



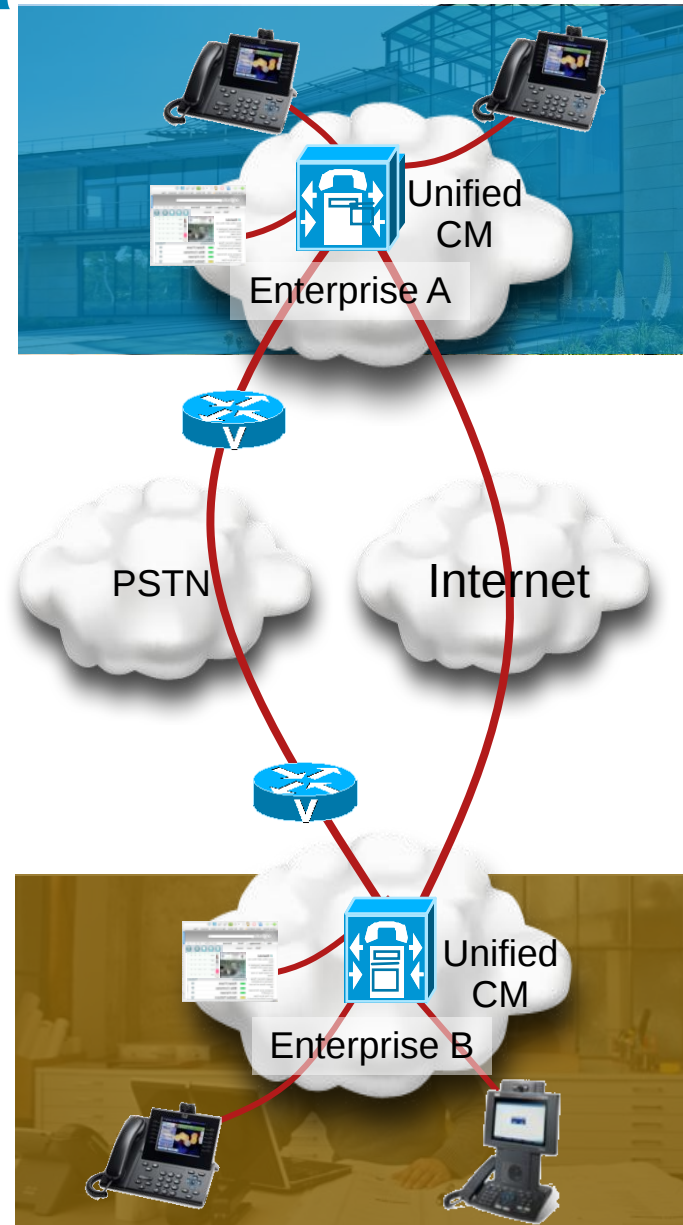
Unified Communication Update

Beograd, 14. oktobar 2010.

Aleksandar Vulović

Širenje objedinjenih komunikacija između različitih organizacija

- Cisco Intercompany Media Engine
 - Zaštićena poslovna video telefonija i wideband audio komunikacija između kompanija
 - Obezbeđuje komunikaciju između poslovnih partnera
- Lak način komunikacije za korisnike i administratore
 - Lako za korišćenje: self-learning
 - Isti doživljaj korisnika iz različitih organizacija
- Zaštićena i efikasna upotreba mreže sa smanjenim troškovima
 - Efikasna upotreba PSTN i SIP trunkova
 - Više nivoa zaštite, plus spam blokiranje

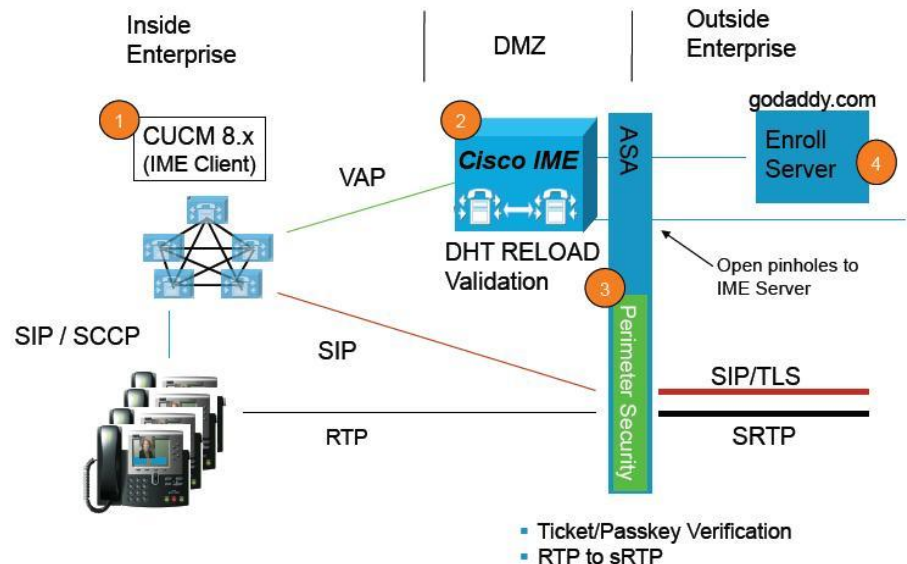


Arhitektura

- Intercompany Media Engine
 - Nalazi se u DMZ
 - Učestvuje u P2P mreži
 - Obezbeđuje proveru poziva
 - Šalje route updates ka CUCM
- Cisco Unified Communications Manager 8.0
 - Prima route updated od IME servera; update-uje dialplan.
 - Objavljuje DIDs
 - Objavljuje route
 - Izvršava PSTN Fallback
- Enrollment Server hostovan na GoDaddy.com
 - Certificate Authority za IME Server Certificate

- Cisco ASA 5500 Series

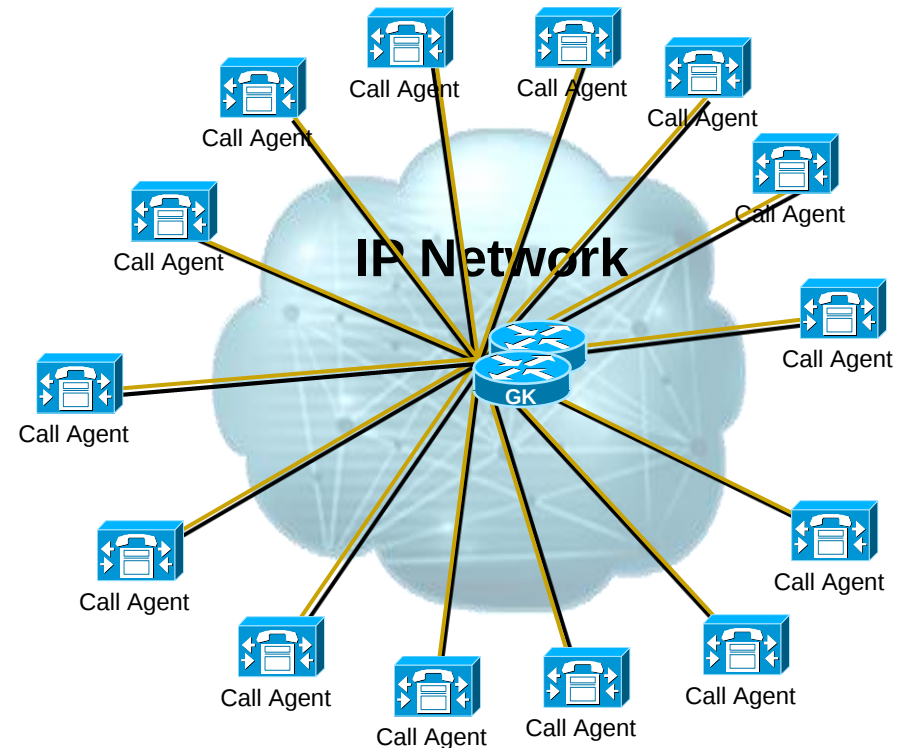
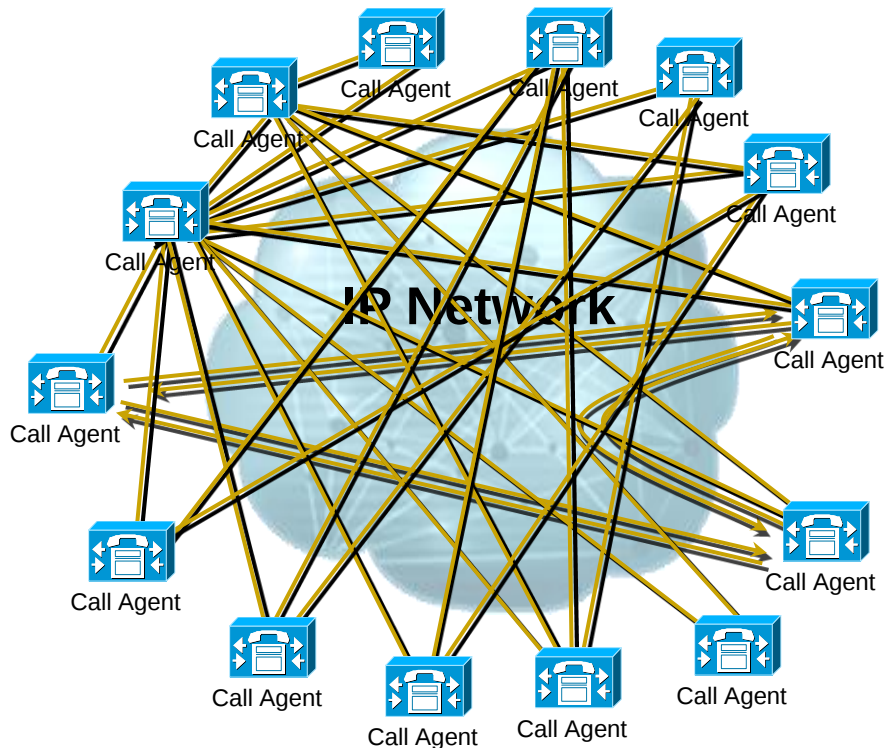
- Obaveštava CUCM da postoji potreba za fallback
- Obezbeđuje TCP/ (TLS) konverziju
- Obezbeđuje RTP/SRTP konverziju
- Ticket Validation (koristeći shared secret između ASA i IME servera)



Introduction

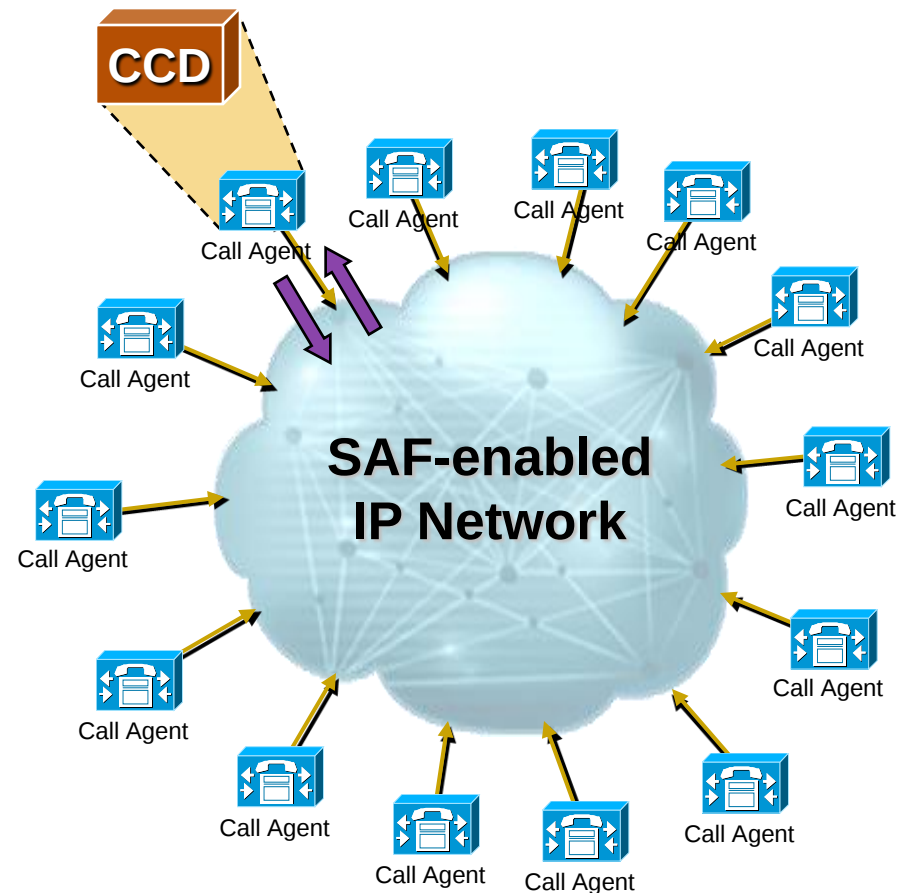
Limitations of Current Call Routing Approaches

- **Configuration complexity, Speed of deployment**
- **High operational cost, TCO**
- **Availability, Business Continuity**



Introduction

Call Control Discovery (CCD): a SAF Service



- Call agents 'discover' each other through the SAF network by:
 - Advertising their reachability information along with the DN ranges they own
 - Requesting to learn about other call agents in the network
- Call agents **dynamically** route calls to remote destinations based on received advertisements

Call Control Discovery (CCD)

Advertising DN Ranges

Service Advertisement

IP address: 10.1.1.1

Protocol: SIP

DN Patterns:

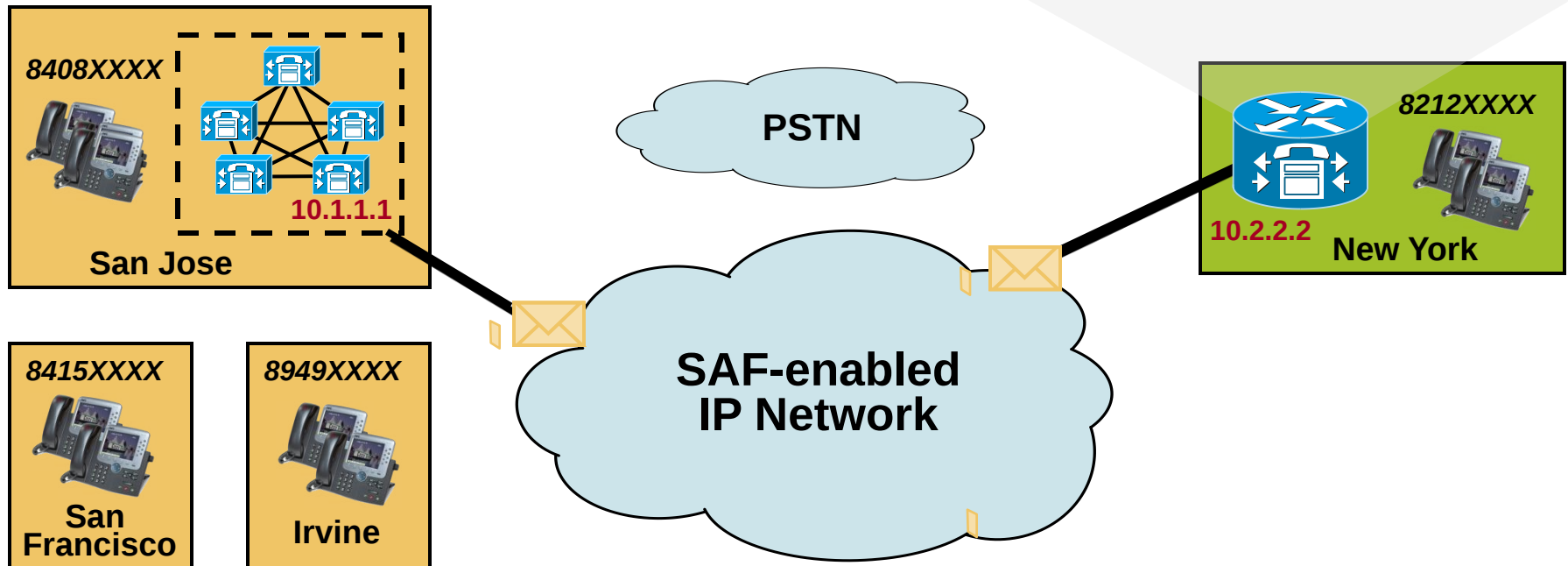
8408XXXX [4:+1408555],

8415XXXX [4:+1415777],

8949XXXX [4:+1949222]

New York CME Routing Table

DN Pattern	"to DID" rule	IP address	Protocol
8408XXXX	4:+1408555	10.1.1.1	SIP
8415XXXX	4:+1415777	10.1.1.1	SIP
8949XXXX	4:+1949222	10.1.1.1	SIP



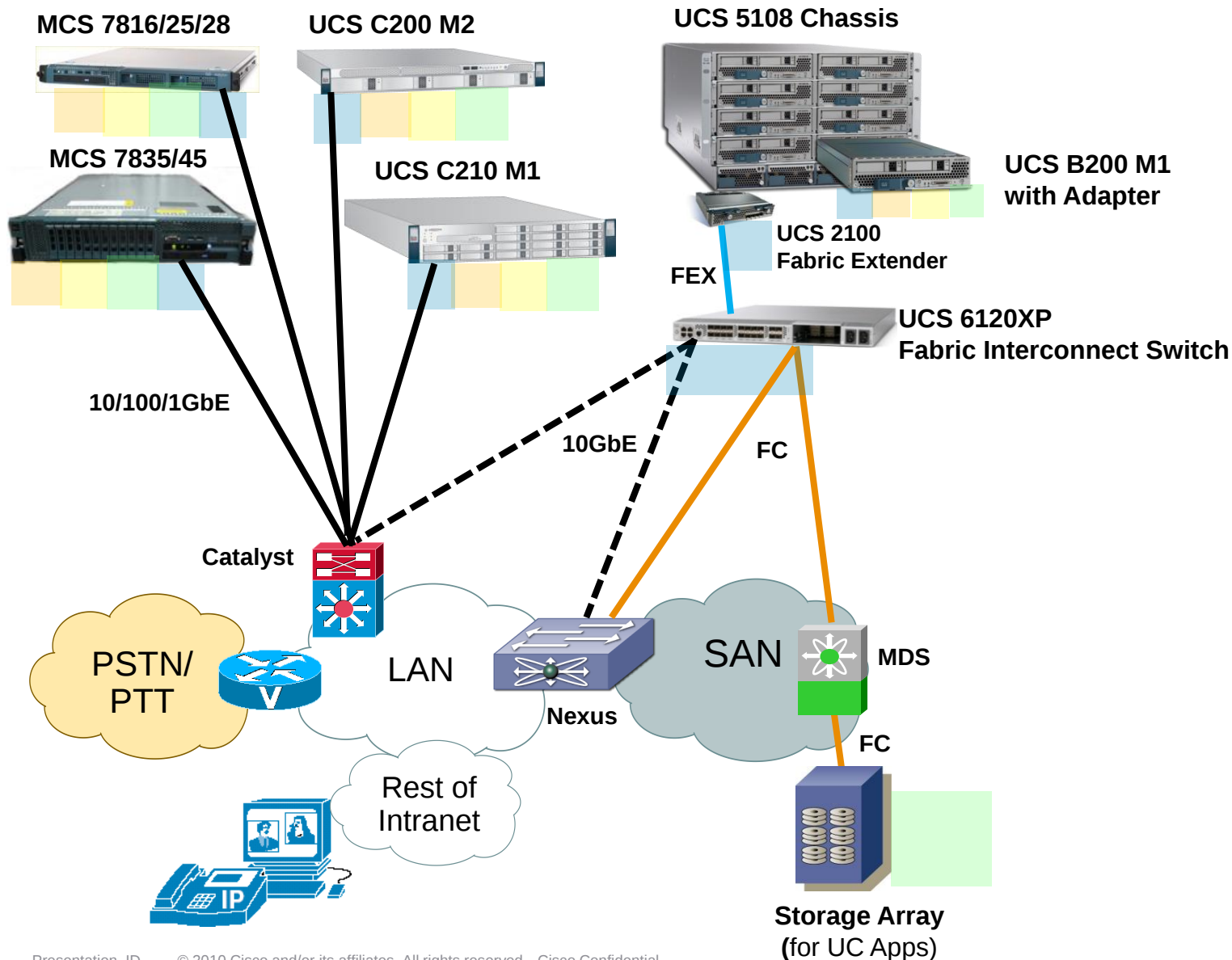
UC aplikacije podržane na UCS

- Cisco Unified Communications Manager (CUCM) 8.0
- Cisco Unity Connection (CUC) 8.0
- Cisco Unified Presence (CUP) 8.0
- Cisco Unified Mobility Advantage (CUMA) 8.0
- Unified Contact Center Enterprise (UCCE) 8.0 – podržano od ranije za pojedine UCCE komponente
- Cisco Voice Portal (CVP) 7.0(2)
- Cisco Unified Expert Advisor (EA) 8.0
- Cisco Contact Center Express 8.0
- Cisco Unity 8.0 – podržano od ranije
- Cisco UC Manager Business Edition trenutno nije podržan

Comparing MCS vs. UCS Architectures

Legend:

CPU	Disk
RAM	Network Conn.

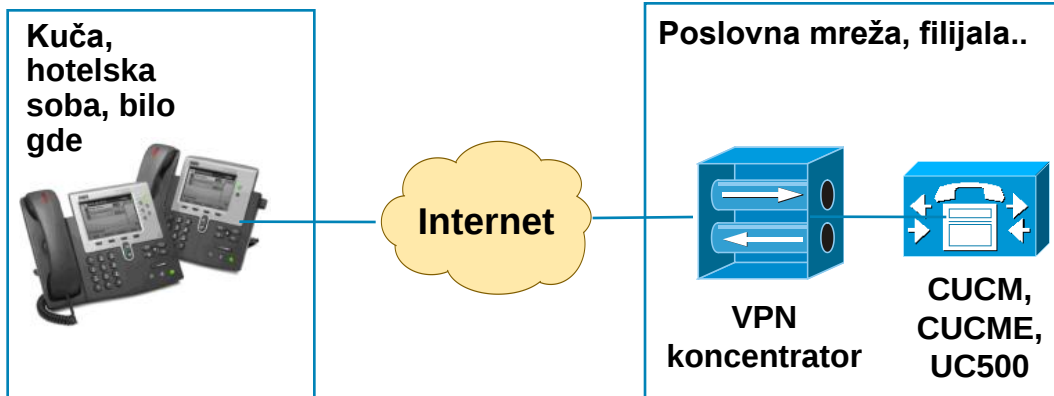


- Management:**
- UCS Manager
 - CIMC for UCS
 - CUCMS from NMTG
 - IBM Director
 - HP Insight

Cisco VPN klijent za IP telefone

Alternativa ASA Phone Proxy rešenju za rad od kuće, iz hotela i sl.

- **Lako za primenu** – Sva podešavanja se konfiguriraju kroz CUCM administraciju
- **Lako za korišćenje** – Kada se telefon konfigurira u kompaniji, korisnik ga samo odnese kući i poveže na svoj broadband router. Nikakava dodatna podešavanja nisu potrebna.
- **Lako za upravljanje** – Telefon može da primi firmware update i konfiguracione promene sa udaljene lokacije
- **Sigurnost** – VPN tunel se primenjuje samo na glas i telefonske servise. PC povezan na PC port telefona je zadužen za autentifikaciju i uspostavu svih VPN tunela



Cisco VPN klijent	
Podržani uređaji	▪ 7942G, 7945G, 7962G, 7965G, and 7975G SCCP Devices Only
Način primene	▪ IP Phone Remote Access
Zaštićeni servisi	▪ Voice ▪ Data (XML Phone Services)
Licence	▪ VPN Concentrator License ▪ IP Phone DLUs
VPN koncentratori	▪ Cisco ASA 5500 Series ▪ Cisco ISR sa IOS SSL VPN
Tehnologija za enkripciju	▪ Secure Socket Layer (SSL)
Napomena za instalaciju	▪ Sem IP telefona, nije potrebna druga oprema na udaljenoj lokaciji

Cisco Unified IP Phone portfolio

IP Phone 9900 & 8900 Series



- Napredni uređaji
- **Najširi** skup aplikacija
- Dodaci za bolju **interakciju & aplikacije**
- Inovativan dizajn

7900 Series



- Napredna poslovna komunikacija
- Bogat skup servisa
- Širok skup aplikacija

6900 Series



- **Osnovni poslovni voice servisi**
- Osnovne aplikacije

Cisco Unified IP Phone 6900 Series

Namenjeni korisnicima kojima su najbitniji voice servisi

Dve opcije za boju: **bela & siva**

10/100 switch port i **speakerphone** na svim telefonima, izuzev najnižeg modela

Potreban UCM 7.1(2) i kasnije verzije

6900 Series



6901



6911



6921



6941



6961

Cisco Unified IP Phone 6900 - pregled

	6901	6911	6921	6941	6961
					
802.3af POE	Y	Y	Y	Y	Y
MWI Lightpipe	Y	Y	Y	Y	Y
Speakerphone		Y	Y	Y	Y
PC Port (Hardened)	None	10/100	10/100	10/100	10/100
Headset Jack			Y	Y	Y
Softkeys			Y	Y	Y
Lines	1	1	2	4	12
Display Size	None	None	396x81	396x162	396x81
Line Labeling			Hardcoded	LCD Labeled	Paper Labeled

Cisco Unified IP Phone 6941

- 4 LCD Labeled Line keys
- Line keys se mogu koristiti za lines, speed dial, funkcije i startovanje aplikacije
- Svaka linija prikazuje caller ID na ekranu
- Headset Jack
- 396x162 Backlit LCD Display
- PC Port 10/100
- Full duplex speakerphone (Narrowband)
- 802.3 af power
- Hard keys za Transfer, Conference, Hold
- Hard keys za Voice Mail, Tools, Directories
- 2 way rocker with Select
- XML Services (Similar to 7911)
- Extension Mobility
- Cisco MWI Lightpipe
- Dostupan u dve boje (Charcoal Grey & Arctic White)
- SCCP



Cisco Unified IP Phone 8900 & 9900 Series

Portofolio naprednih, višelinijjskih uređaja sa podrškom za 2-way video, streaming video, plus **Bluetooth** i **Wi-Fi** radio, kao i **SDIO** i **USB** accessory portove. **Java midlets**, **XML** su podržani zajedno sa **Web 2.0 capable browser**.

Nov dizajn , sa opcijama za belu i sivu boju. Mogućnost izbora jedne od dve telefonske slušalice različite težine.

Svi imaju GigE switch port; the 9900 serija podržava pre-standard **802.3at** power i podržavaće u martu 2010 Cisco dizajniranu video camera sa podrškom za 8.0(1) i 7.1.(3)

SRST podrška na FCS; UCME podrška do kraja 2010

8900 & 9900 Series



Cisco Unified IP Phone 8900 & 9900 Series

8961

9951

9971



802.3at POE	Y	Y	Y
GigE Switchport	Y	Y	Y
USB	Y	Y	Y
Bluetooth		Y	Y
Wi-Fi			Y
SDIO			Y
Video Streaming	Y	Y	Y
2-way Video		Y	Y
Display Size	5" VGA for Calling & Apps; QVGA for streaming video	5" VGA	5.6" VGA Touchscreen
Lines	Multi	Multi	Multi
Key Module	1 Color VGA	2 Color VGA	3 Color VGA

Cisco Unified IP Phone 9971

Atraktivan i prilagodljiv izgled:

- 5.6"(14cm) 24 bit Touchscreen Color LCD
- Field replaceable bezels
- Izbor boja i slušalica

Slimline
(5oz/140g)



Standard
(6oz/170g)

Efikanas & lak za upotrebu:

- 12 Feature Keys, Soft Key Touch Targets
- Najčešće korišćene funkcije na fiksnim dugmićima, (npr: hold, conf, trans)
- Wi-Fi; Bluetooth & USB Headset
- HW podrška za BT, USB & SDIO apps (Future)
- XML, Java Midlet, Browser (Future) app environments
- 2-way Video with Camera support (UCM 8.0)
- VGA Streaming Video; Streaming Audio (Future)



Funkcije:

- SIP funkcije
- Wideband audio
- IEEE Power over Ethernet (802.3af & at)
- EnergyWise Support (Future)



Serviceability:

- Jednostavan upgrade, soft branding

9900/8900 Series dodaci

IP Color Key Expansion Module



36 programabilnih line/feature keys po modulu

9971 podržava 3 KEMs; 9951 podržava 2; 8961 podržava 1

Kolor LCD display sa LCD labelama

Tri-color LEDs za stanje poziva

Mogućnost montiranja na zid

Unified Video Camera (9900)



H.264 standard interactive video

Video komunikacija VGA @ 24fps encode; CIF/SIF @30fps encode

USB konektor za lak “plug-n-play”

Digitalno kontrolisane funkcije za Pan/Zoom i Tilt

“Video mute” funkcija

Arctic White & Charcoal Gray

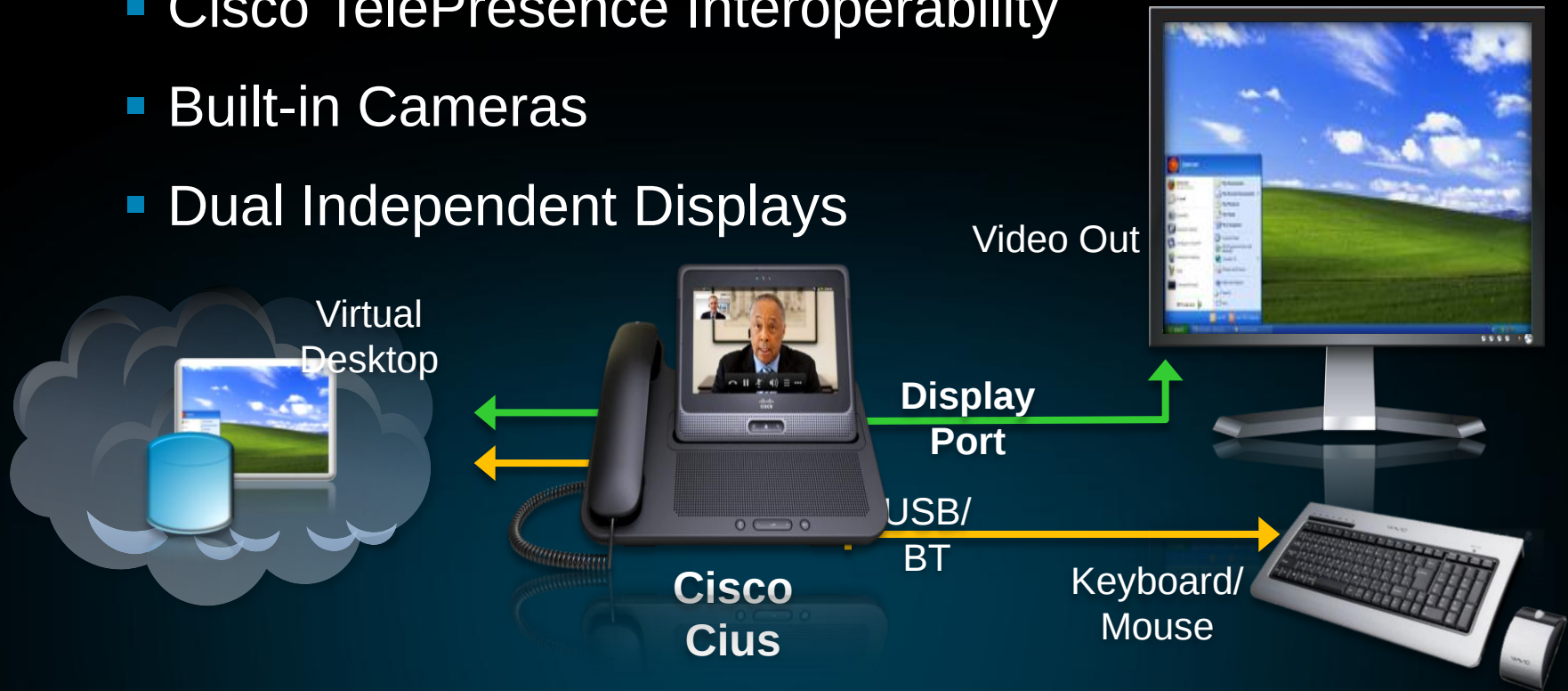
Cisco CIUS

- 802.11a/b/g/n Wi-Fi for On/Off Campus Mobility
- **Seamless** transition wired to wireless
- 3G/4G data services
- Battery – 8 hours normal usage
- Docking station at desk



High-definition Video with Cisco Cius

- H.264 standard
- High-definition 720p video
- Cisco TelePresence Interoperability
- Built-in Cameras
- Dual Independent Displays



Cisco Unified Contact Center Express 8.0

Nove mogućnosti

- High-availability over WAN za disaster recovery
- Jednostavnija instalacija & upgrade
- Poboljšana dijagnostika kroz podršku za Diagnostics Portal
- Podrška za Cisco IP Phone 89xx kao agentske telefone i cross cluster extension mobility
- Podrška za Linux Appliance platformu
- Isti izgled kao CUCM
- Upgrade ka 8.0 od 5.0 i 7.0
- SSL pristup za administraciju i CAD-BE
- CAD Presence & Chat ka XMPP klijentima (preko gateway)



Predictive Outbound & naplata dugova

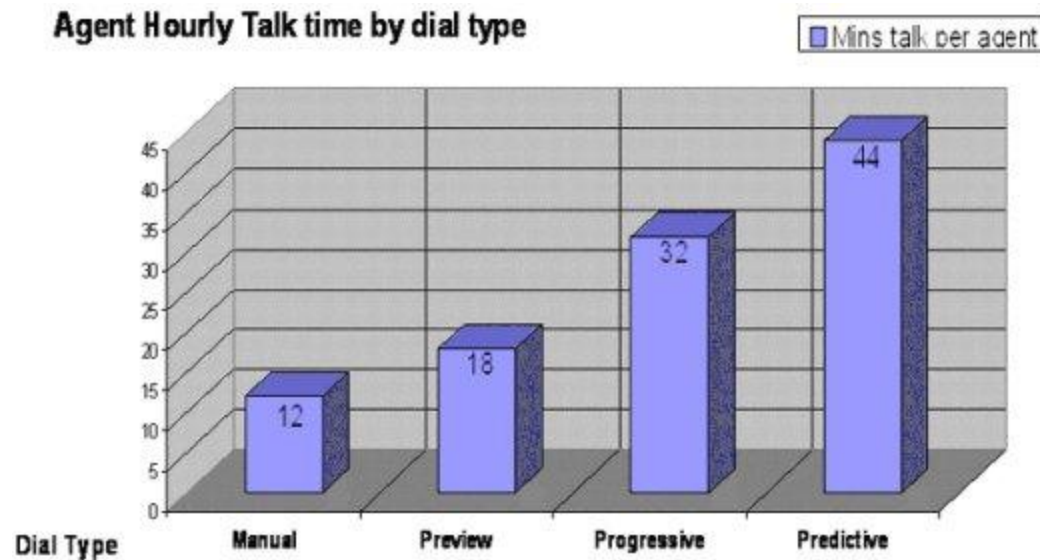
- Prosečna zaduženost stanovnika Srbije po bankarskim uslugama bila je 650 evra na kraju 2009
- Kreditna zaduženost građana tokom prošle godine povećana je za 4,3 odsto, sa 380,7 milijardi dinara na 397,1 milijardi dinara, a procentualno najveći rast imali su potrošački i stambeni krediti
- Kašnjenje građana u otplati kredita tokom prošle godine povećano je sa 1,5 odsto na 3,2 odsto, odnosno više nego dvostruko
- Banke se suočavaju sa problemom naplate dugova



Izvor: http://www.b92.net/biz/vesti/srbija.php?yyyy=2010&mm=01&dd=16&nav_id=404460

Predictive Dialing Performance Gains

This chart illustrates the typical performance gains through implementation of Predictive Dialing



Use of Predictive Dialing can dramatically increase productivity and is a solution for great ROI in collecting overdue payments!

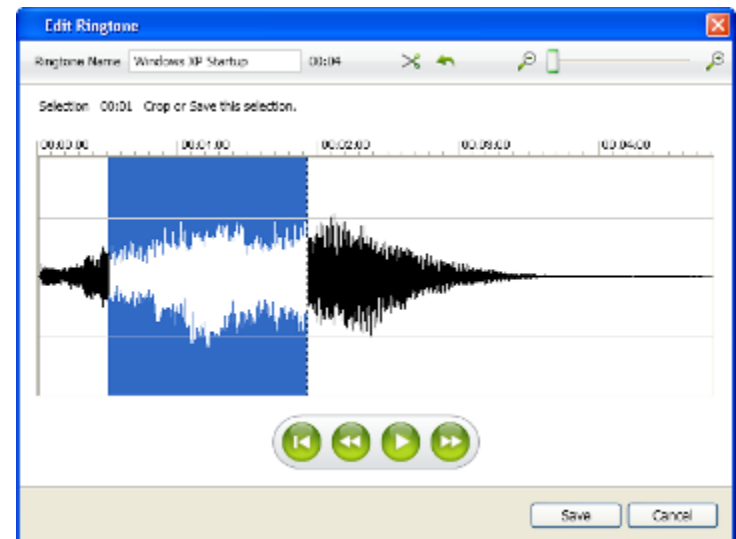
Phone Designer



Prilagodite kolor ekran IP telefona slikom koja odgovara vašem izboru

Napravite ring tone koji odgovara vašoj omiljenoj melodiji

- Izaberite melodiju iz kolekcije koja dolazi uz aplikaciju
- Unesite vaš MP3 file, editujte ga, izaberite isečak i uploadujete ga u IP telefon
- Slušajte melodiju na telefonskom speakerphone-u pre nego što je sačuvate kao ring tone



Click to Call

The image illustrates the 'Click to Call' feature. On the left, a Microsoft Excel window titled 'Employee Directory' shows a table of employee information. A context menu is open over the cell containing the extension 81384749, with the 'Call - 81384749' option highlighted. An orange line connects this option to a Cisco IP Phone 7945 on the right. The phone's screen displays a call in progress to Martin Rowland (81384749).

Floor	Left/Right	Seat No	Employee Name	Extension
1st Floor	Left	FL1_L01	Gareth Dow	81384123
1st Floor	Left	FL1_L02	Martin Rowland	81384749
1st Floor	Left	FL1_L03	Regina Row	81384123
1st Floor	Left	FL1_L05	Tom Schumacher	81384123
1st Floor	Left	FL1_L07	Shane Gren	81384123
1st Floor	Left	FL1_L08	Brian Coughlan	81384123
1st Floor	Left	FL1_L09	Terry Kun	81384123
1st Floor	Left	FL1_L10	Scotty Tian	81384123
1st Floor	Left	FL1_L11	Tom Anglim	81384123
1st Floor	Left	FL1_L12	Gordon Len	81384123
1st Floor	Left	FL1_L13	Michael Corban	81384123
1st Floor	Left	FL1_L20	Eddie Murphy	81384123
1st Floor	Left	FL1_L22	Oumar Dakissia	81384123
1st Floor	Left	FL1_L23	Will Glynn	81384123
1st Floor	Left	FL1_L30	Sinead O' Donaghue	81384123

- Napravite poziv bez pritiskanja cifara na IP telefonu – jednostavno kliknite da ostvarite trenutni poziv

Visual Voicemail



Iskoristite ekrana vašeg IP telefona da pogledate, preslušate i odgovorite na voice mail – bez potrebe da se poziva korporativni voice mail broj

Webex MeetingCenter i Cisco Mobile za iPhone

Cisco WebEx Meeting Center for iPhone v1.3

- Meeting Handoff: transfer živog WebEx web sastanka sa iPhone na PC sa a flick of a wrist
- Audio transfer sa iPhone na IP telefon podržan sa Single Number Reach
- Uključenje u sastanak sa Meeting Number – unese se WebEx meeting number u WebEx app za iPhone da bi se uključili u sastanak
- Automatic Audio Rejoin – Kada audio veza pukne tokom sastanka, WebEx sistem će pozvati ponovo korisnika



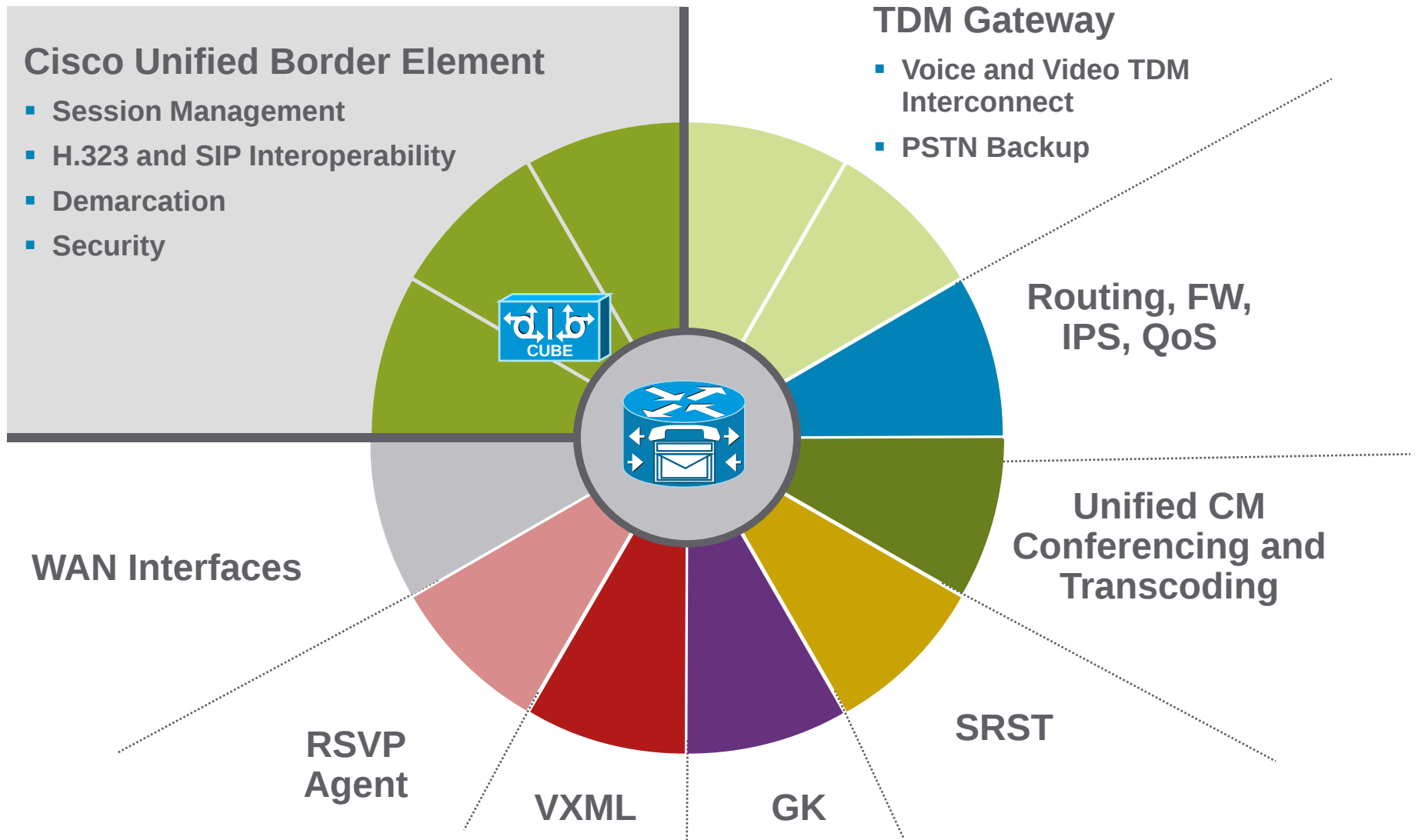
iPhone “Cisco Mobile”

- Visual voicemail
- Dial via Office
- Mobile Connect on/off setting
- Cisco Unified MeetingPlace Meeting lista sa Call Me opcijom
- Directory Access
- VoWLAN (CY Q1 2010)



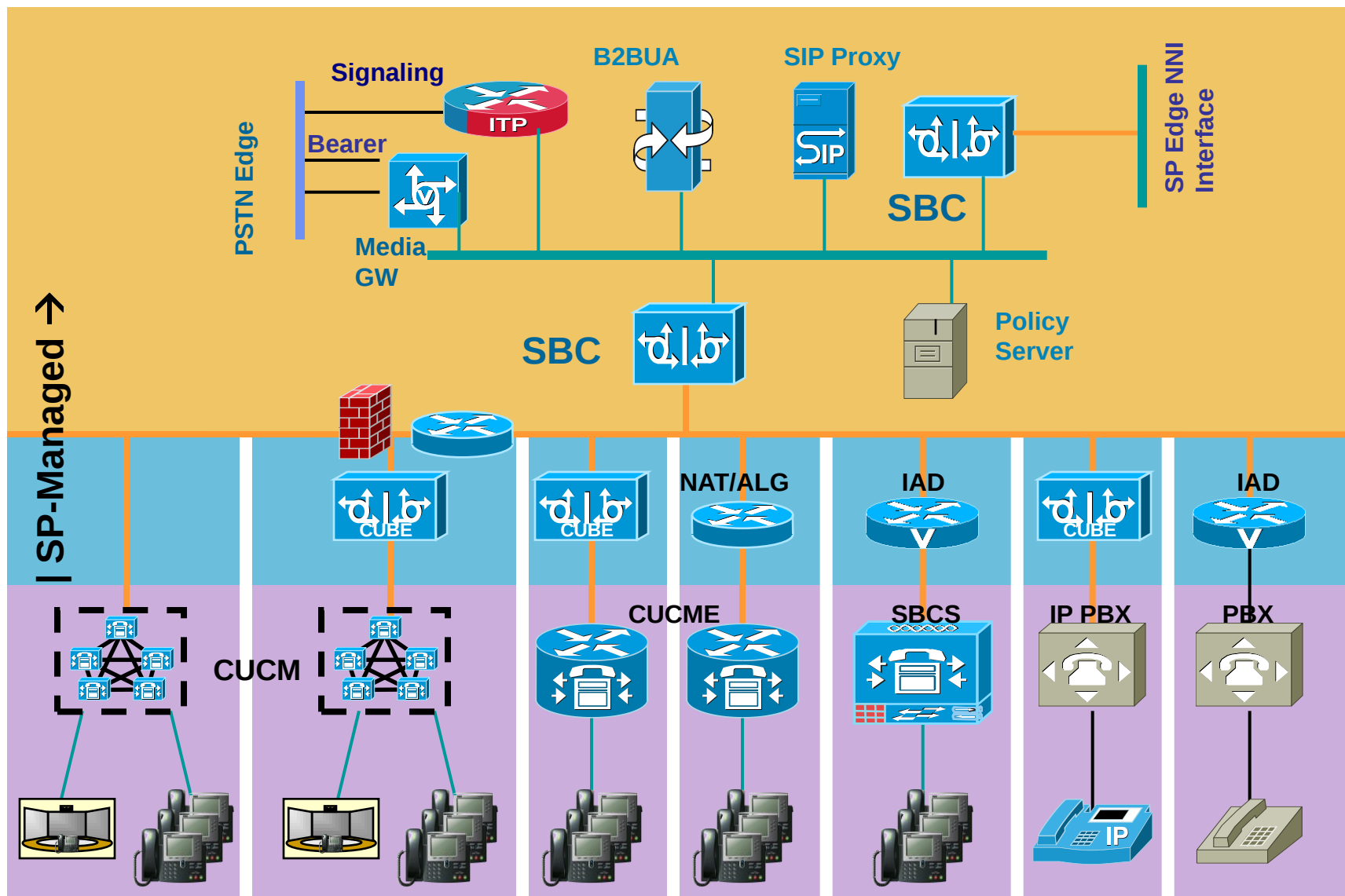
Cisco Unified Border Element

Integrirani mrežni infrastrukturni servis



Note: Some features/components may require additional licensing

Moguće SIP trunking arhitekture



Zašto Cisco CUBE za interkonekcije?

Feature \ Connect Method	Direct to CPE (CCM /CME	Managed Router	Managed Router running NAT/PAT	Managed Router running Cisco CUBE (IP2IP GW)
Voice Calls Possible	X	X	X	X
QoS Can be guaranteed		X	X	X
Security		X	X	X
IP Address Hiding			X	X
Call Counting				X
Signaling Interworking (H323/SIP)				X
DTMF Interworking (Inband to OOB)				X
Transcoding (Any to Any Codec, etc.)				X
TCL / VxML (Ability to run scripts on calls)				X
Redundancy (HSRP)			X	X
Simple interconnect SP Configuration with multiple endpoints				X
Per Call Voice Quality Statistics				X
CDR Collection Point for multiple entities				X
Support for OOD REFER (note: NOTIFY on DEMAND, not subscribed)			Yes, To be tested	Yes, To be tested
Support for REFER with NSS to pass information			Possible, to be tested	Not at this time



New Enterprise IM option

Unified Personal Communicator 8.0 Highlights

May 2010

- Based on Cisco Unified Client Services Framework technology
 - Rich and Full integration with Cisco UC
 - Integrated voice, video, web collaboration, visual VM and presence
 - Standards-based wideband audio & high-definition video
 - Click 2 Call functionality from MS office
- Jabber XMPP based technology
 - Enhanced Presence & Enterprise IM
 - Point to Point, Group Chat, Persistent Chat
 - Offline IM capabilities
 - Client / Server Side logging & compliance
 - Business to business Presence & IM federation
- Enhanced user experience - “New Unified” UI design
- Supports Windows XP, Vista, Windows 7



New Enterprise Instant Messaging Deployment Option and Price Reduction for Cisco Unified Presence 8.0.2

- Ability for customers to deploy Cisco Unified Presence 8.0 and Cisco Unified Personal Communicator 8.0 as a **stand-alone, on-premises enterprise instant messaging solution**
- Cisco Unified Presence 8.0 and Cisco Unified Personal Communicator 8.0 now support Presence and IM for users even if they are not on Cisco Unified Communications Manager
- **Price reduction for Cisco Unified Presence user licenses**
 - Within the User Connect Licensing pricing for a la carte purchasing for Cisco Unified Presence, **the user license is now \$20 (reduced from \$60)**
 - IM-only mode includes both the user license for Cisco Unified Presence *as well as* the Cisco Unified Personal Communicator user license for \$20 per user

TANDBERG is now part of Cisco TelePresence

Together, we provide you ...

Investment Protection

... combined with innovation so you can move forward

**Complete Portfolio
and Architecture**

... to accelerate your use of video and collaboration

Best Interoperability

... for connecting to anyone, anywhere

Best Experience

... for collaboration and rich, worldwide services

Best Partners

... with continuity and richer capabilities



The New Cisco TelePresence Portfolio

Integrated Architecture

Any to Any Interoperability

Endpoints



Complete Portfolio

Infrastructure



Scalable and Comprehensive

Cloud Services



Reliable, Secure and Global Reach

Architecture

Experiences

Solutions

Applications

Cisco TelePresence Endpoint Portfolio – pre Tandberg akvizicije

Personal



CTS 500
1–2 Seats

Multipurpose



CTS 1100
2 Seats



CTS 1300
6 Seats

Dedicated



CTS 3010
6 Seats



CTS 3210
18 Seats

Scheduling and Operation

- Multipoint-48 segments
- One-button scheduling server
- Intercompany services

Planning and Design

- Network readiness
- Room readiness (3000/3200)
- Groupware integration

Services and Solutions

- SD and HD interoperability
- Recording studio
- End-to-end encryption

Implementation and Support

- Installation
- Monitoring, support, helpdesk
- Financing

Cisco—TANDBERG Update

TANDBERG Products



PrecisionHD
USB Camera



E20



EX90



T1



T3

Cisco TelePresence

The Combined Endpoint Portfolio

Immersive



For **dedicated rooms**, the best environment for face-to-face virtual communications and collaboration

Multipurpose



An optimum telepresence experience for the widest range of **existing conference rooms** and environments

Personal



For telepresence experiences in **personal office**, at home for telecommuting applications, and while traveling

Solution Platforms



Core Cisco TelePresence **components** for Quick Set, customized deployments and vertical applications



TANDBERG

All products remain in portfolio
Comprehensive integrated solutions

Customer Choice for the Industry's Best Immersive Telepresence

TODAY

CTS 3000 Series



**Flexible Room Environments
Classic Design
Models for 6, 14 and 18 Seats**

T3 / T1



**Fixed Room Environments
Contemporary Design
2, 6 to 9 seats and custom options**

- Multiscreen immersive experience
- Immersive graphical collaboration
- Intra / Intercompany network connections
- Complete vendor interoperability



NEXT

**WebEx Integration
One Button To Push
Media Switching
HD Content Studio**

**Feature
Expansion**

**Touch Screen Display for UI
Three touch-enabled
collaboration screens on table
Continuous Presence**

T3 Custom Edition



Cisco TelePresence Multipurpose Room Portfolio

The industry's broadest portfolio of integrated multipurpose room systems

Profile 42



Profile 52 | Profile 52 Dual



Profile 65 | Profile 65 Dual



CTS1300



Picture-in-picture, auxiliary display and full screen options



Flexible room configurations to fit all your spaces and environments

Cisco Personal TelePresence Portfolio



On the Road



Telecommuter/Office



Executive Presence

PC Mobility

Desktop Appliance

Immersive Office



Movi with PrecisionHD



1700



EX90



CTS 500



CTS 1100

Broad portfolio options for many user communities

Extends Cisco TelePresence to IP Communications

Flexible Bandwidth options for scalability



**9900
Series**



E20

Voice moves to Video....!

Interoperability throughout | Media Services | Business to Business Connections

New
offering!



TANDBERG EX90
Revolutionary Personal Telepresence

seamless collaboration for improved productivity



so simple with inTouch



(Link to interactive tool)

Industry Video Conferencing Application



Tandberg Content Server

- Record and stream video and H.239 dual-stream presentations from any H.323 or SIP videoconferencing unit
- Content creation from anywhere using TANDBERG Expressway™
- Compatible with all major streaming formats, including Windows Media®, Flash® and QuickTime®



TANDBERG Codian MCU Series

MCU 4200 Series

***6,12,20,30,40 Standard
and Optimal Definition***



MCU 4501 Series

***6HD or 12SD /
12HD or 24SD***



MCU 4500 Series

12,20,30,40 HD



MSE 8000 Series

***Up 720 ports of SD / 180 HD
Recording and Gateway Blades
available***



Cisco TelePresence Solutions Portfolio

For Custom and Industry Applications

Quick Set



C20 Quick Set



MXP Edge

Bundled components
Simple integration
DIY option

Fast Deployment
Replicable Solution

Integrator Solutions

Broad AV Codec Series



Flexible APIs
Integration Services

Custom Solutions
Differentiated Service

Industry Solutions

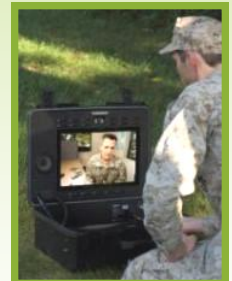


Healthcare



Education

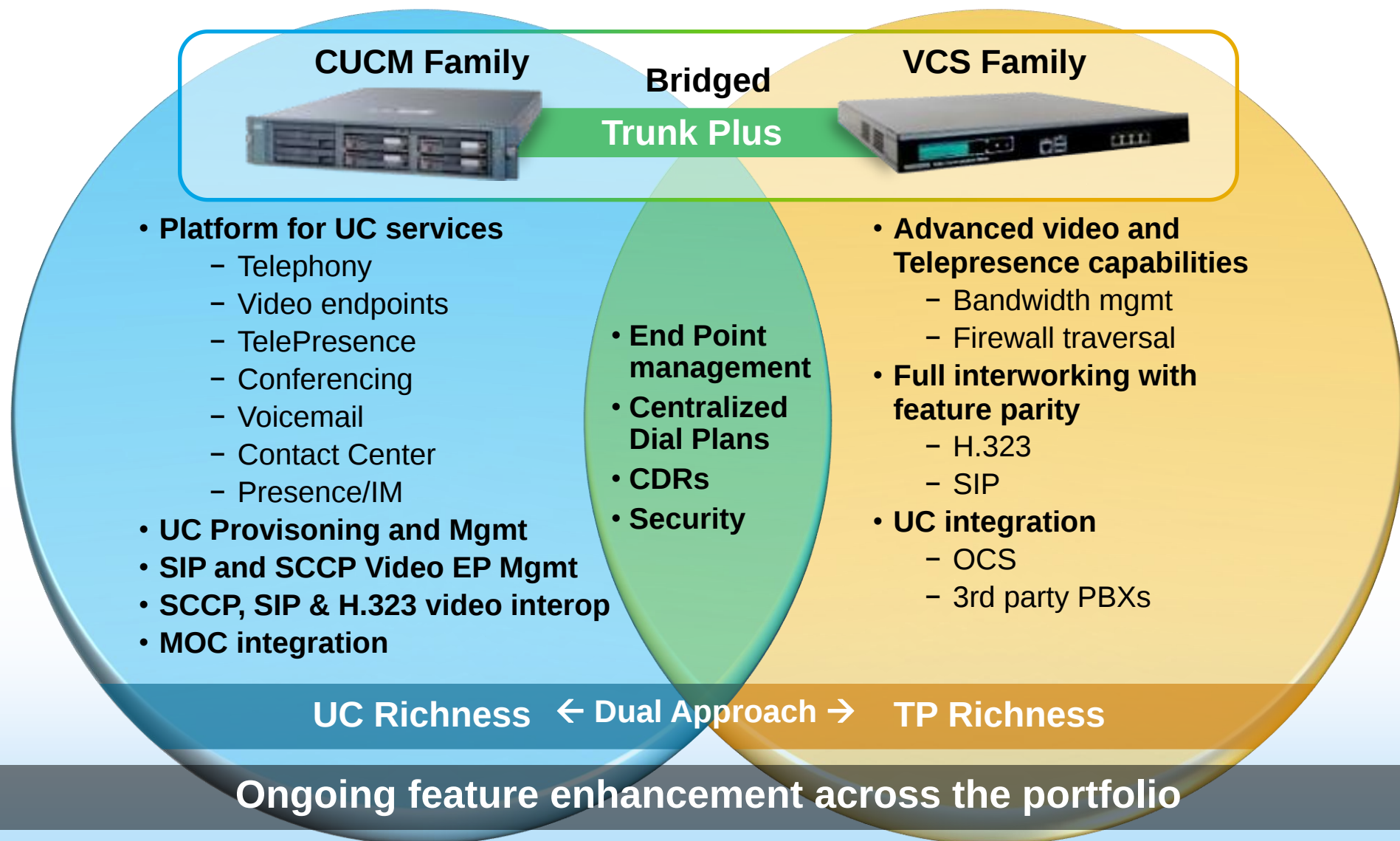
Tactical



New Experiences
New Business Models

Call and Session Control

VCS adds important TP enablement to UC collaboration

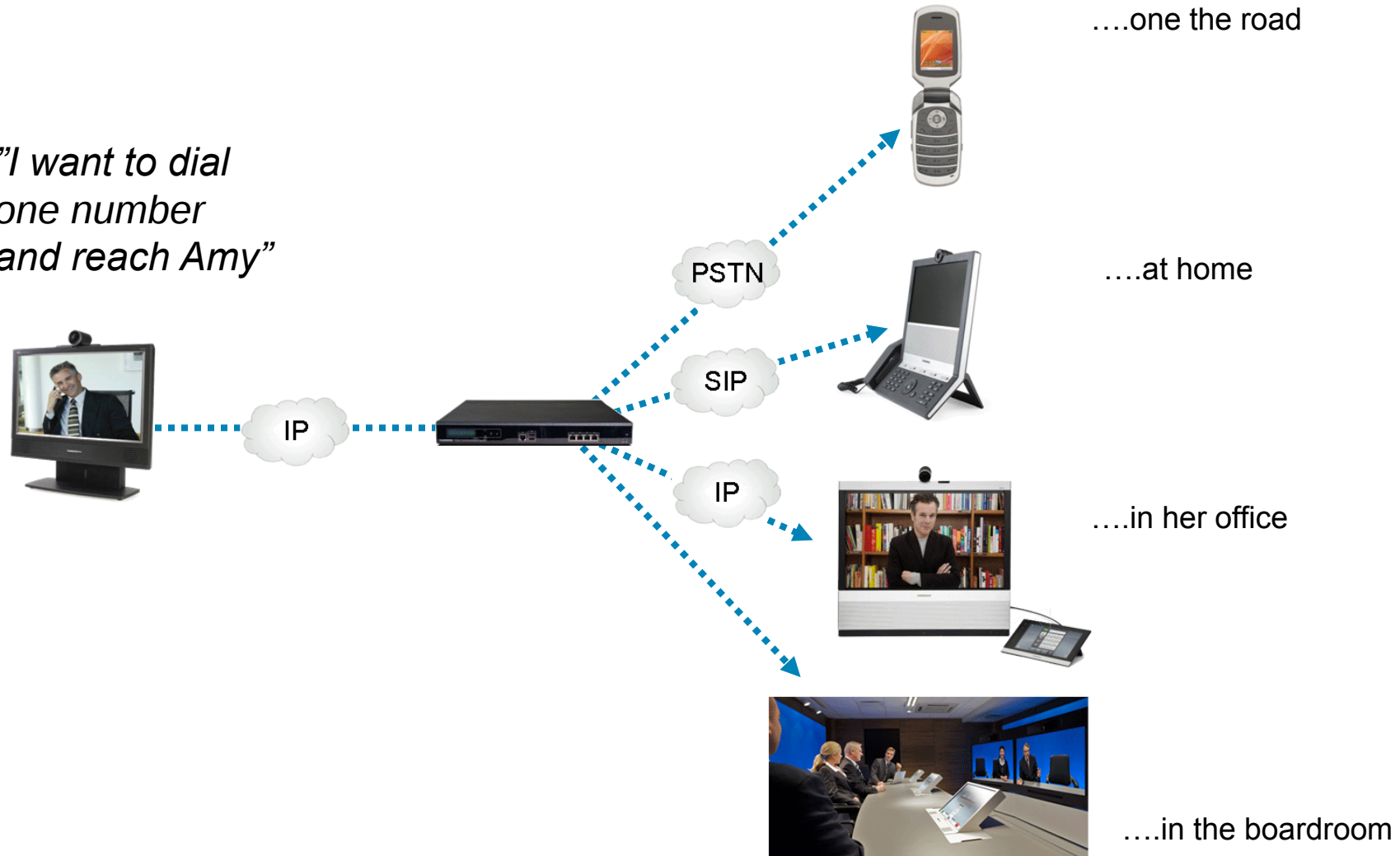


TANDBERG Video Communication Server



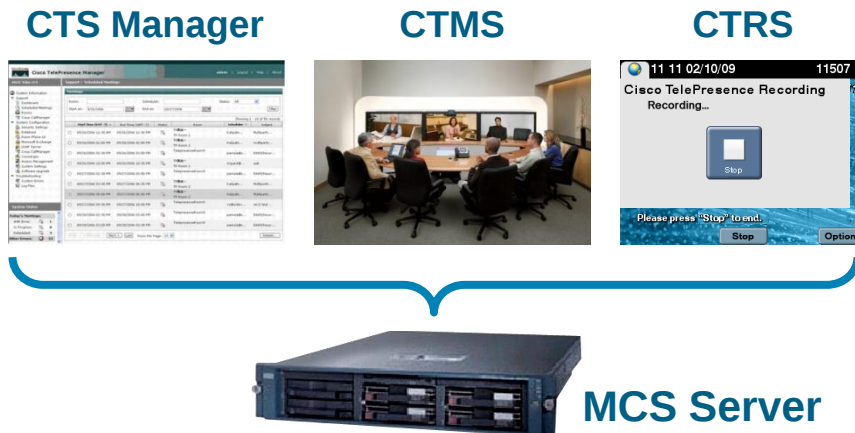
TANDBERG FindMe™

*"I want to dial
one number
and reach Amy"*



Cisco TelePresence Commercial Express

Commercial Express offers a value-priced, integrated solution for entry-level customers for whom running three separate servers can be cost prohibitive.



Priced and packaged for small and medium-sized businesses for easier deployment, simpler licensing and faster realization of productivity benefits.

Core Functionality

- ✓ Value-priced integrated server
- ✓ Combines Cisco TelePresence Manager, Cisco TelePresence Multipoint Switch, and the Cisco TelePresence Recording Studio – onto one server
- ✓ Separate license – one permutation only
- ✓ Enforced maximum capacity per product
- ✓ Most enterprise features supported



User Connect Licensing

Unified Communications Products Not Available for User Connect Licensing

- A majority of Cisco Unified Communications products will shift to UCL, except for the following:
 - Cisco Unified Contact Center Enterprise
 - Cisco Unified Customer Voice Portal
 - Cisco Unified IP IVR
 - Cisco Unified Videoconferencing
 - Express products, including Cisco Unity Express, Unified Communications Manager Express, etc. (Note: Cisco Unified Contact Center Express is already user-based)



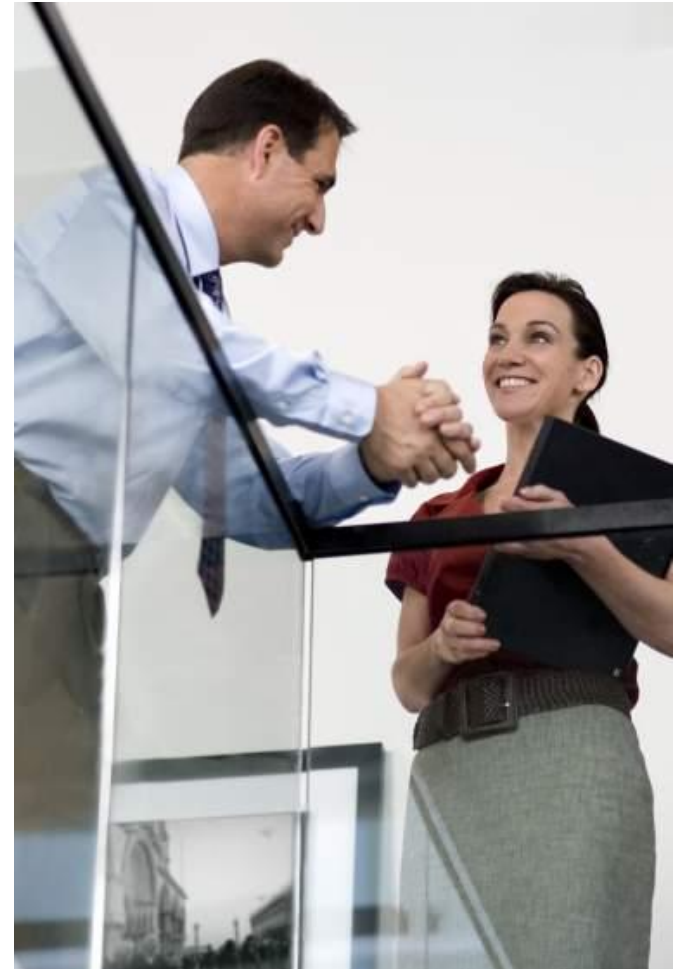
IP Telephony and User Connect Licensing

- IP Telephony licensing model shifting from device licensing (DLU) to UCL
- Enhanced IP User list price: \$210/user
- Basic IP User list price: \$125/user
- Cisco Unified Communications Manager Business Edition User: \$235/user
- Public Space, Analog Users (same as CUWL):
 - Public Space User list price: \$150/user
 - Analog User list price (including 6901 user): \$40/user
- All users in Cisco Unified Communications Manager will now have a combination of above licensing and/or CUWL licenses.



More on IP Telephony Users...

- Basic IP User is intended for analog->IP migrations or other users requiring few IPT capabilities.
License limited to 6911 and 6921 models
- Enhanced IP User is principle license for IPT user and is not limited by phone model. License for single Cisco IPT or third party phone of any model.
- Adjunct User License can be added to Enhanced IP User license for additional endpoint, softclient or mobile phone. List price \$85/user.





“3x3 Upgrade” Offer

“3 & 3 Upgrade” Offer

What:

- Upgrade to Unified Communications Manager 7.1 (5) or UC 8.0 using a new bundled package offer of \$3/user* for license, and 3 year Unified Communications Software Subscription** (UCSS) at standard pricing
- “3 & 3 Upgrade” offer is available for these select Cisco Unified Communications 8.0 products:
 - Cisco Unified Communications Manager and Business Edition
 - Cisco Unity Connection and Cisco Unity to Cisco Unity Connection 8.0, which includes high availability at no additional cost (“3 & 3 Upgrade” offer does not apply to Cisco Unity 8.0)
 - Cisco Unified Presence
 - Cisco Emergency Responder
- **Cisco Unified Communications Manager 7.1 (5) is now available for 3 & 3 Upgrade offer!**

When:

- Available as Unified Communications Manager 7.1 (5) and UC 8.0 products ship
- Offer ends when each individual 7.1 (5) or 8.0 product above reaches End of Sale

*Exception: \$6 per user for Cisco Unified Communications Manager Business Edition migration pricing where user licensing includes Unity Connection

** Cisco Unified Communications Essential Operate Service (ESW) is required with UCSS

