



For
Small
Business


An Office in a Box – All the communications capabilities your business needs in one package.

The Cisco® Unified Communications 500 Series for Small Business provides voice, data, video, security, and wireless in one easy to manage solution. Supporting up to 64 phones and voice mailboxes, the Cisco Unified Communications 500 Series offers flexible deployment options based on your business needs.

A critical part of the Cisco Smart Business Communications System, an all-in-one networking and communications solution that enables more efficient and reliable communications among employees, customers and suppliers.

The Cisco Unified Communications 500 Series includes:

A feature rich phone system that offers telephone call processing, voicemail, automated attendant and conferencing functions so you can respond to customers faster and save money on long-distance charges.

Secure communications for voice and data for remote workers and wireless users. An integrated firewall and virtual private networking (VPN) capabilities allows employees to safely access resources from anywhere.

Integrated Smart Applications, such as Cisco WebEx™ PhoneConnect and Cisco Single Number Reach that can help employees collaborate more effectively with partners and customers. Cisco TimeCardView improves productivity by utilizing the IP phone to provide time and attendance information.

Cisco Unified Communications 500 Series works with the following (sold separately):

- A variety of Cisco Unified IP Phones and Cisco Small Business Pro Series IP Phones, including Cisco IP Communicator softphone and wireless handsets.
- Cisco Unified CallConnectors for integration with Windows PC applications including Microsoft Outlook, Internet Explorer, and customer relationships management (CRM) applications to provide easy access to information your employees need.
- Cisco Catalyst® Express 520 Series Switches, or Cisco ESW 500 Series Switches to connect additional devices such as desktop computers, phones and video cameras.

Technology you can trust to help your business succeed

Cisco Unified Communications 500 series is a solution that you can count on for advanced voice and data applications for today and as you grow:

- Integrated business productivity applications included
- Collaboration tools such as video and conferencing
- Easy to grow with simplified licensing
- Flexible deployment options
- Remote teleworker capabilities
- Integrated wireless capabilities
- Fully secure remote access

To learn more about the features and benefits of the Cisco Unified Communications 500 Series for Small Business, visit: www.cisco.com/go/uc500



The Unified Communications Advantage

Cisco Unified Communications 500 Series for Small Business combines voice, data, video, security, and more into one easy-to-manage solution

Cisco Unified Communications 500 Series

	UC520 8- and 16-User Models	UC 520 24-, 32-, and 48-User Models
	Supports Cisco Unified IP Phones 500 & 7900 Series	
Maximum Phone Support	16 IP phones	64 IP phones
Network Connections Telephone network Internet (WAN)	BRI, FXO, SIP trunk	BRI, FXO, T1, PRI, SIP trunk Fast Ethernet
Basic call center (B-ACD)	●	●
Local Area Network Embedded switch port External switch port options Gigabit Ethernet (10/100/1000) Power over Ethernet (POE)	8-port 10/100 POE 8/24/48 port switches ○ In base chassis models, optional on external switch ports	
Wireless (WiFi) phone/data	Integrated/optional	Optional
Voicemail Integrated messaging Remote mail notifications Automated attendant	Integrates with Outlook, Outlook Express, and Lotus Notes ● ●	
Conferencing Ad-Hoc conferencing Conference bridge	Up to 8 concurrent users per conferences, 8 simultaneous conferences Up to 32 concurrent users per conferences, 2 simultaneous conferences	Up to 8 concurrent users per conferences, 16 simultaneous conferences Up to 32 concurrent users per conferences, 4 simultaneous conferences
Video telephony	●	●
Security Firewall Secure remote access Secure wireless (WiFi) Intrusion prevention system Local area network	Basic included / Advanced optional Included IP Security (IPsec), SSL VPN Wired Equivalent Privacy (WEP), Wi-Fi Protected Access (WPA), WPA2 ○ Guest VLAN, DMZ included	
Integrated On Phone Productivity Applications WebEx meeting integration Time card reporting Single Number Reach Record conversation Scrollable voicemail Call history	WebEx PhoneConnect included TimeCardView included ● Live Record and Live Reply included VoiceView Express included Placed, missed, and received calls included and accessible by phone or administrator	
Optional Desktop Productivity Applications Click to dial Presence Mobility	Cisco Unified CallConnector and can integrate with CRM applications Phone based Busy Lamp Field (BLF) plus desktop user defined status Call routing based on user-defined status or location	

○ – Optional ● – Included

Peace of Mind from the Leader in Networking and Communications. A single Cisco SMARTnet® service contract is available for Cisco Smart Business Communications System (SBCS) products such as the Cisco Unified Communications 500 series. Attached at the initial point of sale; Cisco offers a minimum 1-year warranty on system components. Designed for small and medium businesses, Cisco SMARTnet for SBCS helps protect and secure your data, voice, and wireless IT assets.