

## Smart Business Communications System

Today's growing businesses face relentless competitive pressures. To stand out amongst the technology-enabled competition, you differentiate yourself by delivering superior customer service and helping your company to:

- Grow
- Simplify
- Manage costs
- Protect assets

Everything you need to connect your business and to be more productive comes in the Cisco Smart Business Communications System—secure access—anytime, anywhere—to integrated voice, video, and wireless networking that enables more effective and efficient communication with customers, partners, and employees. You also get the right mix of communications, and integrated and third-party productivity and business operations applications in a solution designed to work together while easier to deploy, operate, and manage. The system is complemented by award-winning support and easy financing, all delivered through trusted local partners.



Figure 1. Data, Voice, Video, Security, and Mobility in One System

The Cisco Smart Business Communications System can help you:

- Mobilize your workforce no matter where employees are using a wireless connection.
- Extend full communications to home workers with secure access to the company network, and use of their laptops or PCs as full-featured office phones.
- Get started quickly whether starting up or branching out—it gives you an affordable, all-in-one solution.

### Cisco Smart Business Communications System Components

- Cisco Unified Communications 500 Series for Small Business—telephony, voice messaging, automated attendant, security, VPN and video
- Cisco ESW 500 Series Switches (LAN connectivity)
- Cisco 520 Series Secure Router for secure Internet access and teleworker
- Cisco Mobility Express Solution (wireless connectivity solutions)
- System configuration and management with Cisco Configuration Assistant

### Cisco Unified Communications Service and Support

A single Cisco SMARTnet® service contract is available for Cisco Smart Business Communications System products attached at the initial point of sale; Cisco offers a minimum 1-year warranty on system components.

### Cisco Capital Financing For Small Business Customers

Reduce cash flow limitations by allowing payment over time and use of operating budgets instead of capital budgets. For more information: <http://www.cisco.com/go/ciscocapital>.

Table 1. Key System Components and Capabilities.

Components	Capabilities
Integrated PSTN Connectivity—Options for FXO, BRI, or SIP Trunking.	Up to 12 FXO, 6 BRI, T1/E1 (PRI & CAS) or SIP Trunks
Analog Phones and Fax Machines	4–8 FXS ports support analog phones or fax machines
<b>Call Processing</b>	
Cisco Unified Communications Manager Express	Included, supports 8, 16, 24, 32, 48 or 64 desktop phones plus 2 teleworkers on 8 and 16 user versions; 4 teleworkers on 24, 32, and 48 user versions. No teleworker support on 64 user version.
Basic Automatic Call Distributor (B-ACD) and Hunt Groups	Included
<b>Messaging and Voice Mail</b>	
Cisco Unity Express Voice Messaging and Auto Attendant	Included—Supports 8-64 Mailboxes, 5-15 General Delivery Mailboxes on 8, 16, 24, 32 and 48 user versions. No General Delivery Mailboxes on 64 user version.
Voice View Express	Included—Browse voice mailbox using IP Phone display
Integrated Messaging	IMAP support included
Video Calls	Cisco Unified Video Advantage supported as a default, just add IP Cameras
<b>Productivity Applications</b>	
CallConnector for Microsoft Office	Optional—CTI Desktop integration with common CRM applications
CallConnector for Customer Relationship Management (CRM) Salesforce.com or Microsoft Dynamics	Free Download
Attendant Console	Optional
<b>LAN Switching</b>	
Power Over Ethernet	8 ports of PoE integrated in the Unified 500 Series; additional ports are provided via Cisco Catalyst Express 520 Series Switches
Catalyst ESW 500 Series Switches	Optional series of switches for LAN expansion with Up to 48 additional port switch models (PoE optional) port models supports various FE, GigE and PoE combinations
<b>Security and VPN</b>	
Firewall	Integrated Firewall included in Unified 500 Series
VPN	Included in Unified 500 Series, Up to 10 VPN tunnels terminated
Teleworker	Support for Remote Teleworkers with secure remote voice extensions included
<b>IP Phones</b>	
Cisco Unified IP Phones 500 Series	Entry-level IP phones designed exclusively for use with the Unified Communications 500 Series platform. 1- and 4-line models available, with or without 10/100 switch port for connection to a co-located PC.
Cisco SPA525G 5-Line IP Phone	Comes with Power over Ethernet (PoE) or 802.11g wireless capabilities, integrated Bluetooth or 2.5 mm stereo headset support, and multi-media functions support such as playing MP3s, displaying digital photos, and viewing RSS feeds.
Cisco Unified IP Phones 79XX Series	Any mix Cisco IP Phones can be used—desktop, wireless and softphone models
<b>Secure Routing</b>	
Cisco 520 Series Secure Router	Supports RIP routing protocol, QoS, site-to-site VPN, Hardware-accelerated 3DES and AES for IPSec, SSL VPN, Cisco Easy VPN Client and Server, Advanced stateful inspection firewall, Intrusion Prevention System (IPS), URL filtering
<b>Wireless Solutions</b>	
Unified 500 Series Integrated Access Point	Integrated 802.11g Access Points in Unified 500 Series 8 /16 user models. Optional with Unified 500 Series
521 Wireless Express Access Point	Non-integrated 802.11g access point. Supports PoE and is ceiling or wall mountable. Optional with UC500 or orderable as independent Mobility Express Solution
526 Wireless Express Mobility Controller	Provides centralized management and mobility services for 521 Wireless Express Access Points in controller mode. Supports up to 6 Wireless Express Access Points per controller and up to 2 controllers per network

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