



Technology Solutions 2008

What's New in Unified Communications?



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Agenda

- Cisco Unified Communications Manager
- Messaging
- Presence
- Endpoints
- Collaboration
- Network Management
- Cisco Unified Workspace Licensing

What's New in Unified Communications?

Unified Communications Call Control

- Cisco UC Manager 6.1
- Cisco UC Manager Express 4.2
- Cisco Unified IP Phone 7931G
- Cisco Unified SIP Phone 3911
- Cisco Unified IP Conference Station 7937G
- Cisco Unified IP Phone 7942G, 7962G, 7945G, 7965G and 7975G models
- Cisco Unified Wideband Handset for Cisco Unified IP Phones

Unified Communications Management

- Cisco Unified Provisioning Manager 1.2

Security

- Cisco Adaptive Security Appliance 8.0

Programs and Tools

- Cisco Unified Workspace Licensing
- Solution Expert
- Quote Builder

Unified Communications Applications

- Cisco Unified Videoconferencing 5.5
- Cisco Unity Express 3.1
- Cisco Unity Connection 2.1
- Speech Connect for Cisco Unity 4.X & 5.0

Customer Contact

- Cisco Unified Contact Center Enterprise, Hosted, and ICM 7.2
- Cisco Unified Contact Center Express 5.02
- Cisco Unified Customer Voice Portal 4.1
- Cisco Unified Call Studio 6.0
- Cisco Unified Call Services, Universal Edition 6.0

Communications Infrastructure

- Cisco Unified Border Element
- Cisco Unified Messaging Gateway 1.0
- Cisco Integrated Services Router 1861

Cisco Smart Business Communications System

- Cisco Unified Communications 500 Series
- Cisco Catalyst Express 520 Series Switches
- Cisco Mobility Express
- Cisco Configuration Assistant
- Cisco Monitor Manager 1.1.2
- Cisco Monitor Director 1.1.2

Unified Communications Architecture Elements

Unified Communications Manager

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



Unified Video Advantage



Unified Personal Communicator

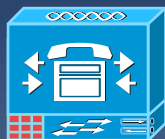


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



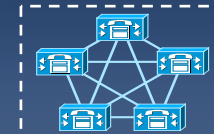
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

Infrastructure



Routing



Switching



Availability



Management



QoS

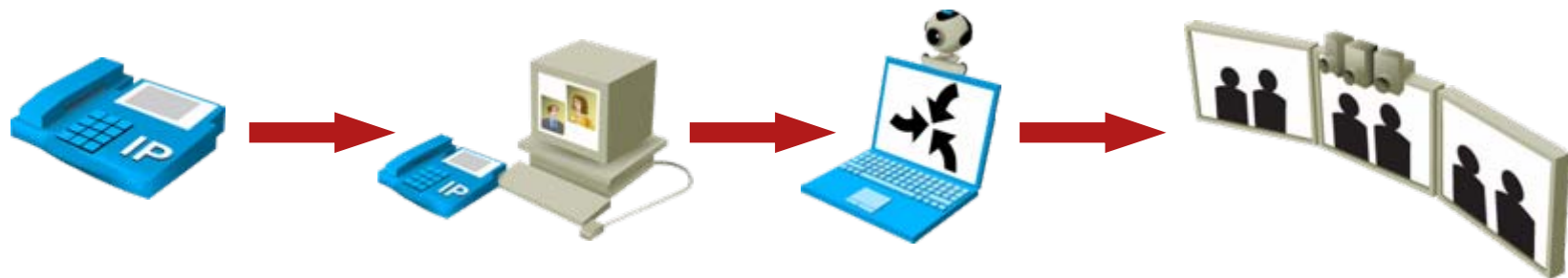


Security



Administration

From CallManager to Communications Manager (UC Manager)



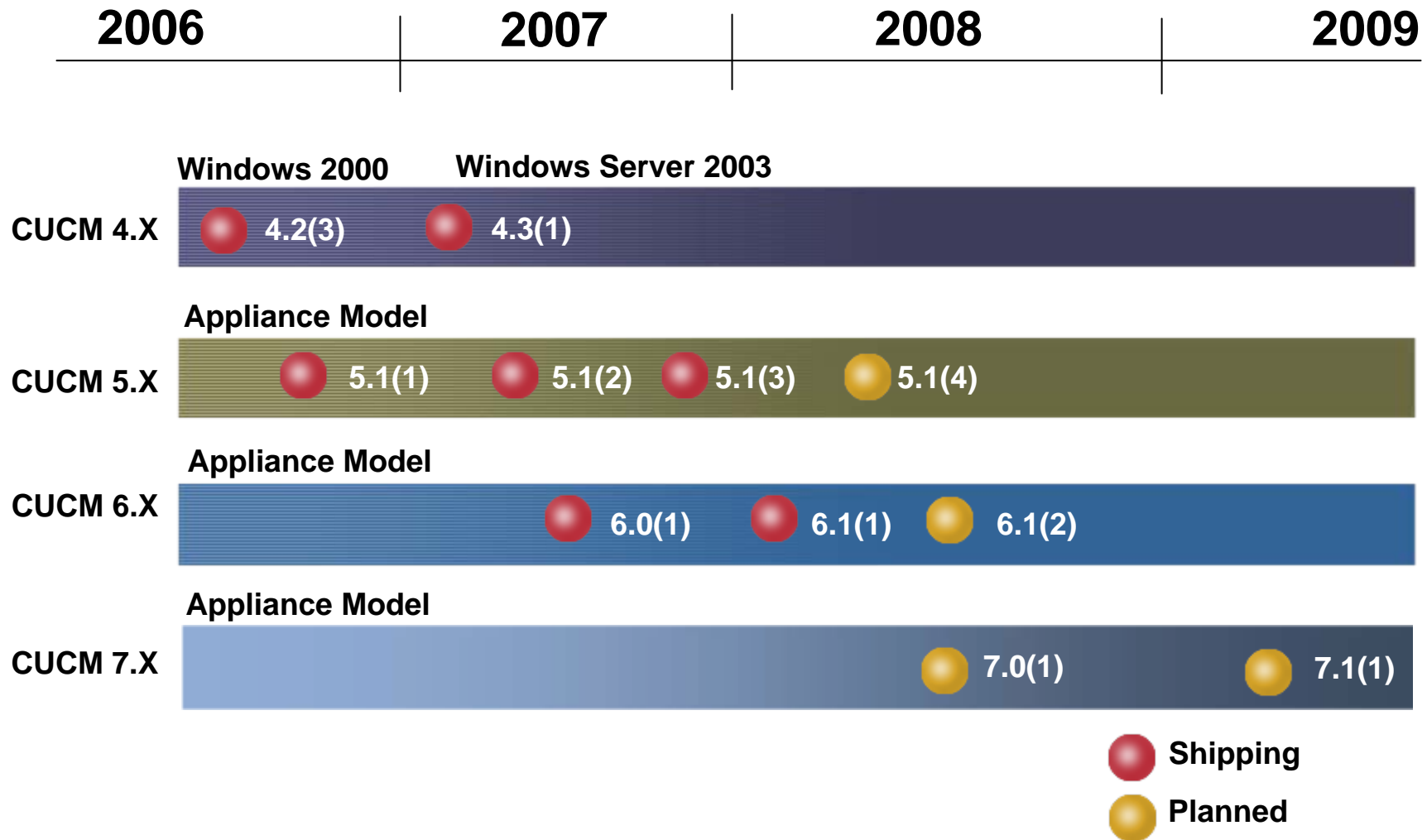
CallManager

- Voice Calls (dial-tone)

UC Manager

- Voice
- Video
- Presence
- Mobility
- Collaboration
- Telepresence

Cisco Unified Communications Manager Releases



End of Sale - CUCM Release on Windows 2K

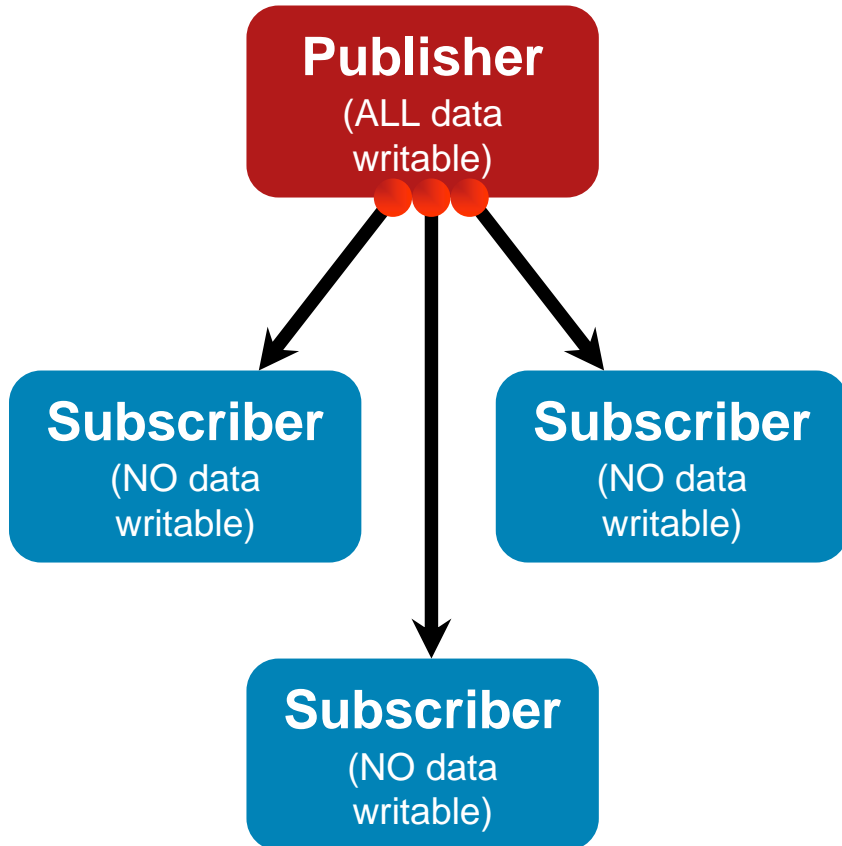
- CUCM 4.0, 4.1 and 4.2
- Target dates:
 - Internal announcement: October 1, 2007
 - External announcement: November 15, 2007
 - End of Sale: May 15, 2008
 - End of Engineering: May 15, 2009
 - End of TAC Support: May 15, 2011
- Customers who want to stay on Windows may continue to purchase CUCM 4.3

Scalability – Support up to 1000 Locations

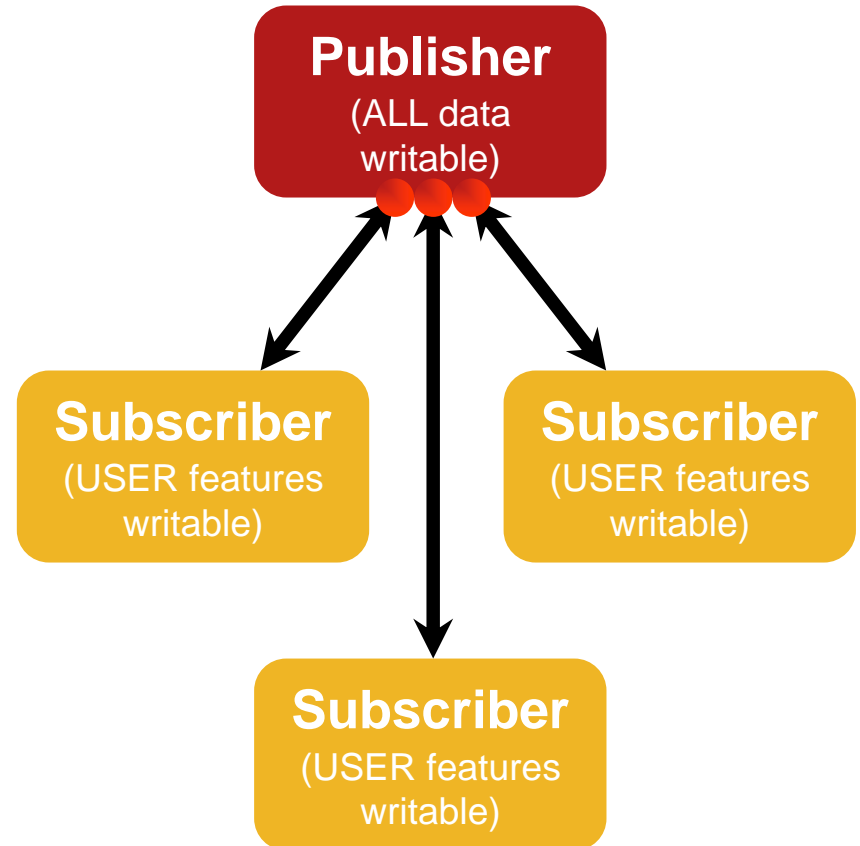
- **Cisco Unified Communications Manager 5.1(2) and 6.0(1) supports 1000 locations**
 - 1100 Gateways supported
- **Requirements:**
 - 7845 platform
 - Increased Initialisation time
 - Upgrades may take 50-100%
 - Increased Database replication times
 - Sparse RegionMatrix should be used.
 - Sparse MatrixMember RSVP Policy should be used

Feature Resiliency

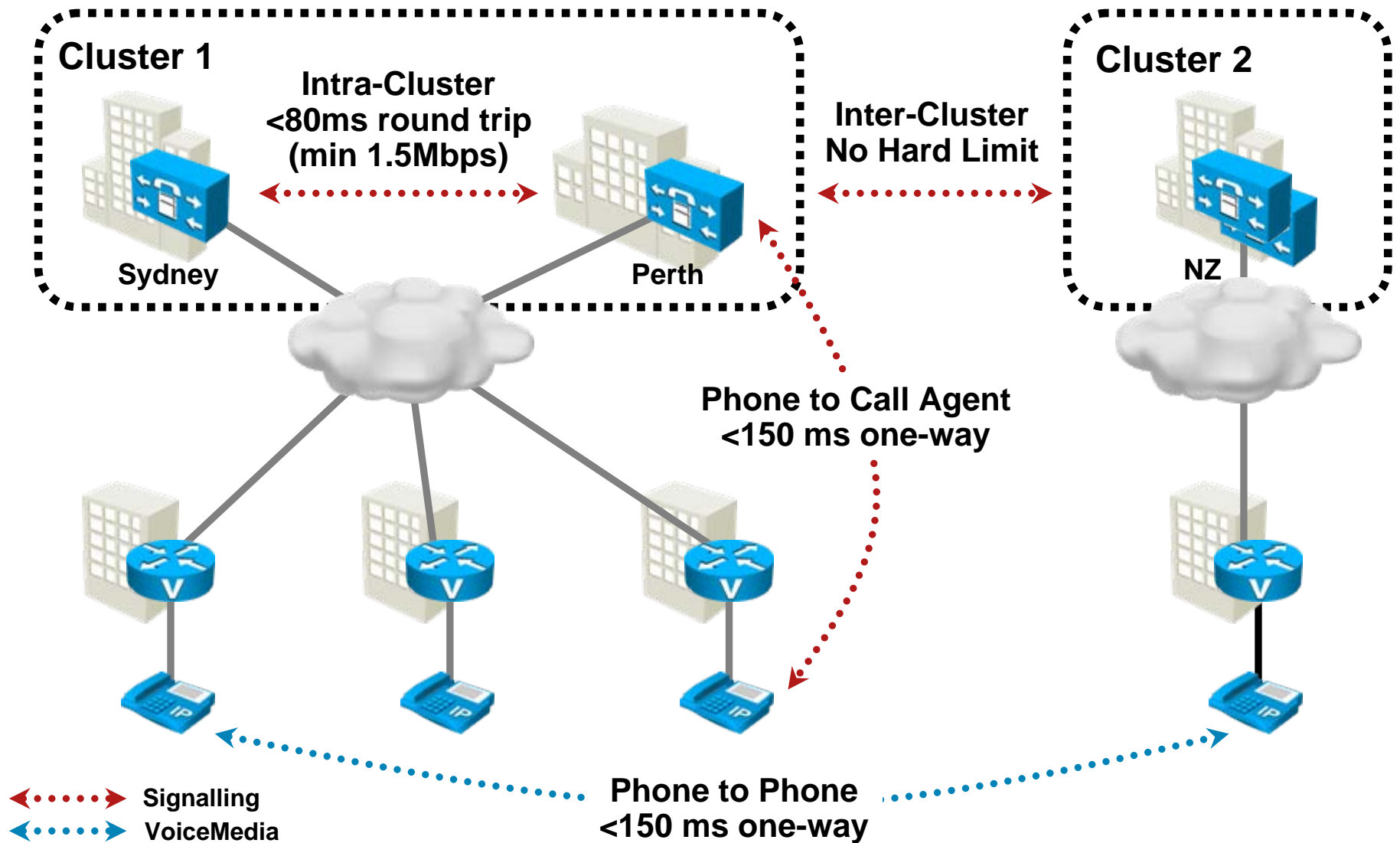
CUCM 5.x Database Replication



CUCM 6.x Feature Resilience



Clustering over the WAN



Cisco Unified Communications Manager Roadmap

2007

CUCM 6.0

- Co-residency
- Unified Mobility (N)
- Feature Resiliency
- DND, Intercom & A
- Silent Monitoring & Recording
- Programmable Line Keys
- MCS7816 & 7931G IP Phone
- Adjunct Licensing

2008

CUCM 6.1

- Join Across Line
- Single Button Ba
- Clustering over t
- Mobile Access U
- DMA Enhancem
- Serviceability Enhancements

2009

CUCM 7.0

- Calling Party Normalisation
- E.164 Dialling (+ Support)
- Local Route Groups and Transformation
- Trusted Relay Points
- Intelligent Bridge Selection
- Mobility – Time of Day Screening

Unified Communications Architecture Elements

Messaging

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



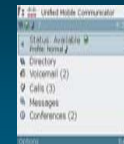
Unified Video Advantage



Unified Personal Communicator

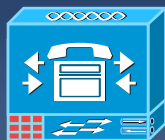


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



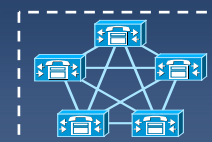
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

Infrastructure



Routing



Switching



Availability



Management



QoS

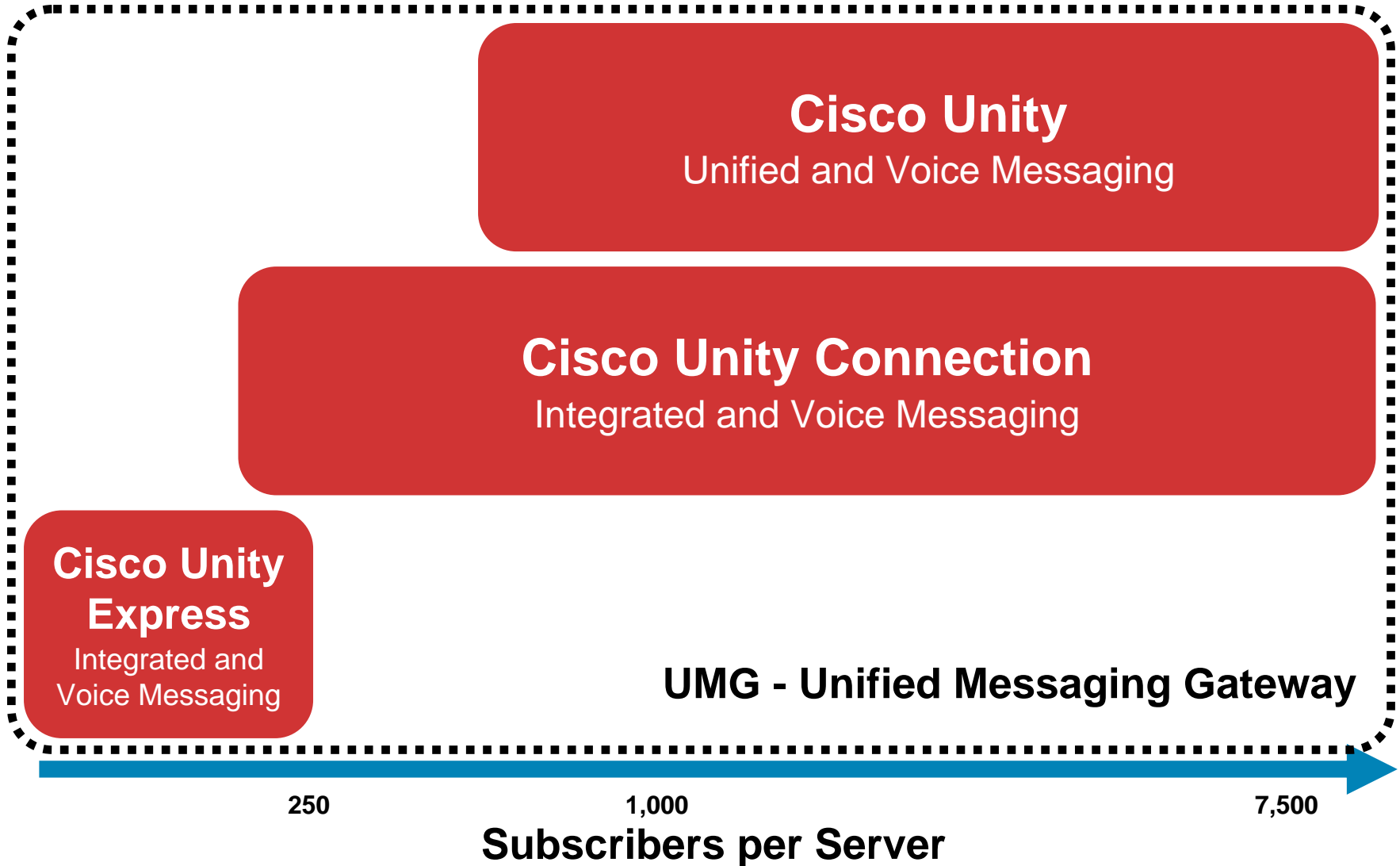


Security



Administration

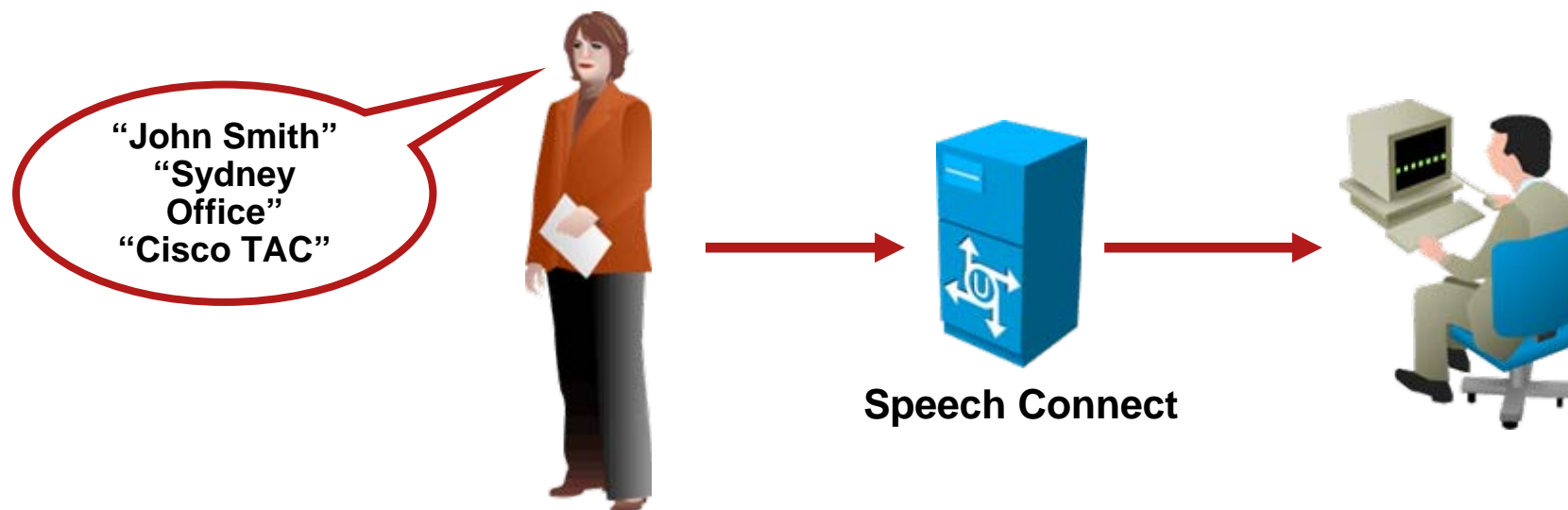
Unity Portfolio



Speech Connect for Cisco Unity 4.x/5.0

■ Speech Enabled Auto Attendant

- Search Corporate Directory via Speech Recognition (Individuals, Departments, Locations, Product Names)
- Internal and External callers
- Integrates with Cisco Unified Communications and legacy PBXs
- Adaptive – Remembers which John Smith you last spoke to



Unity Connection Roadmap

2007

Unity Connection 2.0

Linux Support
CUCM Business Edition
Common Utilities

2008

Unity Connection 3.0

7,500 users
72 ports (MCS7840)
3000 Inbox or 2500 mailboxes

2009

Unity Connection X

Active-Active Redundancy
144 ports
10,000 users
Digital Networking
View Mail for Outlook
CUMC Integration
Outlook Calendar Speech Access
LDAP Directory Integration
Unity TUI parity

Unity Roadmap

2007

Unity 5.0

- Speech Access to Messages
- Secure Messaging
- Interrupted Session Recovery
- Phone View & Message Monitor
- 144 ports per server
- Disaster Recovery

2008

Unity X

- Speech Improvements
- Speech Access to Outlook Calendar
- Integrate Speech Connect
- Disaster Recovery (Enhancements)
- Voicemail to text (CUMC, CUPC, Email)

2009

Unified Communications Architecture Elements

Presence

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



Unified Video Advantage



Unified Personal Communicator

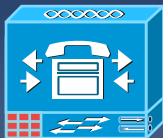


IP Communicator



Mobile Communicator

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Smart Business Communications Sys



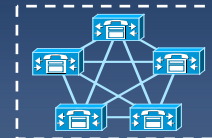
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



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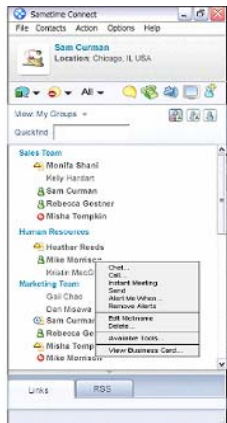


Security



Administration

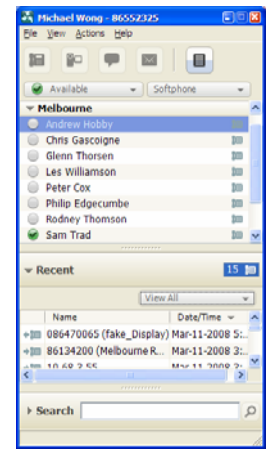
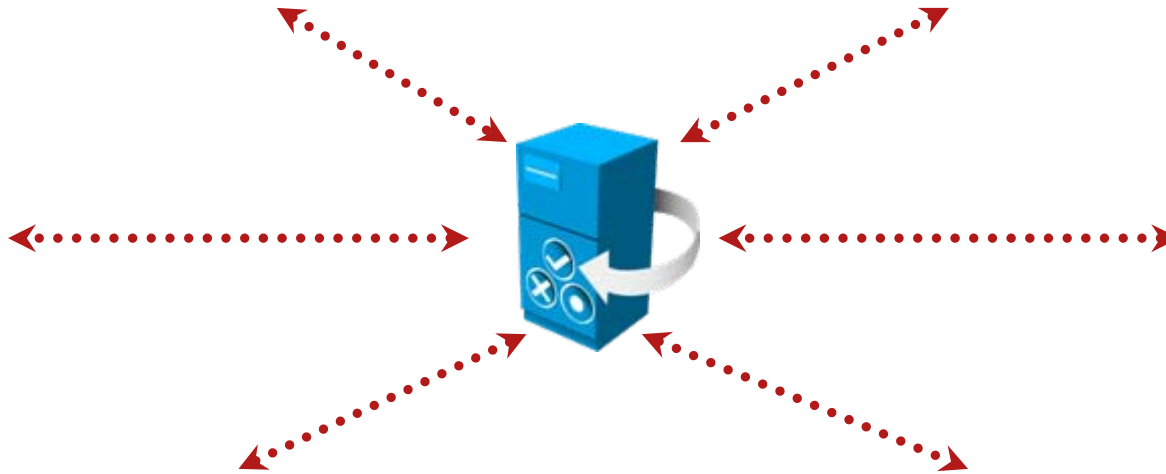
Cisco Unified Presence



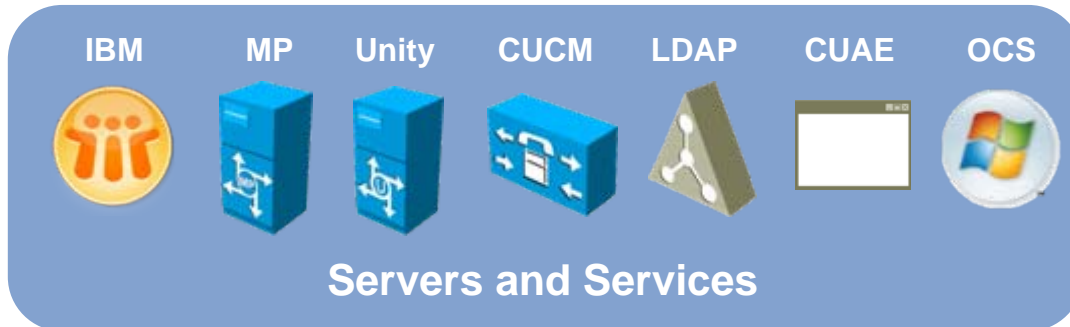
3rd Party Clients



Client and Devices



Cisco Clients



Servers and Services

Cisco Unified Presence Server Roadmap

2007

CUPS 5.0

5,000 users per CUPS cluster
10,000 users (MS Mode)
Inter-cluster support
IBM Sametime Click-to-Call
Exchange Free/Busy

2008

CUPS 6.0(2)

Exchange 2007
OCS2007 Interoperability

2009

CUPS 7.0

30,000 users per CUPS cluster
IM and Presence to LCS/OCS
CUCM 4.x and 7.0 Support
3rd Party APIs & CUAE
CUMC Presence Integration
IBM Sametime Click-to-Conf

Cisco Unified Presence Client Roadmap

2007

CUPC 1.0

IM Support
MS Outlook Toolbar
Unity 5.0 Support
MP 6.0 Support

CUPC 1.2(2)

User Interface Enhancements
Re-sizeable Windows
Drag-Drop Contacts

2008

CUPC 7.0

IM and Presence to LCS/OCS
External Contacts
Unity Secure Messaging
Block Users and DND
User Interface Enhancements

2009

Unified Communications Architecture Elements

Endpoints

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



Unified Video Advantage



Unified Personal Communicator

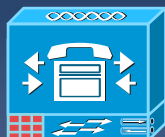


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



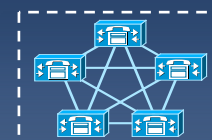
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

Infrastructure



Routing



Switching



Availability



Management



QoS



Security

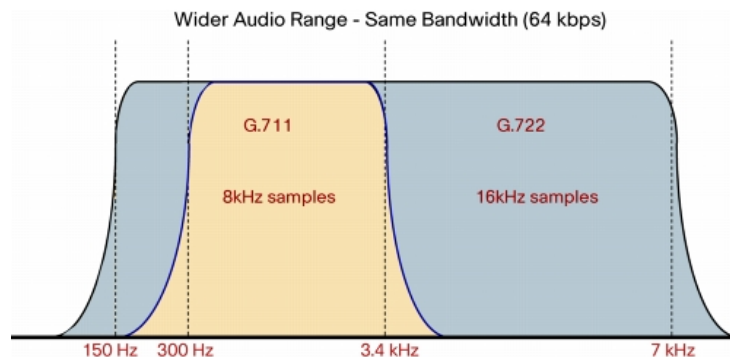


Administration

Audio Codecs

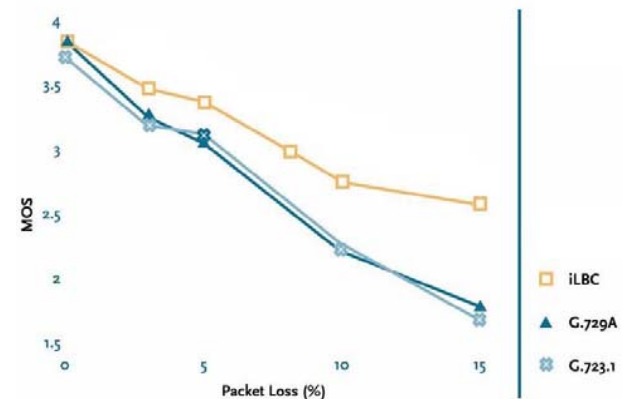
■ G.722 - Wideband Audio

- Richer, Clearer Sound than Narrowband
- Better than “toll-quality” voice
- Wider Audio Range – Same Bandwidth (64Kbps)
- ITU Standard



■ iLBC – Internet Low Bitrate Codec

- Narrowband
- High Quality Voice in Lossy Network
- Suitable for non-QoS enabled networks (Internet)
- IETF Standard



Cisco Unified IP Phones



- **New Additions to the Portfolio**

- Cisco Unified IP Phone - 7975G, 7965G, 7945G, 7962G, 7942G
- Wideband Handset - 7906G, 7911G, 7941G, 7961G, 7970G, 7971G

- **Improved User Experience**

- Designed for best-in-class Wideband Audio/G.722
- Large, vibrant, backlit color displays (7975G, 7965G, 7945G)
- Large graphical monochrome displays (7962G and 7942G)
- Improved navigation and User Interface
- iLBC for use in lossy networks

Cisco Unified IP Phones



	7975G	7965G	7945G	7962G	7942G
Wideband (G.722 & iLBC)	✓	✓	✓	✓	✓
Display	TFT Colour (Touch)	TFT Colour	TFT Colour	Hi-Res Grayscale	Hi-Res Grayscale
Key Expansion Module	✓	✓		✓	
Gigabit Ethernet	✓	✓	✓		
4-way Nav and Select button	✓	✓	✓		
Remote Hook-Switch Control	✓	✓	✓	✓	✓

Cisco Unified SIP Phone 3911

- **Single Line SIP Phone**
 - Cost Effective
 - No switch-port for PC
 - Half-duplex speaker phone
 - Fixed keys for Redial, Transfer, Conference, Hold, Line Select, Mute, Speakerphone and Voicemail Access
 - 2-line; 24-character display
 - Cisco Unified Communications Manager and Cisco Unified Communications Manager Express



Cisco Unified IP Conference Station 7937G

- **Wideband Conference Unit**
 - Superior voice and microphone quality (Wideband)
 - Simplified wiring and administration
 - Backlit LCD screen with 4 soft keys
 - Extension Microphone Kit
 - Wireless Lapel Microphone Kit



Mobility Solution Portfolio

Mobile



Nokia Intellisync CallConnect (Dual Mode)



Mobile Communicator

Desktop



IP Communicator

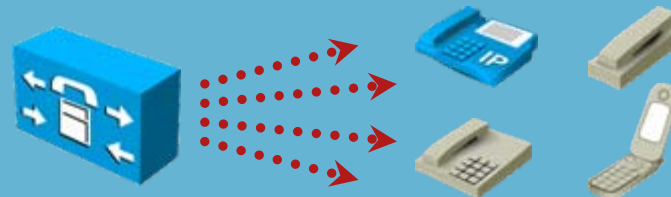


Personal Communicator



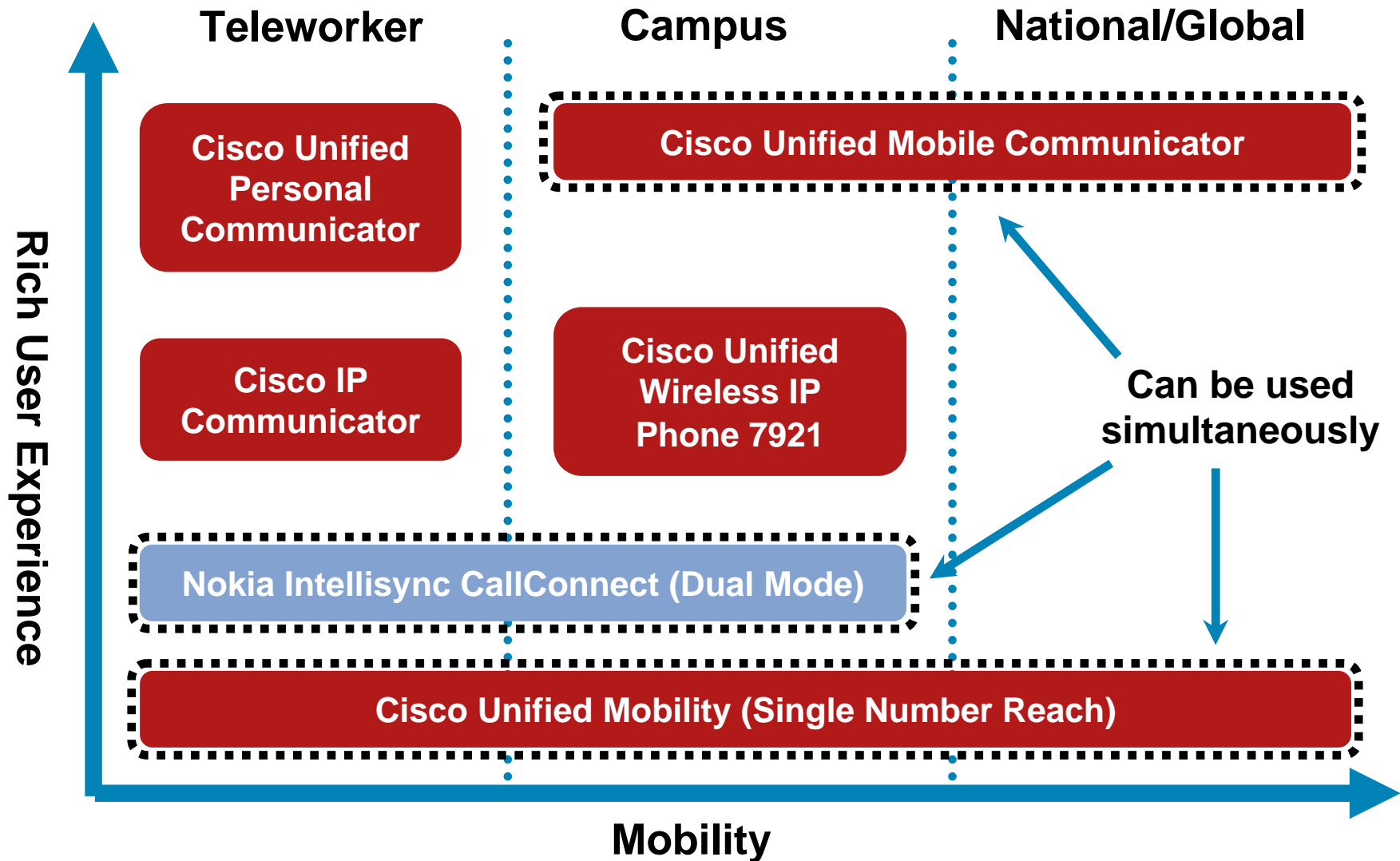
7921G
Wireless IP Phone

Network



Unified Mobility (Single Number Reach)

Mobility Solution Portfolio



Cisco TelePresence Meeting Solution

Existing Endpoint Offerings



Cisco TelePresence System 3000

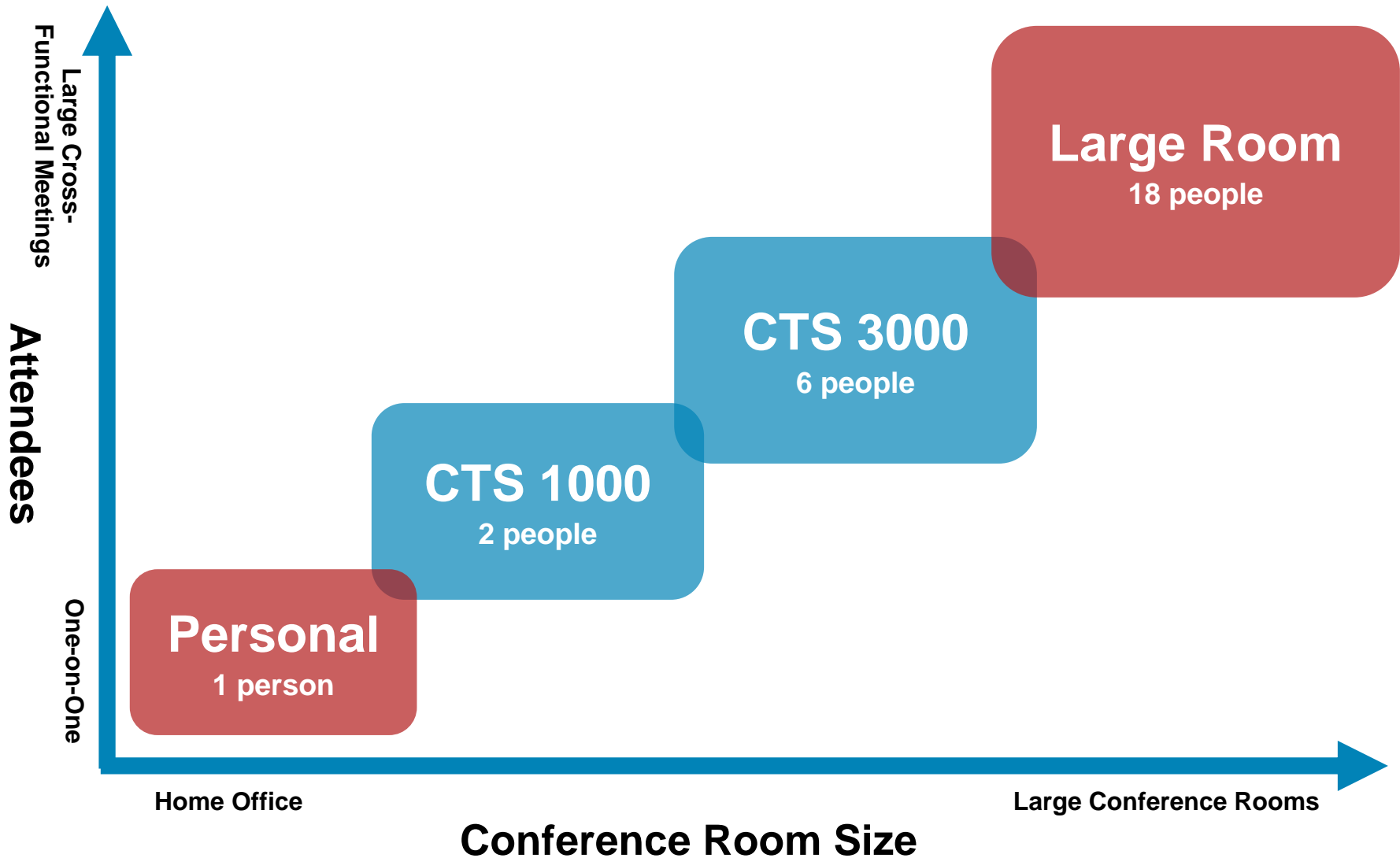
- 12 seats at the virtual table
- Purpose-built room
- 1080p, Ultra High Definition
- Spatial Wideband Audio
- Imperceptible Latency



Cisco TelePresence System 1000

- 4 seats at the virtual table
- General purpose room
- 1080p, Ultra High Definition
- Wideband Audio
- Imperceptible Latency

Telepresence Meeting Solution Endpoint Roadmap



Unified Communications Architecture Elements

Collaboration

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



Unified Video Advantage



Unified Personal Communicator

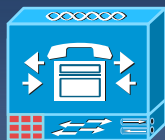


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



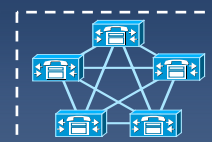
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

Infrastructure



Routing



Switching



Availability



Management



QoS



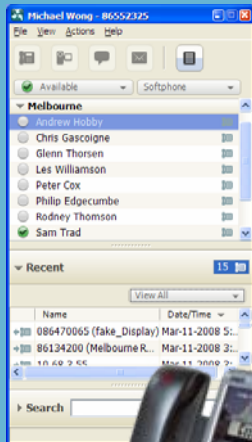
Security



Administration

Cisco Conferencing and Collaboration

Ad-Hoc Meetings



Cisco Unified Personal Communicator

Everyday Meetings



Cisco Unified MeetingPlace and Video Conferencing



Webex

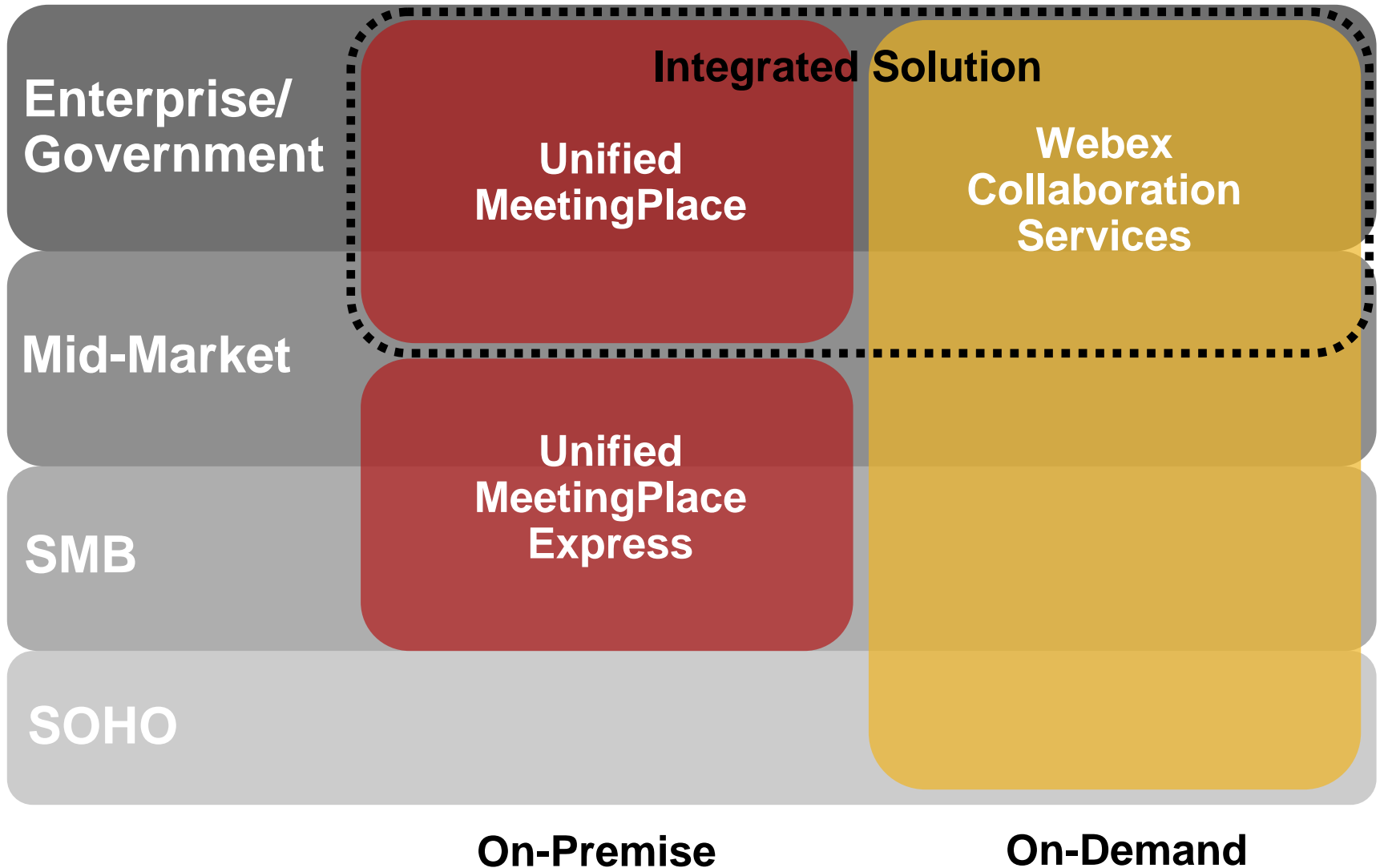
Face-to-Face



Cisco TelePresence

Capabilities – Richness of User Experience

MeetingPlace and Webex Comparison



Webex Integration – Phase 1

- Add WebEx collaborations to Unified MeetingPlace
- Integrated setup & attend of Unified MeetingPlace voice and WebEx Web from Unified MeetingPlace
- From WebEx Web User Interface
 - Outdial to voice conference
 - Basic voice control (mute, active speaker)
 - Voice-Web recording

Meeting Information

Subject

Meeting ID (optional)

Date* ,

Time* : (localtime)

Duration* (minutes)

Meeting template

Password

Billing code

Meeting category

Reserve Audio + Web conferencing

of audio callers

Web Conference Provider

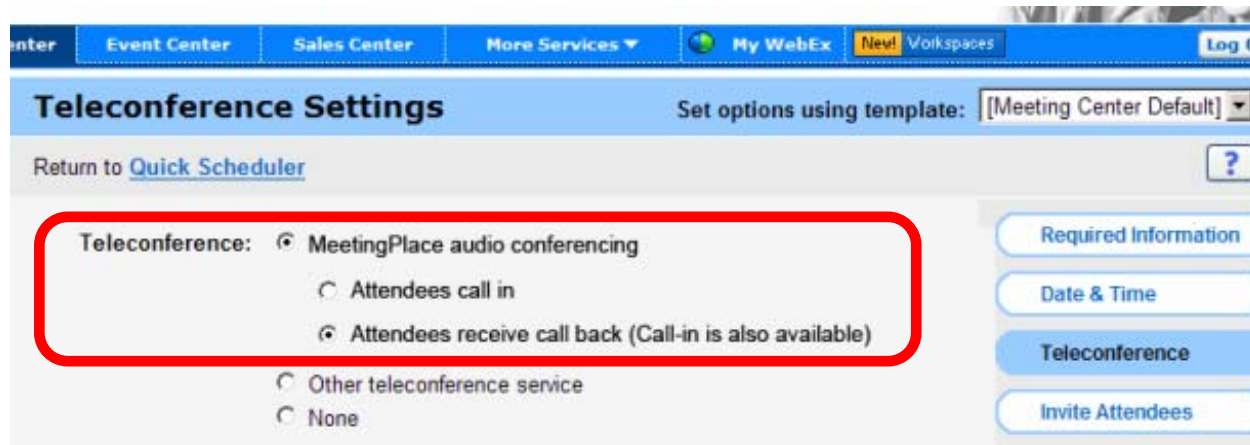
Invitees

Add Invitee

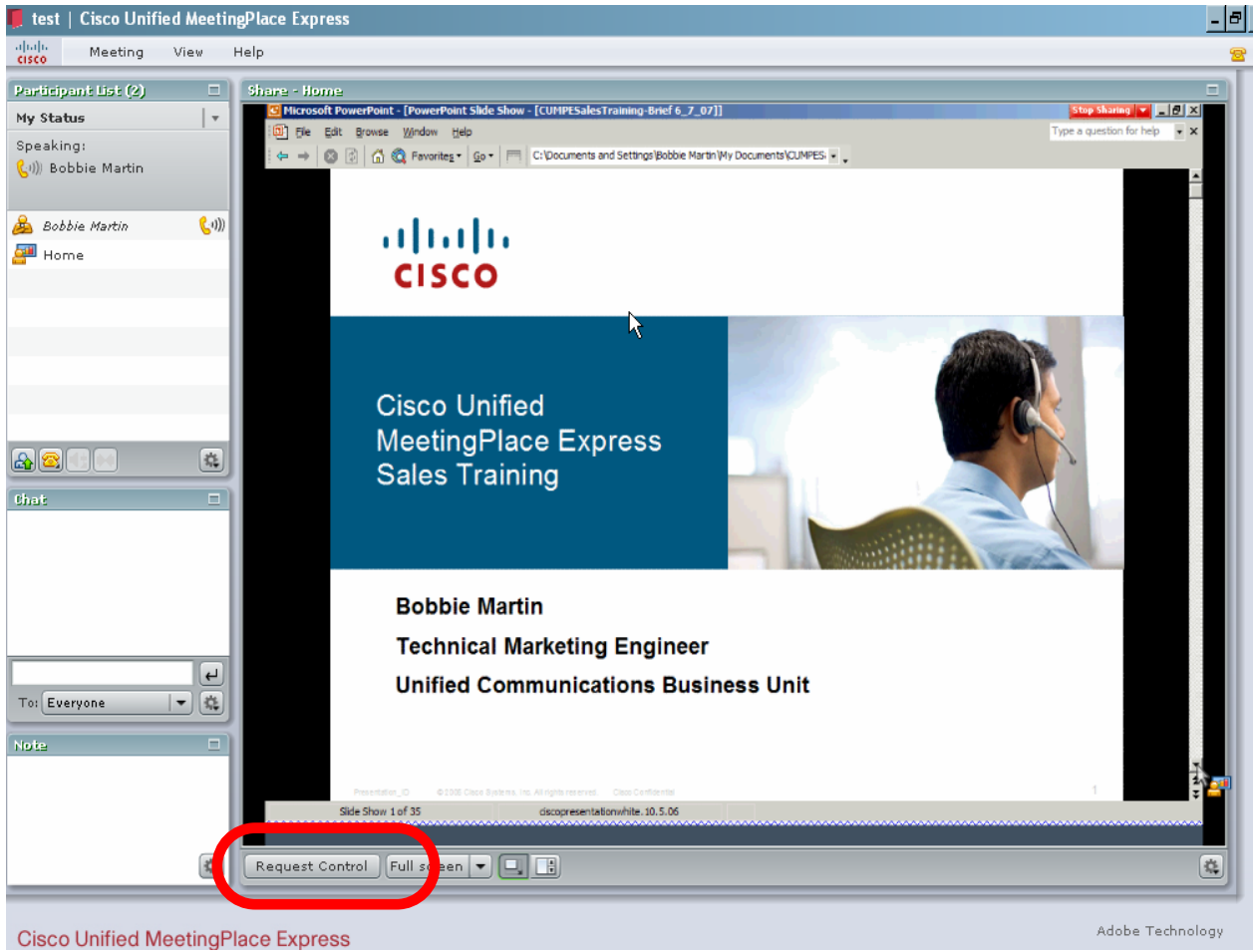
#	Name	Email	Permissions
1	Bubba The Love Sponge	<input type="text" value="bubba@test.com"/>	Moderator/Speaker

MeetingPlace Integration – Phase 2

- WebEx customers looking to leverage on-premise audio resources
- Integrated Setup and Attend of WebEx Web & Unified MeetingPlace Reservationless Voice Conferencing
 - Outdial to Voice Conference from Webex Web UI
 - When WebEx meeting starts, audio meeting starts
 - Basic in-session controls (mute, eject, who's speaking)

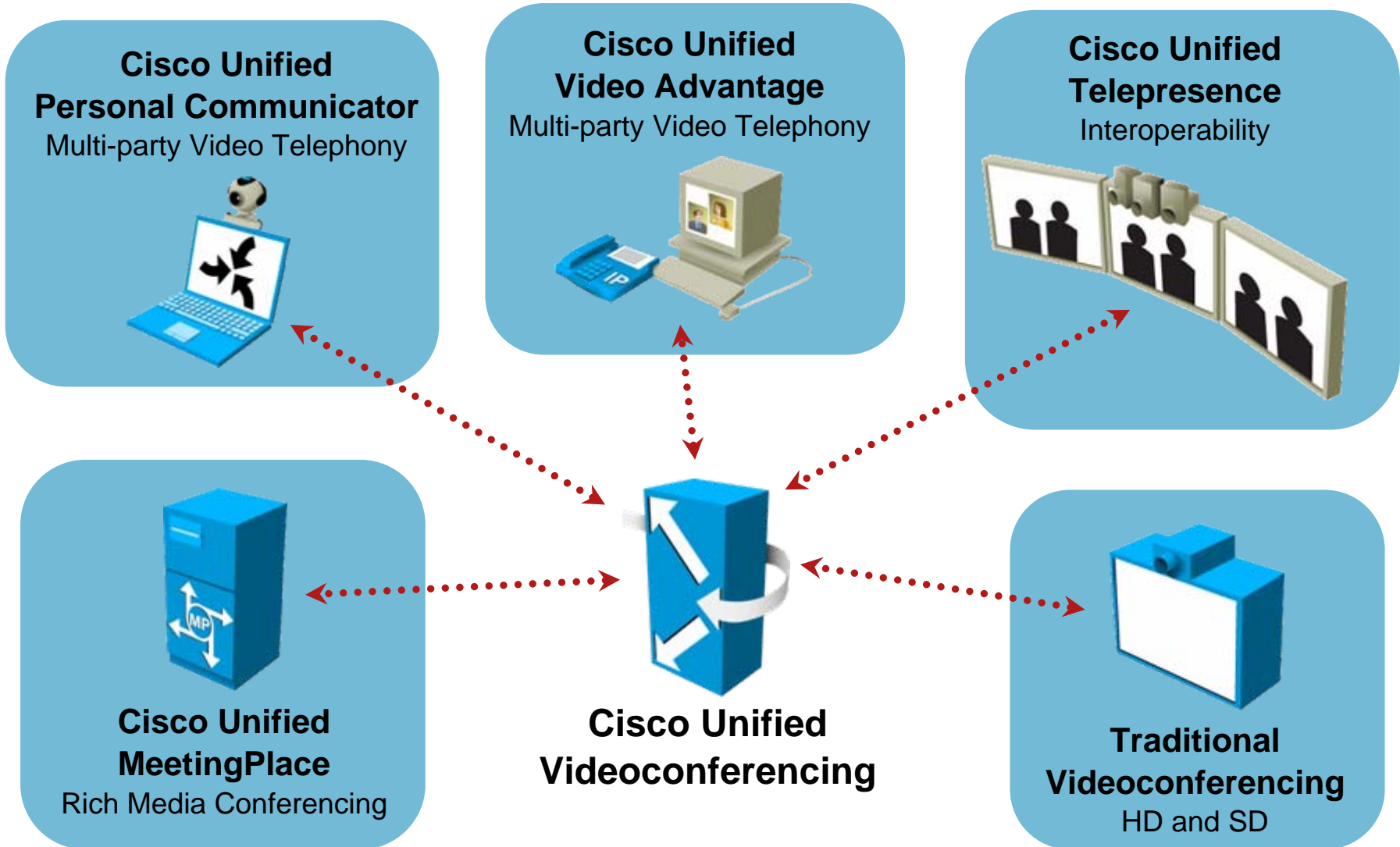


MeetingPlace Express 2.0.2



- Remote Control
- 24-bit colour sharing
- Supporting 15 Localisations

Cisco Unified Video Conferencing



Cisco Unified Video Conferencing 5.5

Interoperability between High Definition (HD) and Standard Definition (SD) Endpoints

Cisco Unified Videoconferencing 5.5

Resource Manager

- Supports HD Video and Desktop
- Schedule and Reserve Resources
- Virtual Rooms - "Meet-me"
- Auto MCU cascading
- User Management / Directory integration

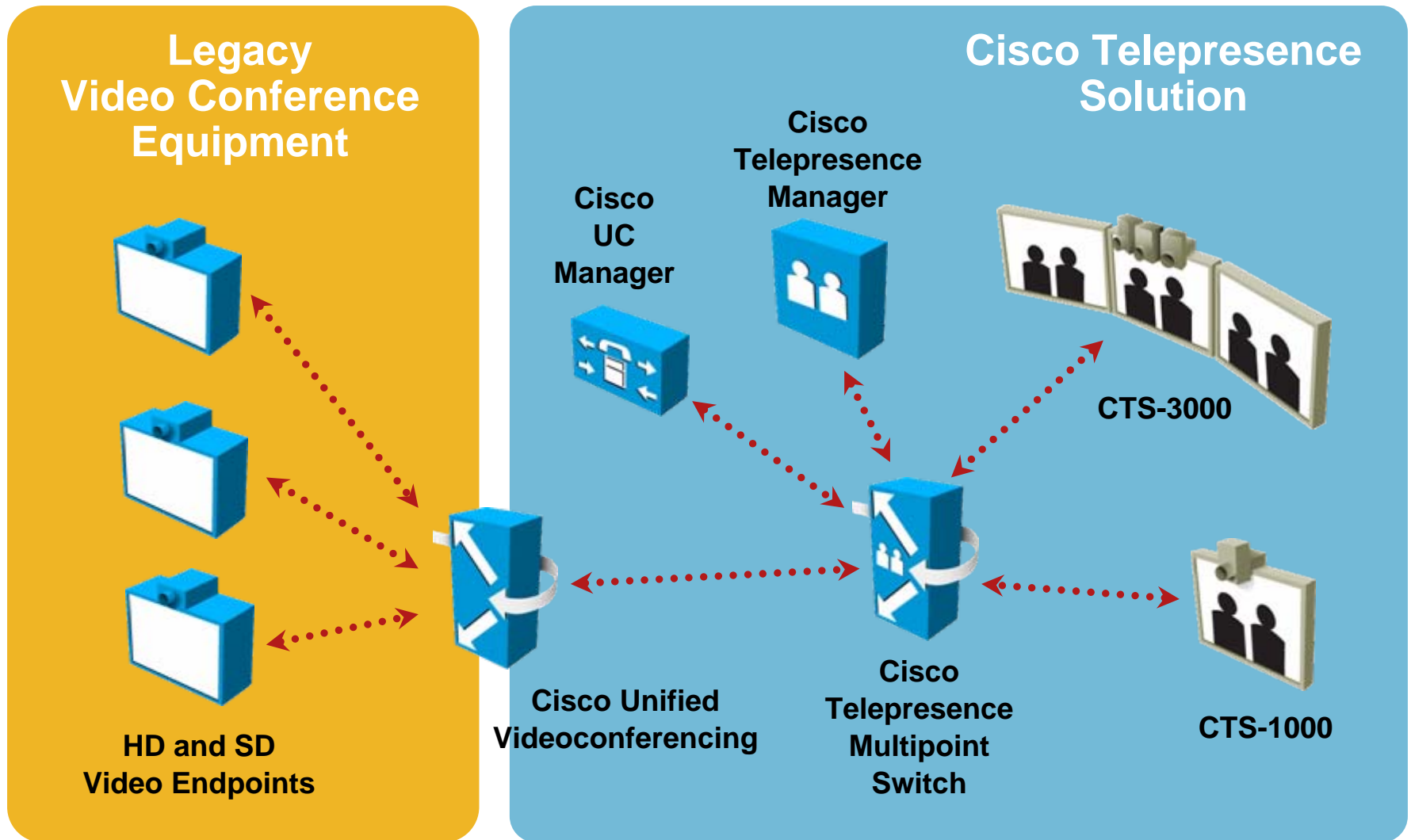
Network Manager

- Network Device Management
- Auto-detection of elements
- Network Status and Statistics
- Alarm, Trap Collection & Forwarding

Desktop Video

- Interactive Desktop Videoconferencing (PC Webcam)
- Live Conference Streaming (large non-interactive streaming)
- Firewall Friendly

Video Interoperability with Telepresence



Unified Communications Architecture Elements

Network Management

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



Unified Personal Communicator



IP Communicator



Mobile Phones

Applications



Cisco Unity Messaging



Unified MeetingPlace Conferencing



Unified Customer Contact



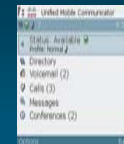
Unified Video Advantage



Unified Personal Communicator

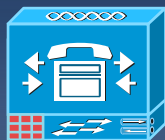


IP Communicator



Mobile Communicator

Services



Smart Business Communications Sys



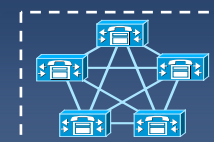
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

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QoS

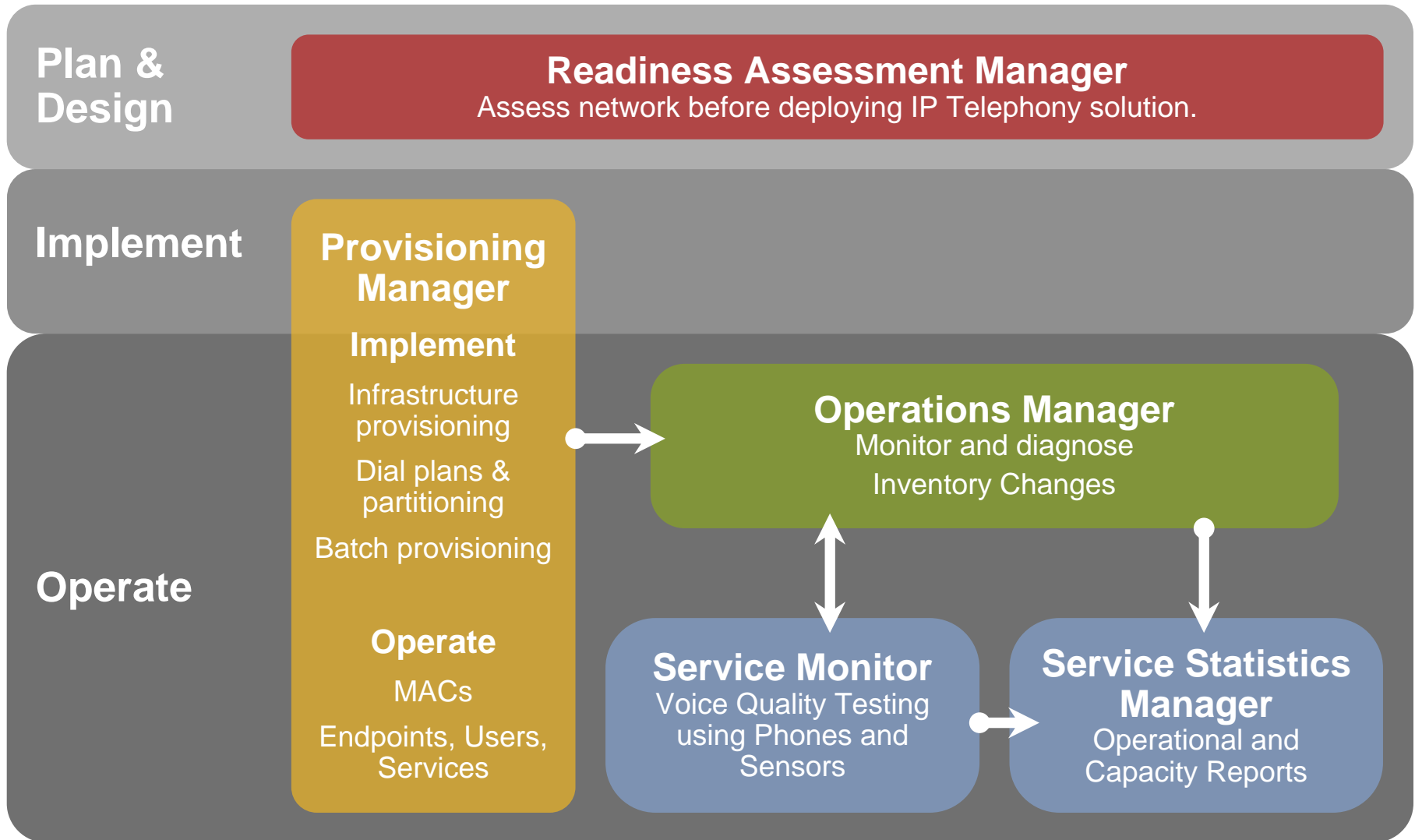


Security



Administration

Unified Communications Management



Unified Communications Architecture Elements

Unified Workspace Licensing

Endpoints



Cisco Unified IP Phones



Wireless IP Phones



Unified IP Phone 7985



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IP Communicator



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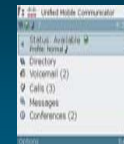
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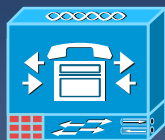


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Smart Business Communications Sys



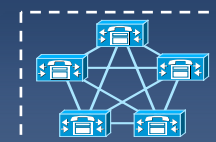
Communications Manager Express



Cisco Unified Presence



Communications Manager Bus Edition



Communications Manager

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Routing



Switching



Availability



Management



QoS



Security



Administration

Simplest, Easiest, Most Cost-effective Way To Unify The Workspace

Cisco Unified Workspace Licensing

Allows customers to simply and cost effectively provide a full unified communications experience to all users.

- **Includes:**

- UC client software

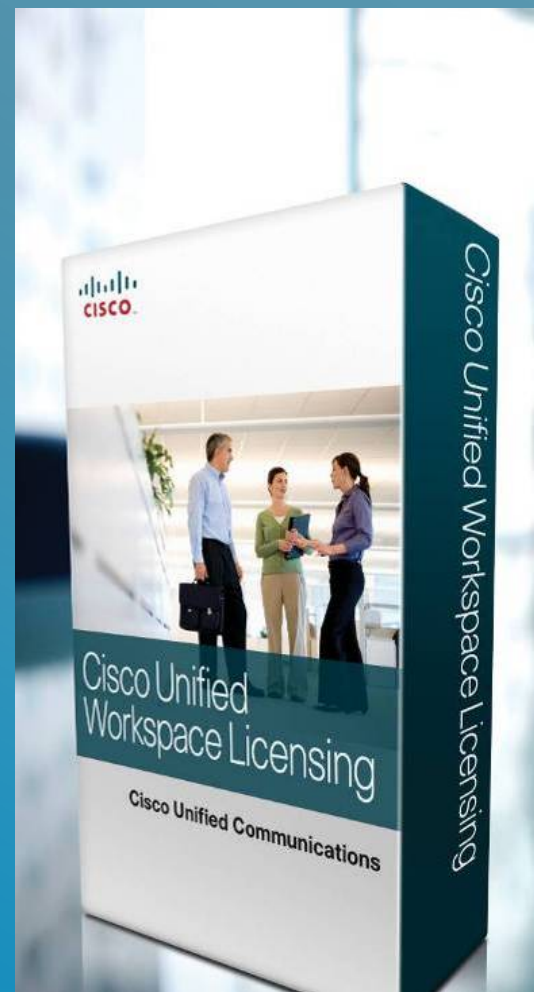
- UC server software

- UC access rights

- All in a single user license!

- **With 3-years of upgrades and service**

- **Hardware ordered separately**



Unified Workspace Licensing (WL) Defined

- Client and Server Software/Licenses included
- Servers, phones, and video cameras are purchased separately

Functionality	What Is Included in CUWL?	Standard Edition	Professional Edition
Video Conferencing	MeetingPlace Express	N	Y
Web Conferencing	MeetingPlace/MeetingPlace Express	N	Y
Audio Conferencing	MeetingPlace/MeetingPlace Express	N	Y
Mobile Phone Client	Mobile Communicator Client	N	Y
Presence	Unified Presence Profile	Y	Y
Mobility	Unified Mobility Profile	Y	Y
Soft Client	CUPC or CIPC with Video Advantage	Y	Y
Messaging	VM or UM with Web and IMAP Accessibility	VM	VM/UM
Phone/Call Control	One or Unlimited Cisco IP Phones per User	One	Unlimited

Cisco Unified Workspace Licensing: Who should be considering CUWL?

- New Cisco Customers
 - Over 100 users
 - Deploying Applications
- Existing Customers
 - Add/Expand Clusters and/or Users
 - Adding Applications
 - Rolling out a large numbers of Tele-workers (soft-client or mobility)
- Customers without UCSS and looking to get the latest UC versions

Cisco Unified Communications

Applications on Fixed and Mobile Networks for Workspaces



Use Network as the Platform



Every time, Everywhere, Everyone's connected



