation to third- or fourth-level support or specialists in the enterprise who have the ability to improve on customer service by addressing the sought-after “first-call resolution.”
- Small to medium-sized contact centers that require extension of customer calls to knowledge workers and for informal contact centers that do not process a high load of calls or where most customers address their needs from a self-service application.
- Environments where there is only a self-service or queuing application and no formal agents.

Key Features and Benefits

- The solution improves first-call resolution and increases customer satisfaction by allowing subject matter experts anywhere in the enterprise to handle incoming customer calls.

- When deployed with Cisco contact center solutions, formal agents can request expert help with the click of a button.
- Agents can transfer the caller to the expert, or engage in a three-way conference with the caller and the expert.
- When deployed in standalone mode, Cisco Unified Expert Advisor provides robust, efficient customer interactions without the need for traditional contact center agents.
- Real-time and historical reports give decision makers detailed insights and control over their customer interaction flows. The solution offers higher rates of first-call resolution and reduced customer turnover.

Selected Part Numbers and Ordering Information

UNIFIED-EA-7X	Cisco Unified Expert Advisor Top Level Bundle
EA-USR-LIC=	EA Single Seat (Presence License ordered separately)
EA7X-RTS-LIC-K9=	EA 7x Runtime Srv License (Presence License ordered separately)

For More Information

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

Cisco Unified Intelligence Center

Cisco Unified Intelligence Center is a web-based GUI that provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Unified Contact Center Enterprise. It allows contact center supervisors and business users to report on the details of every contact across all channels in the contact center from a single interface.

Built on a robust and extensible Web 2.0 framework, Cisco Unified Intelligence Center allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated and shared throughout the organization.

Two versions of Cisco Unified Intelligence Center are available: Cisco Unified Intelligence Center Standard and Premium. Cisco Unified Intelligence Center Standard software is included as part of the Cisco Unified Contact Center Enterprise software kit. Cisco Unified Intelligence Center Premium includes advanced features and the ability to create new reporting queries and access other external databases and data sources.

Ideal for Companies That Need these Features

- Cisco Unified Intelligence Suite**
- Powerful web-based reporting platform that is as flexible as it is intuitive
 - The ability to report on the details of every contact across all channels from a single interface, regardless of the resources involved

Key Features and Benefits

- Cisco Unified Intelligence Center offers real-time and historical reporting in an easy-to-use, wizard-based interface.
- The solution offers a variety of presentation formats such as interactive grids, charts, web pages, and RSS feeds.
- Administrators can control access to features, reports, and data by granting privileges to individual users or groups of users.
- The solution offers integrated reporting for any data source, including third-party automatic call distributors (ACDs), Cisco Unified Workforce Management, customer relationship management (CRM), and QM products.
- The solution offers the ability to move between reports through hyperlinks providing drill-up, drill-down, and drill-across capabilities.
- Advanced drill-down capabilities allow customers to link multiple reports, including the ability to drill across data sources for maximum flexibility.

Selected Part Numbers and Ordering Information

IPCE-SVR-ADDON CCEH-CUIC8-PREM CCEH-CUIC8-STD	Cisco Unified Intelligence Center Standard and Premium licenses
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For More Information

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

Cisco and salesforce.com Customer Interaction Cloud

The Cisco and salesforce.com Customer Interaction Cloud is a multichannel contact center solution that is designed for organizations with 30 to 300 knowledge workers or agents. This solution allows customers to use the salesforce.com Service Cloud as their primary agent desktop while having Cisco Unified Contact Center capabilities to operate a customer care or support center in any industry, as well as inbound and outbound telesales, from anywhere in North America. Contact centers can be operational in a matter of weeks and completely hosted in the cloud.

It features pre-integrated Cisco Unified Contact Center with salesforce.com's Service Cloud and agent desktop, along with standard configurations, so self-service administration is easier to manage and agents are immediately more productive.

TeleTech hosts the service, allowing customers to quickly respond to changes in the market at their own discretion.

Ideal for Companies That Need these Features

- Cisco and salesforce.com Customer Interaction Cloud**
 - Faster deployment of their contact center by following a cloud computing or Software-as-a-Service model
 - Completely hosted and managed infrastructure of their contact center
 - Multichannel contact capabilities, incorporating social media such as Facebook and Twitter
 - Flexible scalability to meet the demands of the growing business
 - Tightly integrated routing and reporting capabilities
 - Simplification of provisioning and day-to-day management

Key Features and Benefits

- Customer service and support functions—With systematic case tracking and management, customers can automatically capture, route, and escalate cases from all channels based on business rules for faster and better customer service.
- Reporting—Supervisors access historical and real-time reports with a click of the mouse.
- Routing functions—Agents can work on multiple tasks from various channels, and the solution facilitates interruptions for high-priority tasks as required.
- Supervisory features—Supervisors can view agent states and call information, and silently monitor agent calls.
- Single user interface—To streamline the customer interaction process and create operational efficiencies, agents, supervisors, and administrators use the same web portal with a consistent user interface to access all applications and call center tools.
- Self-provisioning—Administrators can manage all configurations in a graphical web portal, greatly simplifying provisioning.
- Multichannel integration—Reach beyond standard inbound telephony channels to include social networks such as Facebook, Twitter, and other web channels.

Selected Part Numbers and Ordering Information

CIC-STD-DURATION	Customer Interaction Cloud Standard Contract Duration
CIC-STD-PERMAGT	Customer Interaction Cloud Standard Permanent Agent
CIC-STD-PERMAGT-1M	Customer Interaction Cloud Standard Permanent Agent 1 Month

For More Information

<http://www.customerinteractioncloud.com>

Cisco Unified Customer Voice Portal

The Cisco Unified Customer Voice Portal integrates with both traditional time-division multiplexing (TDM) and IP-based networks to provide an unparalleled call-management and call-treatment solution with speech-enabled interactive voice response that can use information available on the corporate web server. With support for ASR and TTS capabilities, callers can obtain personalized answers to complex questions and can conduct business in new and innovative ways—with or without a live agent. The Unified CVP solution offers a unique capability of providing the voice processing on Cisco integrated services routers and access servers, thus allowing the same self-service application to be deployed at a retail office or at large customer call centers, thus significantly reducing customers' bandwidth usage.

Ideal for Companies That Need These Features

- Cisco Unified Customer Voice Portal**
 - Offset high costs associated with assisted-service contact center agents by directing more customer interactions to automated self-service
 - Improved effectiveness of automated self-service at lower cost by treating calls at the most effective location
 - A consistent customer experience across self-service (web and phone) and assisted-service environments

Key Features and Benefits

- Cisco Unified CVP can play prerecorded announcements and prompts to callers, supporting a wide variety of informational and self-service applications. Streaming audio is also supported (with Real-Time Streaming Protocol [RTSP]), allowing play of live audio sources.
- Cisco Unified CVP supports web services interfaces such as Web Services Description Language (WSDL) and Simple Object Access Protocol (SOAP), enabling real-time integration with web-enabled business applications.
- In addition to its self-service and queuing capabilities, Cisco Unified CVP possesses powerful SIP-based call control to instruct the IP network where to route the call. This control can include call transfer to an agent, IVR, ACD, PBX, or a carrier network, providing a wealth of customer service options.

Selected Part Numbers and Ordering Information

CVP-80-SERVER-SW	CVP 8.0 Server Software
CVP-STU-80=	CVP Studio 8.0
CVP-8X-PTS	CVP 8.X Self-Service Port License

For More Information

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

Enterprise Social Software

Cisco Prosumer Video

Building on the success of Cisco Flip Video consumer products, the Cisco Prosumer Video solution combines a video-capture device with the Cisco FocalPoint online video workspace for the enterprise. Part of the Cisco Collaboration portfolio of products, Cisco Prosumer Video retains the ease of use of the consumer Cisco Flip Video camcorder while adding additional memory for longer recording time, as well as a web-based cloud service for easy sharing and collaboration.

Key Features and Benefits

Cisco Prosumer Video can simplify and enrich the way we communicate, collaborate, and document:

- **Organizational communications**—Executives articulate their ideas well. Often they communicate out loud to a writer, who then develops a written document. Inviting executives to speak directly to the audience can get the message out more quickly. Video also enriches communications because viewers can hear enthusiasm in the speaker's voice, for example, or see confidence in facial expressions and body language. Using Cisco's Prosumer Video solution overcomes a major barrier to communications in globally dispersed organizations.
- **Collaboration and training**—Paper employee manuals are expensive and time-consuming to produce, and often less than thrilling to read. As an alternative, sending corporate trainers to branch offices is costly in terms of time, travel expense, and carbon emissions. In addition, employees have to interrupt their activities to attend offsite training sessions. The Cisco Flip MiniPRO camcorder and FocalPoint online video workspace make it easy and cost-effective to create and collaborate on video training materials.
- **Documentation**—Use a Cisco Flip MiniPRO camcorder to document best practices, winning sales techniques, complex process and designs, and more. For example, an insurance claims adjuster can capture and share video of an accident scene and property damage for a faster and more accurate record. A manufacturing engineer can use video to document a problem on the assembly line far more quickly than attempting to explain it to the product designer in words. Retailers can use a Cisco Flip MiniPRO camcorder to accurately document shopper behavior for research and planning.
- **Healthcare**—Patients tend to forget care instructions over time, resulting in delayed healing or, in the case of physical therapy, incorrect exercise technique that can do more harm than good. Instruction sheets provide little value when patients misplace them, have limited reading skills, or speak another language. With the Cisco Flip MiniPRO camcorder, healthcare providers and physical therapists can create easy-to-understand video instructions. And for long-term follow-up, healthcare providers can reduce the cost and hassle of appointments by providing Cisco Flip MiniPRO camcorders to patients as part of outpatient care, with instructions to file video reports by visiting Cisco FocalPoint. This arrangement is familiar in healthcare because providers already loan out devices such as heart and blood-pressure monitors.
- **Education**—Having grown up in a world of video-sharing sites and video games, many of today's students absorb content better, and certainly more enthusiastically, when course material is presented in video format. School teachers and college professors can use Cisco Prosumer Video to build a library of learning content, extend the classroom outside campus boundaries, and support students with learning disabilities. Instructors can also engage students by inviting them to work in teams to create and publish their own videos, a skill that also helps prepare them for the 21st century workplace.

For More Information

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

Cisco Flip MiniPRO

Cisco Flip MiniPRO camcorder, the first in a series of the enterprise-class Cisco Prosumer Video solution camcorder products, enhances business process and improves collaboration by allowing the capture of video content for secure editing and sharing. As part of the in the Cisco Collaboration portfolio, Cisco Prosumer Video complements the solution suite by bringing together people, information, and an integrated solution for video capture and sharing. Viewing, editing, and sharing across organizations is possible with the Cisco FocalPoint online video workspace. Additionally, Cisco Prosumer Video integrates with Cisco Show and Share to allow for video distribution and a robust set of collaboration features to further enhance video sharing.

Key Features and Benefits

The Cisco Flip MiniPRO camcorder offers the following benefits:

- **Added dynamic component to messages**—Record earnings calls, company announcements, and product demos to improve delivery of communications within and outside of organizations.

- Improved information delivery and retention—Use video capture to share best practices, sales techniques, and complex processes and designs to increase collaboration.
- Reduced global barriers and travel costs—Provide video training instead of spending the time and money to travel.
- Ease of use—Spend more time producing relevant content with the easy-to-use Cisco Flip MiniPRO camcorder.

The Cisco Flip MiniPRO camcorder provides the following features:

- It offers 4 hours of recording time.
- It has 16 GB of memory.
- You can start or stop recording with just one touch.
- Its slim, sleek design fits in any pocket or purse - perfect for shooting video when you are mobile.
- The user interface is simple - you can power on and press Record to start capturing high-definition (HD) video in moments.
- Its convenient flip-out USB arm plugs directly into your PC or Mac to launch preloaded Cisco FlipShare or Cisco Online Video Workspace software.
- You can play back and delete videos on its large, 2-inch antiglare color display.
- Its internal Lithium-ion battery recharges through a built-in USB; it also recharges when connected to a Cisco Flip Video™ Power Adapter (not included), and it can also use two AA batteries.
- The High-Definition Multimedia Interface (HDMI) output (mini-HDMI connector) makes it easy to watch video on your high-definition TV (HDTV).
- Its all-new design features a unique brushed-metal front and soft, rounded edges.
- The camcorder features a flat-back panel with touch-sensitive, backlit buttons.
- It records high-quality H.264 videos that are compatible with most video-playing applications, including Windows Media Player, QuickTime Player, and iTunes.
- Video is on a 16:9 widescreen, HD 720p (1280 x 720) at 30 frames per seconds (fps) progressive scan; it is recorded as MP4 files.
- Included in the package are a Cisco Flip MiniPRO camcorder, a wrist strap, a soft protective case, and a user guide.

Specifications

Feature	Specification
Connectivity	USB 2.0
Memory	16-GB internal flash memory
Language support	English
Physical dimensions (H x W x D)	3.94 x 1.97 x 0.63 in. (100 x 50 x 16 mm) 4.1 oz (117g)
Power	<ul style="list-style-type: none"> • Power up time: Less than 4 seconds • Power saver: Activates after 90 seconds of inactivity
Temperature range	32–95°F (0–35°C)
Approvals and compliance	<ul style="list-style-type: none"> • This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. • This Class B digital apparatus complies with Canadian ICES-003.
Additional specifications	<ul style="list-style-type: none"> • Video capture: Resolution: HD 720p (1280 x 720, 16:9 widescreen) at 30 fps (constant frame rate), progressive scan • Bitrate: Variable, 9.0 Mb on average • Format/compression: H.264 video compression, AAC audio compression, MP4 file format • Performance: Cisco Flip Video Engine 3.5 • Microphone: Built-in wide-range, omnidirectional (stereo) microphone • Speaker: Built-in speaker with software volume control

Selected Part Numbers and Ordering Information

C2BU-MP2240G	Cisco Flip MiniPRO camcorder
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For More Information

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

Cisco FocalPoint

Cisco FocalPoint is an online video workspace for uploading, organizing, and sharing video and makes it easy to share videos, edit individual clips, and create custom movies securely within your organization. Cisco FocalPoint helps businesses communicate more quickly and more dynamically with video content. As part of the Cisco Prosumer Video solution in the Cisco Collaboration portfolio, Cisco FocalPoint complements the Cisco Flip MiniPRO camcorder by bringing people, information, and an integrated solution for video capture and sharing together through an easy-to-use, web-based platform.

Key Features and Benefits

Cisco FocalPoint provides the following benefits:

- Deliver your messages dynamically—Focus on delivering your messages more quickly by viewing, sharing, and editing videos across multiple functional areas within your organization. Accentuate important points to deliver your message with greater impact.
- Increase collaboration—Sending corporate trainers to branch offices is costly in terms of time, travel expense, and carbon emissions. Cisco Online Video Workspace Client and Cisco Online Video Workspace cloud application make it easy and cost-effective to create and collaborate on video training materials.
- Improve knowledge transfer—Use Cisco Online Video Workspace Client and Cisco Online Video Workspace cloud application to share best practices, winning sales techniques, complex process and designs, and more across your business.
- Boost information retention and compliance—Cisco FocalPoint makes it easy and convenient for the audience to access important instructions and information at any time.

Cisco FocalPoint provides the following features:

- Upload video that you captured on your Cisco Flip MiniPRO camcorder
- Control who can view your videos by assigning viewing rights
- Organize videos in folders, such as one for each classroom in a school, or one for each project in a company division
- Edit videos to capture key messages

Specifications

Language support	English
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Selected Part Numbers and Ordering Information

L-C2BU-CFP-1YR	Cisco FocalPoint
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For More Information

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

IP Communications

Cisco Unified Communications Manager

Cisco Unified Communications Manager is the powerful call-processing component of the Cisco Unified Communications Solution. It is a scalable, distributable, and highly available enterprise IP telephony call-processing solution that focuses on lowering the total cost of ownership for customers and improving the user experience of end users and system administrators. Major highlights include:

- Improves mobility, through extension mobility cross-cluster, plus HTTPS for encrypted user name and PIN transmission
- Reduces deployment time, realizes quicker ROI, lowers ongoing operational costs, and improves business continuity
- Provides a dynamic, flexible, network-based call admission control engine for voice and video
- Improves cost savings and collaboration by extending Unified Communications capabilities outside the organization

Key Features and Benefits

- Cisco Unified Communications Manager is available on the Cisco Unified Computing System as well as on Cisco 7800 Series Media Convergence Server platforms and selected third-party servers.
- Multiple Cisco Unified Communications Manager servers can be clustered and managed as a single entity. The application offers scalability from 1 to 30,000 IP phones per cluster, with load-balancing and call-processing service redundancy. Interlinking allows system capacity to reach 1 million users in a system of more than 100 sites. The solution aggregates the power of multiple, distributed installations, enhancing the scalability and accessibility of the servers to phones, gateways, and applications, and triple call-processing server redundancy improves overall system availability.
- Call Admission Control (CAC) helps ensure that voice quality of service (QoS) is maintained across constricted WAN links, and automatically diverts calls to alternate public-switched-telephone-network (PSTN) routes when WAN bandwidth is not available.
- Devices can automatically update location information as they move from location to location to improve CAC and emergency service performance.
- This solution effectively supports IP phone activities: Cisco Unified Communications Manager Assistant has been ported to an Extensible Markup Language (XML) service that can be run on the phone, allowing assistants that handle executive and manager phones to have increased features without having to rely on a PC to provide the user interface.
- Cisco Unified Communications Manager integrates with a Lightweight Directory Access Protocol (LDAP) directory such as Active Directory to provide required security features.
- Cisco Unified Communications Manager provides improved call routing to remote phones connected over a WAN. It allows alternate routing when the WAN is out of bandwidth or out of service. It provides routing to

the originally called phone number through the PSTN or can call an alternate phone such as a mobile phone during a WAN failure or an out-of-bandwidth situation.

- Access through a full GUI and a command-line interface facilitates diagnostics. The solution supports all system management activities such as disk-space monitoring, system monitoring, and upgrades, which are either automated or controlled. The solution supports basic systems management features such as starting or stopping services and rebooting the appliance.
- The solution is preloaded with Cisco Security Agent.
- An expanded Session Initiation Protocol (SIP) trunk interface conforms to RFC 3261, allowing support of video calls over the SIP trunk. Cisco Unified Communications Manager supports line-side devices, including IETF RFC 3261-compliant devices available from Cisco and other manufacturers.
- The Resource Reservation Protocol (RSVP) agent on a Cisco router extends CAC capability beyond a hub-and-spoke topology within a cluster.
- Simple Network Management Protocol (SNMP) support allows managers to set and report traps on conditions that could affect service and send them to the remote-monitoring systems.

Specifications

Feature	Cisco Unified Communications Manager ¹
Pre-installed Software	Cisco Unified Communications Manager, configuration database, administrative software, CDR Analysis and Reporting Tool, Bulk Administration Tool (BAT), Real-Time Monitoring Tool (RTMT), Cisco Conference Bridge, Locale Installer, JTAPI, Telephony Service Provider, Cisco Unified Communications Manager Assistant, Cisco Unified Mobility, Cisco Unified IP Phone Address Book Synchronizer, Cisco Dialed Number Analyzer
Platforms	Cisco Unified Computing System, Cisco Media Convergence Server (MCS); Selected third-party servers
New and Enhanced Capabilities	<ul style="list-style-type: none"> • Cisco Intercompany Media Engine (IME)—Cisco Intercompany Media Engine allows intercompany, boundary-less communications among business partners and customers. It allows enterprise video telephony and high-fidelity wideband audio between companies. It is easy to use because it self-learns IP routes to business partners. When making Session Initiation Protocol (SIP) calls to business partners, you have the same experience as you do within your own company. It enables sharing of innovative collaboration capabilities and applications between partners. Cisco Intercompany Media Engine is a new Cisco Voice Application and is installed in a separate server from Cisco Unified Communications Manager. Cisco Unified Communications Manager works with the Cisco Intercompany Media Engine and the adaptive security appliance (ASA) to provide business-to-business connectivity. • Cisco Unified Communications Manager Session Management Edition—Cisco Unified Communications Manager added Session Management support in Version 7(3). Cisco Unified Communications Session Management Edition support is continued and enhanced in Version 8.0 with features such as Cisco Intercompany Media Engine and Resource Reservation Protocol (RSVP). Cisco Unified Communications Manager Session Management Edition allows for centralized SIP trunking and routing to help simplify complex networks and reduce costs by consolidating trunking. Cisco Unified Communications Manager Session Management Edition can also aggregate voice applications and policy control. • Cisco Service Advertisement Framework—Call Control Discovery: This network-based, scalable, bandwidth-efficient, real-time approach to service advertisement and discovery allows Cisco Unified Communications Manager to advertise directory number ranges that it owns and discover and dynamically create routes for other Cisco Unified Communications Manager clusters. It greatly reduces dial-plan configuration for complex unified communications deployments. • Cisco Unified IP Phones 6900, 8900, and 9900 model phone support—Cisco Unified Communications Manager 7(3) and 8.0 and later support the Cisco Unified IP Phones 8900 and 9900 Series models. Version 8.0 adds support for the universal-serial-bus (USB) video camera and Cisco Unified IP Phone 6901 and 6911 models. • Extension Mobility Cross Cluster (EMCC)—Cisco Unified Communications Manager 8.0 adds support for EMCC, which allows you to cross cluster boundaries but still log into your Extension Mobility profile. EMCC is designed so that you get nearly the same experience whether or not you are in your home cluster. • RSVP SIP preconditions—Cisco Unified Communications Manager 8.0 enhances RSVP to allow calls that cross cluster boundaries or terminate in other call control clusters to be able to use RSVP agents to provide end-to-end dynamic Call Admission Control (CAC) even for calls to phones outside the cluster. • Cisco Unified Computing System (UCS) support—Cisco Unified Communications Manager 8.0(2) can run on VMware on Cisco UCS B200 M1 and UCS C210 M1 servers. This setup reduces server count and lets enterprises deploy Cisco Unified Communications Manager in a data center on a platform that reduces server operating costs. • Analysis Manager—Analysis Manager is a feature of the Cisco Unified Communications Manager Real-Time Monitoring Tool (RTMT) that allows RTMT to provide solution-level diagnostic features for other Cisco Unified Communications applications, including Cisco Unified Customer Voice Portal, Cisco Unified Intelligent Contact Management Enterprise, Cisco Unified Contact Center Express, Cisco IOS® Gateway devices and Cisco IOS Access Control System (ACS), Cisco Unified Expert Advisor, and Cisco Unified Contact Center Enterprise.

1. Additional RAM may be required in Media Convergence Servers to support existing and enhanced services in Cisco Unified Communications Manager.

Selected Part Numbers and Ordering Information

CUCM-USR-LIC	Cisco Unified CM 8.0 Top Level Part Number
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For More Information

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

Cisco Unified Communications Manager Assistant

Included with Cisco Unified Communications Manager, Cisco Unified Communications Manager Assistant provides the call-routing and call-management capabilities required in a manager or administrative assistant business environment while giving users a choice of phone devices that better fit their needs. By combining a PC-based console application with various softkeys and display panes on Cisco Unified IP Phones, it can present users job-specific tools, such as directories with Click-to-Dial and drag-and-drop functions, to more efficiently manage calls.

Cisco Unified Communications Manager Assistant is configured in either proxy-line mode or shared-line mode. In proxy-line mode, managers and assistants have different directory numbers or lines on their phones, but calls to managers are usually diverted to the assistant's line based on customizable dynamic filters. In shared-line mode, both managers and assistants share the same directory number, but assistants can handle calls without disturbing managers. Either mode can be used in conjunction with the PC-based console application or a new Extensible Markup Language (XML)-based phone service that does not require a PC.

Ideal for Companies That Need These Features

- Cisco Unified Communications Manager Assistant**
- Administrative assistants who need an efficient way to monitor and manage calls for multiple managers
- Managers who regularly have their calls answered by an assistant

For More Information

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

Cisco Unified Communications Manager Express

Cisco Unified Communications Manager Express provides call processing for Cisco Unified IP phones for small-office or branch-office environments. It enables the large portfolio of Cisco integrated services routers to deliver unified communications features that are commonly needed by business users to meet the voice and video communications requirements of the small or medium-sized office. Cisco Unified Communications Manager Express allows the deployment of a cost-effective, highly reliable communications system in a single device using Cisco IOS software.

Key Features and Benefits

- Low cost—This full-featured call processing solution is integrated into Cisco Integrated Services Routers and Cisco Multi-service Access Routers that deliver a small footprint and are simple to deploy, administer, and maintain
- Comprehensive feature set—Innovative key system and small private branch exchange (PBX) capabilities available within feature-rich Cisco IOS software
- Business process transformation—Integration with existing business process applications, such as Customer Relationship Management (CRM), delivered in combination with Cisco Unified CallConnector applications
- Increased employee productivity—Users have call control, location, and status of other users with Cisco Unified CallConnector for Microsoft Windows, a presence-based Windows application
- User-specified call handling—Users can take advantage of single number reach by extending incoming business calls to mobile or home phones based on rules they specify with Cisco Unified CallConnector Mobility
- Easy installation and changes—An intuitive management interface makes moves, adds and changes easy
- Industry-leading investment protection—The solution designed to support up to 450 users can interoperate with Cisco Unified Communications Manager, and enables planned migration strategies in support of future growth requirements

Specifications

Feature	Cisco Unified Communications Manager Express
Platform	Cisco 1861, 2800, 3800, 2900, 3900, and 3900E Integrated Services Routers. Cisco Unified 500 Series for Small Business as part of Cisco Smart Business Communications System
Maximum total users	500
Phones Supported	All Cisco Unified IP Phones 6900 Series, 7900 Series, and Cisco Unified SIP Phones 3900 Series
IOS Images	Version 3.3 supported with IOS 12.4 mainline; Version 3.4 with IOS 12.4(4)T; Version 4.0 with IOS 12.4(9)T, Version 4.1 with 12.4(15)T; Version 7.0 with 12.4(20)T, Version 7.1 with 12.4(24)T, Version 8.0 with 15.0(1)M. Version 4.0 is the recommended release for most customers.

Selected Part Numbers and Ordering Information

Cisco Integrated Service Routers Unified Communications Bundles that include the Cisco Router, Cisco Unified Communications Manager Express Feature License, Cisco Unity Express hardware and licensing, Cisco Unified IP Phone licensing and Cisco Unified CallConnector for Microsoft Windows licensing.

C3845-35UC-VSEC/K9	UC plus Security with Cisco Unity Express—Cisco 3800 Series Integrated Services Routers: Cisco 3845 base router, 128 MB flash, 512 MB DRAM, DSP-64, NME-CUE, CCME FL for 35 users, CUE FL for 35 users, 35 phone device licenses, Cisco IOS Advanced IP Services, 10 UCC desktop client licenses
C2851-35UC-VSEC/K9	UC plus Security with Cisco Unity Express—Cisco 2800 Series Integrated Services Routers: Cisco 2851 base router, 128 MB flash, 256 MB DRAM, DSP-48, NME-CUE, CCME FL for 35 users, CUE FL for 35 users, 35 phone device licenses, Cisco IOS Advanced IP Services, 10 UCC desktop client licenses
C2801-10UC-VSEC/K9	UC plus Security with Cisco Unity Express—Cisco 2800 Series Integrated Services Routers: Cisco 2801 base router, 128 MB flash, 256 MB DRAM, DSP-32, AIM-CUE, CCME FL for 10 users, CUE FL for 10 users, 10 phone device licenses, Cisco IOS Advanced IP Services, 2 UCC desktop client licenses
C3845-35UC/K9	UC with Cisco Unity Express—Cisco 3800 Series Integrated Services Routers: Cisco 3845 base router, 128 MB flash, 512 MB DRAM, DSP-64, NME-CUE, CCME FL for 35 users, CUE FL for 35 users, 35 phone device licenses, Cisco IOS SP Services, 10 UCC desktop client licenses
C2851-35UC/K9	UC with Cisco Unity Express—Cisco 2800 Series Integrated Services Routers: Cisco 2851 base router, 128 MB flash, 256 MB DRAM, DSP-48, NME-CUE, CCME FL for 35 users, CUE FL for 35 users, 35 phone device licenses, Cisco IOS SP Services, 10 UCC desktop client licenses
C2801-10UC/K9	UC with Cisco Unity Express—Cisco 2800 Series Integrated Services Routers: Cisco 2801 base router, 128 MB Flash, 256 MB DRAM, DSP-32, AIM-CUE, CCME FL for 10 users, CUE FL for 10 users, 10 phone device licenses, Cisco IOS SP Services 2 UCC desktop client licenses
C1861-UC-4FXO-K9	UC with Cisco Unity Express—Cisco 1800 Series Integrated Services Routers: Cisco 1861, 128 MB flash, 256 MB DRAM, DSP-32, 4 FXS, 4 FXO/2BRI, 8 PoE, AIM-CUE, CCME FL for 8 users, CUE license for 8 users, 10 phone device licenses, Cisco IOS SP Services, 2 UCC desktop client licenses

For More Information

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

Cisco Unified Communications Manager Business Edition

Cisco Unified Communications Manager Business Edition (CUCMBE) is designed for medium-sized businesses with up to 500 employees and up to 20 sites (19 remote sites). The Cisco Unified Communications Manager Business Edition integrates the benefits of voice, video, mobility, and messaging on a single platform. Previously, organizations needed one hardware server for each application. Consolidating applications on a single server makes the Cisco Unified Communications Manager Business Edition a cost-effective solution by eliminating the need to have multiple hardware servers to run each application. It also dramatically simplifies the installation, support, upgrade, and ongoing management of the system, thereby reducing the total cost of ownership (TCO).

Key Features and Benefits

The Cisco Unified Communications Manager Business Edition inherits nearly all of the core features and functions of the Cisco Unified Communications Manager and Cisco Unity Connection applications. Some of the core capabilities are summarized here.

- Call control—In addition to standard telephony features such as call coverage, call transfer, call waiting, hold, conference, park, and pickup, Cisco Unified Communications Manager Business Edition delivers a powerful set of telephony features for medium-sized businesses; for instance, intercom with whisper page, do not disturb, hold reversion, immediate divert to voicemail, and hunt groups.
- Lightweight Directory Access Protocol (LDAP) synchronization and authentication
- High availability with support for up to 20 Unified Survivable Remote Site Telephony (SRST) sites using a centralized call-processing model
- Consumes fewer IT resources—Centralized architecture makes it easy to install, upgrade, and manage
- Increases employee productivity—With powerful speech recognition voicemail features and advanced mobility features such as single number reach
- Increases employee collaboration—With an available computer desktop client to provide presence status, instant messaging, click to dial, and a soft phone that turns any laptop into an extension of your desk IP phone
- Provides communications-enabled business processes—With integration via the Cisco Unified Application Environment
- Wide selection of available phones—Supports the full portfolio of Cisco Unified IP Phones

Specifications

Feature	Cisco Unified Communications Manager Business Edition
Platform	The Cisco Unified Communications Manager Business Edition software suite is supported on the Cisco MCS 7828 Unified Communications Manager Business Edition Appliance, a member of the Cisco media convergence server portfolio.
Maximum total users	500
Mailboxes and voicemail ports	500 mailboxes and 24 voicemail ports
Number of remote sites	20 (centralized call processing, with Cisco Unified Survivable Remote Site Telephony [SRST] for redundancy)
Telephony and voicemail feature limitations	Cisco Unified Communications Manager Business Edition supports all the standard telephony features of Cisco Unified Communications Manager and voice-messaging features of Cisco Unity Connection except the following: <ul style="list-style-type: none">- Call processing and voicemail redundancy- Distributed call processing—Cisco Unified Communications Manager Business Edition is supported only in the centralized call-processing model with Cisco Unified SRST.

User and Administrator Features

For a summary of user and administrator features, please refer to the Cisco Unified Communications Manager 8.0 and Cisco Unity Connection 8.0 data sheets.

Supports 14 core languages for user locales, the voicemail telephone user interface, and the GUI.

In addition to the core languages, Cisco Unified Communications Manager supports an additional 13 user localizations.

Selected Part Numbers and Ordering Information

Cisco Unified Communications Manager Business Edition can be ordered in a couple of different ways, either independently (with Cisco User Connect Licensing) or as part of a workspace bundle (with Cisco Unified Workspace Licensing).

Both Cisco Unified Communications Manager Business Edition licenses require purchasing a starter bundle. The starter bundles include all the unified communications server and client software for the applications included under the licenses, the Cisco MCS 7828 server hardware for deploying Cisco Unified Communications Manager Business Edition, and licenses for the first 50 users. To deploy Cisco Unified Presence, customers need to purchase a separate adjunct server.

MCS7828I4-K9-WL	CUCMBE, 7828-I4 appliance, Workspace License 50 Users
MCS7828I4-K9-BE8	Unified CM BE 8.X, 7828-I4 appliance, 50 Enhanced User Connect Licenses

For More Information

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

Cisco Unified Communications Manager Session Management Edition

Cisco Unified Communications Manager Session Management Edition is a version of Cisco Unified Communications Manager that provides centralized trunking, application, and policy control. It reduces communication tolls, cuts administrative overhead, and supports easier migration to a full IP telephony environment.

Its primary capabilities include:

- Centralized trunking to IP Session Initiation Protocol (SIP) trunks, traditional public-switched-telephone-network (PSTN) trunks, or SIP connections to business partners over the Internet using the Cisco Intercompany Media Network
- A component of the Cisco Intercompany Media Network that delivers communications between business partners without boundaries, providing cost savings
- Interconnection among private branch exchanges (PBXs), helping to enable reduced system administrative overhead and easier migration to an all-IP environment
- Platform for future feature interaction with social networking, mobility networks, and network-based recording
- Interconnection of PBXs to social networking and web applications—Using Web 2.0 and Cisco Enterprise Collaboration Portal, helping to enable broader and richer collaboration

The combination of Cisco Unified Communications Manager Session Management Edition and Cisco Unified Border Element helps organizations solve their communications network challenges in three simple steps: saving, simplifying, and setting up for the future. They save by efficiently interconnecting networks, they simplify by streamlining services aggregation, and they prepare for the future by extending their capabilities to include collaborative services. The role of Cisco Unified Communications Manager Session Management Edition here is to centralize SIP trunking, simplify dial plan management, integrate and pull together disparate PBXs, and integrate the environment with other applications

Centralized SIP trunking provides cost savings through toll savings, reduced Primary Rate Interface (PRI) circuits, lower maintenance costs, and lower equipment costs. Centralized SIP trunking also simplifies administration by avoiding having to manage lots of time-division multiplexing (TDM) gateways. They can be brought into a single location for manageability rather than left as many discrete gateways. Plus, existing Cisco PSTN gateways can be repurposed by Cisco Unified Border Element (through a software upgrade) to serve as IP gateways.

Cisco Unified Communications Manager Session Management Edition also greatly simplifies dial-plan management. Instead of having to develop complex routing within and among each individual PBX, they can now point to the central Cisco Unified Communications Manager Session Management Edition core, leaving all routing to be managed at the session management layer. Cisco can also use the Service Advertisement Framework (SAF) to provision at the PBX as well as the Cisco Unified Communications Manager Session Management Edition layer, enabling automatic dial-plan configuration, saving administration costs.

Cisco Unified Communications Manager Session Management Edition also integrates and pulls together disparate PBX's, enabling a single throughput point for IP access, and delivering the management benefits mentioned above. Plus, SIP headers within various systems (PBX's) are normalized and become transparent to the other PBX's, enabling interoperability. We're also performing testing, certification and use of standards (such as SIP, QSIG) based protocols to drive easier interoperability, integration, and deployment.

And, by integrating with traditional PBXs as well as IP-based systems, Cisco Unified Communications Manager Session Management Edition provides an elegant path to evolve or migrate systems that would otherwise be extremely difficult, or expensive to upgrade. Also, these applications can be used not just by Cisco PBXs but by any PBX in the system, extending these to more users. And, beyond voice, this platform is now a communications platform that is capable of deploying existing and future applications, including rich collaborative applications such as centralized recording, Web 2.0, and quad, enabling all-enterprise usage.

And finally, Cisco Storage Media Encryption (SME) integrates with the revolutionary Cisco IPS Manager Express (IME) for transparently extending these collaborative services to business partners, customers, and other organizations.

Selected Part Numbers and Ordering Information

SME-SESSION-LIC	Cisco Unified CM SME 8.0 Top Level Part Number
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For More Information

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

Cisco IP Communicator

Cisco IP Communicator—a software-based application that delivers enhanced telephony support through the PC—is designed to meet diverse customer needs by serving as a supplemental telephone when traveling, a telecommuting device, or as a primary desktop telephone. With Cisco IP Communicator, remote users don't just take their office extension with them; they also enjoy access to the same familiar phone services that they have in the office.

Ideal for Companies That Need These Features

- Cisco IP Communicator**
 - A softphone that provides high-quality voice calls and extensive telephony features
 - A supplemental telephone that provides access to phone extensions and services outside the office

Key Features and Benefits

- Works with Cisco Unified Video Advantage: Cisco IP Communicator brings video telephony to the telecommuter's and mobile worker's communication experience. Available video is automatically displayed.
- Easy to use: Cisco IP Communicator 7x offers many of the features supported with Cisco Unified IP phones, including support for support for (Extensible Markup Language [XML]) applications, and call recording & silent monitoring capabilities for efficient recording of calls and monitoring of contact center agents. The application provides auto-detection of Cisco VPN Clients.
- Offers premium voice quality: Cisco IP Communicator has an Audio Tuning wizard for setting audio levels properly, advanced-jitter-buffer and packet-loss-concealment algorithms, and echo suppression and noise cancellation. In addition, Cisco IP Communicator 7x introduced support for internet Low Bit Rate Codec (iLBC), for enhanced voice quality for remote workers with low bandwidth considerations, as well as G.722 wideband audio codec to enhance which enhances voice quality and provides a clearer and richer audio experience.
- Easy to manage: Administration is unified with Cisco Unified IP Phones and automatic software upgrades; system administrators can provision Cisco IP Communicator as they would any other Cisco Unified IP Phone.

Selected Part Numbers and Ordering Information

SW-IPCOMM-E1	Cisco IP Communicator Software
SW-CCM-UL-IPCOMM-E	Station User License for Cisco Unified Communications Manager
IPCOMM7-SW	Cisco IP Communicator 70x
IPCOMM7-LIC	Cisco IP Communicator 70x User License

For More Information

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

Cisco Unified IP Phones 6900 Series

The Cisco Unified IP Phones 6900 Series of business communication endpoints deliver an enhanced user experience for customers seeking cost-effective, robust voice communication services, and video communications services on selected models, in a user-and eco-friendly design.

The Cisco Unified IP Phones 6900 Series is an ideal fit for customers with investment in analog or digital communications systems today, who are interested in an IP communications solution, but seek a traditional telephony-like user experience.

The portfolio offers a range of endpoint solutions, ranging from occasional use settings, such as lobbies and hallways with the IP Phone 6901 and schoolrooms with the IP Phone 6911, to moderate communications settings for knowledge workers with the IP Phone 6921, to more active users, such as managers and administrative staff as delivered by the IP Phone 6941 and IP Phone 6961. The portfolio can be deployed in enterprise campuses, enterprise branch offices, satellite offices, and for teleworkers.

Video Communications are supported on the Cisco Unified IP Phones 6900 Series with adoption on Cisco Unified Video Advantage 2.2 and the VT Camera III. The Cisco Unified IP Phones 6900 Series delivers the high-quality audio communications while an adjoining PC monitor support the VT Camera III and Unified Video Advantage application for video communication services in this solution architecture. Video Communications is available on selected Cisco Unified IP Phones 6900 Series endpoints.

The Cisco Unified IP Phones 6900 Series also brings earth-friendly enhancements to reduce power consumption and increase energy savings for customers. These endpoints take advantage of recyclable and reground plastics and in those models with displays, offer a deep-sleep mode option, which reduces power consumption in off-work hours making them a great fit for customers with green initiatives.

The Cisco Unified IP Phones 6900 Series comes in the choice of two colors, charcoal and arctic white, and two handset styles for increased comfort and flexibility.



Key Features and Benefits

- Backlit, antiglare, pixel-based, graphical monochrome displays offer readability and scrollable access to calling features and text-based XML applications on selected models.
- Tri-color illuminated line and feature keys provide quick call status indication.
- Four dynamic soft-label keys and a scroll toggle-bar present calling and navigation options on selected models.
- Fixed keys for common telephony functions such as mute, hold, conference, transfer, messaging, directories, redial and call waiting (fixed keys vary by endpoint model).
- Rounded ergonomic keys increase tactile feel and accuracy.
- Integrated 10/100 Ethernet switch to collocate a multimedia PC and reduce cabling infrastructure costs.
- Full-duplex speakerphone and integrated headset ports (selected models).
- Deep-sleep power option for savings in power consumption during off-work hours (on endpoint models with displays).
- Support Cisco Skinny Client Control Protocol (SCCP).
- G.711a, G.711, G.729a, G.729b, and G.729ab audio-compression codecs.
- Software upgrade support (IP Phone firmware) is provided through a Trivial File Transfer Protocol (TFTP) server.

Specifications

Feature	Cisco 6901	Cisco 6911	Cisco 6921
Integral Switch	Not applicable	10/100	10/100
Display	Not applicable	Not applicable	396 x 81 pixel backlit antiglare monochrome
Programmable (line) keys	1	1	2
Programmable (soft) keys	Not applicable	Not applicable	4
Speakerphone	Full-duplex	Full-duplex	Full-duplex
Headset port	No	No	Yes
Unified Video Advantage	No	Yes	Yes
Wideband audio	No	No	No
iLBC support	Yes (91(1) IP Phone firmware required)	Yes (91(1) IP Phone firmware required)	Yes (91(1) IP Phone firmware required)
2-way Rocker with Select Key	No	No	Yes
XML application	No	Yes - limited	Yes - limited
MIDlet-enabled applications	No	No	No

Extension mobility	Yes	Yes	Yes
Signaling protocol	SCCP SIP (fall 2010)	SCCP/ SIP (fall 2010)	SCCP SIP (fall 2010)
Feature	Cisco 6941	Cisco 6961	
Integral Switch	10/100	10/100	
Display	396 x 162 pixel backlit anti-glare monochrome	396 x 81 pixel backlit anti-glare monochrome	
Programmable (line) keys	4	12	
Programmable (soft) keys	4	4	
Speakerphone	Full-duplex	Full-duplex	
Headset port	Yes	Yes	
Wideband audio	No	No	
Unified Video Advantage	Yes	Yes	
iLBC support	Yes (9.1(1) firmware required)	Yes (9.1(1) firmware required)	
2-way Rocker with Select Key	Yes	Yes	
XML application	Yes - limited	Yes - limited	
MIDlet-enabled applications	No	No	
Extension mobility	Yes	Yes	
Signaling protocol	SCCP SIP (fall 2010)	SCCP SIP (fall 2010)	

Selected Part Numbers and Ordering Information

CP-6901-C-K9=	Cisco Unified IP Phone 6901, Charcoal, Standard Handset
CP-6901-W-K9=	Cisco Unified IP Phone 6901, Arctic White, Standard Handset
CP-6901-CL-K9=	Cisco Unified IP Phone 6901, Charcoal, Slimline Handset
CP-6911-WL-K9=	Cisco Unified IP Phone 6901, Arctic White, Slimline Handset
CP-6911-C-K9=	Cisco Unified IP Phone 6911, Charcoal, Standard Handset
CP-6911-W-K9=	Cisco Unified IP Phone 6911, Arctic White, Standard Handset
CP-6911-CL-K9=	Cisco Unified IP Phone 6911, Charcoal, Slimline Handset
CP-6911-WL-K9=	Cisco Unified IP Phone 6911, Arctic White, Slimline Handset
CP-6921-C-K9=	Cisco Unified IP Phone 6921, Charcoal, Standard Handset
CP-6921-W-K9=	Cisco Unified IP Phone 6921, Arctic White, Standard Handset
CP-6921-CL-K9=	Cisco Unified IP Phone 6921, Charcoal, Slimline Handset
CP-6921-WL-K9=	Cisco Unified IP Phone 6921, Arctic White, Slimline Handset
CP-6941-C-K9=	Cisco Unified IP Phone 6941, Charcoal, Standard Handset
CP-6941-W-K9=	Cisco Unified IP Phone 6941, Arctic White, Standard Handset
CP-6941-CL-K9=	Cisco Unified IP Phone 6941, Charcoal, Slimline Handset
CP-6941-WL-K9=	Cisco Unified IP Phone 6941, Arctic White, Slimline Handset
CP-6961-C-K9=	Cisco Unified IP Phone 6961, Charcoal, Standard Handset
CP-6961-W-K9=	Cisco Unified IP Phone 6961, Arctic White, Standard Handset
CP-6961-CL-K9=	Cisco Unified IP Phone 6961, Charcoal, Slimline Handset
CP-6961-WL-K9=	Cisco Unified IP Phone 6961, Arctic White, Slimline Handset

For More Information

<http://www.cisco.com/go/ipphones/6900>

Cisco Unified IP Phones 7900 Series

The Cisco Unified IP Phones 7900 Series is a portfolio of advanced business communications endpoints that enable organizations to increase their employee productivity by taking full advantage of collaborative services, including support for voice, video, and data applications.

The IP Phones 7900 Series portfolio offers a wide range of solutions to meet the varying needs of users within an organization. From the corporate campus to the branch office to remote teleworkers, the portfolio supports wired, wireless, and small-to-medium conference room solutions. The Cisco Unified IP Phone 7906G and 7911G endpoints address the communication needs for low-to-medium communications environments. The Cisco Unified IP Phone 7942G and 7945G endpoints address the communication needs for moderate levels of communication requirements. The Cisco Unified IP Phone 7962G, 7965G and 7975G endpoints are designed to address the communication needs for more active communication requirements.

The Cisco Unified Wireless IP Phone 7921G, 7925G, and 7925G-EX are 802.11a/b/g Wireless-Fidelity (Wi-Fi) IP Phones that are designed for mobile communications within a campus or when at home with VPN network access.

The IP Phones 7900 Series portfolio supports multiple call appearance per line. This empowers users to have multiple call sessions, navigated through the use of the rocker or navigation cluster on a single line appearance on the 7900 Series phone.



Key Features and Benefits

- Touchscreen support on Cisco Unified IP Phone 7975G
- Dynamic softkeys for call features and functions
- Support for endpoint applications including XML, MIDlets, Cisco Unified Communications Widgets, and Cisco Unified Application Environment on selected models
- Video communications supported on selected models with Cisco Unified Video Advantage (CUVA) and the VT Camera III.
- Automatic phone discovery, VLAN configuration, and registration
- Quality of service (QoS) through support of 802.1Q/p, in addition to configurable Differentiated Services (DiffServ) and type of service (ToS)
- Voice Activity Detection (VAD), silence suppression, comfort-noise generation, and error concealment
- G.711a, G.711u, and G.729ab audio-compression codec support; selected models also support the G.722 wideband codec and the Internet Low Bit-Rate Codec (iLBC)
- IP Phone software (firmware) upgrade support through a Trivial File Transfer Protocol (TFTP) server
- Integrated inline power support, which allows the phone to receive power over the LAN

Specifications

Feature	Cisco 7911G	Cisco 7931G	Cisco Conf. Station 7937G
Integral Switch	10/100	10/100	No
Display	192x64 monochrome	192x64 graphical, monochrome, backlit	Pixel-based
Programmable (line) keys	0	24	0
Programmable (soft) keys	4	4	4
Speakerphone	Yes (listen only)	Yes	Yes
Headset port	No	Yes	No
Wideband audio	Limited	Limited	Yes
iLBC support	Yes	Yes	No
"5-way" navigation cluster	No	No	No
XML applications	Yes	Yes	Yes
MIDlet applications	No	No	No
Extension mobility	Yes	Yes	Yes
Unified Video Advantage	Yes	Yes	No
Signaling protocol	SCCP/SIP	SCCP/SIP	SCCP
Feature	Cisco 7942G	Cisco 7945G	Cisco 7962G
Integral Switch	10/100	10/100/1000	10/100

Display	4-bit grayscale, 5"	Digital, 16-bit graphical backlit TFT Color, 5"	4-bit grayscale, 5"
Programmable (line) keys	2-lighted	2-lighted	6-lighted
Programmable (soft) keys	4	4	4
Speakerphone	Yes	Yes	Yes
Headset port	Yes, wideband support	Yes, wideband support	Yes, wideband support
Wideband audio	Yes	Yes	Yes
iLBC support	Yes	Yes	Yes
"5-way" navigation cluster	No	Yes	No
XML applications	Yes	Yes	Yes
MIDlet applications	Yes	Yes	Yes
Extension mobility	Yes	Yes	Yes
Unified Video Advantage	Yes	Yes	Yes
Signaling protocol	SCCP/SIP	SCCP/SIP	SCCP/SIP
Feature	Cisco 7965G	Cisco 7975G	Cisco 7921G/7925G/7925G-EX
Integral Switch	10/100/1000	10/100/1000	N/A
Display	Digital, 16-bit graphical backlit TFT Color, 5"	Digital, 16-bit graphical backlit TFT Color, 5.6"	Digital, 16-bit graphical backlit TFT Color, 2"
Programmable (line) keys	6-lighted	8-lighted	N/A
Programmable (soft) keys	4	5	2
Speakerphone	Yes	Yes	Yes
Headset port	Yes, wideband support	Yes, wideband support	Yes
Wideband audio	Yes	Yes	Yes
iLBC support	Yes	Yes	Yes
"5-way" navigation cluster	Yes	Yes	Yes
XML applications	Yes	Yes	Yes
MIDlet applications	Yes	Yes	No
Extension mobility	Yes	Yes	Yes
Unified Video Advantage	Yes	Yes	No
Signaling protocol	SCCP/SIP	SCCP/SIP	SCCP

Selected Part Numbers and Ordering Information

CP-7971G	Cisco Unified IP Phone 7975G
CP-7965G	Cisco Unified IP Phone 7965G
CP-7962G	Cisco Unified IP Phone 7962G
CP-7945G	Cisco Unified IP Phone 7945G
CP-7942G	Cisco Unified IP Phone 7942G
CP-7925G-EX	Cisco Unified Wireless IP Phone 7925G-EX
CP-7925G	Cisco Unified Wireless IP Phone 7925G
CP-7921G	Cisco Unified Wireless IP Phone 7921G
CP-7931G	Cisco Unified IP Phone 7931G
CP-7911G	Cisco Unified IP Phone 7911G
CP-7937	Cisco Unified IP Conferencing Station 7937G

For More Information

<http://www.cisco.com/go/ipphones/7900>

Cisco Unified IP Phones 8900 Series

Organizations seeking ways to advance collaboration should give consideration to the Cisco Unified IP Phones 8900 Series. These advanced professional media endpoints are ideal for knowledge professionals, managers, and executives who seek a superior multimedia experience.

The Cisco Unified IP Phones 8900 Series introduces the Cisco Unified IP Phone 8961. The IP Phone 8961 delivers a high-performance multimedia communications experience, with support for high-definition voice (HD voice), high-resolution graphical color displays, and a broad portfolio of XML and MIDlet applications that deliver business value by helping transform business processes, reduce costs, and boost employee productivity. Standard USB 2.0 ports enhance the user experience, with added convenience and flexibility, by supporting off-the-shelf 2.0 USB peripherals such as USB wired headsets.

With the Cisco Unified IP Phones 8900 Series, Cisco continues its ongoing commitment to green solutions. Cisco uses reground and recyclable plastics to manufacture the Cisco Unified IP Phones 8900 Series endpoints. Power consumption is reduced in off-hours with a deep sleep administrative option.

The Cisco Unified IP Phones 8900 Series come with the choice of two colors, charcoal and arctic white and two handset styles that increase comfort. An optional IP Color Key Expansion Module provides scalability and investment protection for the IP Phone with additional line/feature key appearances.



Key Features and Benefits

- Enhanced viewing—Large, backlit, vibrant high-resolution, fully adjustable color display enhances viewing under a variety of lighting conditions.
- One standard USB 2.0 port supports USB headsets for greater choice and convenience.
- Crisper, clearer audio performance—High-definition voice (HD voice) delivers superior audio performance with HD voice headset, handset, and speaker support.
- Supports one Unified IP Color Key Expansion Module, offering additional scalability and cost-effectiveness with 36 line/feature key appearances per module
- Clean, uncluttered communications—An elegant user-friendly design makes feature access easy.
- Tri-color illuminated LED line, feature, and session keys provide at-a-glance indication of caller session status, increasing productivity.
- Energy cost savings—In off-hours, a deep-sleep power option reduces power consumption compared to the endpoint in active state during the work day.
- Reduced infrastructure costs—Integrated switch ports support a IEEE 10/100/1000 high-speed network connection and co-location of a multimedia PC.
- Rounded keys deliver an enhanced tactile feel that improves accuracy in interaction.
- Streamlined user experience—The phone has fixed keys for commonly used telephony functions such as conference, transfer, and hold.

Specifications

Feature	Cisco 8961
Integral Switch	10/100/1000
Display	5" diagonal, 640 x 480, VGA, graphical, anti-glare, backlit, high-resolution color display
Programmable (line) keys	5 with support for multiple appearance per line
Session keys	5
Programmable (soft) keys	4
Speakerphone	Yes (full duplex)
Headset port	Yes
High-definition audio	Yes (Speaker, handset and headset)
IP Color Key Expansion Module	Yes (supports 1 module for 36 additional appearances)
iLBC support	Yes
"5-way" navigation cluster	Yes
XML applications	Yes
MIDlet applications	Yes
Extension mobility	Yes
Signaling protocol	SIP

Selected Part Numbers and Ordering Information

CP-8961-C-K9=	Cisco Unified IP Phone 8961, Charcoal, Standard Handset
CP-8961-W-K9=	Cisco Unified IP Phone 8961, Arctic White, Standard Handset
CP-8961-CL-K9=	Cisco Unified IP Phone 8961, Charcoal, Slimline Handset
CP-8961-WL-K9=	Cisco Unified IP Phone 8961, Arctic White, Slimline Handset

For More Information

<http://www.cisco.com/go/ipphones/8900>

Cisco Unified IP Phones 9900 Series

With 20 hours of new content uploaded to YouTube every minute and enterprise employees watching 4.6 hours of enterprise video each month, it's not a matter of **if** video will make its way into your organization, but **when**. Video is personal and efficient, and with the Cisco Unified IP Phones 9900 Series, an advanced collaborative media endpoint portfolio, your employees can take advantage of a full-suite of multimedia features and capabilities, including video delivered directly to/from your IP Phone, in a design that is elegant, user-and-eco-friendly.



The Cisco Unified IP Phones 9900 Series supports interactive, high-performance business video with a USB powered Cisco Unified Video Camera that provides full-screen, two- and multiparty H.264 standard video (up to 30 frames per second).

The Cisco Unified IP Phones 9900 Series' advanced multimedia communications capabilities are an ideal solution for knowledge professionals, managers, and executives. With the Cisco Unified IP Phones 9900 Series, you can

- Elevate and personalize communications, improving the quality and speed of decisions
- Enhance collaboration between geographically dispersed teams and workgroups to accelerate team performance
- Deliver personalized training on-demand, condensing sales cycles
- Enable busy executives to meet "face-to-face" without ever leaving their offices
- Scale compelling, integrated collaboration experiences across your organization, quickly and cost-effectively
- Collaborate securely within and between businesses.

The Cisco Unified IP Phones 9900 Series introduces the Cisco Unified IP Phone 9971 and the Cisco Unified IP Phone 9951 endpoints to the Cisco Unified IP Phone portfolio. Both endpoints deliver a high-performance multimedia communications experience, with support for High-definition voice (HD voice), high-resolution graphical, backlit color displays, Bluetooth 2.0 profiles for added convenience and flexibility. A broad portfolio of XML and MIDlet applications that deliver business value by helping transform business processes, reduce costs, and boost employee productivity are also supported. Standard USB 2.0 ports on both models enhance the user experience by supporting off-the-shelf 2.0 USB peripherals, such as USB wired headsets.

The Cisco Unified IP Phone 9971 adds full touchscreen capability for advanced user interaction along with 802.11a/b/g Wireless Fidelity (Wi-Fi) integration, which delivers greater return on investment for customers who have a Cisco Unified Wireless Network.

Both 9900 Series endpoints support multiple call appearances per line. The Cisco Unified IP Phone 9971 supports six line keys with tri-color LEDs, the Cisco Unified IP Phone 9951 supports five line keys with tri-color LEDs. Session keys provide call details about each session in progress and assist users in navigating between sessions. Administrators have the option to assign which row of keys are designated as line keys and the row designated as session keys.

With the Cisco Unified IP Phones 9900 Series, Cisco continues its ongoing commitment to green solutions. Reground and recyclable plastics are used in manufacture of the Cisco Unified IP Phones 9900 Series endpoints and the portfolio reduces power consumption in off-hours vs. active use during the workday with a deep-sleep administrative option.

The Cisco Unified IP Phones 9900 Series come with the choice of two colors, charcoal and arctic white and two handset styles that increase comfort.

Key Features and Benefits

- Large, backlit, vibrant high-resolution, graphical, fully backlit, and adjustable color displays enhance viewing under a variety of lighting conditions.
- Supports the Cisco Unified Video Camera, a USB-powered peripheral that provides H.264 two-way and multi-party video communications up to 30 frames-per-second (multi-party video requires support from a Multipoint Control Unit).
- USB 2.0 ports support USB peripherals, including the Cisco Unified Video Camera and USB headsets for greater choice and convenience.
- Bluetooth 2.0 profiles supports standard Bluetooth headsets for added convenience and flexibility at the workspace.

- 802.11a/b/g wireless-fidelity integration (Wi-Fi) for greater return on investment and reduced cabling infrastructure in Cisco Unified Wireless Networks (IP Phone 9971 only).
- Crisper, clearer audio performance—High-definition voice (HD voice) delivers superior audio performance with HD voice headset, handset, and speaker support.
- Support of up to three IP Color Key Expansion Modules, offering additional scalability and cost-effectiveness with an additional 36 line/feature key appearances per module (actual number of modules is endpoint model dependent).
- An elegant user-friendly design makes feature access easy.
- Support for multiple sessions per line—Tri-color illuminated LED line, feature, and session keys provide at-a-glance indication of caller session status, increasing productivity.
- Energy cost savings—In off-hours, a deep-sleep power option reduces power consumption compared to the endpoint in active state during the work day.
- Reduced infrastructure costs—Integrated switch ports support a IEEE 10/100/1000 high-speed network connection and co-location of a multimedia PC, so PC traffic can run through the switch port of the phone and only one cable drop is required back to the wiring closet.
- Rounded keys deliver an enhanced tactile feel that improves accuracy in interaction.
- Streamlined user experience—The phone has fixed keys for commonly used telephony functions such as conference, transfer, and hold.

Specifications

Feature	Cisco 9971	Cisco 9951
Integral Switch	10/100/1000	10/100/1000
Display	5.6" diagonal, 640 x 480, VGA, graphical, anti-glare, backlit, high-resolution touchscreen color display	5" diagonal, 640 x 480, VGA, graphical, anti-glare, backlit, high-resolution color display
Programmable (line) keys	6	5
Session keys	6	5
Programmable (soft) keys	4 (touchscreen based)	4
Video Communications	Yes with Cisco Unified Video Camera (H.264 standard, 24fps VGA, 30fps CIF, SIF formats)	Yes with Cisco Unified Video Camera (H.264 standard, 24fps VGA, 30fps CIF, SIF formats)
Speakerphone	Yes (full duplex)	Yes (full duplex)
USB 2.0 ports	2 (supports wired and wireless headsets, Unified Video Camera)	2 (supports wired and wireless headsets, Unified Video Camera)
Bluetooth 2.0	Yes (standard headset profiles)	Yes (standard headset profiles)
Headset port	Yes	Yes
High-definition audio	Yes (Speaker, handset and headset)	Yes (Speaker, handset and headset)
802.11a/b/g radio	Yes	No
iLBC support	Yes	Yes
"5-way" navigation cluster	Yes	Yes
XML applications	Yes	Yes
MIDlet applications	Yes	Yes
Extension mobility	Yes	Yes
Signaling protocol	SIP	SIP

Selected Part Numbers and Ordering Information

CP-9971-C-CAM-K9=	Cisco Unified IP Phone 9971, Cisco Unified Video Camera, Charcoal, Standard Handset
CP-9971-W-CAM-K9=	Cisco Unified IP Phone 9971, Cisco Unified Video Camera, Arctic White, Standard Handset
CP-9951-C-CAM-K9=	Cisco Unified IP Phone 9951, Cisco Unified Video Camera, Charcoal, Standard Handset
CP-9951-W-CAM-K9=	Cisco Unified IP Phone 9951, Cisco Unified Video Camera, Arctic White Standard Handset
CP-9971-CL-CAM-K9=	Cisco Unified IP Phone 9971, Cisco Unified Video Camera, Charcoal, Slimline Handset
CP-9971-WL-CAM-K9=	Cisco Unified IP Phone 9971, Cisco Unified Video Camera, Arctic White, Slimline Handset
CP-9951-CL-CAM-K9=	Cisco Unified IP Phone 9951, Cisco Unified Video Camera, Charcoal, Slimline Handset
CP-9951-WL-CAM-K9=	Cisco Unified IP Phone 9951, Cisco Unified Video Camera, Arctic White Slimline Handset

For More Information

<http://www.cisco.com/go/ipphones/9900>

Cisco SPA 500 Series IP Phones

The Cisco SPA 500 Series IP Phones are a complete portfolio of IP phones for small business with robust features that support the Cisco Unified Communications 500 Series, Cisco SPA9000 Voice System, and hosted IP telephony. The phones provide an intuitive, rich user experience with wideband audio to connect employees and offices, support for applications that enhance productivity, and encryption for enhanced security.



Key Features

- Full-featured business-class IP phone supporting Power over Ethernet (PoE)
- Monochrome or color* backlit display for ease of use, aesthetics, and onscreen applications
- Connects directly to a hosted IP telephony service or an IP private branch exchange (PBX)
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco SPA 500S 32-Button Attendant Consoles, adding up to 64 additional buttons
- Supports both Session Initiation Protocol (SIP) for Cisco SPA 9000, open source, and hosted telephony solutions and Smart Phone Control Protocol (SPCP) for Cisco Unified Communications 500 Series for Small Business
- Support for Bluetooth and WiFi*
- Play back and view personal MP3 files and photos through on-phone application (supported on the SPA 525G model only)

Specifications

Feature	Cisco SPA501G 8-line	Cisco SPA502G 1-line	Cisco SPA504G 4-line	Cisco SPA508G 8-line	Cisco SPA509G 12-line	Cisco SPA525G
Lines	8	1	4	8	12	5
Programmable Buttons	8	0	4	8	12	5
Connection for Computer on IP Phone	Yes	Yes	Yes	Yes	Yes	Yes
PoE	Yes	Yes	Yes	Yes	Yes	Yes
Display	Paper insert	Backlit monochrome	Backlit monochrome	Backlit monochrome	Backlit monochrome	High resolution color display
Bluetooth Capable	No	No	No	No	No	Yes

Selected Part Numbers and Ordering Information

SPA501G	Cisco SPA 501G-8-line IP Phone
SPA502G	Cisco SPA 502G 1-line IP Phone
SPA504G	Cisco SPA 504G-4-line IP Phone
SPA508G	Cisco SPA 508G-8-line IP Phone
SPA509G	Cisco SPA 509G-12-line IP Phone
SPA525G	Cisco SPA 525G IP Phone

For More Information

<http://www.cisco.com/go/500phones>

Cisco Unified Attendant Console Portfolio

The Cisco Unified Attendant Console Portfolio comprises three full-featured software-based solutions, associated with a Cisco Unified IP Phone, which are designed to enable attendant operators to accept calls, easily look up busy status and dispatch incoming calls either through blind or consultative transfers to users. The applications support the ability to prioritize call queues, such that operator attendants can address the most important queues to the business (i.e., sales, service, etc). The Cisco Unified Department Attendant Console supports up to 150 Cisco Unified IP Phones and up to two operator clients per department. The Cisco Unified Business Attendant Console supports up to 500 Cisco Unified IP Phones and up to six operator clients. The Cisco Unified Enterprise Attendant Console supports up to 100,000 Cisco Unified IP Phones and up to 25 operator clients per attendant console system.

Key Features and Benefits

Cisco Unified Department Attendant Console

- Maximum of 150 Cisco Unified IP Phones and two operator clients per department.
- Call queuing engine, busy status, as well as directory search capabilities that are integrated into the Cisco Unified Communications Manager directory.
- One call queue and three directory search options allow the department attendant to quickly find call destinations and effectively dispatch calls. These search options include last name, first name, and extension.
- Music in Queue (i.e., ability to play music to callers before they are greeted by the attendant).
- Cisco Unified IP Phones 6900 (multi-line mode only), 8900, and 9900 Series as operator endpoints.
- Cisco Unified Department Attendant Console server running in a VMware server environment.
- Windows 7 support for Cisco Unified Department Attendant Console client.
- Integrates with Cisco Unified Presence Server to provide rules-based presence in support of multiple devices and weighting per device (i.e., desk-based workers can weight their desk phone high and their mobile phone low)
- Microsoft OCS 2007 presence status support from the Cisco Unified Department Attendant Console client
- Accessibility support with third-party applications JAWS and ZoomText.
- Wait time overflow—Boosts service levels with calls being directed to a defined number after the call has been in queue for a specified period of time.
- For the operator who needs in-depth presence information, Cisco Unified Presence can be integrated with the Cisco Unified Department Attendant Console.
- Emergency mode enables redirection of calls in event of an emergency.

Cisco Unified Business Attendant Console

- Maximum of 500 Cisco Unified IP Phones and up to six operator clients per attendant console system.
- Four directory search options allow the operator to quickly find call destinations and quickly dispatch calls.
- Four directory search fields allow the operator to quickly find call destinations and quickly dispatch calls.
- Music in Queue (i.e., ability to play music to callers before they are greeted by the attendant).
- Cisco Unified IP Phones 6900 (multi-line mode), 8900 and 9900 Series as operator endpoints.
- Cisco Unified Business Attendant Console server running in a VMware environment.
- Integrates with Cisco Unified Presence Server to provide rules-based presence in support of multiple devices and weighting per device (i.e., desk-based workers can weight their desk phone high and their mobile phone low)
- Microsoft OCS 2007 presence status support from the Cisco Unified Business Attendant Console client.
- Windows 7 support for Cisco Unified Business Attendant Console client.
- Accessibility support with third-party applications JAWS and ZoomText.
- Emergency mode enables redirection of calls in event of an emergency.
- Wait time overflow—Boosts service levels with calls being directed to a defined number after the call has been in queue for a specified period of time.
- For the operator who needs in-depth presence information, Cisco Unified Presence can be integrated with the Cisco Unified Business Attendant Console.

Cisco Unified Enterprise Attendant Console

- Maximum of 100,000 Cisco Unified IP Phones and up to 25 operator clients per attendant console system
- Six directory search fields allow the operator to quickly find call destinations and quickly dispatch calls
- Utilities for installing, configuring and synchronizing the directory database simplify administration
- Music in Queue (i.e., ability to play music to callers before they are greeted by the attendant).
- Cisco Unified IP Phones 6900 (multi-line mode), 8900 and 9900 Series as operator endpoints.
- Cisco Unified Business Attendant Console server running in a VMware environment.
- Microsoft OCS 2007 presence status support from the Cisco Unified Business Attendant Console client.
- Windows 7 support for Cisco Unified Business Attendant Console client.
- Accessibility support with third-party applications JAWS and ZoomText.
- Emergency mode enables redirection of calls in event of an emergency.
- Wait time overflow—Boosts service levels with calls being directed to a defined number after the call has been in queue for a specified period of time.
- Integrates with Cisco Unified Presence Server to provide rules-based presence in support of multiple devices and weighting per device (i.e., desk-based workers can weight their desk phone high and their mobile phone low)
- Emergency mode switch enables redirection of calls in an emergency
- Night mode service based on time and day
- Supports both zoom text and JAWS screen reader for enhanced accessibility

Selected Part Numbers and Ordering Information

CUB-ATT-CON	The Cisco Unified Business Attendant Console is ordered on a per-operator client basis. Ordering the Cisco Unified Business Attendant Consoles requires the use of the Cisco Dynamic Configuration Tool. Input "CUB-ATT-CON-" on the Dynamic Configuration Tool to begin the configuration, and then select from 1 to 6 Cisco Unified Business Attendant Consoles.
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CUE-ATT-CON	The Cisco Unified Enterprise Attendant Console is ordered on a per-operator client basis. Ordering the Cisco Unified Enterprise Attendant Console requires the use of the Cisco Dynamic Configuration Tool. Input "CUE-ATT-CON=" on the Dynamic Configuration Tool to begin the configuration and then select from 1 to 25 Cisco Unified Enterprise Attendant Consoles.
CUD-ATT-CON	The Cisco Unified Department Attendant Console is ordered on a per-department administrator (operator client) basis. A maximum of two department administrators are supported per department with 150 IP phones. When ordering, the first client includes the software license for the Cisco Unified Department Attendant Console server. Ordering the Cisco Unified Department Attendant Consoles requires the use of the Cisco Dynamic Configuration Tool. Input "CUD-ATT-CON=" on the Dynamic Configuration Tool to begin the configuration, and then select from 1 to 10 Cisco Unified Department Attendant Consoles.

For More Information

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

Cisco Emergency Responder

Cisco Emergency Responder enhances emergency calling from Cisco Unified Communications Manager. It helps ensure that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) and then helps the PSAP identify the caller's location and, if necessary, return the call.

Key Features and Benefits

- Cisco Emergency Responder automatically tracks IP phone locations by their MAC or IP addresses, eliminating the need for administrators to update location when an IP phone is relocated.
- Cisco Emergency Responder provides instructions to Cisco Unified Communications Manager to route emergency calls to a public-switched-telephone-network (PSTN) gateway capable of reaching the responsible Public Safety Answering Point (PSAP) for the caller's location.
- Cisco Emergency Responder identifies the caller's location to local exchange carriers (LECs) and PSAPs, replacing the calling-party number associated with an emergency call with one that corresponds to the caller's location, eliminating the need to update the Automatic Location Information (ALI) database when an IP phone is relocated.
- Cisco Emergency Responder integrates with Intrado V9-1-1 service, centralizing and automating the initial administration of Emergency Location Identification Numbers (ELINs) and Emergency Response Locations (ERLs) for on-premises users, and facilitating emergency call completion with user-entered location information for off-premises users.
- Cisco Emergency Responder facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without direct-inward-dialing (DID) numbers.
- Cisco Emergency Responder provides voice, web and email alerts to customer security personnel, enabling them to assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive.
- Cisco Emergency Responder is a software appliance that simplifies software installation and upgrade and enhances system security and stability.

Specifications

Feature	Cisco Emergency Responder			
Supported Platform	Cisco 7800 Series Media Convergence Servers			
Software Compatibility	Cisco Unified Communications Manager Cisco Unified Operations Manager More information about specific models and releases supported is available at: http://www.cisco.com/en/US/products/sw/voicewsw/ps842/prod_release_notes_list.html .			
Product Compatibility	Cisco Unified IP Phones 7902G, 7905G, 7910G, 7910G+SW, 7911G, 7912G, 7940G, 7941G, 7941G-GE, 7942G, 7945G, 7960G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G, 7985G; Cisco Unified Wireless IP Phones 7920, 7921 (IP-subnet-based tracking only); Cisco Unified IP Conference Stations 7935, 7936; Cisco Unified SIP Phone 3911, Cisco Unified Personal Communicator; Cisco IP Communicator; Cisco IP Softphone (IP-subnet-based tracking only); Cisco ATA 180 Series analog telephone adaptors (manual configuration only); Cisco VG 200 Series analog phone gateways (manual configuration only); Cisco Catalyst Express 500, Express 520, 2900 XL, 2940, 2950, 2960, 2970, 3500XL, 3550, 3560, 3560-E, 4000, 4500, 4500-E, 4900, 5000, 5500, 6000, 6500 and 6500-E Series LAN switches; Cisco Ethernet Switching Network Modules in Cisco 3700 Series Multiservice Access Routers, 2800 and 3800 Series Integrated Services Routers. More information about specific models and releases supported is available at: http://www.cisco.com/en/US/products/sw/voicewsw/ps842/prod_release_notes_list.html .			
System Capacity	Cisco MCS 7816	Cisco MCS 7825	Cisco MCS 7835	Cisco MCS 7845
Automatically Tracked Phones	6000	12,000	20,000	30,000
Manually Configured Phones	1000	2500	5000	10,000

Roaming Phones (per Cisco Emergency Responder Cluster)	600	1200	2000	3000
Switches	200	500	1000	2000
Switch Ports	12,000	30,000	60,000	120,000

For More Information

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

Cisco Intercompany Media Engine

Cisco Intercompany Media Engine is a revolutionary new product that enables true boundaryless communications among business partners and customers. The idea is to make communications among separate companies and organizations as effortless and smooth as it is within an individual company. So, whether you and your customer or partner are located within the same company or in separate companies, the ease, efficiency, and overall experience of communicating with each other will be exactly the same. Our approach works with the phones you are already using, the numbers you are already dialing, the contact lists you have already entered, and the speed dials you are used to.

One of the most exciting capabilities available immediately is communication through rich media. High-definition audio, video, and high-definition video have proven to greatly enhance the effectiveness of human collaboration, and Cisco has been on the forefront of delivering solutions for these media. Yet today, it can be extremely cumbersome, or impossible, for companies to communicate outside of their organizations through high-definition audio or video. Now, with Cisco IME, these experiences can be shared among business partners across company lines, all with security, quality, reliability, and ease of use.

With respect to ease of use, Cisco Intercompany Media Engine was developed with the dual objective of requiring minimal effort to administer as well as zero effort to use. The self-learning feature is a good example. You learn new routes simply by calling your business partner who has Cisco Intercompany Media Engine. Neither the administrator nor you must enter this route. You simply dial your business partners as you normally would. And, from that point on, you dial your partner as you would normally dial a co-worker at your own company. No administrator help is required, and you are not required to do anything more than your usual process. And, from the first call and after, the process is easier, because Cisco Intercompany Media Engine has learned the route and has now integrated the partner into the Cisco Intercompany Media Engine Network, where everyone is connected and interaction is transparent and consistent, as though everyone is in the same company.

Although easily collaborating with customers and partners through rich media is compelling, it is just the start. The possibilities for using Cisco Intercompany Media Engine to best advantage to deliver innovative capabilities, experiences, and applications to be shared among partners are limitless. Intercompany capabilities such as directory access; one-click collaboration through Cisco WebEx meeting applications; instant availability status; instant virtual business card exchange; and application interactive prompts, such as interactive voice response (IVR)-delivered softkeys, are just a few of the array of Cisco Intercompany Media Engine capabilities to come.

To ensure an enterprise-grade solution, Cisco Intercompany Media Engine has security, efficiency, and quality built in. The security plus spam blocking of Cisco Intercompany Media Engine address multiple security concerns, whereas Cisco IME uses both SIP and PSTN to provide network efficiencies and cost savings, as well call-quality assurance.

Key Features and Benefits

- Lets partners use calling features that are available between clusters (except extension mobility)
- Learns new routes, through calls to any business partner who participates in the Cisco Intercompany Media Network
- Offers encrypted signaling and media for all Cisco Intercompany Media Engine calls between partners
- Provides a high level of security, plus spam blocking, to help prevent mining for callable numbers belonging to your enterprise
- Reduces gateways and overhead, by moving calls from PSTN to direct SIP trunks over the Internet or an extranet

Selected Part Numbers and Ordering Information

IME-7825-80	Cisco Intercompany Media Engine 8.0 7825 Part Number
IME-7845-80	Cisco Intercompany Media Engine 8.0 7845 Part Number

For More Information

<http://www.cisco.com/go/b2buc>

Cisco Unified Survivable Remote Site Telephony

Cisco Unified Survivable Remote Site Telephony (SRST) provides critical backup telephony functions at remote branch offices when connectivity to the centrally located Cisco Unified Communications Manager fails (that is, the WAN link is interrupted). During WAN outage the Cisco Unified SRST-enabled router provides robust telephony services (including off-net calls to 911). This product is ideal for enterprise organizations looking to cost-effectively deploy IP telephony in their branch-office locations. Cisco Unified SRST is available on the Cisco 880 Series, 1861, 2800 Series, and 3800 Series Integrated Services Routers, 2900 Series and 3900

Series Integrated Services Routers Generation 2, and the Cisco Catalyst 6500 Series Switches using the Cisco Communications Media Module (CMM).

Key Features and Benefits

- Business resiliency is achieved through redundant, localized call processing with intelligent and automatic failover configuration; no manual IT or telecom intervention is required.
- This single appliance device is ideal for routing, security, public switched telephone network (PSTN) gateway services, and call control during WAN outages.
- Cisco Unified SRST supports all Cisco Unified IP Phones, supporting 8 to 1500 phones per platform.
- All common PSTN interfaces and protocols are supported, in addition to support for both internal and external calling during failover with calls maintained during failover and fall-back.
- Voicemail is supported during WAN outages with local Cisco Survivable Remote Site Voicemail or centralized Cisco Unity unified messaging through the PSTN.

Selected Part Numbers and Ordering Information

SRST Platform Density and Feature License*			
Part Number	Part Number (spare)	Platform	Number of Phones Supported
Included	Included	Cisco 880	Up to 4
Included	Included	Cisco 1861	Up to 15
FL-SRST-25	FL-SRST-25=	Cisco 2801	Up to 25 phones
FL-SRST-50	FL-SRST-50=	Cisco 2821	Up to 50 phones
FL-SRST-100	FL-SRST-100=	Cisco 2851	Up to 100 phones
FL-SRST-250	FL-SRST-250=	Cisco 3845	Up to 250 phones
***	***	Cisco 3845	Up to 730 phones
FL-SRST-480	FL-SRST-480=	Cisco Catalyst 6500 Communication Media Module	Up to 336 phones**

* The number of phones supported by SRST have been changed to multiples of 5 starting with Cisco IOS Software Release 12.4(15)T3.

** The Cisco Catalyst 6500 Series CMM supports Cisco Unified SRST 4.0 with Cisco IOS Software Release 12.4, and Cisco Unified SRST 2.1 with Cisco IOS Software Release 12.2(13)ZC.

*** There are no corresponding part numbers, but you can purchase multiple parts to reach the desired phone count.

For More Information

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

Cisco Unified Communications Services

Services delivered by Cisco and our partners, offers a comprehensive portfolio of services to help prepare, maintain, and optimize your Cisco Unified Communications solution.

Cisco SMARTnet support is available for all your hardware products. Cisco Essential Operate Service (ESW) is available for all your software Cisco products. The combination of hardware and software services is critical to optimizing product performance.

For more information about Cisco Unified Communications Services, visit <http://www.cisco.com/go/ucservices>.

Messaging

Cisco WebEx Connect

Cisco WebEx Connect is an enterprise-class, on-demand unified communications client that delivers enterprise instant messaging, rich presence, and team spaces to bring people, data, and processes together. WebEx Connect delivers this through software-as-a-service, meaning no hardware to deploy, no capital expenditures and a much lower cost of maintenance and administration.

Ideal for Companies That Need These Features

Cisco WebEx Connect

- Unified communications and collaboration
- Rich presence and enterprise instant messaging

Key Features and Benefits

- One unified interface for business collaboration—Users can work with others as if they are in the same room, allowing them to make informed decisions in real time using rich presence, enterprise IM, video, voice over IP (VoIP), desktop sharing, and chat features. Integration with Cisco Unified Communications Solutions delivers transparent communication and collaboration.
- Cross-company collaboration—Users can work closely with colleagues, partners, or customers inside and outside your organization. They can create virtual team spaces where they can access shared assets instantly from any computer, including documents, and persistent discussions.
- Dynamic end-user collaboration without giving up control—Administrators can add, update, or deactivate users easily with batch functions and manage enterprise usage by creating any number of domains and subdomains.
- Avoidance of added infrastructure—Speed deployment and reduce maintenance costs by taking advantage of the Cisco WebEx Collaboration Cloud, a private global network that provides security, reliability, and scalability on demand. There is no hardware to purchase, maintenance or upgrade costs, and no long software deployment cycles.
- Security and accreditation—The Cisco WebEx Collaboration Cloud delivers data content security and uses Secure Sockets Layer (SSL) and Advanced Encryption Standard (AES) encryption; the application is audited against Sas 70-Type II.

For More Information

<http://www.webex.com/enterprise/webex-connect.html>

Cisco WebEx Mail

Cisco WebEx Mail brings enterprise-grade hosted e-mail to companies of all sizes without the hassles and high costs inherent with on-premise solutions. Cisco WebEx Mail offers native Microsoft Outlook compatibility, high availability for all users, 5 or 35 GB mailbox size, full BlackBerry and Microsoft ActiveSync support, messaging security powered by Cisco IronPort, and next-generation collaboration capabilities.

With Cisco WebEx Mail, organizations can take advantage of significant cost savings without disruptions. Employees continue using Outlook without the need for IT to deploy or maintain a plug-in. Cisco WebEx Mail fits the needs of corporate environments today and also bridges next-generation collaboration through an extensible client and server platform.



Ideal for Companies That Need These Features

- | | |
|-------------------------|---|
| Cisco WebEx Mail | <ul style="list-style-type: none">• Large mailboxes• Native Outlook support• High availability for all users• BlackBerry (BES) and ActiveSync support• Full-feature webmail• Interoperability with existing directory, archival, and DLP solutions• Next-generation collaboration features integrated with e-mail |
|-------------------------|---|

Key Features and Benefits

- Native Microsoft Outlook compatibility—Cisco WebEx Mail supports Outlook 2003, 2007, and 2010 natively, without the need for any client plug-in that can create desktop support issues. Users get the full Outlook capabilities they expect, including calendars, contacts, public folders, and notes. Cisco WebEx Mail servers “speak” MAPI (Outlook’s Messaging API) so future versions of Outlook will also be supported.
- Large mailboxes—Each user account starts with 5 GB mailbox storage, with the ability to upgrade to 35 GB. By eliminating restrictive quotas, IT gains better control of company data because users will not need to move files to personal storage (PSTs) or delete e-mails to recover space.
- Optimized for mobility—Cisco hosts BlackBerry Enterprise Server (BES) and ActiveSync servers in the cloud to natively support BlackBerry, iPhone, Microsoft Windows Mobile, and Android devices. As a result, Cisco WebEx Mail allows you to cost-effectively extend mobile e-mail services throughout your organization without losing performance or administrative control. Instantly set up new mobile users and perform remote data wipes through the Cisco WebEx Mail administrative console.
- Maximum data security and privacy—Data transport between Microsoft Outlook, mobile, and web clients and the WebEx Collaboration Cloud are encrypted using SSL (or equivalent HTTPS). To help ensure data privacy, customer data is not readable or accessible at the data center. Cisco data centers, data center personnel, and security processes regularly undergo strict third-party security audits and have achieved SAS-70 Type II compliance.
- Advanced anti-spam and anti-virus—The inbound and outbound mail stream is protected by Cisco IronPort, the leading enterprise e-mail security solution. Cisco IronPort provides better than 99% filtering accuracy and fewer than one in one million false positives. IronPort AS/AV is bundled with Cisco WebEx Mail so you no longer need to purchase or manage a separate solution to filter out malicious content.
- High availability—Cisco WebEx Mail offers an SLA-backed 99.9% uptime guarantee. Redundant systems are deployed within each Cisco data center to enable local failover, avoiding any single point of failure. All data is replicated to a geographically remote data center for full remote failover. Complete snapshots of customer data are taken regularly in at least two separate locations for fast disaster recovery.
- Full-featured webmail—For secure anywhere e-mail access, Cisco WebEx Mail offers an advanced webmail client with full e-mail, calendar, contacts, notes, public folders, and free/busy features. It also offers

Web 2.0 context-sensitive hovers and drag-and-drop capabilities. IT managers can even provide cost-effective webmail-only access to employees without a dedicated workstation.

- IT management and control—Provision, configure, and manage desktop, webmail and mobile accounts using a web-based console. Administrators can add or delete users, directory lists, and public folders, and perform mobile data wipes. Also, manage domains, monitor usage, and view billing details online for better planning.
- Next-generation collaboration capabilities—Cisco WebEx Mail is built on highly scalable and flexible technologies that enable companies to migrate to next-generation collaboration approaches that integrate e-mail with a broader set of collaboration features, such as IM and presence notification, web conferencing, social networking, unified communications, and much more. Cisco WebEx Mail features a cloud-based infrastructure, customizable Web 2.0 client, and an extensible Linux-based back end.

For More Information

<http://www.cisco.com/en/US/products/ps10723/index.html>

Cisco Unified Personal Communicator

An integral component of the Cisco Unified Communications Family of products, Cisco Unified Personal Communicator integrates your most frequently used communications applications and services into a single, unified client. From an easy-to-use interface on a PC or Mac, it provides quick and easy access to powerful communications tools—softphone, presence, instant messaging, visual voicemail, click-to-call, employee directory, communication history, video, and web conferencing—to help you communicate effectively and work more productively.

Ideal for Companies That Need These Features

Cisco Unified Personal Communicator

- A unified client that transparently integrates presence, voice, video, instant messaging, and Web conferencing
- Communications capabilities integrated with the personal computer, including integrated contact lists, click-to-call, voicemail playback, inbound call notification, and media escalation
- A supplemental telephone that provides access to phone extensions and services outside the office

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 users on Cisco Unified Personal Communicator, Cisco Unified IP Phone users as well as other federated presence systems (for example, WebEx Connect, Google Talk). You can also display customized messages, set an out-of-office message, and automatically show your availability based on free and busy status on your Microsoft Outlook Calendar.
- Do not disturb (DND)—Easily block incoming calls with synchronized DND status from your Cisco Unified Personal Communicator or Cisco Unified IP Phone or use the privacy preference setting to block instant messages when you need additional privacy.
- Contact list—Search your corporate directory from one easy-to-use interface to locate contacts quickly and simply click to call. Add your most frequently contacted personal contacts, co-workers, and federated business contacts.
- Click-to-call—Dial from the contact list, using either the integrated softphone or an associated Cisco Unified IP Phone. You can also click to call directly from Microsoft Outlook using an 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 using Cisco Unified Personal Communicator, Cisco Unified Video Advantage, or the Cisco Unified IP Phone 7985G, a personal desktop videophone.
- Instant messaging—Chat in real time using instant messaging with other Cisco Unified Personal Communicator users and users of federated solutions to save time and reduce phone tag. Also support group chat and persistent chat.
- Conferencing—Create voice or video conferencing sessions by simply merging conversation sessions. There is no need to call into a separate conference bridge.
- Web conferencing—Launch a Cisco Unified MeetingPlace or WebEx web conferencing session at a moment's notice to share content, such as a presentation, with others.
- Voice messages—Access secure Cisco Unity or Cisco Unity Connection encrypted voicemail messages—view, play back, sort, and delete messages—all from within the application.

For More Information

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

Cisco Unified Presence

Cisco Unified Presence “Powered by Jabber” lays the foundation to deliver enterprise instant messaging- and presence-enabled collaboration capabilities. Customers powered by Cisco Unified Presence and Cisco Unified Communications Solutions can then view the presence status or availability of the people with which they want to communicate, exchange instant messages with these individuals, and escalate to a voice call or rich collaborative session.

Ideal for Companies That Need These Features

- Cisco Unified Presence**
- Looking to increase productivity by providing the ability to connect with colleagues on the first try by knowing their availability in advance on either Cisco Unified Personal Communicator or Cisco Unified IP Phone
 - Seeking to enhance collaboration by sharing availability information and instant messages with co-workers within your business or between businesses with Cisco Unified Personal Communicator
 - Exposing presence information and user communications capabilities in corporate web directories, point-of-sales applications, or customer-relationship-management systems through Cisco Unified Application Environment and standards-based application programming interfaces (APIs) on Cisco Unified Presence
 - Allowing subject matter experts anywhere in your enterprise to handle incoming customer calls with presence capabilities delivered with Cisco Unified Expert Advisor, Cisco Unified Presence, and Cisco Unified Personal Communicator

Key Features and Benefits

- Cisco Unified Presence provides enterprise-class scalability, redundancy, and high availability desired by large businesses and organizations.
- Cisco Unified Presence natively supports standards-based Jabber XMPP and SIP for instant messaging and presence leveraging extensions (SIP/SIMPLE). With this dual protocol capability, Cisco Unified Presence offers customers a choice of either rich featured Cisco Unified Communications clients or any third-party XMPP-compliant instant messaging and presence client.
- Cisco Unified Presence supports business-to-business and business-to-consumer federation between organizations that are both running Cisco Unified Presence, or when one organization is using Cisco Unified Presence and the other is using Cisco WebEx Connect, Sametime, or any Jabber Extensible Communications Platform. Cisco Unified Presence also offers direct business-to-consumer federation with Google Talk.
- Cisco Unified Presence provides the SIP proxy services needed to support large Cisco Customer Voice Portal 4.0 (and later) deployments.

Selected Part Numbers and Ordering Information

SW-CUP6.0-K9=	License Cisco Unified Presence 6.0 Application Software
CUP6.0-U-K9=	SW Upgrade UPS 1.0 to CUP 6.0
SW-CUP70-K9	Cisco Unified Presence 70 Application Software
CUP-Server-LIC	Cisco Unified Presence Server User Licenses

For More Information

<http://www.cisco.com/en/US/products/ps6837/index.html>

Cisco Unity Connection

Cisco Unity Connection provides voicemail or integrated messaging with speech recognition and call routing rules on an easy-to-manage Linux platform.

Key Features and Benefits

- Access voice messages anytime from a variety of clients and devices: e-mail inbox, web browser, desk phone, instant messaging client, and mobile phones, including natural language-based speech access on phones.
- The flexible platform allows for configuration as voicemail or integrated messaging on a Linux appliance.
- The system is scalable to 250 ports and 20,000 users per server, 500 ports when using active-active redundancy.
- Speech Recognition allows you to use voice commands to navigate phone menus and to manage messages, Cisco SpeechView allows you to read voicemail transcripts, and Speech Connect for Cisco Unity Connection allows you to dial colleagues by saying their name.
- The solution supports Voice Profile for Internet Mail (VPIM) to facilitate interoperability with older voicemail systems.
- Integration with the Cisco Fax Server allows you to send and receive fax messages from your e-mail inbox.
- The solution offers robust Automated-Attendant functions that include intelligent routing and easily customizable call-screening and message-notification options.

Specifications

Feature	Cisco Unity Connection 8.0
Unity Voice Mail (VM) and Unified Messaging (UM) possible configurations	<ul style="list-style-type: none">• 20,000 users and 250 ports maximum, 100,000 VPIM networked users with 20 nodes• Configured for Cisco Unified Communications Manager or configured for legacy PBX/dual integration
Options	Voicemail, IMAP client messaging, text-to-speech, Cisco Personal Communications Assistant web client, voice commands, speech-to-text

Selected Part Numbers and Ordering Information

UNITYCN8-USP	One Unity Connection, 8.x Users - All user features
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For More Information

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

Speech Connect for Cisco Unity Connection

Speech Connect for Cisco Unity Connection is a speech-enabled automated attendant for the enterprise. Internal or external callers can say the name of an employee into the phone and instantly be connected to that employee.

Key Features and Benefits

- Advanced speech attendant for the numberless enterprise.
- Industry-leading speech recognition performance combined with the powerful Cisco Unity Connection messaging solution.
- Speech Connect for Cisco Unity Connection is included in the base user license for Cisco Unity Connection.

Selected Part Numbers and Ordering Information

UNITYCN8-SC-GUEST	Speech Connect Guest User for Cisco Unity Connection
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For More Information

<http://www.cisco.com/en/US/products/ps10670/index.html>

Cisco SpeechView

Cisco SpeechView converts voice messages to text and delivers them to you via e-mail, allowing you to read your voice messages and take immediate action. Cisco SpeechView is a feature of the Cisco Unity Connection voice and integrated messaging solution, so the original audio version of each voice message remains available to you anywhere, anytime with Unity Connection.

Key Features and Benefits

- Speech-to-text transcription is usually delivered in 5 minutes or less
- Approximately the first 30 seconds of the voice message are transcribed
- No limit on the number of messages transcribed

Selected Part Numbers and Ordering Information

SPEECHVIEW-1YR	One Year Subscription
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For More Information

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

Cisco Unity Express

Cisco Unity Express provides integrated messaging, voicemail, Automated Attendant services, and optional interactive voice response (IVR) and time card services specifically for the small- and medium-sized office or branch office. The application is delivered on either a network module or advanced integration module, both of which are supported on a variety of voice-enabled integrated services routers.

Ideal for Companies That Need these Features

- Cisco Unity Express**
- Integrated messaging, voicemail, Automated Attendant, or interactive-voice-response (IVR) or time card services at the branch or small office to support local users
 - Up to 500 users per site

Key Features and Benefits

- The solution offers affordable messaging and greeting services for increased customer service and rich employee communications.
- Intuitive telephone prompts and a web-based interface provide fast, convenient voicemail and Automated Attendant administration.
- Cisco Unity Express can view, sort, search, and play back voice messages using the display of a Cisco Unified IP Phone or your e-mail client.
- The TimeCard View solution is a time and attendance application that allows employees, supervisors, and payroll specialists to enter and manage time-card data.
- The solution offers scalability up to 32 ports and 500 mailboxes.
- The solution is deployable with Cisco Unified Communications Manager Express, Cisco Unified Communications Manager, Cisco Unity, and Cisco Unity Connection systems.

Specifications

Feature	Cisco Unity Express
Hardware	NME-CUE, AIM-CUE, AIM2-CUE-K9, ISM-SRE-300-K9, or SM-SRE-700-K9, fully self-contained modules with onboard storage, memory, and processing supporting a variety of mailbox densities, storage capacities, and concurrent sessions to meet the needs of every small-to-medium office or branch
Software	Cisco Unity Express release 8.0
Platform Supported	Cisco 1861, 2800 Series, 2900 Series, 3800 Series, 3900 Series, and 3900E Series Integrated Services Routers

For More Information

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

Cisco Unified Survivable Remote Site Voicemail

Cisco Unified Survivable Remote Site Voicemail (SRSV) provides a cost-effective solution for supporting redundant voicemail service for your organization's remote sites, such as branch offices or small sites.

When a remote site does not have access to your central voicemail system, for example during a network service interruption, Cisco Unified SRSV provides voicemail backup services to help ensure your remote site continues to have voicemail service. This solution also provides Automated-Attendant or call-handler services while in survivability mode.

Key Components

- Cisco Unified Communications Manager version 8.0** · Advanced call processing at the central site
- Cisco Unity Connection version 8.0** · Powerful integrated and voice messaging at the central site
- Cisco Unity Express version 8.0** · Voicemail redundancy at the remote site
- Cisco Unified Messaging Gateway version 8.0** · Voicemail provisioning between the central and remote sites as well as voicemail upload from the remote site to the central location after the network service is restored

Specifications

Hardware	NME-CUE or AIM2-CUE-K9 for Cisco Unity Express; NME-UMG or NMG-UMG-EC for Cisco Unified Messaging Gateway
Software	Cisco Unity Express version 8.0, Cisco Unity Connection version 8.0, Cisco Unified Communications Manager version 8.0
Platform Supported	Cisco 2800 Series, 2900 Series, 3800 Series, 3900 Series, and 3900E Series Integrated Services Routers

For More Information

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

Cisco Unified Messaging Gateway

The Cisco Unified Messaging Gateway provides an open and secure method of intelligently routing messages and exchanging subscriber and directory information within a unified messaging network. It acts as the central hub in a network of Cisco unified messaging solutions and third-party gateways that interface with older voicemail systems.

Ideal for Companies That Need these Features

- Cisco Unified Messaging Gateway** · Scale the unified messaging network as required for branch-office customers and larger distributed enterprises
- Simplify configuration tasks and centralize voicemail system management
- Transparently integrate Cisco Unified Communications solutions into existing voicemail installations

Key Features and Benefits

- Integrate small to large-scale unified messaging deployments that consist of more than five Cisco Unity Express systems.
- Integrate up to 10,000 mixed Cisco Unity Express, Cisco Unity, and Cisco Unity Connection systems.

Specifications

Feature	Cisco Unified Messaging Gateway
Hardware	NME-UMG or NME-UMG-EC
Platform Supported	Cisco 2800 and 3800 Series Integrated Services Routers Cisco 2900, 3900, and 3900E Series Integrated Services Routers (with NM-SM-ADPTR)

For More Information

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

Cisco Unity Unified Messaging

Cisco Unity unified messaging is a reliable, secure, scalable, and full-featured unified messaging platform.

Key Features and Benefits

- Access voice messages anytime from a variety of clients and devices: Email inbox, web browser, desk phone, instant messaging client, and mobile phones, including speech access on phones.
- The flexible platform allows for configuration as voicemail or unified messaging, with a single message store on a Microsoft Exchange or Lotus Domino email server or a separate message store for voice messages.
- The system is scalable to 200 ports and 15,000 users per server; it offers server options with multiple processors, redundant fans, redundant power supplies, and Redundant Array of Independent Disks (RAID) hard disk drives.
- The solution supports Audio Messaging Interchange Specification analog (AMIS-A), Voice Profile for Internet Mail (VPIM), and Cisco Unity Bridge for Octel to facilitate interoperability with older voicemail systems.
- Integration with the Cisco Fax Server allows you to send and receive fax messages from your email inbox.

Specifications

Feature	Cisco Unity Unified Messaging
Unity Voice Mail (VM) and Unified Messaging (UM) Possible Configurations	15,000 users and 200 ports maximum, 250,000 networked users Configured for Cisco Unified Communications Manager or configured for legacy PBX/dual integration
Options	Voice Mail, Unified Messaging; Microsoft Exchange or Lotus Domino message store; Failover for Exchange; Cisco Unity Bridge for Exchange

Selected Part Numbers and Ordering Information

Cisco Unity 7.0 Software and Server Licenses	
UNITY8-USR	Cisco One Unity for Exchange User

For More Information

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

Speech Connect for Cisco Unity

Speech Connect for Cisco Unity is a speech-enabled Automated Attendant for the enterprise. Internal or external callers can speak the name of an employee into the phone and instantly be connected to that employee. Enhanced software fine-tunes pronunciation, improving accuracy over time for superior voice-recognition performance.

Key Features and Benefits

- Speech Connect for Cisco Unity offers unmatched performance in speech recognition because of advanced disambiguation, the names-tuning service, and a dynamic names dictionary.

Selected Part Numbers and Ordering Information

SC-UNITY-NAME	One Speech Connect Cisco Unity Name
SC-GUEST-NAME	One Speech Connect Non-Cisco Unity Name

For More Information

<http://www.cisco.com/en/US/products/ps9676/index.html>

Mobile Applications

Cisco Unified Mobile Communicator

As an integral part of the Cisco Unified Communications Family of products, Cisco Unified Mobile Communicator is a software application that enables collaboration by securely extending Cisco Unified Communications to mobile smartphones. With Cisco Unified Mobile Communicator, you can place and receive calls, access company directory contacts, check presence information, and review voice-mail messages, as well as receive Cisco Unified MeetingPlace notifications and other vital information, all from a single, intuitive interface.

Key Features and Benefits

- Unified contact list—Search your corporate directory (Microsoft Active Directory) and personal contacts (Microsoft Outlook) from one, easy-to-use interface to locate contacts quickly.
- Presence—View a person's availability status from the directory on your mobile handset.
- Mobile Connect—Single number reach, supported by Cisco Unified Mobility, makes it easier for you to be reached and gives you the flexibility to answer the call that is most important for you at a given time.
- Dial via Office—Transparently place calls through Cisco Unified Communications Manager to reduce toll charges and meet regulatory requirements.
- Secure text messaging—Send and receive text messages from colleagues when they are unavailable to talk.
- Visual voicemail—You have visual access to Cisco Unity and Cisco Unity Connection voicemail messages. Select, view, play back, and delete messages in any order.
- Conferencing—Receive Cisco Unified MeetingPlace conference notifications on your smartphone. With a simple press of a button, you can access the conference bridge.
- Call logs—View a list of recent calls on your mobile device and learn what calls were missed, placed, and received from your mobile device and your Cisco Unified IP Phone.
- Broad operator and device support—Working simultaneously across multiple networks, mobile operators, and handset platforms, Cisco Unified Mobile Communicator helps ensure end-user choice and delivery.
- Enterprise-grade security—Cisco Unified Mobility Advantage server is deployed securely behind the enterprise firewall. It uses industry-standard Secure Sockets Layer (SSL) and Transport Layer Security (TLS) encryption to protect transmission of data between handsets and your corporate infrastructure.
- Management—Simple, web-based management allows IT staff to manage user activation, configuration, and administration; set system privileges and security; report statistics; and manage devices. The end-user portal allows provisioning, directory management, and configuration of user preferences.

NEW—Cisco Mobile 8.0

- Turn your iPhone into a full-featured Cisco Unified IP Phone. Cisco Mobile 8.0 lets you place, receive, and manage calls over your corporate Wi-Fi network.
- Free download from the Apple iTunes App Store
- Unified contact list—Search your corporate directory (Microsoft Active Directory) and personal contacts (Microsoft Outlook) from one, easy-to-use interface to locate contacts quickly.
- Mobile Connect—Single number reach, supported by Cisco Unified Mobility, makes it easier for you to be reached and gives you the flexibility to answer the call that is most important for you at a given time.
- Visual voicemail—You have visual access to Cisco Unity and Cisco Unity Connection voicemail messages. Select, view, play back, and delete messages in any order.
- Call logs—View a list of recent calls on your mobile device and learn what calls were missed, placed, and received from your mobile device and your Cisco Unified IP Phone.

Selected Part Numbers and Ordering Information

CUMC-K9-V3	Cisco Unified Mobile Communicator
VOIP-IPH-LIC	iPhone VoIP Client Access Licence (for Cisco Mobile 8.0 only)

For More Information

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

Cisco Unified Mobility

Cisco Unified Mobility is a native application to Cisco Unified Communications Manager that streamlines communications and optimizes the communications experience with single number reach.

Key Features and Benefits

- Single Number Reach—Publish one number for multiple devices to simplify communications and preserve your office identity.
- Transparently move active phone calls between your mobile phone and your Cisco Unified IP Phone without interrupting a call to optimize the communications experience.
- Answer calls on the device that is most suitable to you at any given time with the ability to ring up to four devices simultaneously.
- Anchor calls in Cisco Unified Communications Manager to apply policy.

For More Information

<http://www.cisco.com/en/US/products/ps6567/index.html>

Nokia Call Connect for Cisco

Enables select Nokia dual-mode handsets to operate on Cisco Unified Wireless Networks (VoWLAN/802.11 b/g) and access advanced features of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express to reduce cellular costs and improve communications.

Key Features and Benefits

- Access mid-call features, including call pick-up, group pick-up, call park, shared line appearance and conferencing
- Extension dialing
- Enterprise voice mail messaging waiting indicator
- Enhance in-building mobility experience with pervasive Cisco Unified Wireless Network coverage

For More Information

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

Cisco WebEx Meeting Center on SmartPhone Browsers

Using the mobile browser on a smartphones, users can attend fully participate in Cisco WebEx Meeting Center meetings, view presentations applications and desktops with live annotations.

Key Features and Benefits

- Attend pre-scheduled meetings from your smartphone with integrated audio and data
- View shared presentations, applications and desktops with live annotations
- View the meeting attendee list

For More Information

<http://www.webex.com/mobile/>

Cisco WebEx Meeting Center on Mobile Devices

A free downloadable application available for Cisco WebEx Meeting Center on the Apple iPhone and iPad and RIM BlackBerry smartphones.

Key Features and Benefits

- Schedule WebEx Meeting Center meetings and invite attendees (iPhone only)
- Start a scheduled WebEx meeting (iPhone and BlackBerry)
- Attend scheduled meetings with integrated audio and data integrated WebEx VoIP (iPad only)
- View shared presentations, applications and desktops with live annotations
- View the meeting attendee list
- Give presentation control to other meeting participants joined from a computer (iPhone and BlackBerry)
- Chat with meeting participants
- Transfer a live meeting from the iPhone to a PC.

For More Information

<http://www.webex.com/mobile/>

Cisco Mobile Supervisor

Cisco Mobile Supervisor for is a free application available from Apple Inc's App Store that extends the Cisco Supervisor Desktop (CSD) of Cisco Unified Contact Center Express to the iPhone 3G and iPod Touch.

Key Features and Benefits

- A list of Contact Service Queues (CSQs) belonging to a selected team
 - The Voice CSQ Summary report for a selected CSQ
 - The list of agents (along with their states) belonging to the selected CSQ
- A list of agents (along with their states) belonging to a selected team
- Color-coded indicators to identify whether a CSQ's Calls in a Queue or Oldest Call in a Queue fields have exceeded user-configured thresholds. You can specify/change these threshold values at any time.

For More Information

http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/ciscomobile_vds.html

TelePresence

Cisco TelePresence System

Critical to delivering the Cisco TelePresence experience are three critical principles: quality that is as good as being there, a system that is extremely simple to use, and an architecture that uses existing services to provide a low total cost of ownership. The Cisco TelePresence solution gives users the tools to cost-effectively improve productivity; gain closer ties to customers, partners, and suppliers; and promote internal collaboration.

Designed to deliver an immersive “in-person” experience, the Cisco TelePresence solution incorporates high-quality spatial audio and lifelike video in a specially tuned environment. The full-duplex audio and near-zero latency allow you to communicate in real time, catching every comment and every nuance of the conversation. The industry-leading, 1080p high-definition video makes every expression and every gesture clearly visible, whether you are meeting across town or across time zones. You can now collaborate globally, not compromise on communications.

The Cisco TelePresence solution is designed to take advantage of the tools you use every day. It integrates with both enterprise groupware and unified communications, so scheduling a Cisco TelePresence meeting is as simple as booking a meeting. Whether you are meeting with one or many sites, the simple and intuitive user interface eliminates the need for staff, training, or manuals so that you can focus on the business opportunity—not the technology. And thanks to the simplicity and reliability of this solution, you can focus your IT resources on strategic projects instead of operational tasks.

The Cisco TelePresence solution delivers the industry’s leading in-room experience, so users can conduct business as easily and naturally as in person, but more cost-effectively. The solution offers intercompany capabilities for secure face-to-face communications across enterprise networks, interoperability with standards-based video conferencing, and scalable, cost-effective multipoint capabilities with support for up to 48 sites in a single meeting.

The Cisco TelePresence solution uses intelligent network architecture, with innovative services and integrated security—and industry-leading reliability. It takes advantage of the real-time collaborative communications services built into the network, delivering quality of service, security, and high availability. You can deploy and scale the application quickly, with a low total cost of ownership, for immediate productivity gains. Your organization can depend on this solution as a strategic communications platform that provides an in-person experience with the quality, simplicity, and reliability of a telephone call.

Key Features and Benefits

- The solution is available as an entire portfolio of rooms and endpoints in a variety of configurations to meet all meeting and collaboration needs, from one-on-one meetings to very large team meetings or classroom applications.
- The solution is simple to use and it integrates with Microsoft Outlook and Lotus Notes for one-button-to-push meeting initiation.
- Meeting participants can share documents, photos, video, and physical objects through Cisco TelePresence Auto-Collaboration.
- Cisco TelePresence systems can participate in multipoint meetings by using the Cisco TelePresence Multipoint Switch.
- The Cisco TelePresence solution provides comprehensive security through media and signaling encryption for point-to-point and multipoint calls. Built-in encryption maintains the immersive meeting experience without adding discernable latency.
- Participants can meet with other organizations through intercompany Cisco TelePresence meetings.
- The solution interoperates with existing, standards-based video conferencing equipment.
- The Cisco TelePresence environment incorporates advanced audio, high-quality video, and room environments.

Cisco TelePresence System 3210

For large, distributed organizations striving to succeed in today’s global economy, the Cisco TelePresence System 3210 brings the power of Cisco TelePresence technology to larger room venues. Ideal for headquarters sites or large regional offices, the system allows large teams to meet and collaborate virtually using this solution when many of the team members are in one physical location. With seating for up to 18 participants in a single room, the system delivers the same superior video and audio quality as the rest of the Cisco TelePresence portfolio. Applications for the Cisco TelePresence System 3210 include large team meetings, cross-functional team meetings, and training or classroom events. Cisco TelePresence systems can now scale to fit your organization’s wide range of meeting needs today and into the future. The Cisco TelePresence System 3210 is ideal for large group meetings with many participants in a single location connecting to other satellite groups in remote locations. It provides an equal seat at the table for participants for applications such as operations reviews, status-update meetings, quarterly meetings with clients or partners, executive presentations, or meetings requiring staff to be present.



Specifications

Specification	Description
Product compatibility	<ul style="list-style-type: none"> • Cisco TelePresence System 500 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 1000 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 1100 with Cisco TelePresence System Software 1.5 or later • Cisco TelePresence System 1300 Series with Cisco TelePresence System Software 1.5 or later • Cisco TelePresence System 3000 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 3010 with Cisco TelePresence System Software 1.6 or later • Cisco TelePresence System 3210 with Cisco TelePresence System Software 1.6 or later • Cisco Unified Communications Manager V70(2a) SU2 or later • Cisco TelePresence Multipoint Switch 1.0 or later • Cisco TelePresence Manager 1.6 or later
Software compatibility	Cisco TelePresence System Software 1.6 or later
Protocols	Cisco Discovery Protocol, SIP, IP Dynamic Host Configuration Protocol (DHCP), Secure Shell (SSH) Protocol, 802.1p/q, and Real-Time Transport Protocol (RTP)
Connectivity	Ethernet (1 LAN, RJ-45 connection: 100/1000m), internal 4-port Ethernet switch, and high-definition video connector
Programming interfaces	Web-based user interface; you can configure IP address assignment statically or through the Cisco TelePresence administrator web interface
Physical dimensions (H x W x D)	8 x 24 x 23 ft (2.4 x 7.3 x 7.0m) minimum room dimensions for reduced back-row table configuration (total room capacity of 14 participants); dimensions for the 12-person second-row table are 8 x 31 x 23 ft (2.4 x 9.4 x 7.0m) Note that higher ceilings may be required to mount an optional data display. Contact your Cisco Authorized Technology Provider (ATP) partner for data display options and mounting options.
Weight	Approximately 2595 lb (1177 kg; freight weight)
Power	3222W (26.9A @ 120V to 13.43A @ 240V maximum) (system only—does not account for participant devices)
Total typical heat dissipation¹	8892 BTU/hr (system only—does not account for participant devices)
Video and Audio Specifications	Description
Bandwidth consumption	15.3 Mbps (1080p, best motion handling) or 9.0 Mbps (720p, best motion handling) for IP QoS connections recommended; 19.8 Mbps (1080p best) or 13.5 Mbps (720p best) when including at 30-fps presentation codec Note that the bandwidth recommendations for the Cisco TelePresence 3210 are identical to those for the Cisco TelePresence 3000.
Video standards	H.264
Video frame rate	30 frames per second using H.264
Data and graphics frame rate	<ul style="list-style-type: none"> • Graphics sharing at 5 frames per second (standard configuration) • Optional graphics sharing at 30 frames per second using a dedicated presentation codec
Native National Television Standards Committee (NTSC)	720p and 1080p
Resolution	1920 x 1080 native
Audio standards	G.711 and AAC-LD (22 kHz)
Audio features	Cisco Dynamic Echo Cancellation for spatial audio
Cisco TelePresence High-Definition Camera	<ul style="list-style-type: none"> • CMOS 2/3-inch sensor • C-mount lens • 1080p 30 • Minimum illumination 300 lux • Manual focus
Additional Specifications	Description
Firmware upgrades	Downloadable from Cisco Unified Communications Manager
Video network features	Intelligent packet loss recovery of video transmission
Network interface	<ul style="list-style-type: none"> • 1 LAN or Ethernet (RJ-45); 100/1000 Mbps • Internal 4-port Ethernet switch with 2 PoE (IEEE 802.3af) ports on codec

Regulatory Compliance	<ul style="list-style-type: none"> • CE marking • UL/CSA/IEC/EN/AS/NZS/ 60950 • FCC Part 15 Class A • CISPR22/EN55022 Class A • EN55024
Temperature Ratings	Description
Conference-room operating temperature	41 to 86°F (5 to 30°C)
Relative humidity	10 to 95% (noncondensing)

1. Typical accounts for a diversity of power consumption at 75 percent of maximum.

Selected Part Numbers and Ordering Information

Product Name	Part Number
Cisco TelePresence System 3210	CTS-3210
Power Cords	Select the appropriate power cord option to plug into the wall outlets in the country where the TelePresence system will be deployed.
Laptop Connectivity Modules	Select the appropriate connectivity modules based on the country where the TelePresence system will be deployed. These modules allow participants to plug their laptop PCs or other portable electronic devices into power outlets integrated into the system table legs.
Presentation Codec	CTS-HFR-COLLAB This is a chargeable option to add a dedicated presentation codec to enable high frame rate Auto Collaboration.

For More Information

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

Cisco TelePresence System 3010

The Cisco TelePresence System 3010 provides a boardroom-style table that seats 6 participants on each side, providing a “virtual” table for 12 participants in a point-to-point meeting, or up to 372 participants in a multipoint session. The system provides an optimized experience through integrated equipment, including three 65-inch plasma screens; spatial audio; microphones; lighting; integrated Ethernet and power; and multiple ultra-high-definition codecs and cameras, all of which have been specially tuned to the large-group environment to optimize your experience. The Cisco TelePresence System 3010 is ideal for large group meetings, comfortably seating participants around a virtual table for applications such as customer engagements, presentations to groups, supply-chain dealings, press briefings, operational or engineering reviews, negotiations, or regular team meetings.



Specifications

Specification	Description
Software compatibility	Cisco TelePresence System Software 1.6 or later
Protocols	Cisco Discovery Protocol, SIP, IP Dynamic Host Configuration Protocol (DHCP), Secure Shell (SSH) Protocol, 802.1p/q, and Real-Time Transport Protocol (RTP)
Connectivity	Ethernet (1 LAN, RJ-45 connection: 100/1000m), internal 4-port Ethernet switch, and high-definition video connector
Programming interfaces	Web-based user interface; you can configure IP address assignment statically or through the Cisco TelePresence administrator web interface
Product compatibility	<ul style="list-style-type: none"> • Cisco TelePresence System 500 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 1000 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 1100 with Cisco TelePresence System Software 1.5 or later • Cisco TelePresence System 1300 Series with Cisco TelePresence System Software 1.5 or later • Cisco TelePresence System 3000 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 3200 with Cisco TelePresence System Software 1.4 or later • Cisco TelePresence System 3210 with Cisco TelePresence System Software 1.6 or later • Cisco Unified Communications Manager V7.0(2a) SU2 or later • Cisco TelePresence Multipoint Switch 1.0 or later • Cisco TelePresence Manager 1.6 or later
Physical dimensions (H x W x D)	8 x 15 x 19 ft (2.4 x 4.6 x 5.8m) minimum room dimensions
Weight	Approximately 2020 lb (916 kg; freight weight)

Power	3222W (26.9A @ 120V to 13.5A @ 240V maximum) (system only-does not account for participant devices)
Total typical heat dissipation^{1*}	8892 BTU/hr (system only-does not account for participant devices)
Video and Audio Specifications	Description
Bandwidth consumption	15.3 Mbps (1080p, best motion handling) or 9.0 Mbps (720p, best motion handling) for IP QoS connections recommended: 19.8 Mbps (1080p best) or 13.5 Mbps (720p best) when including at 30-fps presentation codec
Video standards	H.264
Video frame rate	30 frames per second using H.264
Data and graphics frame rate	<ul style="list-style-type: none"> Graphics sharing at 5 frames per second (standard configuration) Optional graphics sharing at 30 frames per second using a dedicated presentation codec
Native National Television Standards Committee (NTSC)	<ul style="list-style-type: none"> 720p and 1080p
Resolution	<ul style="list-style-type: none"> 1920 x 1080 native
Audio standards	<ul style="list-style-type: none"> G.711 and AAC-LD (22 kHz)
Audio features	<ul style="list-style-type: none"> Cisco Dynamic Echo Cancellation for spatial audio
Cisco TelePresence High-Definition Camera	<ul style="list-style-type: none"> CMOS 2/3-inch sensor C-mount lens 1080p 30 Minimum illumination 300 lux Manual focus
Additional Specifications	Description
Firmware upgrades	Downloadable from Cisco Unified Communications Manager
Video network features	Intelligent packet loss recovery of video transmission
Network interface	<ul style="list-style-type: none"> 1 LAN or Ethernet (RJ-45): 100/1000 Mbps Internal 4-port Ethernet switch with 2 PoE (IEEE 802.3af) ports on codec
Regulatory Compliance	<ul style="list-style-type: none"> CE marking UL/CSA/IEC/EN/AS/NZS/ 60950 FCC Part 15 Class A CISPR22/EN55022 Class A EN55024
Temperature Ratings	Description
Conference-room operating temperature	41 to 86°F (5 to 30°C)
Relative humidity	10 to 95% (noncondensing)

1. Typical accounts for a diversity of power consumption at 75 percent of maximum

Selected Part Numbers and Ordering Information

Product Name	Part Number
Cisco TelePresence System 3010	CTS-3010
Power Cords	Select the appropriate power cord option to plug into the wall outlets in the country where the TelePresence system will be deployed.
Laptop Connectivity Modules	Select the appropriate connectivity modules based on the country where the TelePresence system will be deployed. These modules allow participants to plug their laptop PCs or other portable electronic devices into power outlets integrated into the system table legs.
Presentation Codec	CTS-HFR-COLLAB This is a chargeable option to add a dedicated presentation codec to enable high frame rate Auto Collaboration.

For More Information

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

Cisco TelePresence System 1300

The Cisco TelePresence System 1300 brings the virtual in-person Cisco TelePresence experience to the multipurpose conference room. With a streamlined industrial design, one screen, and three cameras, it can support up to six people without requiring a dedicated teleconferencing room. All team members participate life-size in Cisco TelePresence calls with automatic voice-activated switching.

The Cisco TelePresence System 1300 is ideal for multipoint group meetings, such as operational reviews, status update meetings, and quarterly customer presentations. It also supports multilocation collaborative group meetings such as design reviews, and general working sessions for geographically dispersed teams.



Specifications

Product compatibility	<ul style="list-style-type: none"> • Cisco TelePresence System 500 with Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 1000 with Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 3000 with Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 3200 with Cisco TelePresence System Software v1.5 or later • Cisco Unified Communications Manager 6.1 or 7.0 or later • Cisco TelePresence Multipoint Switch 1.5 or later • Cisco TelePresence Manager 1.5 or later
Software compatibility	Cisco TelePresence System Software Version 1.5 or later
Protocols	Cisco Discovery Protocol, SIP, IP, Dynamic Host Configuration Protocol (DHCP), Secure Shell (SSH) Protocol, 802.1p/q, and Real-Time Transport Protocol (RTP)
Connectivity	Ethernet (1 LAN, RJ-45 connection - 100/1000m), internal 4-port Ethernet switch, and high-definition video connector
Programming interfaces	Web-based user interface; IP address assignment can be statically configured or configured through the Cisco TelePresence administrator web interface
Physical dimensions (H x W x D)	Wall-mounted: 77.4 x 80 x 75 in. (196.7 x 203.2 x 19.1 cm)
Weight	600 lb (272 kg) (freight weight)
Power	Cisco TelePresence system (typical): 1228W (12.8A @ 120V)
Video and Audio Specifications	
Bandwidth consumption	Recommended for IP QoS connections: 3 to 4 Mbps (1080p) or 1 to 3 Mbps (720p) Note: The bandwidth recommendations for the Cisco TelePresence System 1300 are identical to those for the Cisco TelePresence System 1000.
Video standards	H.264
Video frame rate	30 frames per second using H.264
Data and graphics frame rate	<ul style="list-style-type: none"> • Graphics sharing at 5 frames per second (standard configuration) • Optional graphics sharing at 30 frames per second using a dedicated presentation codec
Native National Television Standards Committee (NTSC)	720p and 1080p
Resolution	1920 x 1080 Native
Audio standards	G.711 and AAC-LD (22 kHz)
Audio features	Cisco Dynamic Echo Cancellation
Cisco TelePresence high-definition camera	<ul style="list-style-type: none"> • Complementary Metal Oxide Semiconductor (CMOS) 2/3-inch sensor • C-mount lens • 1080p 30 fps • Minimum illumination 300 lux • Manual focus
H.264 interoperability	Using Common Intermediate Format (CIF) and G.711 with Cisco Unified Video Conferencing 3500 Series platforms
Additional Specifications	
Firmware upgrades	Downloadable from Cisco Unified Communications Manager
Video network features	Intelligent packet loss recovery of video transmission
Network interface	<ul style="list-style-type: none"> • 1 LAN or Ethernet (RJ-45): 100/1000 Mbps • Internal 4-port Ethernet switch with 2 PoE (IEEE 802.3af) ports on codec

Selected Part Numbers and Ordering Information

Product Name	Part Number
Cisco TelePresence System 1300-65	CTS-1300-65
Power Cords	Select the appropriate power cord pair option to plug into the wall outlets in the country where the Cisco TelePresence system will be deployed.
Presentation codec	CTS-HFR-COLLAB This chargeable option adds a dedicated presentation codec to enable high-frame-rate Auto Collaboration.

For More Information

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

Cisco TelePresence System 1100

The Cisco TelePresence System 1100 accommodates seating for 1 or 2 participants on each side around a virtual table and supports up to 48 locations in a multipoint meeting. Integrated equipment for optimized user experience includes one 65-inch plasma screen, a speaker and microphone with echo cancellation, lighting, and an ultra-high-definition codec and camera that are specially tuned to small groups. Incorporating built-in support for audio conferencing, the Cisco Digital Media Player, and a rich media display, the Cisco TelePresence System 1100 is meeting-ready, enhancing your meeting room experience.

The Cisco TelePresence System 1100 is suitable for direct customer engagements, small presentations, and one-on-one meetings with remote employees or partners, or for joining larger Cisco TelePresence multipoint meetings. The system is versatile—you can effortlessly move from Cisco TelePresence meetings to audio conferences and use the screen to share data and rich media.



Specifications

Feature	Description
Product compatibility*	<ul style="list-style-type: none"> • Cisco TelePresence System 500 w/ Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 1000 w/ Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 1300 w/ Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 3000 w/ Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 3010 w/ Cisco TelePresence System Software v1.6 or later • Cisco TelePresence System 3200 w/ Cisco TelePresence System Software v1.5 or later • Cisco TelePresence System 3210 w/ Cisco TelePresence System Software v1.6 or later • Cisco Unified Communications Manager 6.1 or 7.0 or later • Cisco TelePresence Multipoint Switch 1.5 or later • Cisco TelePresence Manager 1.5 or later
Software compatibility	Cisco TelePresence System Software v1.5 or later
Protocols	Cisco Discovery Protocol, SIP, IP, Dynamic Host Configuration Protocol (DHCP), Secure Shell (SSH) Protocol, 802.1p/q, and Real-Time Transport Protocol (RTP)
Connectivity	Ethernet (1 LAN, RJ-45 connection:- 100/1000m), internal 4-port Ethernet switch, and high-definition video connector
Programming interfaces	Web-based user interface; IP address assignment can be statically configured or configured through the Cisco TelePresence administrator web interface
Physical dimensions (H x W x D)	Wall-mounted: 77.4 x 80 x 75 in. (196.7 x 203.2 x 191 cm)
Weight	826 lb (275 kg) (freight weight)
Power	Cisco TelePresence system (typical): 986W (8.3A @ 120V)
Video and Audio Specifications	Description
Bandwidth consumption	Recommended for IP QoS connections: 3 to 4 Mbps (1080p) or 1 to 3 Mbps (720p) Note: The bandwidth recommendations for the Cisco TelePresence System 1300 are identical to those for the Cisco TelePresence System 1000.
Video standards	H.264
Video frame rate	30 frames per second using H.264
Data and graphics frame rate	<ul style="list-style-type: none"> • Graphics sharing at 5 frames per second (standard configuration) • Optional graphics sharing at 30 frames per second using a dedicated presentation codec

Native National Television Standards Committee (NTSC)	720p and 1080p
Resolution	1920 x 1080 native
Audio standards	G.711 and AAC-LD (22 kHz)
Audio features	Cisco Dynamic Echo Cancellation
Cisco TelePresence high-definition camera	<ul style="list-style-type: none"> • Complementary Metal Oxide Semiconductor (CMOS) 2/3-inch sensor • C-mount lens • 1080p 30 fps • Minimum illumination 300 lux • Manual focus
H.264 interoperability	Using Common Intermediate Format (CIF) and G.711 with Cisco Unified Video conferencing 3500 Series platforms
Additional Specifications	Description
Firmware upgrades	Downloadable from Cisco Unified Communications Manager
Video network features	Intelligent packet loss recovery of video transmission
Network interface	<ul style="list-style-type: none"> • 1 LAN or Ethernet (RJ-45); 100/1000 Mbps • Internal 4-port Ethernet switch with 2 PoE (IEEE 802.3af) ports on codec
Temperature	Description
Office operating temperature	41 to 95°F (5 to 35°C)
Relative humidity	10 to 95% (noncondensing)
Regulatory compliance	<ul style="list-style-type: none"> • CE marking • UL/CSA/IEC/EN/AS/NZS/60950 • 47CFR Part 15 Class A • CISPR22/EN55022 Class A

Selected Part Numbers and Ordering Information

Product Name	Part Number
Cisco TelePresence System 1100	CTS-1100
Power cords	Select the appropriate power cord pair option to plug into the wall outlets in the country where the Cisco TelePresence system will be deployed.
Presentation codec	CTS-HFR-COLLAB This chargeable option adds a dedicated presentation codec to enable high-frame-rate Auto Collaboration.

For More Information

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

Cisco TelePresence System 500

The Cisco TelePresence System 500 brings the virtual in-person experience of Cisco TelePresence meetings directly into the private office. Creating a new category called Cisco TelePresence, the Cisco TelePresence System 500 allows individuals, subject matter experts, and executives to join Cisco TelePresence calls with equal stature—appearing life-size on Cisco TelePresence System 3000 and other endpoints.

The Cisco TelePresence System 500 is ideal for joining large, multilocation group meetings, such as operational reviews, status update meetings, and quarterly customer presentations. It also supports personal meetings such as negotiations, job interviews, and personnel reviews.



Specifications

Feature	Cisco TelePresence System 500
Product compatibility	<ul style="list-style-type: none"> • Cisco TelePresence System 1000 with CTS software version 1.4 or later • Cisco TelePresence System 3000 with CTS software version 1.4 or later • Cisco TelePresence System 3200 with CTS software version 1.4 or later • Cisco Unified Communications Manager 6.0 or later • Cisco TelePresence Multipoint Switch 1.0 or later • Cisco TelePresence Manager 1.4 or later
Software compatibility	Cisco TelePresence System software Version 1.4 or later

Protocols	Cisco Discovery Protocol, SIP, IP Dynamic Host Configuration Protocol (DHCP), Secure Shell (SSH) Protocol, 802.1p/q, and Real-Time Transport Protocol (RTP)
Connectivity	Ethernet (1 LAN, RJ-45 connection -- 100/1000m), internal 4-port Ethernet switch, and high-definition video connector
Programming interfaces	Web-based user interface; IP address assignment can be statically configured or configured through the Cisco TelePresence administrator Web interface
Physical dimensions (H x W x D)	Minimum room dimensions: 8 x 6 x 8 feet <ul style="list-style-type: none"> • Table top: Height 3'0.5", Width 32", Depth 1'4.5"; Base width 2'7.5", Base depth 1'4.5" • Freestanding pedestal: Height 5'6.5", Width 32"; Base width 2'9", Base depth 2'1" • Wall mounted pedestal: Height 5'6.5", Width 32"; Base width 2'9", Base depth 1'1.5" • Wall mounted: Height 2'6", Width 3'2"
Weight	230 lb with pedestal; 65 lb without pedestal and CODEC
Power	350W (3 Amps @ 120V to 1.5 Amps @ 240V); Two power plugs are required
Video and Audio Specifications	
Bandwidth consumption	3 to 4 Mbps (1080p) or 1 to 3 Mbps (720p) for IP QoS connections is recommended. Note: The bandwidth recommendations for the Cisco TelePresence System 500 are identical to those for the Cisco TelePresence System 1000.
Video standards	HM.264
Video frame rate	30 frames per second using H.264
Data and graphics frame rate	<ul style="list-style-type: none"> • Graphics sharing at 5 frames per second (standard configuration) • Optional graphics sharing at 30 frames per second using a dedicated presentation codec
Native National Television Standards Committee (NTSC)	720p and 1080p
Resolution	1920 x 1080 Native
Audio standards	G.711 and AAC-LD (22 kHz)
Audio features	Cisco Dynamic Echo Cancellation
Cisco TelePresence high-definition camera	<ul style="list-style-type: none"> • Complementary Metal Oxide Semiconductor (CMOS) 2/3-inch sensor • C-mount lens • 1080p 30 • Minimum illumination 300 lux • Manual focus
H.264 interoperability	Using CIF and G.711 with CUVC35xx Series platforms
Additional Specifications	
Firmware upgrades	Downloadable from Cisco Unified Communications Manager
Video network features	Intelligent packet loss recovery of video transmission
Network interface	<ul style="list-style-type: none"> • 1 LAN or Ethernet (RJ-45); 100/1000 Mbps • Internal 4-port Ethernet switch with 2 PoE (IEEE 802.3af) ports on codec

Selected Part Numbers and Ordering Information

Power cords	Select the appropriate power cord pair option to plug into the wall outlets in the country where the Cisco TelePresence system will be deployed.
Auxiliary control unit	CTS-LIGHT-CTRL—This is an optional control unit that is used to turn off system lighting when not in a meeting and is not required for Cisco TelePresence 500 operation. The built-in lighting for the system is included and does not need to be ordered separately.
Presentation codec	CTS-HFR-COLLAB—This chargeable option adds a dedicated presentation codec to enable high-frame-rate Auto Collaboration.
Mounting Options (Choose one at NC)	<ul style="list-style-type: none"> • CTS500-STRUC-PED—This mounting option provides a free standing floor mount for the CTS-500 with codec integrated to the pedestal • CTS500-STRUC-TABL—This mounting option is for the display sitting on a table or shelf and codec sits on the floor with a cable harness • CTS500-STRUC-WALL—This mounting option is for the display attached to a wall and codec sits on the floor with a cable harness

For More Information

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

Cisco TelePresence Commercial Express

For organizations looking for a simple deployment of Cisco TelePresence, Cisco TelePresence Commercial Express combines three infrastructure components—Cisco TelePresence Manager, Cisco TelePresence Multipoint Switch, and the Cisco TelePresence Recording Studio—onto one server using VMware.

Unlike enterprise deployments, Cisco TelePresence Commercial Express is specifically priced and packaged for small- and medium-sized businesses, resulting in an easier deployment, simpler licensing, and faster realization of productivity benefits.

For More Information

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

Cisco TelePresence Manager

Cisco TelePresence Manager software makes it easy for you to schedule and manage Cisco TelePresence calls. As an integral part of the Cisco TelePresence experience, the software facilitates call scheduling and setup from common enterprise groupware such as Microsoft Exchange and Lotus Notes.

Key Features and Benefits

- Web-based user interface for easy administration
- Easy scheduling to minimize user training and support
- Ability to launch calls with one button on the phone interface
- Microsoft Exchange and Lotus Notes compatibility
- Integration with Cisco Unified Call Manager for call control
- Optimized resource allocation for multipoint calls
- Consolidated views of scheduled meetings with export functions for ROI reporting

Specifications

Feature	Cisco TelePresence Manager
Product compatibility	Cisco MCS 7835-H2 and MCS 7835-I2 Media Convergence Servers
Software compatibility	Microsoft Internet Explorer 6.0
Protocols	HTTP, HTTPS, Cisco AVVID XML Layer (AXL) with SOAP, Simple Network Management Protocol (SNMP), and CTI
Connectivity	IP
Reliability and availability	High availability through Cisco MCS 7835 Media Convergence Server platform

Selected Part Numbers and Ordering Information

CTS-MAN1.3	Cisco TelePresence Manager 1.3 ¹
MCS-7835-H2-CTS1	Cisco MCS 7835-H2 Media Convergence Server
MCS-7835-I2-CTS1	Cisco MCS 7835-I2 Media Convergence Server ²
LIC-CTS-MAN-MS	Cisco TelePresence Manager Integration for MS Exchange
LIC-CTS-MAN-IBM	Cisco TelePresence Manager Integration for IBM Domino ³
LIC-CTS-MAN-10	Cisco TelePresence Manager Device License: 10 units
LIC-CTS-MAN-50	Cisco TelePresence Manager Device License: 50 units
LIC-CTS-MAN-100	Cisco TelePresence Manager Device License: 100 units

1. One Cisco media convergence server is required per Cisco TelePresence Manager implementation.
2. One integration is required per Cisco TelePresence Manager implementation.
3. License required. Based on number of Cisco TelePresence systems under management.

For More Information

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

Cisco TelePresence Multipoint Switch

Easily and reliably include three or more locations in a single meeting with the Cisco TelePresence Multipoint Switch. With support for up to 48 locations in a single meeting across many endpoints, the switch allows all participants to be seen in life-like, high-definition video and heard in CD-quality, spatial audio with no perceivable latency. The Cisco TelePresence Multipoint Switch is an affordable, purpose-built appliance that

offers superior scalability and is easy to install. It delivers automatic voice-activated switching either site-by-site or by individual table segment.

Key Features and Benefits

- Easy meeting setup through enterprise groupware such as Microsoft Outlook or Lotus Notes
- One-button-to-push meeting start with the in-room IP phone
- The system supports connections among 48 single-screen Cisco TelePresence 500 or Cisco TelePresence 1000 endpoints, 16 triple-screen Cisco TelePresence 3000 or Cisco TelePresence 3200 endpoints, or a mix of both in a single meeting.
- Voice-activated switching with spatial audio and seating location on screen maintained as switching occurs
- When linked with the Cisco Unified Video Conferencing 3515 or 3545 MCU, the Cisco TelePresence Multipoint Switch provides full interoperability with the installed base of H.323 and SIP (Session Initiation Protocol) video conferencing endpoints.
- Latency of less than 10 milliseconds for transparent switching between sites or segments during a multipoint call
- Data sharing and auto-collaboration to share images with all other participants and rooms
- Web-based administration with role-based profiles for administrators at both group and department levels

Specifications

Feature	Cisco TelePresence Multipoint Switch	Cisco TelePresence Interoperability
Product compatibility	Cisco TelePresence System Version 1.4.2 or later	
Software compatibility	Cisco TelePresence Manager Version 1.5 or later	
Call signaling	SIP trunk with Cisco Unified Communications Manager Version 6.1.3 or later and IP Version 4 (IPv4)	
Media protocol	Real-Time Control Protocol (RTCP) and Real-Time Transport Protocol (RTP), User Datagram Protocol (UDP), and IP Unicast	
Video protocol	H.264 baseline high-definition (HDTV) 16:9 aspect ratio	H.264 baseline standard definition (TV) 4:3 aspect ratio (on demand only)
Video resolution	Progressive 1080p (1920 x 1080 pixels at 30 frames per second [fps]) and 720p (1280 x 720 pixels at 30 fps)	Common Interchange Format (CIF), 352 x 288 pixels at 30 fps)
Auto collaboration video	1024 x 768 pixels at 5 fps or 30fps presentation video	Not supported in current release
Audio	Advanced Audio Coding with low delay (AAC-LD/HBR) 22-MHz (CD-quality) audio; 4 channel audio streams	Full toll-quality G.711 single channel audio (4 channels mixed)
Additional hardware	No additional hardware required	At least 1 Cisco Unified Videoconferencing 3500 MCU (model 3515/12, 3515/24, or 3545)

Cisco TelePresence Attribute

Capacity	Up to 48 1080p 30-fps video streams
Maximum meeting size	A single multipoint meeting can accommodate up to the total capacity of the system, which supports 48 video streams (1 plasma display = 1 video stream), so 16 Cisco TelePresence System 3000 endpoints or Cisco TelePresence System 3200, 48 Cisco TelePresence System 1000 endpoints or Cisco TelePresence System 500, or a mix can participate in a single meeting.
Concurrent meetings	The total capacity of CTMS is 48 simultaneous video streams, with each plasma display representing one video stream. This capacity can be divided into any number of meetings. For example, with three Cisco TelePresence System 1000 endpoints per meeting, the switch supports 16 concurrent meetings. The maximum number of concurrent meetings (with at least 2 Cisco TelePresence System 500 or Cisco TelePresence System 1000 endpoints) is 24.
Latency (added by Cisco TelePresence Multipoint Switch)	Less than 10 milliseconds (ms)
Jitter (added by Cisco TelePresence Multipoint Switch)	Less than 0.05%
Availability	99.99% (estimated)
SNMP MIBs	RFC 1213, ENTITY, IF, ENTITY-FRU-CONTROL, HOSTRESOURCES, UMSEVENT, UMSLMSSENSOR, and CiscoTelePresenceCall MIB
CDR data	CDR ASCII format
Administrative interface	HTTP and HTTPS, Secure Shell (SSH) Protocol, role-based access control (RBAC), and password protection

API (Application Programming Interface)	SOAP/XML for real-time (active meeting) conference and participant management
QoS	Support for Differentiated Services (DiffServ) markings

Selected Part Numbers and Ordering Information

CTS-CTMS-1.5	Cisco TelePresence Multipoint Switch (CTMS)
LIC-CTMS-1.5 (Included)	Cisco CTMS Software License/Application
MCS-7845-H2-CTS2 (Included – standard)	Cisco MCS 7845-H2 Media Convergence Server (HP)
MCS-7845-I2-CTS2 (Included – alternate)	Cisco MCS 7845-I2 Media Convergence Server (IBM)

For More Information

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

Cisco TelePresence Recording Server

The Cisco TelePresence Recording Server transforms Cisco TelePresence into a high-definition recording studio. Using an intuitive user interface, you can create high-quality video to deliver rich, immersive messages immediately for internal and external communications such as training or crisis management. Distributing and viewing video content is easy, and you can replay recordings on Cisco TelePresence endpoints or on the web on standard browser-based players.

Key Features and Benefits

- High-definition recording—Videos are recorded in H.264 1080p high definition for playback on any Cisco TelePresence system. You can immediately view recorded content or share recorded content with other users of Cisco TelePresence endpoints.
- Standard-definition (SD) recording—Videos are simultaneously recorded in standard definition for playback on standard browser-based video players such as Adobe Flash or Apple QuickTime.
- Autocollaboration support—You can record videos with full data presentations using the Cisco TelePresence Auto Collaborate channel to capture the PC presentation as a separate video stream. You can then play this stream back in concert with the high-definition video and audio to provide a fully synchronized presentation that is viewable with standard PC browser-based viewers.
- Easy-to-use controls—All user controls for the Cisco TelePresence Recording Server are incorporated into the Cisco TelePresence IP Phone interface. You can start, stop, pause, and play back recordings as well as sharing them through email messages.
- Onscreen prompting—You are prompted onscreen during the recording session with features such as self-view and data presentation displayed on the main monitor, allowing you to maintain eye contact with your virtual audience.
- Public and private recordings—Videos can be public or private. For private recordings you must enter a security PIN, similar to voicemail, in order to create and view these recordings. You can share private recordings with people who would also be required to authenticate themselves before accessing the recording.
- Multiresolution recording
- Synchronized data recording
- Security

Specifications

Feature	Cisco TelePresence Recording Server
Product compatibility	Cisco TelePresence Version 1.5.1 or later
Software compatibility	Cisco TelePresence System Software Version 1.5.1 or later
Call signaling	Session Initiation Protocol (SIP) trunk with Cisco® Unified Communications Manager Version 7.0 or later and IP Version 4 (IPv4)
Media protocol	Real-Time Control Protocol (RTCP) and Real-Time Transport Protocol (RTP), User Datagram Protocol (UDP), and IP Unicast
Video protocols	H.264 (MPEG 4 Part 10)
Audio protocols	AAC-LD, AAC-LC, G.711, and G.722
Video resolution	CIF, 720p, and 1080
Session capacity	Up to 24 simultaneous 1080p recording or playback sessions
Storage capacity	Up to 300 hours of 1080p and CIF recordings
Streaming video	Support for HTTP streaming of recorded content using Adobe Flash

Security features	<ul style="list-style-type: none"> • Integration with Active Directory through Lightweight Directory Access Protocol (LDAP) for access • Secure management through HTTPS • Password-protected conferences
System Hardware Specifications	Cisco MCS 7845 Media Convergence Server
Hardware	Cisco MCS 7845 (Cisco MCS 7845-H2 for HP or Cisco MCS 7845-I2 for IBM) quad-core-processor server; Restriction of Hazardous Substances (RoHS)-compliant
Connectivity	Dual 1-Gb Ethernet network interfaces
Power	100 to 132 VAC (10A) and 200 to 240 VAC (6.1A); 50 to 60 Hz
Reliability	30,000 hours mean time between failure (MTBF) (estimated)
Dimensions (H x W x D)	3.38 x 17.54 x 26.01 in. (8.59 x 44.54 x 66.07 cm)
Weight	60 lb (27.22 kg)
OS software	Red Hat Linux AS 3
Origin	Manufactured in United States
Hardware data sheet	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_data_sheet0900aecd80587390.html

Selected Part Numbers and Ordering Information

CTS-CTRS-1.6-K9	Cisco TelePresence Recording Server
LIC-CTS-CTRS-1.6	Cisco CTRS Software License/Application
MCS-7845-H2-CTRS	Cisco MCS 7845-H2 Media Convergence Server (HP)
MCS-7845-I2-CTRS	Cisco MCS 7845-I2 Media Convergence Server (IBM)

For More Information

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

Cisco TelePresence Services

Critical to delivering the innovative Cisco TelePresence experience, are integrated services delivered by our certified partners and Cisco. Designed specifically for multi-site organizations, these services accelerate a successful deployment and deliver a high-quality, reliable, "in-person" Cisco TelePresence experience.

For more information on Cisco TelePresence Services, visit: <http://www.cisco.com/go/telepresenceservices>.

Infrastructure and Other

Cisco Unified Application Environment

Cisco Unified Application Environment offers an increasingly rich portfolio of ready-to-use packaged applications that deliver immediate out-of-box value and custom development tools that allow clients to transform their business by integrating unified communications into other business applications as well as build their own custom applications.

Key Features and Benefits

- A rich portfolio of packaged applications available today, with more being added each month. These applications span a wide variety of markets; some are designed for specific industries such as retail and healthcare, whereas others are applicable to all industries.
- These automated test tools perform functional, load, system, and regression tests to reduce test cycles and increase the success rate of project completion.
- This set of application lifecycle management tools standardizes, centralizes, and automates management of all unified communications applications.
- A standard applications container facilitates development, quality assurance, and operations to collaboratively manage scalability, performance, and reliability of all unified communications applications.
- The solution summarizes implementation differences across products and versions to minimize interoperability challenges, so customers can upgrade their unified communications infrastructure without breaking their applications.
- Increased support for integrated development environments including Eclipse and Microsoft Visual Studio, allows web and enterprise developers who lack telephony skills to easily and rapidly develop feature-rich applications.

Specifications

Components	Cisco Unified Application Environment
Cisco Unified Application Designer	The Cisco Unified Application Designer is a visual integrated development environment (IDE). Without learning the complex details of telephony protocols, developers with little or no Unified Communications development expertise can use the Cisco Unified Application Designer to easily and rapidly develop rich applications that converge voice and video with enterprise applications and data.
Cisco Unified Application Server	The Cisco Unified Application Server is an application server for converged voice, video and data applications. It abstracts the complexity of telephony protocols, protects the reliability of the IP call processing system from the applications, and provides a standard way to manage applications.
Cisco Unified Media Engine	The Cisco Unified Media Engine is a software-only media server. It provides ready-to-use and sophisticated media processing capabilities for all applications built using the Cisco Unified Application Designer.

Selected Part Number and Ordering Information

Configuration and ordering of Cisco Unified Application Environment products can be complicated because of the arbitrary and highly variable nature of the application developed. Please consult your Cisco account team or channel partner if you have any configuration, ordering and pricing questions.

For More Information

http://www.cisco.com/en/US/netsol/ns738/networking_solutions_package.html

Cisco UC Integration for Microsoft Office Communicator

Instantly access enhanced Cisco Unified Communications directly from Microsoft Office Communicator 2007 on your PC. With this easy-to-deploy desktop integration, extend proven Cisco unified communications experience with the quality and reliability that you experience with your Cisco IP deskphone in the office. A single call control solution.

Ideal for Companies That Need these Features

- Cisco UC Integration for Microsoft Office Communicator** • Existing or prospective Cisco Unified Communications Manager customers with existing investments in Microsoft Office Communications Server (OCS) seeking to enable real-time UC experience from existing Microsoft Office Communicator presence & IM client.

Key Features and Benefits

- Integrated Cisco IP softphone—Click to call directly from your desktop to have a business-class communication experience with embedded Cisco IP softphone.
- Cisco IP phone quality & rich mid-call control—Have a business-class desktop communications experience with the quality and reliability that you experience with your Cisco IP deskphone in the office.
- Deskphone control—Simply click to make or answer business calls through your desk phone using its calling features & resources to have a rich communications experience.
- Phone presence—Adds telephony presence to your contact list - providing additional information on when the contact might be available.
- One click voice messages & communications history access—With a mouse click, access your corporate voice messages and communications history and rapidly respond to voice messages or missed calls.
- Impromptu multiparty conferencing—If you need to initiate an impromptu collaboration session with multiple contacts on your contact list, you can also initiate multiparty conference calls from your desktop and quickly add additional participants.

Select Product Parts and Ordering Information

UCIMOC-71-K9	Cisco Unified Communications Integration™ for Microsoft Office Communicator
UCIMOC-71-LIC	Cisco Unified Communications Integration™ for Microsoft Office Communicator License

For More Information

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

Cisco Unified Communications 500 Series

The Cisco Unified Communications 500 Series for Small Business is an affordable unified communications appliance that provides voice, data, voicemail, automated attendant, video, security, and wireless capabilities while integrating with existing desktop applications such as calendar, email, and CRM programs. This easy-to-manage platform supports up to 104 IP phones and voice mailboxes and provides flexible deployment options based on your needs, with a wide array of IP phones, PSTN interfaces, and Internet connectivity options.

Key Features and Benefits

- Robust legacy telephony features, including directory, paging, intercom, call coverage, call park, music on hold (MoH), night bell, hunt groups, direct inward dialing, and ad hoc and meet-me conferencing

- Support for Cisco Smart Business Productivity Applications (Cisco TimeCardView, Cisco WebEx® PhoneConnect, and Single Number Reach)
- Support for multisite deployments
- System monitoring through third-party partner monitoring software and services
- Support for the Cisco Unified IP Phones 7900 Series and Cisco SPA 500 Series IP Phones
- Cisco MonitorView, enabling employees to speak to and see someone in an unattended lobby from a Cisco SPA 525G phone

Specifications

Cisco Unified Communications 520						
Part Number	IP Phones	IP Phones Upgradable to	FXO/FXS	T1/E1 Support	BRI Support	Integrated Wireless
UC520-8U-4FXO-K9	8	16	4/4	No	No	No
UC520W-8U-4FXO-K9	8	16	4/4	No	No	Yes
UC520-8U-2BRI-K9	8	16	0/4	No	2	No
UC520W-8U-2BRI-K9	8	16	0/4	No	2	Yes
UC520-16U-4FXO-K9	16	24	4/4	No	No	No
UC520W-16U-4FXO-K9	16	24	4/4	No	No	Yes
UC520-16U-2BRI-K9	16	24	0/4	No	2	No
UC520W-16U-2BRI-K9	16	24	0/4	No	2	Yes
UC520-24U-8FXO-K9	24	32/48	8/4	No	No	No
UC520-24U-4BRI-K9	24	32/48	0/4	No	4	No
UC520-32U-8FXO-K9	32	48	8/4	No	No	No
UC520-32U-4BRI-K9	32	48	0/4	No	4	No
UC520-48U-8FXO-K9	48	64	12/4	No	No	No
UC520-48U-6BRI-K9	48	64	0/4	No	6	No
UC520-48U-T/E/F-K9	48	64	4/4	1	No	No
UC520-48U-T/E/B-K9	48	64	0/4	1	2	No
Cisco Unified Communications 540 and 560						
UC560-FXO-K9	16	104	4/4	No	No	No
UC560-BRI-K9	16	104	0/4	No	2	No
UC560-T1E1-K9	16	104	4/4	1	No	No
UC540W-FXO-K9	8	32	4/4	No	No	Yes
UC540W-BRI-K9	8	32	0/4	No	2	Yes

Selected Part Numbers and Ordering Information

UC520-8U-FXO/BRI or UC520W-8U-FXO/BRI	Unified Communications (UC) 500 Series Model 520 with 8 User Licenses for UC and integrated messaging, 4 Foreign Exchange Office (FXO) or 2 Basic Rate Interface (BRI) ports, 8 Power over Ethernet (PoE) 10/100 Ethernet ports, 1 VIC slot. Optional integrated wireless.
UC520-16U-FXO/BRI or UC520W-16U-FXO/BRI	UC 500 Series Model 520 with 16 User Licenses for UC and integrated messaging, 4 FXO or 2 BRI ports, 8 PoE 10/100 Ethernet ports, 1 VIC slot. Optional integrated wireless. Up to 16 employees.
UC520-24U-FXO or UC520-24U-BRI	UC 500 Series Model 520 with 24 User Licenses for UC and integrated messaging, 8 FXO or 4 BRI ports, 8 PoE 10/100 Ethernet ports, 1 VIC slot. Up to 64 employees.
UC520-32U-FXO or UC520-32U-BRI	UC 500 Series Model 520 with 32 User Licenses for UC and integrated messaging, 8 FXO or 4 BRI ports, 8 PoE 10/100 Ethernet ports, 1 VIC slot. Up to 64 employees.
UC520-48U-FXO or UC520-48U-BRI	UC 500 Series Model 520 with 32 User Licenses for UC and integrated messaging, 12 FXO or 6 BRI ports, 8 PoE 10/100 Ethernet ports, 1 VIC slot. Up to 64 employees.
UC520-48U-T/E/F or UC520-48U-T/E/B	UC 500 Series Model 520 with 32 User Licenses for UC and integrated messaging, T1, 8 PoE 10/100 ports, 1 VIC slot. Up to 64 employees.
UC540W-FXO-K9	UC 500 Series Model 540 with 8 User Licenses for UC and integrated messaging, 4 FXO ports, 8 PoE 10/100 Ethernet ports, integrated wireless, and 1 voice interface card (VIC) slot. Up to 32 employees.

UC540W-BRI-K9	UC 500 Series Model 540 with 8 User Licenses for UC and integrated messaging, 2 BRI ports, 8 PoE 10/100 Ethernet ports, integrated wireless, and 1 VIC slot. Up to 32 employees.
UC560-FXO-K9	UC 500 Series Model 560 with 4 FXO, 4 Foreign Exchange Service (FXS), and 2 VIC expansion slots. Up to 104 employees.
UC560-BRI-K9	UC 500 Series Model 560 with 2 BRI, 4 FXS, and 2 VIC expansion slots. Up to 104 employees.
UC560-T1E1-K9	UC 500 Series Model 560 system with 4 FXO, 4 FXS, 1 T1/E1 and 1 VIC expansion slot. Up to 104 employees.

For More Information

<http://www.cisco.com/go/uc500>

Cisco Unified Communications on the Cisco Unified Computing System

The Cisco Unified Computing System is our next-generation integrated data center system designed to streamline data center operations. Optimized to run on the Cisco Unified Computing System, Cisco Unified Communications can provide new levels of performance, lower cost of ownership, and increased operational productivity. Cisco Unified Communications on the Cisco Unified Computing System is composed of Cisco Unified Communications applications running in a virtualized environment, consisting of VMware software, Cisco Unified Computing System servers, and Fibre Channel storage-area-network (SAN) storage.



Primary capabilities include:

- Deployment flexibility for easy adaptation to your business, improving productivity and resource use
- Improved total cost of ownership, with fewer infrastructure components to purchase and fewer elements to manage
- Scalability so that you can add more software and services without increasing cooling, power, space, or cabling costs
- Management tool consolidation, so administrators can use familiar single tools or sets of tools, reducing operating costs
- Simpler installation and upgrades through service profiles, virtual machines, and centralized management

For More Information

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

Cisco Unified Border Element

The Cisco Unified Border Element (Cisco UBE) is an intelligent unified communications network element. The Cisco Unified Border Element, in addition to other Cisco IOS Software features, includes session border controller (SBC) functions that enable end-to-end IP-based transport of voice and video traffic between independent unified communications networks in a secure and manageable manner. SBCs are critical components for scaling unified communications networks from being "IP islands" within a single customer network to becoming an end-to-end IP community. One of the most significant uses of the Cisco Unified Border Element is to allow call control elements such as Cisco Unified Communications Manager to connect to service providers for public-switched-telephone-network (PSTN) access offerings over Session Initiation Protocol (SIP) trunks. Today, the Cisco UBE is used as an IP-to-IP gateway by service provider, enterprise, and commercial customers to interconnect SIP and H.323 voice, video and TelePresence networks.

Ideal for Companies That Need These Features

Cisco Unified Border Element

- Session management—Counts and manages the number of sessions flowing through a router
- Interworking—Interconnects different signaling methods and variants
- Demarcation—Acts as a distinct demarcation point between the two networks
- Security—Acts as a Layer 7 device that intelligently allows or disallows traffic between networks

Key Features and Benefits

The Cisco Unified Border Element delivers the following features and benefits:

- Essential voice and video network border security features
- Privacy features for hiding internal network address structure from other administrative domains
- Layer 7 application layer gateway features
- Interworking features for interconnecting different voice-over-IP (VoIP) network types, such as H.323-to-SIP
- Dual tone multifrequency (DTMF) interworking and conversion
- Transcoding from one codec to another to allow interoperability between endpoints without a common codec
- Call admission control to protect the enterprise network from being overwhelmed by external call volume
- Codec negotiation and filtering by restricting codecs advertised on outbound call legs
- Billing and call detail records

- Simultaneous operation with TDM gateways on Cisco integrated service routers, permitting graceful migration from TDM to IP trunking
- Offering protocol conversion between H.323 and SIP
- Providing SIP trunk toll fraud protection
- Secure enterprise interconnect demarcation for a Service Provider SIP trunk
- Simultaneous operation with Survivable Remote Site Telephony to provide failover PSTN access
- Support for Lawful Intercept capabilities
- Configurable Session Initiation Protocol (SIP) trunk header manipulation features
- Available in various licensing configurations to match customer capacity and price-point needs

Selected Part Numbers and Ordering Information

FL-CUBE-25(=)	Feature license applicable to any Cisco 2800 or 3800 IOS platforms for 25 simultaneous calls
FL-CUBEE-1000(=)	Feature license applicable to any Cisco IOS 2900 or 3900 platforms for 1000 simultaneous calls
FLASR1-CUBEE-4KP	Feature license applicable to any Cisco IOS ASR 1000 platforms for 4000 simultaneous calls
FL-INTVSRV-5X(=)	Cisco AS5350XM & AS5400XM Integrated Voice Video License: IP-to-IP Gateway

For More Information

<http://www.cisco.com/en/US/products/sw/voicesw/ps5640/index.html>

Cisco Voice Gateways

Cisco voice gateways support traditional analog devices (analog phones, fax machines, and so on) while taking advantage of the new capabilities of unified communications.



Cisco VG200 Series Gateways provide:

- High-density gateways for centralized deployments of analog phones, fax machines, modems, voicemail systems, and speakerphones
- Low-density gateways for distributed deployments of analog phones, fax machines, modems, and speakerphones
- A broad range of features for enterprise voice systems based on Cisco Unified Communications Manager or Cisco Unified Communications Manager Express

Cisco offers the Cisco VG202 and VG204 (low density), and the Cisco VG224, VG248, and 112-FXS Bundle (high density) dedicated analog voice gateways. The full line of Cisco access and integrated routers can also add analog and digital voice gateway functions through the use of network modules and voice interface cards.

Ideal for Companies That Need These Features

Cisco VG202 2-Port Analog Phone Gateway

- Skinny Client Control Protocol (SCCP), Media Gateway Control Protocol (MGCP), Session Initiation Protocol (SIP), or H.323 support for analog ports
- Cost-effective, desktop form factor with a fanless design, FXS interfaces for Cisco Unified Communications Manager Express (CME) or Cisco Unified Communications Manager applications

Cisco VG224 24-Port Analog Phone Gateway

- SCCP, MGCP, SIP or H.323 support for analog ports
- Cost-effective, 1-rack unit (1RU), FXS interfaces for Cisco Unified CME or Cisco Unified Communications Manager applications
- High concentration of analog voice ports for basic calls, with supplementary services such as transfer, hold, park, and pickup

Cisco 112-FXS Bundle—112-port Analog Phone Gateway Bundle

- 112 FXS ports, out of which 80 ports have DID capability
- Each port supports 5 REN, for a total of 192 REN per chassis
- Comprises of 4 EVM analog modules, 4 VIC3 analog interface cards, and one PVD3M3-256 DSP card
- SCCP, MGCP, H.323 or SIP support for analog ports
- 3-rack unit (3RU), FXS interfaces for Cisco Unified CME or Cisco Unified Communications Manager applications
- High concentration of analog voice ports for basic calls, with supplementary services such as transfer, hold, park, and pickup
- Higher default on-hook voltage
- Cisco Configuration Professional (GUI based tool) Support

Key Features and Benefits

- Cisco VG202 and VG204 Analog Phone Gateways
 - 2 and 4 full-featured analog phone lines, respectively, for use as extensions to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express systems in a desktop form factor with a fanless design.
 - Based on a Cisco IOS Software platform, the Cisco VG204 and Cisco VG202 offer identical functions and support similar network topologies as the Cisco VG224.
- Cisco VG224 Analog Phone Gateway

- High-density, 24-port Cisco IOS Software gateway for analog phones, fax machines, modems, and speakerphones within an enterprise voice system based on Cisco Unified Communications Manager or Cisco Unified Communications Manager Express.
- Integration with the IP-based phone system increases manageability, scalability, and cost-effectiveness.
- Commercial businesses can use the Cisco VG224 in conjunction with Cisco Unified Communications Manager Express to effectively augment an integrated services router environment.
- With Cisco Unified Communications Manager or Cisco Unified Communications Manager Express, the Cisco VG224 can provide supplementary analog services while using the Cisco IOS Software gateway for reliable fax and modem delivery.
- Cisco VG248 48-Port Analog Phone Gateway
 - 1-unit-high, rack-mountable device allowing 48 analog devices (phones, fax machines, and modems) to be used with Cisco Unified Communications Manager.
 - Organizations with large numbers of analog phones can deploy IP telephony while maintaining the investment in traditional handsets. The analog lines are full-featured, with caller ID, message waiting lights, and feature codes. The price per port is competitive with a traditional private branch exchange (PBX).
 - Supports the traditional voicemail Simple Message Desk Interface (SMDI) voicemail interface that allows the connection of a Cisco Unified Communications Manager network to a traditional voicemail system. It also allows the sharing of existing SMDI-based voicemail systems between the Cisco Unified Communications Manager and the traditional PBX.
- Cisco 112-FXS Bundle—112-Port Analog Phone Gateway Bundle
 - High-density, 112-port Cisco voice gateway for analog phones, fax machines, modems, and speakerphones within an enterprise voice system based on Cisco Unified Communications Manager or Cisco Unified Communications Manager Express.
 - Any 80 ports can be used as Direct Inward Dialing (DID) facility.
 - Organizations with large numbers of analog phones can deploy IP telephony while maintaining the investment in traditional handsets. The analog lines are full-featured, with caller ID, message waiting lights, and feature codes.
 - Cisco 112-FXS Bundle is built on Cisco Integrated Services Routers Generation 2 (ISR G2) platform powered by high-performance multicore processors.
 - Power redundancy is available by installing an optional integrated RPS, thereby decreasing network downtime and protecting the network from power-supply failures.
 - It supports new generation high-capacity digital signal processors (DSPs).

Selected Part Numbers and Ordering Information

VG202	Cisco VG202 analog phone gateway
VG204	Cisco VG204 analog phone gateway
VG224	Cisco VG224 analog phone gateway
C3945-112FXS/K9	Cisco 112-FXS Bundle

For More Information

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

Cisco AS5350XM Universal Gateway

The Cisco AS5350XM Universal Gateway is a 1-rack-unit (1RU) gateway supporting 2- to 16-port T1/E1 or 1 CT3 configurations. The Cisco AS5350XM provides voice, fax, data, and session-border-control (SBC) services on any port at any time. This cost-effective platform is ideally suited for service provider and enterprise environments.



Ideal for Companies That Need These Features

- Cisco AS5350XM Universal Gateway**
- High density in a small footprint (up to 16 CT12/CE1 or 1 CT3, any codec type, fax protocol or modem type)
 - High-performance voice, fax, data, and session-border-control (SBC) services
 - Concurrent voice gateway and SBC
 - High call rates (up to 20 calls per second)
 - Enhanced performance for processor-intensive Tool Command Language (TCL) or VoiceXML scripting for complex voice services
 - T.38 real-time fax relay, T.37 fax store and forward, fax detection, and unified communications

Key Features and Benefits

- The Cisco AS5350XM Universal Gateway is ideally suited for service provider and enterprise environments that require innovative voice, fax, and data services.
- This universal gateway has a 1-rack unit (1RU), CT3-capable universal gateway with hot-swappable cards and internal redundant power supply.
- This universal gateway offers best-in-class voice, fax, remote access, and session-border-control (SBC) services.
- The gateway provides concurrent gateway and SBC operation.

- This gateway includes the following feature cards: 4 or 8 T1/E1/Primary Rate Interface (PRI) feature cards (ISDN calls terminated on the card); CT3 feature card; 60- or 108-channel universal port feature card; and 384-channel voice feature card.
- This gateway has two 10/100/1000 autosensing Gigabit Ethernet LAN ports.
- This gateway has redundant 8-Mbps serial backhaul ports for Frame Relay, High-Level Data Link Control (HDLC) or Point-to-Point Protocol (PPP) WAN backhaul.
- The gateway provides one fast console port for local administrative access and one auxiliary port for remote administrative access, as well as redundant LAN and WAN backhaul ports.
- The gateway is European Telecommunications Standards Institute/Network Equipment Building Standards (ETSI/NEBS) Level 3 compliant, and has a redundant AC or DC power supply with dual fans.
- The gateway is interoperable with the Cisco Signaling System 7 (SS7) Interconnect for Voice Gateway (signaling gateway).

Specifications

Feature	Cisco AS5350XM
Processor	750 MHz RISC processor
SDRAM	512 MB (default), 1 GB (maximum)
System Flash	128 MB (default), 1 GB (maximum)
Feature Card Slots	3 slots
Trunk Feature Cards	2 T1/E1/PRI, 4 T1/E1/PRI, 8 T1/E1/PRI, 1 CT3
DSP Feature Cards	60 Universal port card, 108 Universal port card 384 port voice/fax card
Egress Ports	2 10/100/1000 autosensing Gigabit Ethernet LAN ports 2 8-Mbps serial ports T1/E1 DS1 and CT3 trunk feature cards
LAN Protocols	IP, IPX, AppleTalk, DECnet, ARA, NetBEUI, bridging, HSRP, 802.1Q
WAN Protocols	Frame Relay, PPP, HDLC (leased line)
Routing Protocols	Routing Information Protocol (RIP), RIPv2, OSPF, IGRP, EIGRP, BGPv4, IS-IS, AY-EIGRP, IPX, EIGRP, Next Hop Resolution Protocol (NHRP), AppleTalk Update-based Routing Protocol (AURP)
QoS Protocols	IP Precedence, Resource Reservation Protocol (RSVP), Weighted Fair Queuing (WFO), Weighted Random Early Detection (WRED), Multichassis Multiink PPP (MMP), fragmentation and interleaving, 802.1P
Access Protocols	PPP, Serial Line Internet Protocol (SLIP), TCP Clear, IPXCP, ATCP, ARA, NBFCP, NetBIOS over TCP/IP, NetBEUI over PPP, protocol translation (PPP, SLIP, ARA, X.25, TCP, local-area transport [LAT], Telnet), and Xremote
Bandwidth Optimization	Multilink PPP (MLPPP), TCP/IP header compression, Bandwidth Allocation Control Protocol (BACP)
Voice Compression	G.711, G.7231 (5.3K and 6.3K), G.726, G.729ab, G. Clear, GSM-FR, AMR-NB, iLBC
DSP Voice Features	Echo cancellation, programmable up to 128 MB; Voice activity detection, silence suppression, comfort noise generation; Fixed and adaptive jitter buffering; Call progress tone detection and generation—Dial tone, busy, ring-back, congestion, and re-order tones with local country variants; DTMF, Multifrequency (MF); Continuity Testing (COT)
Voice and Fax Signaling Protocols	H.323v2, H.323v3, H.323v4, SIP, MGCP 1.0, TGCP 1.0, Voice XML, Real-Time Streaming Protocol (RTSP), Extended Simple Mail Transfer Protocol (ESMTP); T.38 real-time fax relay; T.37 fax store and forward; Fax detection; Fax and modem passthrough; Open Settlements Protocol (OSP); Media Recording Control Protocol (MRCP); TTS Servers; ASR Servers
SS7	Integrated Signaling Link Terminal (ISLT), MTP1, MTP2, IUA, RUDP backhaul
Network Security	RADIUS or TACACS+, PAP, CHAP, and MSCHAP authentication, local user/password database DNIS, CLID, call-type pre-authentication Inbound/outbound traffic filtering (including IP, IPX, AppleTalk, bridged traffic) Network Address Translation (NAT) and dynamic access lists (ACLs) SNMPv3, SSHv2 H.235
Virtual Private Networking	IP Security (IPSec) and policy enforcement (RADIUS or TACACS+) L2TP, Layer 2 Forwarding (L2F), and generic routing encapsulation (GRE) tunnels Firewall security and intrusion detection QoS features (committed access rate [CIR], Random Early Detection [RED], IP Precedence, policy-based routing)
Session Border Control	H.323 to H.323 (including Cisco Unified Communications Manager); H.323 to SIP (including Cisco Unified Communications Manager); SIP to SIP (including Cisco Unified Communications Manager); 1000 concurrent calls with 2000 sessions in flow-through mode
Channelized T1	Robbed-bit signaling; Loop Start; Immediate Start, and Wink Start Protocols

Channelized E1	CAS, PR1, E1 R2, leased line, Frame Relay, G.703, G.704
ISDN Protocols Supported	Sync mode PPP, V.110 at rates up to 38400 bps; Network- and user-side ISDN; NFAS with backup D-channel; QSIG, Feature Group B, Feature Group D; DoVBS
Modem Protocols Supported	V.90 or V.92 standard supporting rates of 56000 to 28000 in 1333 bps increments; V.92 Modem on Hold and Quick Connect; V.44 Compression supporting increased throughput by more than 100 percent for Internet browsing; K56Flex at 56000 to 32000 in 2000-bps increments ITU-T V34 Annex 12 at 33600 and 31200 bps; ITU-T V.34 at 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, or 2400 bps; V32bis 14400, 12000, 9600, 7200, 4800; V.32 9600, 4800; V.22bis 2400, 1200; V.21 300; Bell 103, 300; V.22 1200; V.23 1200/75; ITU-T V.42 (including Microcom Networking Protocol [MNP] 2-4 and Link Access Procedure for Modems [LAPM] error correction; ITU-T V.42bis (1000 nodes) and MNP 5 data compression; Async-mode PPP
Full Cisco IOS Software Support	IP Plus and Enterprise Plus feature sets including 3DES and Lawful Intercept images
Console and Auxiliary Ports	Asynchronous serial (RJ-45)
Chassis	Dimensions (H x W x D): 1.75 x 17.5 x 20.5 in.; Weight (fully loaded): 22 lbs. (10 kg)
Memory Information	<ul style="list-style-type: none"> • Main SDRAM—2 slots, 512 MB default memory, 1 GB max memory • System Flash—1 slot, 128 MB default memory, 1 GB max memory

For More Information

<http://www.cisco.com/en/US/products/hw/iad/index.html>

Cisco AS5400XM Universal Gateway

The Cisco AS5400XM Universal Gateway offers exceptional capacity in only two rack units (2RU) and provides voice, fax, and data services on any port at any time. High-density (up to one CT3 of voice over IP [VoIP] and two CT3 of time-division multiplexing [TDM] switching), low-power consumption (as low as 3.5A at 48 VDC per CT3 of G.711), and universal port digital signal processors (DSPs) make the Cisco AS5400XM Universal Gateways ideal for many network deployment architectures, especially co-location environments and mega points of presence (POPs).



Ideal for Companies That Need These Features

- Cisco AS5400XM Universal Gateway**
- High density in a small footprint (up to 24 CT1/20CE1 or 1 CT3, any codec type, fax protocol or modem type)
 - High-performance voice, fax, data, and SBC services
 - Concurrent voice gateway and SBC
 - High call rates (up to 20 calls per second)
 - Enhanced performance for processor-intensive TCL or VoiceXML scripting for complex voice services
 - T.38 real-time fax relay, T.37 fax store and forward, fax detection, and unified communications

Key Features and Benefits

- The Cisco AS5400XM Universal Gateway is ideally suited for service provider and enterprise environments that require innovative voice, fax, and data services.
- This universal gateway has a 2-rack unit (2RU), CT3-capable universal gateway with hot-swappable cards and internal redundant power supply.
- This universal gateway offers best-in-class voice, fax, remote access, and session-border-control (SBC) services.
- The gateway provides concurrent gateway and SBC operation.
- This gateway includes the following feature cards: 2, 4, or 8 T1/E1/Primary Rate Interface (PRI) feature cards (ISDN calls terminated on the card); CT3 feature card; 60- or 108-channel universal port feature card; and 384-channel voice feature card.
- This gateway has two 10/100/1000 autosensing Gigabit Ethernet LAN ports.
- This gateway has redundant 8-Mbps serial backhaul ports for Frame Relay, High-Level Data Link Control (HDLC) or Point-to-Point Protocol (PPP) WAN backhaul.
- The gateway provides one fast console port for local administrative access and one auxiliary port for remote administrative access, as well as redundant LAN and WAN backhaul ports.
- The gateway is European Telecommunications Standards Institute/Network Equipment Building Standards (ETSI/NEBS) Level 3 compliant, and has a redundant AC or DC power supply with dual fans.
- The gateway is interoperable with the Cisco Signaling System 7 (SS7) Interconnect for Voice Gateway (signaling gateway).

Specifications

Feature	Cisco AS5400XM
Processor	750 MHz RISC processor
Calls Supported	Voice, fax, and remote access services to 648 concurrent calls (to 1CT3/16E1s)

SDRAM	512 MB (default), 1 GB (maximum)
Boot Flash	N/A
System Flash	128 MB (default), 1 GB (maximum)
Feature Card Slots	7
Trunk Feature Cards	4 T1/E1/PRI, 8 T1/E1/PRI, 1 CT3
DSP Feature Cards	60 Universal port card, 108 Universal port card 384 low complexity, 192 medium complexity or 144 high complexity port voice/fax card
Egress Ports	2 10/100/1000 autosensing Gigabit Ethernet LAN ports 2 8-Mbps serial ports: T1/E1 DS1 and CT3 trunk feature cards
LAN Protocols	IP, IPX, AppleTalk, DECnet, ARA, NetBEUI, bridging, HSRP, 802.1Q
WAN Protocols	Frame Relay, PPP, HDLC (leased line)
Routing Protocols	Routing Information Protocol (RIP), RIPv2, OSPF, IGRP, EIGRP, BGPv4, IS-IS, AY-EIGRP, IPX-EIGRP, Next Hop Resolution Protocol (NHRP), AppleTalk Update-based Routing Protocol (AURP)
QoS Protocols	IP Precedence, Resource Reservation Protocol (RSVP), Weighted Fair Queuing (WFQ), Weighted Random Early Detection (WRED), Multichassis Multilink PPP (MMP), fragmentation and interleaving, 802.1P
Access Protocols	PPP, Serial Line Internet Protocol (SLIP), TCP Clear, IPXCP, ATCP, ARA, NBFCP, NetBIOS over TCP/IP, NetBEUI over PPP, protocol translation (PPP, SLIP, ARA, X.25, TCP, local-area transport [LAT], Telnet), and Xremote
Bandwidth Optimization	Multilink PPP (MLPPP), TCP/IP header compression, Bandwidth Allocation Control Protocol (BACP)
Voice Compression	G.711, G.723.1 (5.3K and 6.3K), G.726, G.729ab, G. Clear, GSM-FR, AMR-NB, iLBC
DSP Voice Features	Echo cancellation, programmable up to 128 MB; Voice activity detection, silence suppression, comfort noise generation; Fixed and adaptive jitter buffering; Call progress tone detection and generation—Dial tone, busy, ring-back, congestion, and re-order tones with local country variants; DTMF Multifrequency (MF); Continuity Testing (COT)
Virtual Private Networking	IP Security (IPSec) and policy enforcement (RADIUS or TACACS+) L2TP, Layer 2 Forwarding (L2F), and generic routing encapsulation (GRE) tunnels Firewall security and intrusion detection QoS features (committed access rate [CIR], Random Early Detection [RED], IP Precedence, policy-based routing)
Session Border Control	H.323 to H.323 (including Cisco Unified Communications Manager); H.323 to SIP (including Cisco Unified Communications Manager); SIP to SIP (including Cisco Unified Communications Manager) 1000 concurrent calls with 2000 sessions in flow-through mode
Voice and Fax Signaling Protocols	H.323v2, H.323v3, H.323v4, SIP, MGCP 1.0, TGCP 1.0, Voice XML, Real-Time Streaming Protocol (RTSP), Extended Simple Mail Transfer Protocol (ESMTP); T.38 real-time fax relay; T.37 fax store and forward; Fax out (transmission) Group 3, standards EIA 2388 Class 2 and EIA 592 Class 2.0 at modulations V.33, V.17, V.29, V.27ter, V.21; ITU-T T.30, T.4; Fax detection; Fax and modem passthrough; Open Settlements Protocol (OSP), Media Recording Control Protocol (MRCP); TTS Servers; ASR Servers
Channelized T1	Robbed-bit signaling; Loop Start; Immediate Start, and Wink Start Protocols
Channelized E1	CAS, PR1, E1 R2, leased line, Frame Relay, G.703, G.704
ISDN Protocols Supported	Sync mode PPP, V.110 at rates up to 38400 bps; Network- and user-side ISDN; NFAS with backup D-channel; QSIG, Feature Group B, Feature Group D; DoVBS
Modem Protocols Supported	V.90 or V.92 standard supporting rates of 56000 to 28000 in 1333-bps increments; V.92 Modem on Hold and Quick Connect; V.44 Compression supporting increased throughput by more than 100 percent for Internet browsing; K56Flex at 56000 to 32000 in 2000-bps increments; ITU-T V.34 Annex 12 at 33600 and 31200 bps; ITU-T V.34 at 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, or 2400 bps; V.32bis 14400, 12000, 9600, 7200, 4800; V.32 9600, 4800; V.22bis 2400, 1200; V.21 300; Bell 103, 300; V.22 1200; V.23 1200/75; ITU-T V.42 (including Microcom Networking Protocol [MNP] 2-4 and Link Access Procedure for Modems [LAPM] error correction; ITU-T V.42bis (1000 nodes) and MNP 5 data compression; Async-mode PPP
Full Cisco IOS Software Support	IP Plus and Enterprise Plus feature sets including 3DES and Lawful Intercept images
Console and Auxiliary Ports	Asynchronous serial (RJ-45)
Chassis	Dimensions (H x W x D): 3.5 x 17.5 x 18.25 in.; Weight (fully loaded): 35 lbs. maximum (15.8 kg)
Memory Information	• Main SDRAM—2 slots, 512 MB default memory, 1 GB max memory • System Flash—1 slot, 128 MB default memory, 1 GB max memory

For More Information

<http://www.cisco.com/en/US/products/hw/iad/index.html>

Cisco ATA 187 Analog Telephone Adaptor

The Cisco ATA 187 Analog Telephone Adaptor brings analog telephones into the networked world. The Cisco ATA 187 addresses enterprise, business local services, small-office environments, and the emerging managed hosted services market by enabling analog devices, such as phones and fax machines, to support voice-over-IP (VoIP) services. It is an ideal solution to complement large IP Phone deployments or installation environments where cabling can be difficult (such as in retail and manufacturing facilities) or where customers seek a cost-effective solution to interoperate with Cisco Unified Communications Manager but do not require a high-degree of functionality.



The Cisco ATA 187 Analog Telephone Adaptor will support line-side Session Initiation Protocol (SIP) based on Unified Communications Manager 71x. It will not support Cisco Skinny Protocol (SCCP).

Ideal for Companies That Need These Features

Cisco ATA 187 Analog Telephone Adaptor

- Analog devices such as phones and fax machines enabled to support VoIP services by converting the analog signal into an IP signal
- Continuing use of existing analog phones with IP network

Key Features and Benefits

- Autoprovisioning with Trivial File Transfer Protocol (TFTP) provisioning servers
- Automatic assignment of IP address, network route IP, and subnet mask through Dynamic Host Configuration Protocol (DHCP)
- Configuration as per Cisco endpoint devices
- Touch-tone telephone keypad configuration with voice prompt
- Administrative password to protect configuration and access
- Remote upgrades through network
- Advanced pre-processing to optimize full duplex voice compression
- High performance line-echo cancellation eliminates noise and echo
- Voice Activity Detection (VAD) and Comfort Noise Generation (CNG) save bandwidth delivering voice, not silence
- Dynamic network buffering to reduce packet loss
- Session Initiation Protocol Line Side for interoperability with Cisco Unified Communications Manager SIP-based systems (71x and later)
- T.38 fax support
- sRTP/TLS over SIP for secure media and signaling paths

Specifications

Feature	Cisco ATA 187 Analog Terminal Adapter
Telephone and network interfaces	2 RJ-11 FXS ports 1 Fast Ethernet (FE) LAN port
Dimensions (H x W x D)	1.5 x 6.5 x 5.75 in. (3.8 x 16.5 x 14.6 cm)
Weights	15 oz. (425 gm)
VoIP Protocols	Session Initiation Protocol (SIP) line side based on Unified Communications Manager 71x. Cisco Skinny Protocol (SCCP) is not supported.

Selected Part Numbers and Ordering Information

ATA187-I1-A	Cisco ATA 187 Analog Terminal Adaptor
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A power supply cable for the ATA 187 Analog Terminal Adaptor is required and is regionally dependent. See the Cisco Unified IP Phone Ordering Guide for additional details.

For More Information

<http://www.cisco.com/en/US/products/hw/gatecont/ps514/index.html>

Cisco Unified Workspace Licensing

Cisco Unified Workspace Licensing allows organizations to cost-effectively access a wide range of Cisco Unified Communications applications and services in a cost effective, simple package. It includes client and server software, licensing, service and support, and software subscription on a per-user basis.

Cisco Unified Workspace Licensing is available in four versions to meet a variety of customer needs:

- Business Edition— Built on the Cisco Unified Communications Manager Business Edition platform, this edition offers call control, voice messaging, unified clients, mobility, and presence in a package optimized to the need of medium-sized businesses.
- Entry Edition—This edition provides basic dial tone and mobility features.
- Standard Edition—This edition provides the same benefits as Business Edition, but is optimized for larger businesses.
- Professional Edition—This edition includes all features in Standard Edition plus mobile communicator client, audio, video and web conferencing, and other advanced capabilities.

Ideal for Companies That Need these Features

Cisco Unified Workspace Licensing

- Complete, media-rich collaboration experience for all their users across their workspace
- Flexibly deploy collaboration applications as their evolving business needs dictate
- Timely access to Cisco's latest software updates for major, minor, and maintenance releases, as well as online tools and communities that help solve issues quickly.
- Offer workspace applications at a more affordable initial cost of acquisition
- A simplified way to purchase and manage licensing, service and support

Specifications

Function	Included in Cisco Unified Workspace Licensing	Business Edition	Entry Edition	Standard Edition	Professional Edition
Video conferencing	Cisco Unified MeetingPlace (70 and higher)	No	No	No	Yes
Web conferencing	Cisco WebEx Meeting Center or Cisco Unified MeetingPlace	No	No	No	Yes
Audio conferencing	Cisco Unified MeetingPlace	No	No	No	Yes
Mobile phone client	Cisco Unified Mobile Communicator Client	No	No	No	Yes
Contact Center	Cisco Unified Contact Center Express	No	No	No	Yes
Presence	Cisco Unified Presence Profile	Yes	No	Yes	Yes
Mobility (with Sim ring services)	Cisco Unified Mobility Profile	Yes	Yes	Yes	Yes
Soft client	Cisco Unified Personal Communicator, Cisco Unified IP Communicator, or Cisco Unified Communications Integration for Cisco WebEx Connect or Microsoft Office Communicator. Cisco Unified Video Advantage may also be added	Yes	Yes, Cisco IP Communicator only	Yes	Yes
Messaging	Cisco Unity or Cisco Unity Connection	Cisco Unity Connection only	No	Yes	Yes
Phone and call control	License for one or unlimited number of Cisco IP phones per user	One	One	One	Unlimited

Call control	Starting platform Cisco Intercompany Media Engine	Cisco Unified Communications Manager Business Edition Yes	Cisco Unified Communications Manager Yes	Cisco Unified Communications Manager Yes	Cisco Unified Communications Manager Yes
Session Management	Cisco Unified Communications Manager Session Management Edition	No	No	No	Yes
User count	Supported user counts	50–500	100+	100+	100+

Selected Part Numbers and Ordering Information

Product Number	Description	UCSS Product Number	Product Number
LIC-UWL-ENTRY	Unified Workspace Licensing Entry, 1 User	UCSS-UWL-ENTRY	CON-ESW-UWLET1 CON-ESW-UWLET1K CON-ESW-UWLET10K
LIC-UWL-PRO	Unified Workspace Licensing PRO, 1 User	UCSS-UWL-PRO	CON-ESW-PRO1 CON-ESW-PRO1K CON-ESW-PRO10K
LIC-UWL-STD	Unified Workspace Licensing STD, 1 User	UCSS-UWL-STD	CON-ESW-UWLST1 CON-ESW-UWLST1K CON-ESW-UWLST10K

For More Information

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

Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications Solutions. You are able to:

- Stay up-to-date—Get the latest product enhancements whenever there is a Cisco Unified Communications major software release, at no additional charge.
- Stay protected—During the term of your subscription agreement, you have guaranteed access to new software upgrades.
- Stay cost-effective—Whether you purchase a 1-, 2-, 3-, or 5-year subscription plan, Cisco Unified Communications Software Subscription can help you plan for the future while saving you money compared to repeat purchases of new software or individual upgrades.
- Stay productive—The process of planning, buying, deploying, and maintaining your Cisco Unified Communications upgrades is much easier and faster.

When combined with Cisco Unified Communications Essential Operate Service, you have timely access to Cisco's latest software updates for major, minor, and maintenance releases, as well as online tools and communities that help solve issues quickly.

Ideal for Companies That Need these Features

- | | |
|---|--|
| Cisco Unified Communications Software Subscription | <ul style="list-style-type: none"> • Maximizing return on investment and lower total ownership costs • Keeping pace with technology advancements and enhance productivity • Protecting Cisco Unified Communications investment in the future, regardless of what happens • Predicting and planning IP communications budgets over multiple years or budget only once |
|---|--|

Selected Part Numbers and Ordering Information

CUWL-LIC,CUWLLIC-ADDON, L-CUWL-LICADDON, L-CUWL-MISC	Cisco Unified Communications Software Subscription for Cisco Unified Workspace Licensing
UCSS-UCM	Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager
UCSS-CMBE	Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Business Edition
UCSS-SME	Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Session Management Edition
UCSS-ER	Cisco Unified Communications Software Subscription for Emergency Responder

UCSS-MSG	Cisco Unified Communications Software Subscription for Cisco Unity and Cisco Unity Connection
UCSS-MTNGPLACE	Cisco Unified Communications Software Subscription for Cisco Unified MeetingPlace
UCSS-VOIP	Cisco Unified Communications Software Subscription for Cisco Mobile Voice
UCSS-CUP	Cisco Unified Communications Software Subscription for Cisco Unified Presence
UCSS-UPC	Cisco Unified Communications Software Subscription for Cisco Unified Personal Communicator
UCSS-CCE	Cisco Unified Communications Software Subscription for Cisco Unified Contact Center Enterprise
UCSS-CCX	Cisco Unified Communications Software Subscription for Cisco Unified Contact Center Express
UCSS-CCH	Cisco Unified Communications Software Subscription for Cisco Unified Contact Center Hosted
UCSS-ICME	Cisco Unified Communications Software Subscription for Intelligent Contact Management Enterprise
UCSS-IPIVR	Cisco Unified Communications Software Subscription for IP Interactive Voice Response
UCSS-CVP	Cisco Unified Communications Software Subscription for Cisco Customer Voice Portal
UCSS-UAE	Cisco Unified Communications Software Subscription for Cisco Unified Application Environment

For More Information

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

