

Cisco IP Communicator 2.0

An integral part of the Cisco® Unified Communications system, Cisco Unified IP phones provide integrated business capabilities and converged communications features that go beyond today's conventional voice systems and surpass competitive offerings. Cisco Systems® delivers powerful end-to-end data and IP telephony solutions, offering a comprehensive, full-featured IP phone portfolio to enterprise and small- and medium-sized business customers.

The Cisco Unified Communications system of voice and IP communications products and applications enables organizations to communicate more effectively—helping them to streamline business processes, reach the right resource the first time, and impact the top and bottom line. The Cisco Unified Communications portfolio is a key part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes which also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco IP Communicator (Figure 1) is a Microsoft Windows-based application that delivers enhanced telephony support through personal computers. It is easy to deploy and features some of the latest technology and advancements available with IP communications today. This application endows computers with the functionality of IP phones, providing high-quality voice calls on the road, in the office, or from wherever users can access the corporate network.

Figure 1. Cisco IP Communicator



Cisco IP Communicator is designed for users who require a supplemental telephone when traveling, a telecommuting device, or a primary desktop telephone. When using Cisco IP Communicator remotely, users are not just taking their office phone extension with them—they also have access to the same familiar phone and video telephony services they have in the office. This advantage boosts business collaboration and responsiveness, and helps organizations keep pace with today's mobile business environment.

Cisco IP Communicator works with Cisco Unified Video Advantage to bring video telephony to the communications experience. Now, telecommuters and mobile employees using Cisco IP Communicator can enhance their communications with video. When calls are made through Cisco IP Communicator, available video is automatically displayed through Cisco Unified Video Advantage. It is as easy as making a telephone call.

Cisco IP Communicator uses the Cisco Unified CallManager call processing system to provide advanced telephony features and VoIP capabilities. Access to eight telephone lines (or a combination of lines and direct access to telephony features) is included. When registered to Cisco Unified CallManager system, Cisco IP Communicator has the capabilities of a full-featured Cisco Unified IP phone, including the ability to transfer calls, forward calls, and conference additional participants to an existing call. This means that system administrators can provision Cisco IP Communicator as they would any other Cisco Unified IP phone, greatly simplifying IP phone management. This solution also helps enable customers and developers to deliver more innovative and productivity-enhancing Extensible Markup Language (XML)-based applications to the display.

Cisco IP Communicator Features

Cisco IP Communicator is intuitively designed, easy to use, and delivers convenient access to a host of features:

- **Eight line keys:** These keys provide telephone lines and direct access to telephony features.
- **Five Softkeys:** These keys dynamically present call feature options to the user.
- **Messages:** This key provides direct access to voice-mail messages.
- **Directories:** Cisco IP Communicator identifies incoming messages and categorizes them on the screen. This allows users to return calls quickly and effectively using direct dial-back capability. The corporate directory integrates with the Lightweight Directory Access Protocol 3 (LDAP3) standard directory.
- **Settings:** This key allows users to select from a large number of ringer sounds and background images.
- **Services:** Cisco IP Communicator allows users to quickly access diverse information such as weather, stocks, quote of the day, or any other Web-based information. The phone uses XML to provide a portal to an ever-growing world of features and information.
- **Help:** The online help feature gives users information about the phone's keys, buttons, and features.

Cisco IP Communicator Modes

Cisco IP Communicator offers handset, headset, and high-quality speakerphone modes.

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- Headset Mode: In this mode, Cisco IP Communicator offers the highest-quality voice communications capabilities.

- Handset Mode: Cisco IP Communicator interoperates with third-party USB telephony handsets.
- Speakerphone Mode: Cisco IP Communicator converts a computer into a half-duplex, hands-free speakerphone.

Call Features

Cisco IP Communicator is a dynamic solution that is designed to grow with new system capabilities. System administrators can provision and upgrade Cisco IP Communicator as they would any other Cisco Unified IP phone, greatly simplifying IP phone management. Features will keep pace with new changes through automatic software updates. A number of advanced call features are currently available depending on the Cisco Unified CallManager system and setup, including:

- Support of multiple lines or directory numbers
- Configurable speed dials
- Calling name and number display
- Call waiting
- Call forward
- Call transfer
- Three-way calling (conference)
- Park
- Pick-up
- Redial
- Call hold
- Barge
- Call back
- Extension mobility

High-Quality Audio

Cisco IP Communicator offers premium audio quality. Examples of audio features include:

- Audio Tuning Wizard
- Advanced jitter buffer
- Echo suppression and noise cancellation
- Voice activity detection, silence suppression, and error concealment
- IP precedence (differentiated services code point [DSCP]) audio priority

Additional Cisco IP Communicator Features

- More than 24 user-adjustable ring tones
- Auto-detection of Cisco VPN client
- Automated support for most VPN clients (including Microsoft PPTP client)
- Interoperability with Cisco Unified Video Advantage 2.0 or later for desktop video calls (Cisco IP Communicator 2.0 or later required)

- USB Human Interface Device (HID) support—Based on telephony device page (0x0B), supporting key pad, hook switch, and mute functionality*
- Drag-and-drop dialing
- Copy-and-paste dialing
- Alphanumeric translation
- Nonintrusive call notification
- Keyboard shortcuts
- Non-MAC-based device name for easy PC refreshes (requires Cisco Unified CallManager 5.0 or later)
- Multilanguage support: English, Japanese, French, German, Spanish (Latin America), Russian, Danish, Dutch, Italian, Swedish, and Portuguese (Brazil).

* A list of vendors who have verified their devices for use with Cisco IP Communicator through the Cisco Technology Developer Program is available at <http://www.cisco.com/pgi-bin/ecoa/Search?KEYWORD=Communicator&KeywordSearch=1&isAffil=>. These devices have passed lab testing and met interoperability criteria, ensuring that Cisco product specifications have been reached. For more guidance on headsets and handsets for Cisco IP Communicator, please visit http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps5475/prod_bulletin0900aec800f4564.html.

Multiple Display Options

Figure 2 shows three different display options available for Cisco IP Communicator.

Figure 2. Cisco IP Communicator Display Options



Network Features

Cisco IP Communicator includes the following network features:

- G.711a, G.711 μ , G.729, and G.729a audio codecs
- Cisco linear wideband audio codec (Lin16k)
- Software updates supported using Trivial File Transfer Protocol (TFTP) or HTTP
- Provisioning of network parameters through Dynamic Host Configuration Protocol (DHCP)

Minimum Computer Requirements

- Microsoft Windows 2000 Professional (Service Pack 4) or Windows XP Professional (Service Pack 2)

- Pentium III 450 MHz or equivalent (Pentium P4 1.5 GHz or higher recommended)
- 128 MB RAM for Windows 2000 or 192 MB RAM for Windows XP (256 MB RAM or more recommended)
- 100 MB free disk space
- Non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
- 800x600x16-bit screen resolution, 1024x768x16-bit or better recommended
- 128-kbps network connection

Minimum Computer Requirements for Use with Cisco Unified Video Advantage

- Microsoft Windows 2000 Professional (Service Pack 4) or Windows XP Professional (Service Pack 2)
- Pentium 4 2.4 GHz or equivalent (Streaming SMD Extensions support required), Pentium P4 2.8 GHz or higher recommended
- 256 MB RAM, 512 MB RAM or more recommended
- 200 MB free disk space
- Non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
- 800x600x16-bit screen resolution, 1024x768x16-bit or better recommended
- 384-kbps network connection

Network Interoperability

- Cisco CallManager 3.3(3) Service Release 3 (SR3) and later versions
- Cisco Unified CallManager 4.1(3) SR1 and later versions when using Cisco IP Communicator with Cisco Unified Video Advantage
- Cisco CallManager Express 3.3 using 12.4 mainline
- Cisco CallManager Express 4.0 and later versions when using Cisco IP Communicator with Cisco Unified Video Advantage
- Cisco Survivable Remote Site Telephony 3.3 with mainline or 4.0 and later versions

Ordering Information

Table 1 lists part numbers for Cisco IP Communicator and Cisco Unified CallManager.

Table 1. Part Numbers for Cisco IP Communicator and Cisco Unified CallManager

Description	Part Number
Cisco IP Communicator Software	SW-IPCOMM-E1
Station User License for Cisco Unified CallManager	SW-CCM-UL-IPCOMM-E

* With each order, customers will receive a document confirming their Cisco IP Communicator purchase and notifying them of the location to download the software.

** As with Cisco Unified IP phones, a Cisco Unified CallManager user license is required.

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Upfront planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation.

Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Summary

As part of the Cisco Unified Communications system, Cisco IP Communicator helps organizations to communicate more effectively—strengthening the connections among employees, customers, and partners—resulting in improved customer service, and increased productivity and profitability.



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