

Cisco Unified Communications

The Cisco® Unified Communications family of products includes robust IP telephony capabilities. Cisco IP Telephony solutions use a single network infrastructure for the transmission of data, voice, and video traffic, delivering the business benefits of a converged network (increased productivity, greater business flexibility, and reduced operating costs) to businesses of all sizes. With new releases of Cisco Unified Communications Manager (formerly Cisco Unified CallManager) and Cisco Unified Communications Manager Express (formerly Cisco Unified CallManager Express), Cisco continues to add features and services, improve installation and maintenance, and introduce support for exciting new applications, such as those provided through Session Initiation Protocol (SIP).

Product Name Changes

In March 2006, Cisco introduced a new portfolio of products, the Cisco Unified Communications system of products. Cisco continues the evolution of the portfolio in March 2007 by further refining several product names within the Cisco Unified Communications system. Cisco is changing the name of Cisco Unified CallManager and Cisco Unified CallManager Express to Cisco Unified Communications Manager Express. The change from “CallManager” to “Communications Manager” allows the names of these products to more accurately reflect the functions they represent: world-class call processing, plus video, mobility, and presence applications and more. Existing mobility applications Cisco Unified Mobile Connect and Cisco Unified MobilityManager have been renamed Cisco Unified Mobility, and Cisco Unified Presence Server has been renamed Cisco Unified Presence.

With these changes and the new products and enhancements being introduced, the Cisco Unified Communications system continues to evolve to provide the structure and intelligence that helps organizations securely integrate their communications more closely with business processes and ensure that information reaches recipients quickly, through the most appropriate medium. You will see these new product names reflected starting in March 2007.

Cisco Unified Communications System for Medium Business

Cisco Unified Communications Manager Business Edition

Q. What is the Cisco Unified Communications Manager Business Edition?

A. Cisco Unified Communications Manager Business Edition is an all-in-one solution specifically designed and purpose-built to meet the unique needs and budgets of medium-sized businesses. It provides the world-class call processing of Cisco Unified Communications Manager (formerly Cisco Unified CallManager) along with Cisco Unity® Connection on a single server, simplifying installation and management.

Q. What are the advantages of buying this all-in-one solution compared to buying Cisco Unified Communications Manager and Cisco Unity Connection separately?

A. Some of the advantages of buying the Cisco Unified Communications Manager Business Edition instead of buying the components separately relate to lower cost of acquisition

because of the use of a single server. Deployment is much easier with a single server, and the associated support costs are lower because of the use of a single administration terminal and reduced hardware requirements.

Q. What is the anticipated first customer shipment (FCS) timeframe for the Cisco Unified Communications Manager Business Edition?

A. The FCS date for the Cisco Unified Communications Manager Business Edition is May 2007.

Q. How many users will the Cisco Unified Communications Manager Business Edition support?

A. The Cisco Unified Communications Manager Business Edition supports up to 500 users.

Cisco Unified Communications Applications

Cisco Unified Mobile Communicator

Q. What is Cisco Unified Mobile Communicator?

A. An integral part of the Cisco Unified Communications family of products, Cisco Unified Mobile Communicator is an easy-to-use, mobile application that helps enable more effective communications. By extending your most frequently used communications applications and services to mobile phones and smart phones, Cisco Unified Mobile Communicator streamlines the communication experience, helping you work smarter and faster. With Cisco Unified Mobile Communicator, you can place and receive calls as well as access company directory contacts, presence information, voicemail messages, Cisco Unified MeetingPlace[®] notifications, and other vital information—all from a single, intuitive interface connected to Cisco Unified Communications Manager.

Q. Can you provide some examples of how this solution would be used?

A. Anyone who regularly uses a mobile phone or smart phone to talk to colleagues can benefit from Cisco Unified Mobile Communicator. Typical end users are highly mobile employees such as those in sales, service, and operations who spend a significant amount of time away from traditional desktop environments and need to collaborate frequently across distributed or cross-functional teams. By allowing people to deliver timely and relevant information to mobile phones and dramatically reduce the time required for people to coordinate voice conversations, Cisco Unified Mobile Communicator improves organizational communication, eliminates delays in business processes, and allows employees to be more responsive to daily business demands.

Q. What are the primary features of Cisco Unified Mobile Communicator?

A. Cisco Unified Mobile Communicator extends office communications capabilities to mobile phones and smart phones with a single, intuitive interface that provides the capability to search your corporate directory and personal contacts; dial from the contact list with the press of a button; view the real-time presence status of other users; send and receive secure text messages; access Cisco Unity voicemail messages to view, play back, and delete messages; and receive notifications of conference calls on your mobile phone from Cisco Unified MeetingPlace.

Cisco Unified Personal Communicator

Q. What is new in Cisco Unified Personal Communicator 1.2?

A. Cisco Unified Personal Communicator 1.2 offers single-party instant messaging between both Cisco Unified Personal Communicator users and Cisco IP Phone Messenger users. It also introduces a new Microsoft Outlook toolbar that allows users to click to dial or send an instant

message from within their Outlook contacts list or e-mail. In addition, Cisco Unified Personal Communicator 1.2 users can now display availability information based on their Outlook Exchange calendars. Additional usability and presence enhancements include persistent away states, alerts, and a message-waiting indicator. Scalability enhancements, up to 5,000 users per Cisco Unified Presence Server cluster, and support for Cisco Unified MeetingPlace for Web Conferencing and Cisco Unity voicemail are also included.

Q. When will Cisco Unified Personal Communicator 1.2 be available?

A. Cisco Unified Personal Communicator is planned to be available in mid 2007.

Q. Can Cisco Unified Personal Communicator 1.2 integrate with Cisco Unified MeetingPlace and Cisco Unity solutions?

A. Yes, Cisco Unified Personal Communicator 1.2 will support Cisco Unified MeetingPlace 6.0 for Web Conferencing capabilities. It also introduces support for Cisco Unity voice messaging capabilities. In addition, Cisco Unified Personal Communicator 1.2 will continue to support Cisco Unity Connection, Cisco Unified MeetingPlace Express, and Cisco Unified MeetingPlace Express VT.

Cisco Unified Presence (formerly known as Cisco Unified Presence Server) 6.0

Q. What are the new features introduced with Cisco Unified Presence Version 6.0?

A. The main features of this new release include Microsoft Outlook Calendar integration, enhanced integration for mobile employees with the capability to share the status of mobile phones (Wi-Fi and GSM) connected to Cisco Unified Communications Manager, and support for the Cisco Unified Application Environment, which allows user reachability, device availability, and user status to be incorporated into applications.

Q. What capabilities will the Microsoft Outlook Calendar integration provide?

A. Microsoft Outlook users can now use their free or busy time to automatically maintain their availability and presence. Also, Cisco IP Phone Messenger users can receive meeting notifications and participant lists and join conference calls through the single-click-join feature.

Cisco Unified CallConnector Mobility

Q. What is Cisco Unified CallConnector Mobility?

A. Cisco Unified CallConnector Mobility for Cisco Unified Communications Manager Express brings business calls to workers at their current location and to the phone of their choice. An optional part of the Cisco Unified CallConnector family of products, Cisco Unified CallConnector Mobility is an add-on server application that integrates with Cisco Unified Communications Manager Express to monitor incoming business calls and then route or bridge them based on user-specified call-handling rules. Whether at home or at remote locations, employees can place and receive calls through Cisco Unified Communications Manager Express and use the business's Cisco Unified Communications infrastructure.

Q. When is Cisco Unified CallConnector Mobility available?

A. The planned FCS date is Q1CY2007.

Q. What are some of the features of Cisco Unified CallConnector Mobility?

A. Features include the following:

- Single-number reach—Cisco Unified Communications Manager Express users can now provide a single phone number to their business contacts and be immediately connected to their business calls at the most convenient and available telephone.

- Single voicemail box—If the user is unreachable at the specified single business number, Cisco Unified CallConnector Mobility will forward the call to voice mail, using the Cisco Unity Express or Cisco Unity solution.
- User-customizable rules for routing—Cisco Unified CallConnector Mobility is fully integrated with the Cisco Unified CallConnector for Microsoft Office toolbars to allow users to set up rules based on availability and location to specify the reach numbers and routing for business calls.
- Integration with presence status—Call-handling automation rules can be based on the presence status of the user; as the status changes, call-routing rules are triggered automatically. The Cisco Unified CallConnector for Microsoft Office allows users to change both availability (available, busy, away, or unavailable) and location (work, home, on the road, etc.), which can also set call-routing rules.
- Device switching without interrupting calls—With Cisco Unified CallConnector Mobility, single-number-reach calls can be bridged on the IP phone to allow mobile workers to continue the call after they arrive at the office and take advantage of speakerphone or other IP phone services. The call can be continued at either device without interruption, and users can use the best available IP phone or mobile device.

Q. What are the differences between Cisco Unified CallConnector Mobility and Cisco Unified Mobility Manager?

- A.** Cisco Unified Mobility (formerly known as Cisco Unified Mobility Manager) is supported on Cisco Unified Communications Manager Express systems and designed and competitively priced specifically for the small and medium-sized business (SMB) or branch office. Cisco Unified Mobility is supported on Cisco Unified Communications Manager systems.

Cisco IP Communicator 2.1

Q. What is new in Cisco IP Communicator 2.1?

- A.** Cisco IP Communicator makes business mobility easy, allowing users to be anywhere and have the same telephony capabilities as they have at their desks. With Cisco IP Communicator Release 2.1, Cisco IP Communicator can be deployed as a SIP endpoint on Cisco Unified Communications Manager. This new release also delivers significant audio quality and security enhancements. Cisco IP Communicator 2.1 is easy to manage and maintain with automatic software updates and unified administration with Cisco Unified IP Phones.

Q. Who should use Cisco IP Communicator?

- A.** Cisco IP Communicator is for users who require a supplemental telephone when traveling, telecommuting, or away from their desks. When using Cisco IP Communicator remotely, users are not only taking their office extensions with them, but they also have access to the same familiar phone services as in the office.

Q. Will Cisco IP Communicator 2.1 be supported on Cisco Unified Communications Manager 6.0?

- A.** Cisco IP Communicator 2.1 will offer support for the upcoming release (Release 6.0) of Cisco Unified Communications Manager. However, some features may not be available. For more information, please refer to the Cisco IP Communicator release notes.

Cisco Unified Meetingplace Express 2.0

Q. What new capabilities will be delivered with Cisco Unified MeetingPlace Express 2.0 and when will this release be available?

A. Cisco Unified MeetingPlace Express 2.0 integrates video with scheduled and reservationless voice and Web conferencing and also adds new capabilities that provide enhanced security and improved usability. Availability is planned for May 2007. Cisco Unified MeetingPlace Express 2.0 offers these features:

- Integrated video—Cisco Unified MeetingPlace Express 2.0 delivers enhanced collaboration and interactivity with scheduled and reservationless voice, video, and Web conferencing. The multiparty video function provides video switching that allows video participants to see the person who is speaking or last spoke. The solution supports common industry protocols—Skinny Call Control Protocol (SCCP), H.323, and SIP—to provide connectivity with a range of video endpoints. Release 2.0 also optimizes audio bandwidth with the addition of G.729a support.
- Enhanced security—Cisco Unified MeetingPlace Express 2.0 provides flexible and secure Web conferencing with a multiserver deployment solution that allows users to isolate internal Web meetings behind the firewall, while making Web meetings with partners, customers, and suppliers Internet accessible. Cisco Unified MeetingPlace Express 2.0 also adds support for Cisco Security Agent.
- Improved usability—Cisco Unified MeetingPlace Express 2.0 provides tighter integration with other Cisco Unified Communications solutions, such as automatic Cisco Unified MeetingPlace Express login when dialing in from a recognized telephone number.
- Additional languages—Cisco Unified MeetingPlace Express 2.0 adds support for Chinese (China and Taiwan), Spanish (Latin America and Spain), Italian, Dutch, Swedish, Russian, Danish, and Portuguese (Brazil). Support for these languages will be available in a maintenance release following the FCS of Cisco Unified MeetingPlace Express 2.0.

Q. How do the videoconferencing capabilities differ between Cisco Unified MeetingPlace Express 2.0 and Cisco Unified Videoconferencing?

A. Cisco Unified MeetingPlace Express 2.0 provides simple voice-activated video switching using a single codec and a single bit rate per meeting that allows video participants to see the person who is speaking or last spoke. The solution supports common industry protocols—SCCP, H.323, and SIP—to allow connectivity with a range of video endpoints. Cisco Unified Videoconferencing is a hardware-based solution for midsized to large organizations with more advanced video conferencing needs. It can be used to provide multipoint videoconferencing in Cisco Unified Communications Manager video telephony environments, as part of a Cisco Unified MeetingPlace solution, or as a standalone video conferencing solution. Cisco Unified Videoconferencing provides advanced capabilities such as transcoding, transrating, and continuous presence with support for multiple layouts.

Q. Will existing Cisco Unified MeetingPlace Express customers be able to add support for scheduled and reservationless video to their systems?

A. Customers with Cisco Unified Software Subscription or Software Application Support plus Upgrades (SASU) contracts will be able to upgrade to the Cisco Unified MeetingPlace Express 2.0 software at no additional charge. Those without an upgrade subscription will be able to purchase the software upgrade. To support video beyond any capacity included in the base Release 2.0 offering, customers will need to purchase additional licenses, and depending on the model and capacity of their existing system, they may need to upgrade to a

different server configuration. Capacity specifications will be available by the FCS of Cisco Unified MeetingPlace Express 2.0.

Cisco Unified Meetingplace 6.0

Q. What new capabilities will be delivered with Cisco Unified MeetingPlace 6.0 and when will this release be available?

A. Cisco Unified MeetingPlace 6.0 provides new Adobe Flash—based Web conferencing that delivers an enhanced user experience and broader application support. Availability is planned for April 2007. Cisco Unified MeetingPlace 6.0 offers the following features:

- Exceptional experience—The new Web conferencing is built using Adobe Flash technology, which helps ensure rapid and reliable meeting entry. Shared content scales to any screen resolution so that the content being shared always fits in your meeting-room window. The full-screen mode lets you maximize your view of the content. Whether on a Windows, Macintosh, Linux, or Solaris platform, users can easily participate in Web conferences and experience a consistent interface.
- Broad application support—Cisco Unified MeetingPlace 6.0 Web conferencing supports a wide variety of conferencing applications and user needs with the following features:
 - Meeting templates for different meeting types (collaboration, presentation, or Web seminar) and user roles (moderator, presenter, or attendee)
 - Animations in presentations
 - User status icons for providing verbal feedback to presenters
 - Scalability for large Web meetings of more than 1000 in a single meeting
 - Additional interactivity functions: chat, moderated Q&A, and polling

The release also adds interoperability and security functions, such as impromptu Web conferencing from Cisco Unified Personal Communicator and support for Cisco Security Agent.

Q. Will Cisco Unified Personal Communicator interoperate with Cisco Unified MeetingPlace 6.0?

A. Yes. Cisco Unified Personal Communicator provides Web conferencing capabilities through integration with Cisco Unified MeetingPlace Express, Unified MeetingPlace Express VT, and Unified MeetingPlace 6.0. When Cisco Unified Personal Communicator is integrated with these solutions, a user in a conversation can launch a Web meeting room by clicking the Start Web Conferencing button. If both people in the conversation have the Cisco Unified Personal Communicator client running, the Web meeting room launches automatically, and other users can easily be sent a link to join the Web meeting. When Cisco Unified Personal Communicator is integrated with Cisco Unified MeetingPlace 6.0, meeting participants can share applications, share desktops, and upload presentations with remote control capabilities. When integrated with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT, participants can share only applications and desktops.

Q. How does Cisco Unified MeetingPlace 6.0 Web conferencing differ from Cisco Unified MeetingPlace Express Web conferencing?

A. Cisco Unified MeetingPlace 6.0 Web conferencing provides a comprehensive Web conferencing experience suitable for day-to-day collaborative meetings, internal and external presentations, and large-scale Web seminars. Table 1 lists the main feature differences between Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express.

Table 1. Differences between Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express

Features	Cisco Unified MeetingPlace Express 2.0	Cisco Unified MeetingPlace 6.0
Application sharing	Yes	Yes
Whiteboard	Yes	Yes
Integrated audio controls	Yes	Yes
Show who is speaking	Yes	Yes
Show who is sharing	Yes	Yes
Chat	Yes	Yes
Notes	Yes	Yes
Voice recording	Yes	Yes
Full-screen mode	Yes	Yes
Autoresizing of shared window	Yes	Yes
Annotations	Yes	Yes
Segmented meeting access	Yes	Yes
Secure Socket Layer (SSL) support	Yes	Yes
Upload presentations	No	Yes
Remote control	No	Yes
File sharing tool	No	Yes
Meeting templates	No	Yes
Customizable layouts	No	Yes
Polling	No	Yes
Presenter-only area	No	Yes
Web links tool	No	Yes
Moderated Q&A	No	Yes
Move to audio breakout sessions	No	Yes
Integrated voice and Web recording	No	Yes
Mute all	No	Yes
Modify meeting entry and exit announcements	No	Yes
Dial out to video terminals (room-based and desktop)	No	Yes
Modify video layouts	No	Yes
Pause video image	No	Yes
Modify individual's speaking ability	No	Yes
Web server clustering for large meetings	No	Yes
Invite participants by permission	No	Yes
Automatic failover of Web conferences	No	Yes
Edge server for WAN bandwidth optimization	No	Yes

Cisco Unified MeetingPlace for Microsoft Office Communicator

Q. What is Cisco Unified MeetingPlace for Microsoft Office Communicator and when will it be available?

- A.** Cisco Unified MeetingPlace for Microsoft Office Communicator is a new integration option that helps organizations improve collaboration and speed business processes by using presence and instant messaging for fast and easy impromptu conferencing. Availability is planned for April 2007.

Directly from Cisco Unified MeetingPlace for Microsoft Office Communicator, users can do the following:

- Use presence to determine other user's availability to meet
- Initiate impromptu voice conferences on Cisco Unified MeetingPlace 6.0
- Invite users and connect (outdial) to the voice conference
- Control the voice conference (for example, mute, eject, lock, or end the conference)

Q. What other integrations are available between Cisco Unified MeetingPlace and Microsoft offerings?

- A.** Cisco Unified MeetingPlace provides multiple integrations with Microsoft applications, including Microsoft Outlook for simple conference setup and attendance and Active Directory for enhanced system administration and security and an improved user experience by providing an automated means for creating and updating Cisco Unified MeetingPlace user databases.

Q. How does Cisco Unified MeetingPlace for Microsoft Office Communicator differ from the integration between Cisco Unified Personal Communicator and Cisco Unified MeetingPlace 6.0?

- A.** Cisco Unified Personal Communicator provides Web conferencing capabilities through integration with Cisco Unified MeetingPlace Express, Unified MeetingPlace Express VT, and Unified MeetingPlace 6.0. When Cisco Unified Personal Communicator is integrated with these solutions, a user in a conversation can launch a Web meeting room by clicking the Start Web Conferencing button. Cisco Unified MeetingPlace for Microsoft Office Communicator allows users to initiate impromptu voice conferences on Cisco Unified MeetingPlace 6.0 and to control the voice conference (for example, mute, eject, lock, or end the conference).

Cisco Unified Videoconferencing 5.1

Q. What new capabilities will be delivered with Unified Videoconferencing 5.1 and when will this release be available?

- A.** Cisco Unified Videoconferencing 5.1 provides added solution flexibility and enhanced security with support for high-definition endpoints, a new capacity-planning option, and expanded encryption capabilities. Cisco Unified Videoconferencing 5.1 offers these features:
- High-definition support—Cisco Unified Videoconferencing 5.1 provide interoperability with high-definition (720p) video endpoints from leading industry videoconferencing vendors. The video switching function supports multiparty conferences between high-definition-capable endpoints.
 - Capacity flexibility—A new configuration option lets organizations increase their capacity over a portion of their Cisco Unified Videoconferencing system by limiting connection

speeds to 384 Kbps. This option is useful for situations that primarily use desktop endpoints, such as video telephony.

- Security—Cisco Unified Videoconferencing 5.1 lets organizations extend existing H.235 Data Encryption Standard (DES) and Advanced Encryption Standard (AES) 128-bit encryption to ISDN endpoints for investment protection of older ISDN deployments.

Q. Will Cisco Unified Videoconferencing 5.1 support high-definition and standard-definition endpoints in a single meeting, and what is the difference between high definition and standard definition?

- A.** The initial high-definition support being provided by Cisco Unified Videoconferencing 5.1 will provide switching support only. This means that high-definition endpoints can join conferences only with other high-definition endpoints where voice activated, full-screen video switching is provided. The transcoding, transrating, and continuous presence features for high-definition endpoints will be provided in a subsequent release and will allow standard-definition and high-definition endpoints to participate in the same conference.

Standard definition (SD) refers to the National Television Standards Committee (NTSC) system screen resolutions up to and including 704 x 480 lines of resolution with an aspect ratio of 4:3, which include Quarter Common Intermediate Format (QCIF; 176 x 120), Common Intermediate Format (CIF; 352 x 240), and 4CIF (74 x 480) screen resolutions. Cisco Unified Videoconferencing 5.0 and 5.1 support full transcoding and transrating of these resolutions with all continuous presence features on every port.

The high-definition (HD) standard dictates a 16:9 screen aspect ratio, and there are two currently defined screen resolutions for high-definition video—1280 x 720 and 1920 x 1080—either of which can be interlaced or progressively scanned. The current HD videoconferencing endpoint market offers up to 720p (1280 x 720 progressive) resolution using H.264 as the video codec, and these endpoints are supported by Cisco Unified Videoconferencing 5.1.

Q. Will Cisco Unified Videoconferencing 5.1 support multipoint meetings for the Cisco TelePresence solution?

- A.** No. However, Cisco is developing a new offering that will provide multilocation video switching capabilities for the Cisco TelePresence solution. The solution is based on the Cisco Unified Videoconferencing platform and is scheduled for release in the first half of 2007.

Cisco Telepresence Multipoint Solutions—Cisco Telepresence Multipoint Switch and Cisco Unified Conferencing for Telepresence

Q. What are the Cisco TelePresence Multipoint Switch and Cisco Unified Conferencing for TelePresence?

- A.** The Cisco TelePresence Multipoint Switch and Cisco Unified Conferencing for TelePresence are two separate solutions that connect three or more Cisco TelePresence systems in a meeting. Both solutions are designed to preserve the exceptional Cisco TelePresence experience by allowing all participants to be seen in life-size, high-definition (1080p) images and heard in CD-quality spatial audio. To display participants in multiple locations, both solutions offer voice-activated switching on a site-by-site basis as well as by individual table segment.

Q. How do the Cisco TelePresence Multipoint Switch and Cisco Unified Conferencing for TelePresence compare?

- A.** The Cisco TelePresence Multipoint Switch is a purpose-built, easy-to-install appliance that was designed and built solely to provide multilocation Cisco TelePresence capabilities. Cisco Unified Conferencing for TelePresence is designed to extend meeting access beyond the Cisco TelePresence meeting room by integrating other voice, Web (future), and traditional video (future) solutions. Cisco Unified Conferencing for TelePresence is based on Cisco Unified Videoconferencing and Cisco Unified MeetingPlace[®] technology. Table 2 provides a comparison of the two products.

Table 2. Comparison of Cisco Unified Conferencing for TelePresence and Cisco TelePresence Multipoint Switch

Capability	Cisco Unified Conferencing for TelePresence	Cisco TelePresence Multipoint Switch
Multipoint Cisco TelePresence	<ul style="list-style-type: none"> High-performance, multipoint Cisco TelePresence switching High-definition (1080p), CD-quality, spatial audio 	<ul style="list-style-type: none"> High-performance, multipoint Cisco TelePresence switching High-definition (1080p), CD-quality, spatial audio
Connection of additional audio participants	<ul style="list-style-type: none"> Integrated meet-me voice conferencing Multiple attendees all dial the same number 	Audio-only participants can dial into or be dialed from a Cisco TelePresence endpoint
Web conferencing	In a future release, Cisco Unified Conferencing for TelePresence will include integrated, multiparty Web conferencing and Cisco TelePresence Graphics sharing. Currently, a separate Web conferencing solution must be used to connect participants.	<ul style="list-style-type: none"> Cisco TelePresence Graphics sharing PC connected to in-room projector displayed to all rooms A separate Web conferencing solution must be used to connect participants outside the Cisco TelePresence meeting rooms
Connection of other (not Cisco TelePresence) video participants	In a future release, Cisco Unified Conferencing for TelePresence will include integrated multipoint connectivity with standards-based, traditional video	Use Cisco Unified Conferencing for TelePresence to integrate traditional video systems
Conference setup	<ul style="list-style-type: none"> Reserve Cisco TelePresence endpoints and capacity on the Cisco Unified Conferencing for TelePresence system directly from Microsoft Outlook 	<ul style="list-style-type: none"> Reserve Cisco TelePresence endpoints directly from Microsoft Outlook calendar Initiate impromptu meetings by dialing from the directory or by manually dialing the number of the room
Conference attendance	<ul style="list-style-type: none"> Cisco TelePresence and audio-only participants dial a single number and are connected The one-button Cisco TelePresence attendance feature will be delivered in mid 2007 	<ul style="list-style-type: none"> One button push initiates scheduled calls Initiate impromptu meetings by dialing from the directory or by manually dialing the number of the room No action is required by the parties being called
Solution architecture and components	Cisco Unified Videoconferencing multipoint control unit (MCU) and software running on a Cisco MCS 9000 family server	<ul style="list-style-type: none"> Cisco software-based solution running on a Cisco MCS 9000 family server Web-based administration with roles and profiles

Q. When will the Cisco TelePresence Multipoint Switch and Cisco Unified Conferencing for TelePresence be available?

- A.** Cisco Unified Conferencing for TelePresence will be available in March 2007, and the Cisco TelePresence Multipoint Switch will be available by May 2007.

Q. What is the capacity of the multipoint Cisco TelePresence solutions?

- A.** Both Cisco Unified Conferencing for TelePresence and the Cisco TelePresence Multipoint Switch will scale to 36 video streams in a single server where a single stream connects to an individual Cisco TelePresence screen. Users can connect 36 individual screens, 12 three-screen systems, or a mix of both.

Q. How do the solutions determine what to show on the video screens?

- A.** The system uses voice-activated switching, which displays video associated with the last person speaking. There are two modes of voice-activated switching: site-by-site switching, in

which the entire location of the active speaker is displayed across all screens, and switching by the individual table segment where the active speaker is seated. Users can change the configuration on a per-meeting basis to reflect their preferences.

Cisco Unity 5.0

Q. What is Cisco Unity?

A. The Cisco Unity solution is a secure, proven, and reliable solution that delivers voice, integrated, and unified messaging options that integrate transparently with IBM Lotus Domino, Novell GroupWise, and Microsoft Exchange. The Cisco Unity solution scales to meet the needs of large multisite organizations, supporting up to 250,000 users in a networked environment, and can be deployed in a centralized or decentralized communications model.

Q. What are the top new features in Cisco Unity 5.0?

A. The focus of Cisco Unity 5.0 is to improve the user experience with new productivity-enhancing features and to extend the security capabilities.

New productivity-enhancing features include the following:

- **Message Monitor**—Users can listen to and pick up calls while the caller is recording a message. For example, if you are on a call and another person calls and begins to leave a message, Message Monitor allows you to end your original call and pick up the new call while the caller is still recording the message.
- **Interrupted-session recovery**—Users can return to in-progress messages if the session drops. For example, if you are retrieving your messages and are interrupted, instead of later dialing back into the system to start over, with session recovery, if you dial back into the system within a predetermined period of time, you can continue where you left off.
- **Speech access**—Users can address voice messages by speaking the name of the person and using “press or say” commands to navigate menus and manage voice messages.
- **Personalization options**—Nine new settings are configurable on a per-user basis, including the capability to set the number of seconds that the Cisco Unity solution rewinds or fast-forwards a message during playback.

New security additions enhance secure messaging:

- **Message encryption option** prevents accidental disclosure of information in voice messages by requiring a user to play back the message on an authorized device connected to the network.
- **Encrypted messages** can be played back with View Mail for Outlook and Cisco Personal Communications Assistant.
- **Configurable message expiration setting** defines the duration a message is valid for decryption, helping enforce message retention policies.
- **Messages** can be encrypted and decrypted in real time.

Q. Does Cisco Unity 5.0 support Cisco Unity 4.2 features?

A. Yes. Cisco Unity 5.0 supports all Cisco Unity 4.2 features, including capability for mixed deployments of voice, integrated, and unified messaging and alternative device recognition. Alternative device recognition allows users to add devices, such as mobile phones, that are automatically recognized by the Cisco Unity solution when that device is used to check messages. Users will experience the same streamlined message interface as if they were checking messages from their desk phone and will only be required to enter their password.

Cisco Unity Connection 2.0

Q. What is Cisco Unity Connection?

A. Cisco Unity Connection is a feature-rich voice and integrated messaging solution that is simple to install, configure, and manage and scales to meet the needs of organizations with up to 3000 users.

Q. What are the main new features in Cisco Unity Connection 2.0?

A. The following features and capabilities are new with Cisco Unity Connection 2.0:

- For organizations with up to 500 users, Cisco Unity Connection 2.0 is available as a single-server solution with Cisco Unified Communications Manager 6.0.
- Networking capabilities allow up to 10 Cisco Unity, Cisco Unity Connection, and Cisco Unity Express systems to be connected, allowing users to easily reply to, forward, and compose new messages between sites.
- New speech recognition enhancements allow users to pause, resume, skip, speed up, or slow down messages simply by speaking the command.
- Users can check and attend Cisco Unified MeetingPlace Express meetings from within Cisco Unity Connection 2.0.

Q. Will Cisco Unity Connection 2.0 support desktop message access?

A. Yes. Cisco Unity Connection 2.0 will continue to provide multiple ways to access messages from a user's desktop. Desktop message options include the following:

- Cisco Unified Personal Communicator: Unified communications client
- Cisco Unity Assistant: Web browser interface
- E-mail client such as Microsoft Outlook without Exchange and Active Directory

Q. Where can I find more information about Cisco Unity messaging solutions?

A. Go to http://www.cisco.com/en/US/products/ps6789/Products_Sub_Category_Home.html.

Cisco Unity Express 3.0

Q. What is Cisco Unity Express?

A. Cisco Unity Express is a cost-effective voicemail and automated attendant solution for enterprise branch offices, retail locations, and SMBs. Cisco Unity Express interoperates with Cisco Unified Communications Manager Express and Cisco Unified Communications Manager and is suited for branch-office deployments with centralized Cisco Unified Communications Manager where quality of service (QoS) or WAN bandwidth is not optimized.

Q. When will Cisco Unity Express 3.0 be available?

A. The planned FCS is Q2CY2007.

Q. What are some of the new features supported on Cisco Unity Express 3.0?

A. Cisco Unity Express 3.0 offers a variety of enhancements:

- Interactive voice response (IVR) capabilities for efficient call routing and an improved customer experience
- Support for fax messages
- Support for outcalling to nonsubscribers

- Easier administration with a simpler, more comprehensive GUI to define and customize the automated attendant call flow and an administrator dashboard view for mailbox assignment, status and use information, etc.

Customer Contact Applications

Q. What is new for Cisco Unified Contact Center Solutions in this launch?

- A.** New for this launch, Cisco is introducing new versions of Cisco Unified Contact Center Solutions, including Cisco Unified Contact Center Express 5.0 and Cisco Unified Contact Center Enterprise and Hosted 7.2. Among the highlights for both of these releases are new e-mail and Web chat and collaboration products: Cisco Unified E-Mail Interaction Manager and Cisco Unified Web Interaction Manager.
- A.** For Cisco Unified Contact Center Express, the Cisco midmarket contact center application, e-mail management and Web chat and collaboration represent new offerings that add multichannel capabilities. For Cisco Unified Contact Center Enterprise and Hosted, these new multichannel capabilities replace existing e-mail management and Web chat and collaboration products. A core element in positively affecting customer service is a shared single platform between Cisco Unified E-Mail Interaction Manager and Cisco Unified Web Interaction Manager. This single platform provides agents with a common intuitive user interface for both e-mail management and Web collaboration, allowing them to access a shared knowledge base and customer history archive for more effective, efficient, and consistent customer service.

Q. What else is new for Cisco Unified Contact Center Express 5.0?

- A.** In addition to new e-mail management and Web chat and collaboration capabilities, Cisco Unified Contact Center Express 5.0 offers new blended inbound and outbound dialing capabilities. These capabilities allow Cisco Unified Contact Center Express to implement outbound dialing campaigns using preview dialing. This blended function lets agents serve both inbound calls and outbound campaign tasks when the inbound queue is empty, efficiently using agent resources for both inbound calls and outbound campaigns.

Also new in Cisco Unified Contact Center Express is third-party computer telephony integration (CTI) protocol support allowing third-party application providers, such as recording, wallboard, and customer relationship management (CRM) vendors, to integrate with Cisco Unified Contact Center Express CTI events. This new release of Cisco Unified Contact Center Express also provides support for Cisco Unified Communications Manager Express 4.2, Windows 2003 with Cisco Unified Communications Manager 5.0 and 6.0, two-server high-availability clusters, and wrap-up codes.

Q. What else is new for Cisco Unified Contact Center Enterprise?

- A.** New features of Cisco Unified Contact Center Enterprise and Hosted include doubled agent capacity, to 12,000 per contact center. New functions also include improved embedded, silent monitoring with Cisco Unified Communications Manager. Cisco Unified Contact Center Enterprise also provides improved interoperability with third-party automatic call distributors (ACD)s, Avaya agent routing integration, monitoring and recording enhancements, reporting improvements, and additional localization. Updated support for improved speech-enabled self-service functions through Cisco Unified Customer Voice Portal has also been added.

Call Processing

Cisco Unified Communications Manager 6.0

Q. What are the new features in Cisco Unified Communications Manager 6.0?

A. Cisco Unified Communications Manager 6.0 introduces two important new features: integration of Cisco Mobile Connect with Cisco Unified Communications Manager software and support for dual-mode devices. In addition, support is added for the Hebrew language and for Cisco Unified IP Phone 7931G. Cisco Unified Communications Manager 6.0 provides the world-class call processing capabilities for the Cisco Mid Market Appliance, a single-server solution with voice and messaging services for medium-sized businesses.

Q. If I am upgrading from Cisco Unified Communications Manager 5.0, do I need a new license file?

A. Yes. The license files in use with Cisco Unified Communications Manager 5.0 are still valid for number of nodes and device license units; however, a new license file that authorizes Cisco Unified Communications Manager 6.0 is required.

Q. From what releases can I upgrade directly to Cisco Unified Communications Manager 6.0?

A. Customers can upgrade directly to Cisco Unified Communications Manager 6.0 from Cisco Unified Communications Manager Release 5.1(1) or 4.2(3).

Q. What server hardware can a customer use for the new Mid Market Appliance?

A. Cisco Unified Communications Manager 6.0 will only be available on the Cisco 7828 Media Convergence Server. This server is being introduced specifically for the co-resident solution.

Cisco Unified Communications Manager Express 4.1

Q. When will Cisco Unified Communications Manager Express 4.1 be available?

A. FCS is planned for Q1CY2007.

Q. What new features are available with Cisco Unified Communications Manager Express 4.1?

A. Cisco Unified Communications Manager Express 4.1 offers a variety of enhancements:

- 8-party ad-hoc and 32-party “meet me” (reservationless and no passwords) conferencing
- Busy lamp field (BLF) line status for buttons and directory of missed calls showing the internal calling party’s phone busy or idle status
- Extension Assigner that allows phone to be plugged in anywhere, with the extension number assigned using built-in prompts
- New SIP support for Cisco Unified IP Phones 7906G, 7911G, 7941G, 7961G, 7970G, and 7971G-GE
- Music on hold and corporate directory for SIP phones
- Service provider feature enhancement for call transfer between sites through SIP Trunk Refer or 3xx Disable response for supplementary features
- For customers who require more sophisticated call routing than the basic ACD functions offered with Cisco Unified Communications Manager Express Release 4.2, Cisco Unified Contact Center Express Release 5.0 is now supported, simplifying business application integration, facilitating agent administration, increasing agent flexibility, and providing efficiency gains in network hosting.

Cisco Unified Survivable Remote Site Telephony 4.1

- Q. What is the benefit of using Cisco Unified Communications Manager Express for survivability?**
- A.** Configuring Cisco Unified Communications Manager Express with Cisco Unified Survivable Remote Site Telephony (SRST) Fallback Service gives IP phone users access to more telephony features in fallback mode. For example, IP phones can be configured with hunt groups, pickup groups, call park, overlay directory numbers, and support of the Cisco Unity solution at the remote site.
- Q. Are there any limitations on the use of Cisco Unified Communications Manager Express for survivability?**
- A.** Yes. Cisco Unified Communications Manager Express supports 240 phones maximum, does not support Secure SRST mode, and does not support the VG248 gateway. Customers requiring more than 240 phones, secure SRST mode, or VG248 should use Cisco Unified SRST configuration at the remote site router.
- Q. Are there any pricing differences between Cisco Unified Communications Manager Express and Cisco Unified SRST?**
- A.** No. The feature license pricing is the same and interchangeable between Cisco Unified Communications Manager Express and Cisco Unified SRST.

Attendant Consoles

- Q. What is the Cisco Unified Business Attendant Console?**
- A.** The Cisco Unified Business Attendant Console is an operator attendant console designed specially for medium-sized businesses deploying Cisco Unified Communications Manager for up to 500 phones. The product offers a rich set of features including call queuing, busy lamp display, and directory search integrated with the Cisco Unified Communications Manager directory. The product is available for up to two users or operators for each Cisco Unified Communications Manager cluster.
- Q. Does the Cisco Unified Business Attendant Console come preinstalled on Cisco Unified Communications Manager, like the Cisco Unified Communications Manager Attendant Console?**
- A.** No. The Cisco Unified Business Attendant Console does not come preinstalled on the Cisco Unified Communications Manager. The Cisco Unified Business Attendant Console is available from Cisco.com as a download. It does not install on the Cisco Unified Communications Manager server because it requires its own dedicated server. As an option, it can be loaded on a desktop PC. A Web-based installation utility guides users through the application setup.
- Q. What is the Cisco Unified Department Attendant Console?**
- A.** The Cisco Unified Department Attendant Console is an operator attendant console designed to support 150 phones. It can be used for departmental call screening and management, or it can be used with smaller Cisco Unified Communications Manager deployments with fewer than 150 phones. The product offers a rich set of features including call queuing, busy lamp display, and directory search integrated with the Cisco Unified Communications Manager directory.

Q. Does the Cisco Unified Department Attendant Console come preinstalled on Cisco Unified Communications Manager, like the Cisco Unified Communications Manager Attendant Console?

A. No. The Cisco Unified Department Attendant Console does not come preinstalled on the Cisco Unified Communications Manager. The Cisco Unified Department Attendant Console is available from Cisco.com as a download. It does not install on the Cisco Unified Communications Manager server; it can be loaded on the administrator's desktop PC or loaded on a dedicated server. A Web-based installation utility guides users through the application setup.

Q. Are the Cisco Unified Business Attendant Console and the Cisco Unified Department Attendant Console free of charge like the Cisco Unified Communications Manager Attendant Console?

A. No, they are not provided for free.

Cisco Unified Application Environment 2.4

Q. What is the value of Cisco Unified Application Environment?

A. The Cisco Unified Application Environment facilitates rapid development, reliable execution, and automated management of applications that integrate voice and video with enterprise applications and data. Organizations can use these new converged applications to improve communications, transform business processes, and achieve competitive advantage.

Q. What is new about Cisco Unified Application Environment Release 2.4?

A. Cisco Unified Application Environment 2.4 offers an expanded software development kit (SDK), making the complete Cisco Unified Application Environment as well as the Cisco Unified Communications platform (including Cisco Unified Communications Manager and Cisco Unified Presence Server) readily available to developers. This comprehensive SDK and a new set of tools that foster developer communities help both enterprise and independent software vendor (ISV) developers easily and inexpensively develop applications for the Cisco Unified Communications platform.

With increased interoperability with Cisco Unified Communications Manager Express, availability of special application packages, and delivery on lower cost servers, the Cisco Unified Application Environment 2.4 offers enhancements that help tailor the Cisco Unified Application Environment to meet the needs of small and medium-sized businesses. For example, customers will appreciate increased server choice, scaled down versions of Cisco Unified Application Server and the Cisco Unified Media Engine. In addition, customers will have access to pre-packaged, ready-for-deployment applications from partners with the applications platform.

Q. How can developers get a copy of the Cisco Unified Application Environment?

A. Developers will be able to download Cisco Unified Application Environment Version 2.4 for free on the Cisco Developer Network. More details are available in the Cisco Unified Application Server datasheet, which can be found at <http://www.cisco.com/en/US/products/ps7058/index.html>.

Cisco Emergency Responder 2.0

Q. How does Cisco Emergency Responder 2.0 differ from previous releases?

A. Following the lead of Cisco Unified Communications Manager, Cisco Emergency Responder 2.0 is a software appliance that combines application software and platform operating

software into a single product. This approach makes Cisco Emergency Responder 2.0 easier to install and upgrade and provides a more secure and stable platform for operating Cisco Emergency Responder. All call-related communications among Cisco Emergency Responder 2.0 servers and with Cisco Unified Communications Manager servers can be encrypted. The administrative user interface is also encrypted, helping ensure the integrity and privacy of the Cisco Emergency Responder configuration.

Cisco Emergency Responder 2.0 supports the most recent versions of Cisco Unified Communications Manager, including Cisco Unified Communications Manager 6.0 and Cisco Unified Communications Manager 4.3, which is based on Microsoft Windows 2003. The latest models of Cisco Catalyst® LAN switches are also supported.

Q. What is the future of Cisco Emergency Responder based on Windows?

A. Cisco Emergency Responder 1.3, which is based on Windows 2000, will continue to be available for use with versions of Cisco Unified Communications Manager based on Windows 2000. However, there are no plans for a new version of Cisco Emergency Responder based on Windows 2003. Cisco Emergency Responder 2.0 and later software appliance versions will support both Cisco Unified Communications Manager appliances and versions based on Microsoft Windows 2003.

Q. How can customers upgrade to Cisco Emergency Responder 2.0?

A. Customers can upgrade to Cisco Emergency Responder 2.0 from Cisco Emergency Responder 1.3. Server software upgrades will not be available for download from Cisco Connection Online. Note that new user licenses as well as server software and server licenses are required to upgrade to Cisco Emergency Responder 2.0. Customers with SASU or Cisco Unified Communications Software Subscription can order upgraded user licenses, server software, and licenses at no charge. Customers without these services can order upgrades at reduced prices compared to the initial purchase prices.

Cisco Unified IP Phones

Cisco Unified IP Phone 7931g

Q. What is the Cisco Unified IP Phone 7931G?

A. The new Cisco Unified IP Phone 7931G is the latest full-featured Cisco Unified IP Phone providing functions that are commonly needed in the commercial and retail environments. It shares many industrial design features of the highly successful Cisco Unified IP Phones 7900 Series, but it has a distinct industrial design to suit specific needs. The Cisco Unified IP Phone 7931G provides 24 lighted line keys and 4 interactive soft keys that guide the user through call features and functions. In addition, the Cisco Unified IP Phone 7931G provides dedicated hold, redial, and transfer keys to facilitate simple and rapid call handling.

Q. What are the main differences between the Cisco Unified IP Phone 7931G and the existing Cisco Unified IP Phone 7961G with a Cisco Unified IP Phone Expansion Module 7914?

A. The Cisco Unified IP Phone 7931G offers a more focused feature set, with a higher number of line keys in a more compact industrial design. The Cisco Unified IP Phone 7931G has a smaller LCD than the Cisco Unified IP Phone 7961G to complement the system line key handling, but the display is backlit to provide high visibility when the phone is viewed from a distance. The Cisco Unified IP Phone 7931G provides a paper label for easy customization of the line key labels, avoiding the need for an expansion unit.

Q. Who are the target customers for the Cisco Unified IP Phone 7931G?

- A.** The Cisco Unified IP Phone 7931G addresses the communication needs of retail and commercial office workers who need the line key system functions and the capability to handle a large number of lines.

Cisco Unified Wireless IP Phone 7921g**Q. What is the Cisco Unified Wireless IP Phone 7921G?**

- A.** The Cisco Unified Wireless IP Phone 7921G is a second-generation wireless Cisco IP Phone that now supports a dual-band 802.11a/b/g radio and has a high-resolution color display.

Q. Which Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, and Cisco Unified SRST releases are required for the Cisco Unified Wireless IP Phone 7921G?

- A.** The Cisco Unified Wireless IP Phone 7921G requires Cisco Unified Communications Manager Release 4.1, 4.2, 5.0, or later, using SCCP and is supported on Cisco Unified Communications Manager Express 4.1 and Cisco Unified SRST 4.1.

Q. What accessories will be available for the Cisco Unified Wireless IP Phone 7921G?

- A.** Available accessories include a standard Li-ion battery, extended Li-ion battery, belt holster carry case, leather carry case, USB cable, desktop charger with integrated speakerphone, multicharger, shoulder strap for leather carry case, and lock set for phone and desktop charger. There are also third-party carry cases available for the Cisco Unified Wireless IP Phone 7921G: zCover (www.zcover.com) makes a silicon carry case, and System Wear (www.systemwear.com) makes a thermoformed heavy-duty polymer carry case. Both the zCover and System Wear carry cases can improve the durability of the phone.

Cisco Phone Application Suite**Q. What is Cisco Phone Application Suite?**

- A.** Cisco Phone Application Suite applications are a new suite of productivity applications that allow personalization of Cisco Unified IP Phones 7900 Series" devices.

Q. How is Cisco Phone Application Suite accessed?

- A.** You can access the Cisco Phone Application Suite applications either through a service URL tied to a line button or through the existing services button on the phone for Visual Voicemail Cisco Unity and Cisco Unity Express, Message Monitor, and Basic Visual Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express. The personal directory can also be configured to be accessible from the existing directories button on the phone. Create your own ring tones and wallpaper to personalize your Cisco Unified IP Phone.

Q. What Cisco Unified IP Phones can use Cisco Phone Application Suite?

- A.** Cisco Unified IP Phone 7941G, 7961G, 7970G, and 7971G-GE are currently supported.

Cisco Unified Communications Management**Cisco Unified Operations Manager 2.0****Q. What is Cisco Unified Operations Manager 2.0?**

- A.** Cisco Unified Operations Manager 2.0 is part of the Cisco Unified Communications Management Suite. It provides comprehensive monitoring with proactive and reactive diagnostics for the entire Cisco Unified Communications system, including the underlying transport infrastructure. Its built-in rules, which provide contextual diagnostics, allow rapid troubleshooting of outages that may affect service. Cisco Unified Operations Manager 2.0

provides a real-time, service-level view of the entire Cisco Unified Communications system and presents the current operating status of each element. It also provides extensive capabilities for application-level testing of telephony functions, and these can be used proactively and reactively to identify problems and help ensure that applications are functioning as they should. It also offers dial-plan validation capabilities as well as monitoring and reports for video-capable endpoints.

Q. What is new in Cisco Unified Operations Manager 2.0?

A. Cisco Unified Operations Manager 2.0 continues its industry-leading support for Cisco Unified Communications devices by adding support for newly released Cisco Unified Communications products such as Cisco Unified Communications Manager, Cisco Unified Presence Server, and the new generation of Cisco Unified IP Phones. Additionally, Cisco Unified Operations Manager 2.0 can discover and continuously monitor video-capable IP phones in the Cisco Unified Communications deployment. It can track the status of video-capable IP phones and generate real-time alerts and different kinds of reports based on status changes. Cisco Unified Operations Manager 2.0 also offers numerous phone-based diagnostic testing capabilities using real IP phones for phone-feature validation, dial-plan testing, and so on. Cisco Unified Operations Manager 2.0 can use Cisco Unified Service Monitor 2.0 to monitor and provide alerts for voice-quality problems detected by the Cisco Voice Transmission Quality (VTQ) metric available in the new generation of IP phones (Cisco Unified IP Phones 7921, 7931, 7941, 7961, and 7971) when used in Cisco Unified Communications Manager 4.2 or 5.0 deployments. Support for the new versions of Cisco Unified Communications elements is in addition to the list of applications and devices that were supported in Cisco Unified Operations Manager 1.0.

Q. How is Cisco Unified Operations Manager 2.0 different from other products that manage Cisco Unified Communications deployments?

A. Cisco Unified Operations Manager 2.0 is part of the new industry-leading Cisco Unified Communications Management Suite. It is differentiated from other products that manage Cisco Unified Communications deployments because it comes with the Cisco commitment to quality and 24-hour support and combines all of the following capabilities into a comprehensive management package:

- Extensive coverage of Cisco Unified Communications devices as well as the underlying transport infrastructure
- Service-level view of the entire Cisco Unified Communications system, with current status information about all monitored elements
- Context-sensitive tools that can be launched from different user interfaces to aid in trouble isolation and resolution
- Diagnostic tests that can replicate end-user activities, validate phone features, and proactively test dial-plan configuration by making phone calls, leaving voicemail, and so on
- Use of open interfaces such as Simple Network Management Protocol (SNMP) and HTTP to remotely and periodically poll devices, and no use of any kind of agent software
- Real-time voice-quality monitoring by using Cisco Unified Service Monitor 2.0 with a combination of Cisco 1040 Sensors or the Cisco VTQ metric available in the new generation of IP phones (Cisco Unified IP Phones 1721, 7931, 7941, 7961, and 7971)
- Phone- and video-capable IP phone reports with extensive information such as IP and MAC addresses, physical connectivity information, and signaling status

Cisco Unified Service Monitor 2.0

Q. What is Cisco Unified Service Monitor 2.0?

A. Cisco Unified Service Monitor 2.0 is part of the Cisco Unified Communications Management Suite. It provides a low-cost, reliable method of monitoring and evaluating the quality of voice in Cisco Unified Communications solutions. It continuously monitors active calls supported by the Cisco Unified Communications system and provides near-real-time notification when the voice quality of a call, represented as the end-user experience expressed by a mean opinion score (MOS), fails to meet a user-defined quality threshold. It also provides a variety of reports that characterize the user experience as measured by the system and provides details about the endpoints that are most frequently related to voice-quality alerts.

Q. What is new in Cisco Unified Service Monitor 2.0?

A. Cisco Unified Service Monitor 2.0 adds significant functions in the following areas:

- Comprehensive service-quality measurement, through support for Cisco VTQ phone-based voice quality in addition to voice quality derived through Cisco 1040 Sensors
- Configurable thresholds based on MOSs, codecs, endpoints, and sensors
- Customizable voice-quality reports, including reports that provide details about the endpoints experiencing the most severe voice-quality problems over a specified period

Q. How does Cisco Unified Service Monitor compare with other voice-quality measurement tools?

A. As worldwide adoption of IP-based telephony progresses, many offerings provide voice-quality metrics for the enterprise. Although many of these provide broad monitoring and analysis of general network performance, Cisco Unified Service Monitor has several inherent advantages and features that help ensure an easily integrated solution for monitoring voice quality:

- The Cisco 1040 Sensor evaluates the actual Real-Time Transport Protocol (RTP) data streams of monitored calls and evaluates calls using standards-based techniques.
- Cisco Unified Service Monitor provides a distributed, scalable solution for cost-effective voice-quality monitoring.
- Cisco Unified Service Monitor uses the same ease of deployment, scaling, and redundancy mechanisms as Cisco Unified IP Phones.
- Cisco Unified Service Monitor voice-quality alerts integrate with Cisco Unified Operations Manager 2.0, in which their specialized display provides a launching point for diagnostic tools and processes.
- The Cisco 1040 Sensor uses IEEE 802.3af Power over Ethernet (PoE) and integrates with IP telephony devices such as Cisco Unified IP Phones, gateways, and telephony service such as voicemail to measure voice quality.
- The Cisco 1040 Sensor is FCC Class B compliant and can be installed in any office environment.

Cisco Unified Service Statistics Manager 1.0

Q. What is Cisco Unified Service Statistics Manager 1.0?

A. Cisco Unified Service Statistics Manager 1.0 is part of the Cisco Unified Communications Management Suite. It provides advanced statistics analysis and reporting capabilities for Cisco Unified Communications deployments. Cisco Unified Service Statistics Manager 1.0 is an easy-to-use Web-based software product that provides a variety of advanced reports for executive, operations, and capacity-planning functions. Cisco Unified Service Statistics

Manager 1.0 provides both prebuilt reports and customizable reports that provide visibility into important details including call volume, service availability, call quality, resource use, and capacity across the Cisco Unified Communications deployment, including across multiple Cisco Unified Communications Manager clusters, gateways, and related devices and systems. It allows users to view information based on network, service, business, and user criteria and to define service-level agreement (SLA) constructs as well as measure and verify them based on collected Cisco Unified Communications statistics. Customizable report templates and automatic report invocation and scheduling provide users with a great deal of flexibility.

Q. What are the main types of reports provided by Cisco Unified Service Statistics Manager 1.0?

- A.** Cisco Unified Service Statistics Manager 1.0 provides a variety of reports for Cisco Unified Communications deployments for executive, operations, and capacity-planning personnel. These include the following:
- Call volume, call duration, service availability, service quality, call completion, and MOS reports across multiple Cisco Unified Communications Manager clusters, with capabilities to find information about specific clusters and time periods
 - A variety of Top N reports based on calls, users, endpoints, and other entities in the Cisco Unified Communications deployment
 - Gateway and trunk traffic and use reports over time, with capacity trending and detail navigation capabilities
 - Call failure analysis reports over time, with detail navigation by cause code
 - Top N upgrade and downgrade candidates reports for capacity planning and trending
 - IP phone and inventory reports
 - IP telephony testing reports, including IP SLA test results over time
 - Exception and operations reports, including reports on most frequently dialed numbers, longest calls, and calls to a specified number
 - SLA reports including SLA capacity trends, SLA compliance history, SLA executive summary, and SLA health summary reports

Q. How does Cisco Unified Service Statistics Manager 1.0 relate to Cisco Unified Operations Manager and Cisco Unified Service Monitor?

- A.** Cisco Unified Service Statistics Manager 1.0 integrates with Cisco Unified Operations Manager and Cisco Unified Service Monitor and uses the abundant data collected by these applications. Cisco Unified Service Statistics Manager uses operation, troubleshooting, usage, and call detail data from these two products and generates a variety of reports based on analysis and trending of the data. Cisco Unified Service Statistics Manager does not deploy any agent software on the underlying devices in the Cisco Unified Communications deployment and thus is completely nondisruptive to system operations.

Cisco Unified Provisioning Manager

Q. What is Cisco Unified Provisioning Manager?

- A.** Cisco Unified Provisioning Manager, part of the Cisco Unified Communications Management Suite, provides a secure, reliable, and scalable Web-based solution to manage a company's crucial next-generation communications services. Cisco Unified Provisioning Manager

provides full control of user services in an integrated IP telephony, voicemail, and unified messaging environment.

Cisco Unified Provisioning Manager 1.1 manages the following Cisco products:

- Cisco Unified Communications Manager
- Cisco Unity
- Cisco Unified Communications Manager Express
- Cisco Unity Express
- Cisco Unity Connection
- Cisco Mobility Manager co-resident with Cisco Unified Communications Manager
- Cisco Unified Personal Communicator for Presence

Q. What features does Cisco Unified Provisioning Manager 1.1 provide?

A. Features in Cisco Unified Provisioning Manager 1.1 include the following:

- Web-based processing of user service requests
- Prebuilt configurations of user products
- User asset tracking and reporting
- Management of line numbers, phone sets (including Cisco IP Communicator), users, and related unified messaging components
- Definition and enforcement of configurable business policies for processing user requests
- Help-desk assistance or end-user self-care
- Simplified request interfaces using wizards
- Automated interaction with Cisco Unified Communications Manager, Cisco Unity, Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unity Connection solutions for user, phone, and line creations, modifications, or deletions
- Consolidated view and management of multiple Cisco Unified Communications Manager, Cisco Unity, Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unity Connection solutions
- Autopopulation and ongoing synchronization of data from Cisco Unified Communications Manager, Cisco Unity, Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unity Connection solutions for both system configuration and user information
- Template-based provisioning of infrastructure configuration components within Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, and Cisco Unity Express
- Batch order processing for any move, add, change, or delete operation supported manually

Q. Can I delegate some functions to subadministrators in my organization?

A. Cisco Unified Provisioning Manager introduces the concept of IP telephony (IPT) domains and service areas. Domains are groupings of subscribers. For each grouping, one or more system users can be permitted to order services for subscribers within that domain. In addition, rules or policies can be set for a domain that will apply across subscribers within the domain, or common policy can be applied on operations within the domain.

Service areas are groupings within an IPT domain that are used to structure and manage IP

telephony and messaging services. The service area acts as a service offering location and provides a template mechanism that determines provisioning attribute values used during order processing. This approach allows administrative users to configure service areas, helping ensure that orders follow the organization's policies and best practices for configuring subscribers. A service area also handles call manager partitioning and class of service by directing which location, voice device group, call search space, and route partition assignments to use for any user provisioned into that service area.

Cisco Netmanager—Unified Communications 1.0

Q. What is Cisco netManager—Unified Communications 1.0?

A. Cisco® netManager—Unified Communications 1.0 is part of the Cisco netManager family of products, purpose built to manage small and medium-sized voice and data networks with up to 1000 phones or users. It provides easy-to-use, immediately available monitoring and diagnostics for small and medium-sized deployments of Cisco Unified Communications systems using Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, or Cisco Communications Manager Express.

Q. What aspects of Cisco Unified Communications deployments can Cisco netManager—Unified Communications 1.0 monitor?

A. Cisco netManager—Unified Communications 1.0 monitors all aspects of small and medium-sized Cisco Unified Communications systems, including the underlying IP transport infrastructure, and provides the current operating status of all the elements in the network through a real-time, service-level view. It includes built-in rules and thresholds as well as automatic device identification and data collection to allow easy setup and immediate monitoring of the managed network. It continuously monitors the different elements such as Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, Cisco Unified Communications Manager Express, Cisco Unity systems, Cisco Unity Express, Cisco Unity Connection, Cisco Unified Contact Center Express, Cisco Unified Presence Server, and Cisco Unified MeetingPlace Express, as well as Cisco gateways, routers, and switches. Cisco netManager—Unified Communications does not deploy any agent software on the devices being monitored and thus is completely nondisruptive to system operations.

Q. Can Cisco netManager—Unified Communications 1.0 be used to monitor multiple sites and clusters?

A. Yes. Cisco netManager—Unified Communications 1.0 is recommended for monitoring Cisco Unified Communications deployments based on Cisco Unified Communications Manager or Cisco Unified Communications Manager Express for up to 1000 users. A single Microsoft Windows-based server or workstation running Cisco netManager—Unified Communications 1.0 software can monitor the entire Cisco Unified Communications system, including remote sites and up to two Cisco Unified Communications Manager clusters.

Communications Infrastructure

Cisco IOS VoiceXML Browser

Q. What is new with the Cisco IOS® VoiceXML Browser in Cisco IOS Software Releases 12.4 T?

A. This release introduces a number of important features including VoiceXML 2.1, Media Resource Control Protocol (MRCP) Version 2, and Secure HTTP communications between the browser and the VoiceXML application server or other HTTP device.

Q. What does upgrading the Cisco IOS VoiceXML Browser to VoiceXML 2.1 add that is not available in VoiceXML 2.0?

A. VoiceXML 2.1 formally specifies some of the independently developed enhancements to VoiceXML 2.0 and introduces features that continue to make it the preferred technology for IVR and self-service solutions. Because VoiceXML uses the Web model for caller interaction, many of the VoiceXML 2.1 enhancements focus on elements that improve the caller experience by making server-client communication more dynamic and session management more flexible.

Q. What are the benefits of supporting the upgraded version of MRCPv2 with the Cisco IOS VoiceXML Browser?

A. MRCP provides speech resource services such as those provided by a media server, automated speech recognizer (ASR), or text-to-speech (TTS) speech synthesizer, to a VoiceXML platform. MRCPv2 uses SIP for session management. MRCP benefits those wanting to incorporate speech into their IVR solution by providing a common speech API and allowing the speech server to be separate from the IVR, for better scaling.

Q. What benefit does including Secure HTTP support for the Cisco IOS VoiceXML Browser provide?

A. Secure HTTP between the Cisco IOS VoiceXML Browser and the VoiceXML application server helps ensure that sensitive information transmitted between the two devices is private. Security is provided by the use of SSL for encryption. Cisco Unified Customer Voice Portal (CVP) will support Secure HTTP in Release 4.0.2.

Cisco Multiservice IP-to-IP Gateway Software

Q. How can I solve the problem of network address translation (NAT) in my solutions?

A. The Cisco Multiservice IP-to-IP Gateway Software supports several NAT Traversal methodologies. These include support for NAT phones behind routers that are not application-layer-gateway (ALG) aware and support for stateful NAT Traversal. The addition of a Cisco Multiservice IP-to-IP Gateway between a service provider and an enterprise can be an effective mean of resolving NAT concerns.

Q. How can I monitor the quality of my network when using SIP trunks for PSTN access?

A. The Cisco Multiservice IP-to-IP Gateway Software supports the capability to monitor various voice quality statistics when it is used as a demarcation point between a service provider and an enterprise using SIP trunks for PSTN access. The Cisco Multiservice IP-to-IP Gateway Software can monitor packet loss, jitter, and round-trip delay. These parameters are presented in a way consistent with Cisco TDM Gateways so that many of the tools (for example, authentication, authorization, and administration [AAA] servers) that have previously been used for gathering these statistics can be used.

Configuration and Quoting Tools

Cisco Solution Expert

Q. Is the output from Cisco Solution Expert available in currencies other than the U.S. dollar?

A. Yes. Cisco Solution Expert offers users the choice of Cisco price lists identified in the user's Cisco.com profile. If no price list is specified, Cisco Solution Expert offers users a selection of price lists to choose for their solution.

Q. Will Cisco Solutions Expert be available in other languages?

- A.** Cisco Solution Expert will support other languages in addition to English in CY2007. A schedule of languages and projected availability dates should be available in March 2007.
- Q.** When I create a solution in Cisco Solution Expert, do I need to complete the gateway questionnaire if none is required for my customer?
- A.** If a gateway (or other product) is not required, you can skip the gateway questionnaire using the links on the navigation menu at the left.

Cisco Unified Communication Software Subscription

Q. When can I purchase Cisco Unified Communications Software Subscription?

A. You can purchase Cisco Unified Communications Software Subscription as follows:

- Within 90 days of an initial system (hardware and software) acquisition; for example, after acquisition of your first server in a Cisco Unified Communications Manager 5.0 cluster (this directive does not apply to expansions within a single cluster)
- Within 90 days of a major release upgrade
- As a migration from a Cisco SASU contract

Q. Are there any prerequisites for purchasing Cisco Unified Communications Software Subscription?

A. Cisco Unified Communications Software Subscription requires the purchase of Cisco Unified Communications Operate Services (Essential or Select). Cisco strongly recommends that you purchase Cisco Unified Communications Software Subscription and Cisco Unified Communications Operate Services (Essential or Select) for matching terms. If you buy Cisco Unified Communications Operate Services for a lesser term than Cisco Unified Communications Software Subscription, you will need to renew your Cisco Unified Communications Operate Services contract for every year that you have a Cisco Unified Software Subscription contract in force. It is the Cisco Unified Communications Operate Services contract that validates your entitlement to updates through the Cisco Product Upgrade Tool (PUT) after you purchase a Cisco Unified Communications Software Subscription. Cisco Unified Communications specialized channel partners or Cisco professional services should perform software upgrades.

Q. Is Cisco Unified Communications Software Subscription tied to a specific software release?

A. No. Cisco Unified Communications Software Subscription is time-based. Customers who purchase it are eligible for all major software releases that become available during their 1- or 2-



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