Mobile Applications

 Cisco Confidential
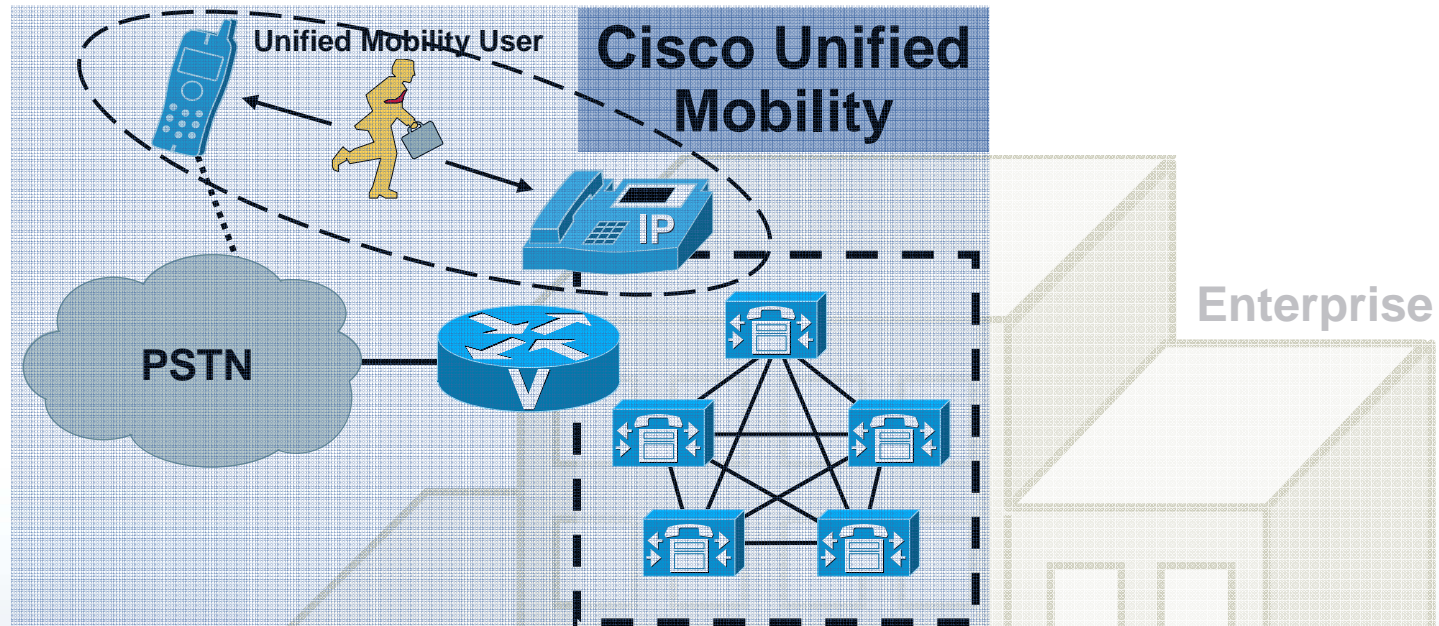
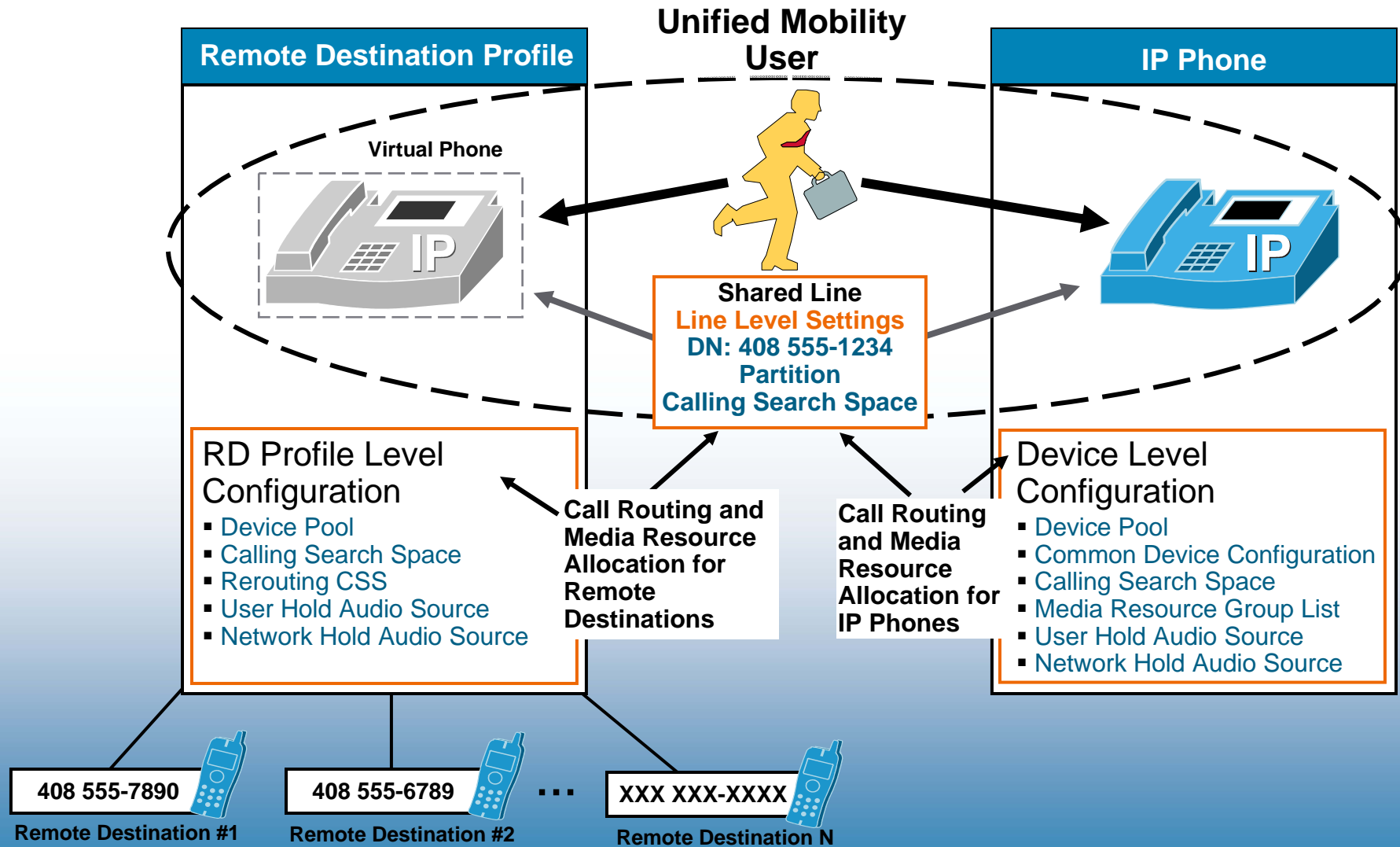# Cisco Unified Communications Mobility
UC Mobility Improves Productivity Anytime Anywhere

- Fully integrated within Cisco Unified Communications Manager (Unified CM) 6.0 and later.

- Includes the following features:

  Mobile Connect

  Mobile Voice Access (MVA)

  Enterprise Feature Access (EFA) 2 Stage-Dialing

  Mid-Call Features

  Single Enterprise Voicemail Box

Unified Mobility
Configuration and Call Routing Concept

Remote Destination Profile

Unified Mobility User

IP Phone

Virtual Phone

Shared Line
Line Level Settings
DN: 408 555-1234
Partition
Calling Search Space

RD Profile Level Configuration
- Device Pool
- Calling Search Space
- Rerouting CSS
- User Hold Audio Source
- Network Hold Audio Source

Call Routing and Media Resource Allocation for Remote Destinations

Call Routing and Media Resource Allocation for IP Phones

Device Level Configuration
- Device Pool
- Common Device Configuration
- Calling Search Space
- Media Resource Group List
- User Hold Audio Source
- Network Hold Audio Source

408 555-7890
Remote Destination #1

408 555-6789
Remote Destination #2

• • •

XXX XXX-XXXX
Remote Destination N
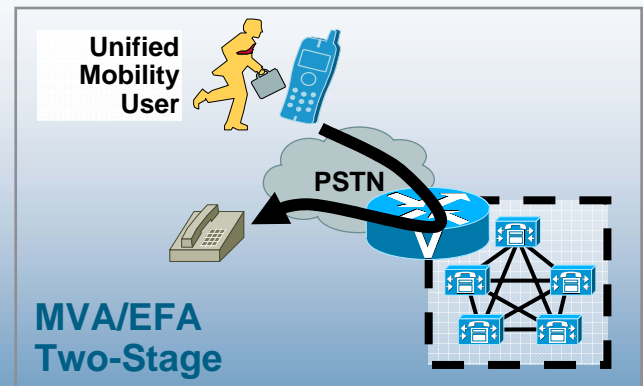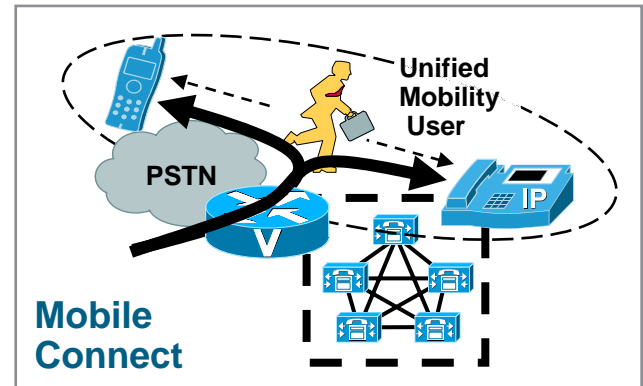
Unified Mobility
Feature Review: Mobile Connect, MVA, and EFA

- **Mobile Connect**—Incoming calls to user's enterprise number rings both desk phone and configured Remote Destination(s)

Mobile Connect

- **Mobile Voice Access (MVA)**—Provides the ability to make calls from mobile phone using the enterprise IP telephony infrastructure

    IVR based application accessed by dialing into the enterprise

    Requires H.323 VXML gateway

    User can also enable/disable Mobile Connect

**MVA/EFA
Two-Stage**

- **Enterprise Feature Access (EFA) Two-Stage Dialing**—Provides identical functionality as MVA without the IVR component

Unified Mobility
## Feature Review: Pickup and Mid-Call Features

- **Desk Phone/Remote Destination Pickup**—Once incoming mobility call has been answered, call can be moved between desk phone and RD(s)

Desk/RD Pickup

- **Mid-Call Features**—Provides the ability to invoke enterprise features Hold, Resume, Transfer, Conference, and Directed Call Park from the RD/mobile phone for active mobility calls

Mid-Call Features
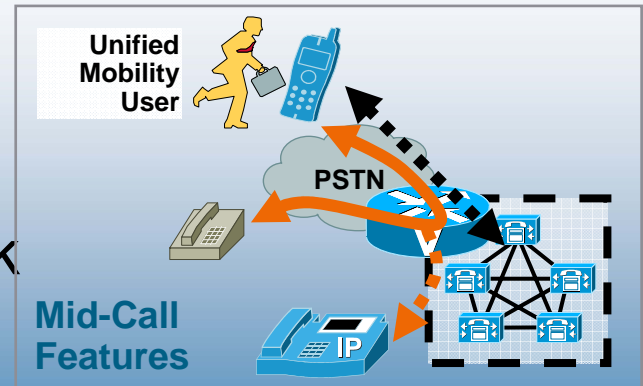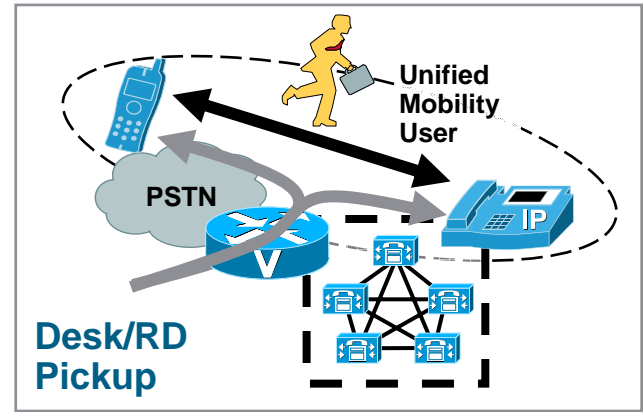
Unified Mobility
Feature Review: Single Enterprise VM Box and Access Lists

- **Single Enterprise Voicemail Box** (mobile voicemail avoidance)—Per RD timers ensure that when mobility user is unavailable, unanswered incoming calls are forwarded to enterprise voicemail box rather than mobile or other voicemail box

- **Access Lists**—Per RD access lists can be defined to filter or screen incoming calls to a mobility user based on caller ID. Filtering allows or blocks calls from being extended to the user's RD.
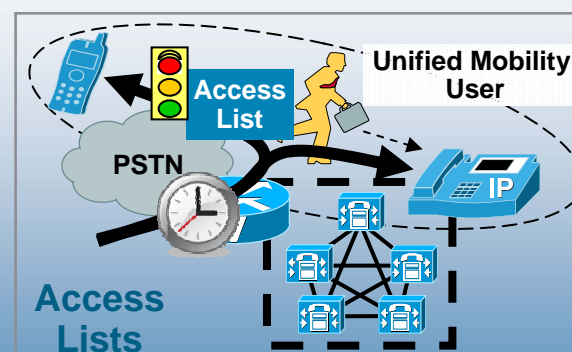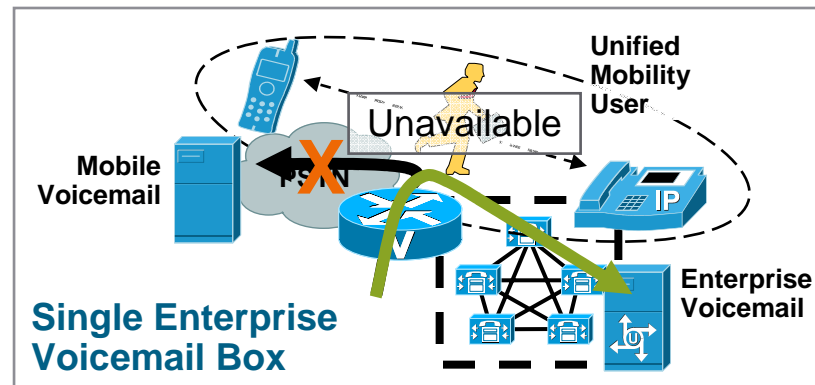
Cisco Unified Communications Mobility
UC Mobility Improves Productivity Anytime Anywhere
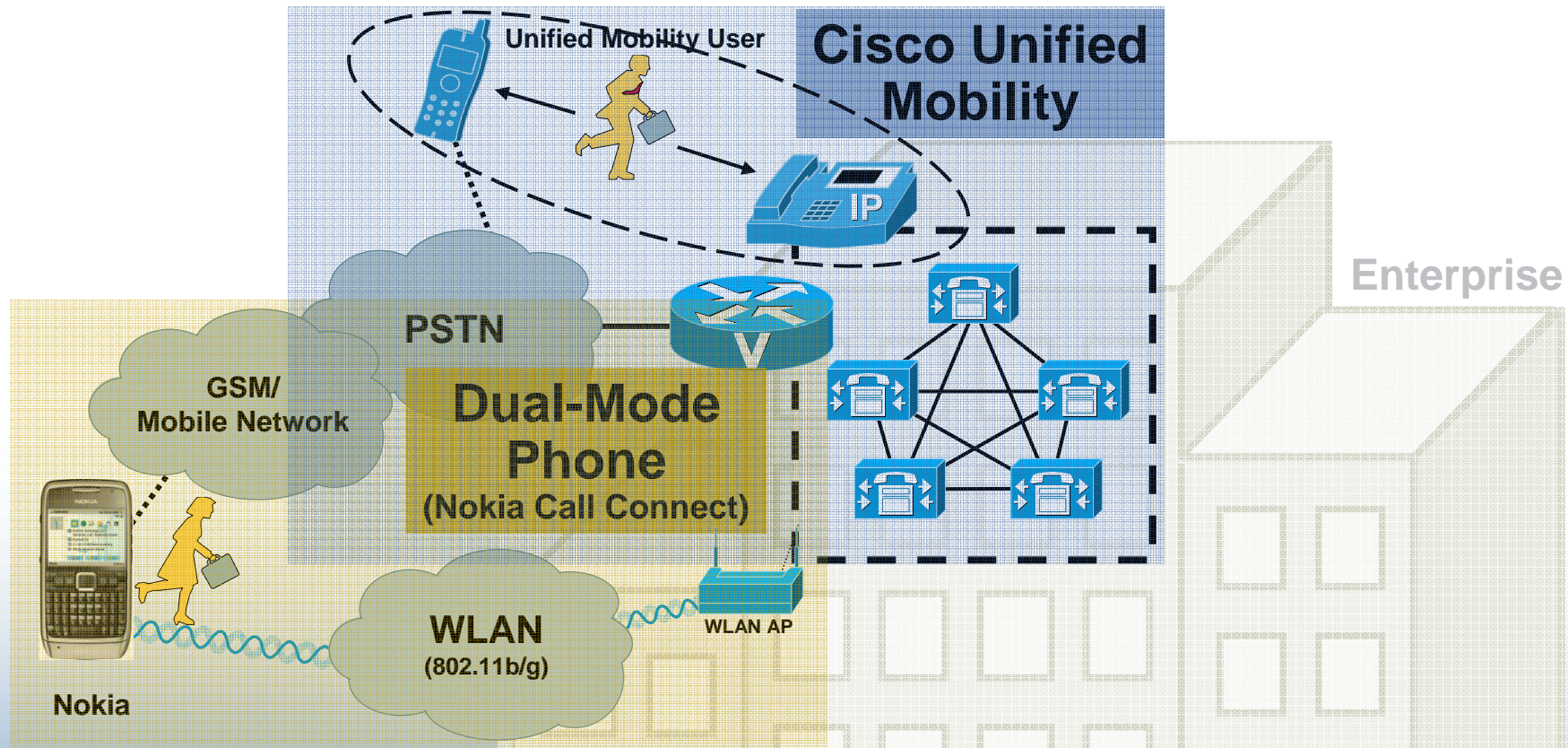
- Nokia Call Connect for Cisco
- Provides the ability to use enterprise IP telephony infrastructure for making and receiving calls
- When using Cisco Unified Wireless Network, the mobile phone uses SCCP client to register with Cisco Unified Communications Manager as a phone
- When the WLAN coverage is unavailable, the mobile phone uses GSM for calls

Mobile Business Solution from Cisco and Nokia
Incoming Call Routing

- Incoming calls are routed to GSM interface via Mobile Connect when phone is not associated/registered to enterprise

- Incoming calls are routed to SCCP WLAN client when phone is associated to enterprise WLAN and registered to Cisco Unified Communications Manager

Call 51234

Enterprise

Cisco Unified CM Cluster

Call 1 408 555-1234

PSTN Gateway

Dual-Mode GSM Connectivity Only

Dual-Mode WLAN Connectivity

PSTN

GSM

AP

V

WLAN

X

IP

GSM

Mobility Identity

DN: 51234
DID: 408 555-1234

408 555-7890

Unified Mobility User

Same Phone

Note: When the Dual-Mode Phone Is in the WLAN, Incoming Calls to the Enterprise DN/DID Will Not Ring the GSM Interface

Nokia Call Connect for Cisco

- **Nokia Call Connect 2.0 for Cisco**

  VoWLAN and VoIP over 3G

  Automatic handover between networks
  (select devices)

  DTMF Mid-Call Features

  XML Application Support

  Interoperable with Cisco Unified Mobile Communicator

- **Customer Benefits**

  Reduce cellular costs with Dial via Office and
  VoWLAN

  Productivity-enhancing features

Tin Can Touch for Iphone

- **Tin Can Touch is a Softphone for iPhone** This application is built from the Client Services Framework (CSF) assets, mostly the Skittles phone code and the GIPS media engine.

- Tin Can looks like a CIPC device to the Call Manager because it is a CIPC device. It's the same Call Processing code, ported for the iPhone and Mac. .

- Tin Can looks like the Apple Phone app because imitation is the most sincere form of flattery. Read on to see the future for Tin Can.

- Since Tin Can Touch behaves like CIPC, if you already have a SIP CIPC device setup.
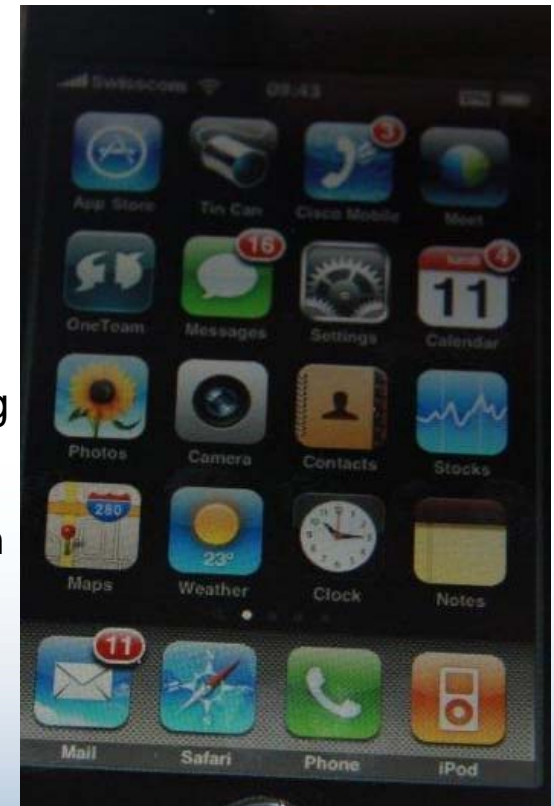
Tin Can Touch for Iphone

- **What can I do with Tin Can Touch (TCT)?**

- Place a VoIP phone call from your corporate phone line. This is just a phone. And it has your desk phone number.

- Receive a call. When someone calls you, and you are running Tin Can Touch, your phone will ring. Answer it.

- Access Contacts, Recents, Favorites just like the iPhone "Phone" application.

- Exit the application while you are on a call and the person that you are talking to gets "Parked". Start the application back up and automatically get the call back (limit 1 minute).

- G.711, G.729, iLBC codecs are supported.

- Hold/Resume

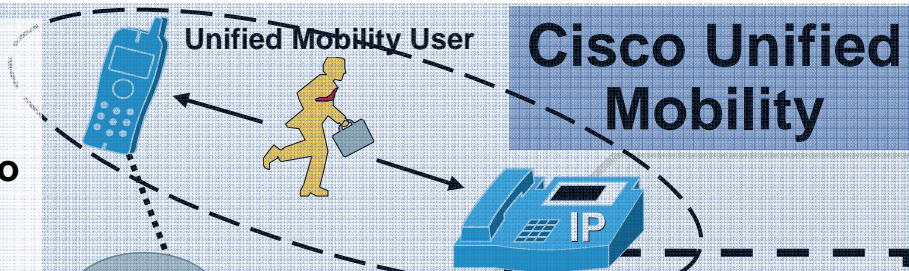- Speakerphone

Tin Can Touch for Iphone

- **What can I do with Tin Can Touch (TCT)?**

- DTMF support

- 2 simultaneous calls, swap back and forth

- Conference with the "Merge" button

- Application dialing rules. Use your contacts as they are to place calls.

- Pickup deskphone calls when you launch Tin Can Touch.

- WiFi to Mobile handoff while in a call.

- Cisco Speech Connect by simply raising the iPhone to your face.
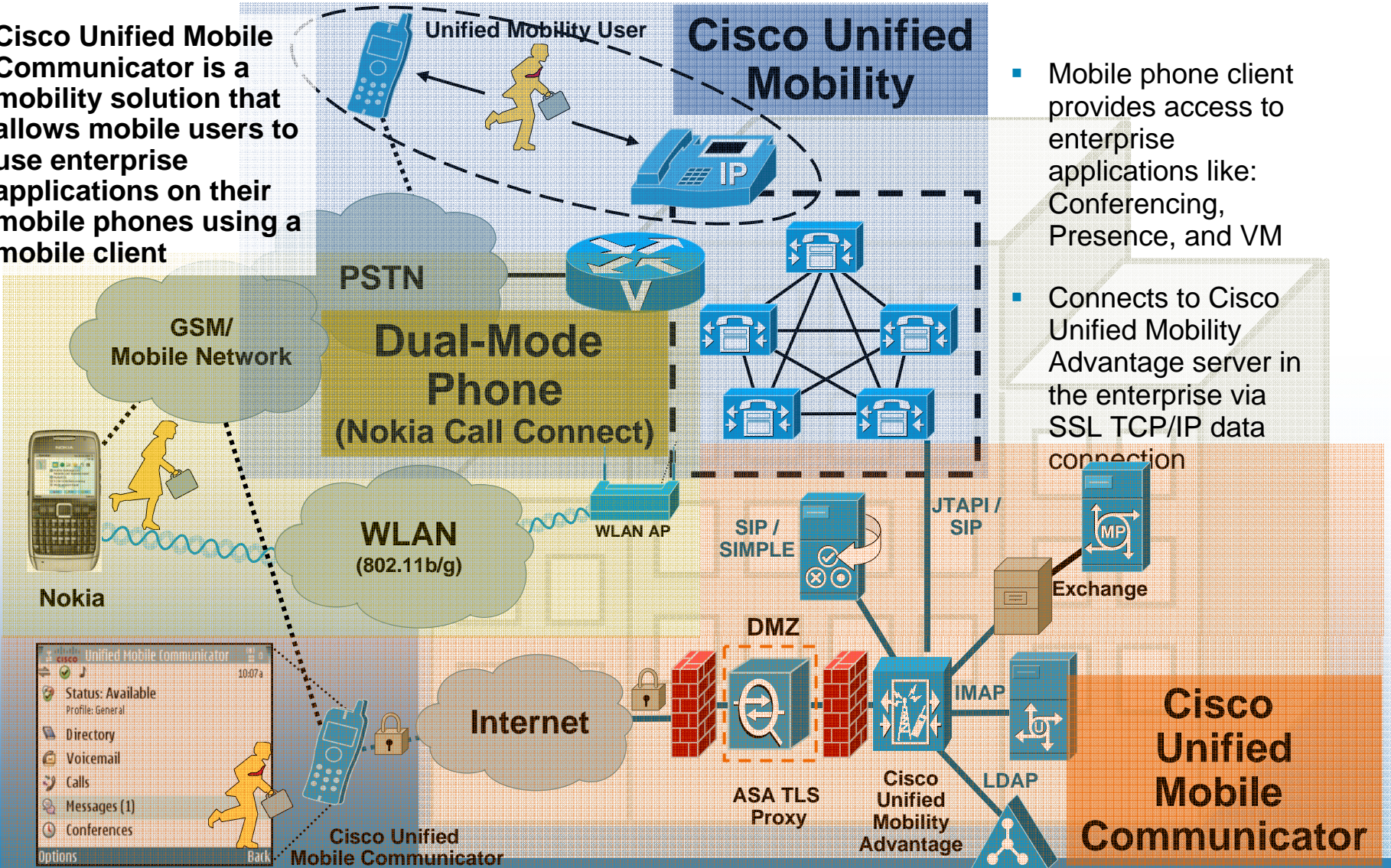
- Voicemail support via IMAP.
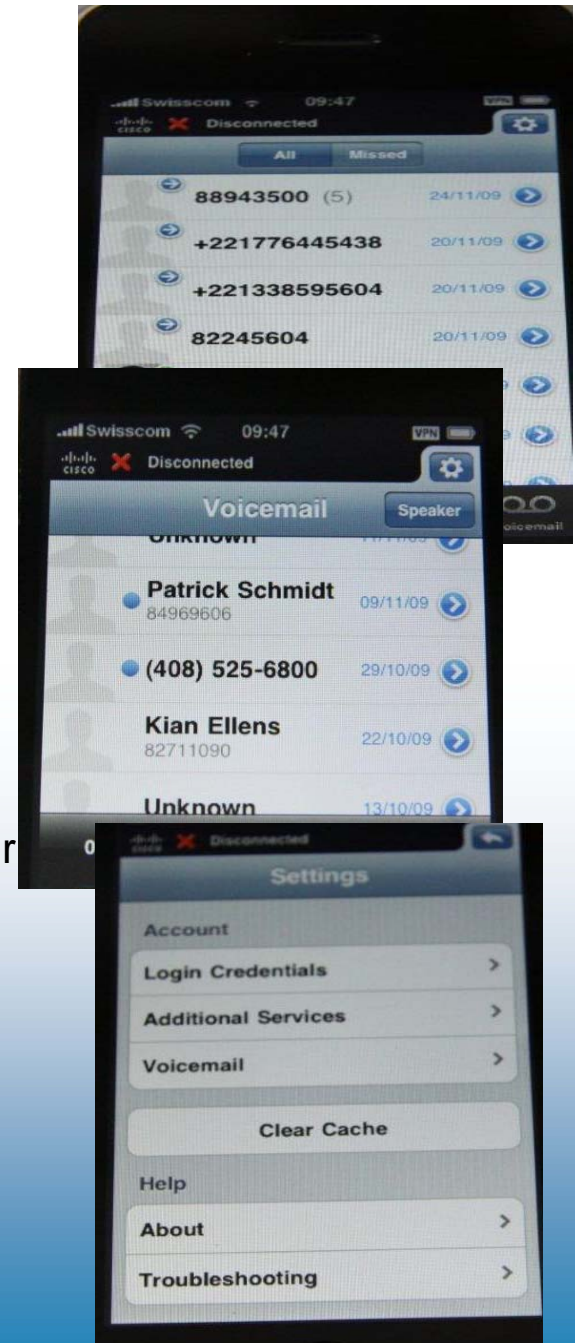
Cisco Unified Communications Mobility
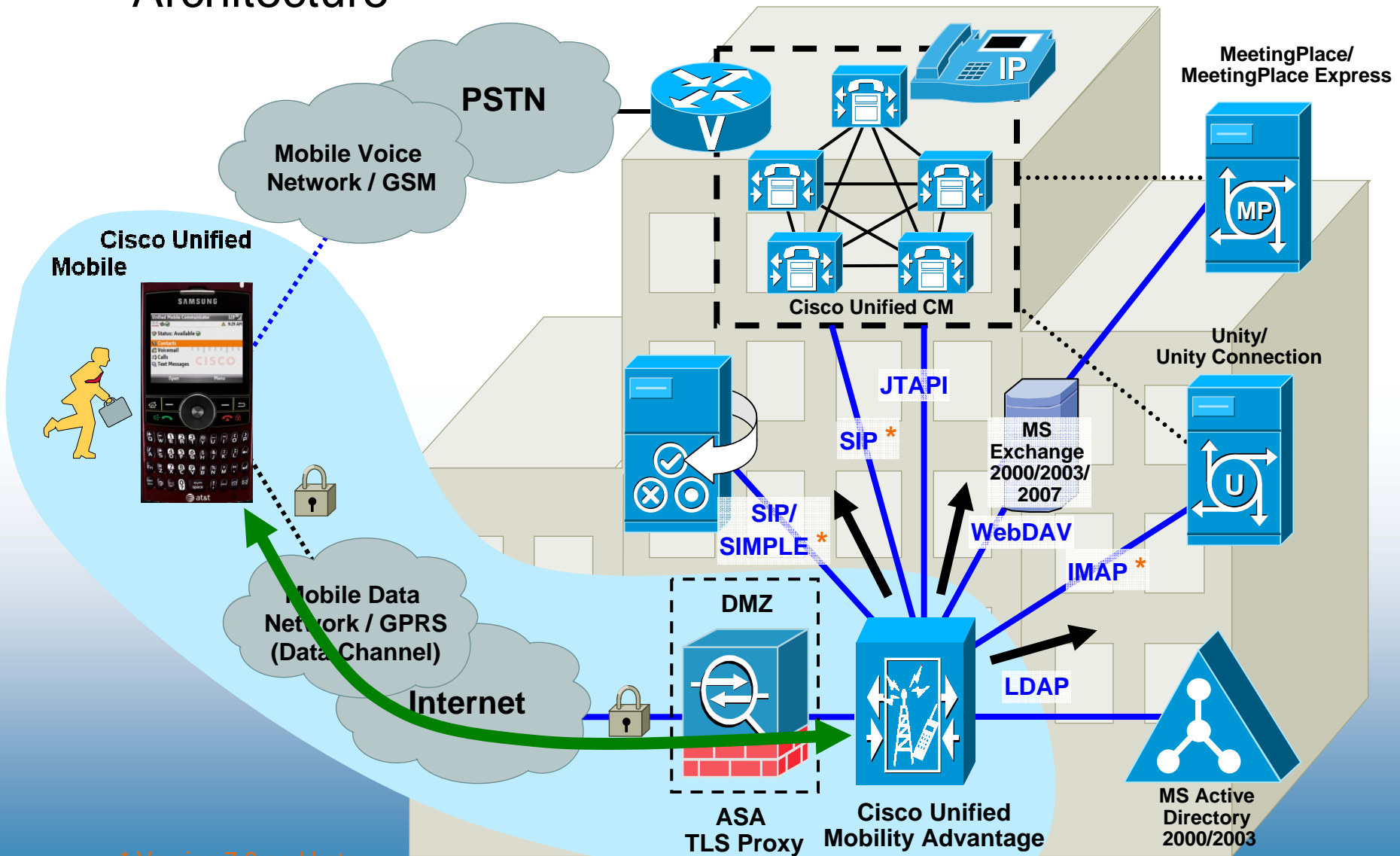## UC Mobility Improves Productivity Anytime Anywhere

Cisco Unified Mobile Communicator is a mobility solution that allows mobile users to use enterprise applications on their mobile phones using a mobile client

Cisco Unified Mobility

Unified Mobility User

PSTN

GSM/ Mobile Network

Dual-Mode Phone (Nokia Call Connect)

Nokia

WLAN (802.11b/g)

WLAN AP

SIP / SIMPLE

JTAPI / SIP

Exchange

DMZ

IMAP

Internet

ASA TLS Proxy

Cisco Unified Mobility Advantage

LDAP

Cisco Unified Mobile Communicator

- Mobile phone client provides access to enterprise applications like: Conferencing, Presence, and VM

- Connects to Cisco Unified Mobility Advantage server in the enterprise via SSL TCP/IP data connection

Cisco Unified Mobile Communicator

Unified Mobile Communicator
10:07a
Status: Available
Profile: General
Directory
Voicemail
Calls
Messages (1)
Conferences
Options   Back

Cisco Unified Mobile Communicator
Architecture

PSTN

Mobile Voice Network / GSM

MeetingPlace/ MeetingPlace Express

Cisco Unified Mobile

Cisco Unified CM

Unity/ Unity Connection

JTAPI

SIP *

MS Exchange 2000/2003/ 2007

SIP/ SIMPLE *

WebDAV

IMAP *

Mobile Data Network / GPRS (Data Channel)

DMZ

Internet

LDAP

ASA TLS Proxy

Cisco Unified Mobility Advantage

MS Active Directory 2000/2003

* Version 7.0 and Later

Cisco Unified Mobile Communicator

"Cisco Mobile" in the App Store

- **Cisco Unified Mobile Communicator 7 for iPhone**

    Dial via Office

    Visual business voicemail

    Mobile Connect on/off setting

    Cisco Unified MeetingPlace meeting list with Call Me

    Directory access

    VoWLAN (CY Q1 2010)

- **Customer Benefits**

    Reduce cellular costs with Dial via Office and VoWLAN

    Place business calls from your iPhone, but appear as If you're calling from the office

    Avoid roaming charges and minimize disruptions by turning on and off Mobile Connect (SNR)

Cisco Unified Mobile Communicator

- **Cisco Unified Mobile Communicator 7 for BlackBerry**

  Dial via Office

  Visual business voicemail

  Mobile Connect on/off setting

  Cisco Unified MeetingPlace meeting list with Call Me

  Presence

  Directory Access

- **Customer Benefits**

  Reduce cellular costs with Dial via Office

  Place business calls from your iPhone, but appear as if you're calling from the office

  Avoid roaming charges and minimize disruptions by turning on and off Mobile Connect (SNR)

Cisco Unified Mobility Advantage

- **Cisco Unified Mobility Advantage 7.1(3)**

  Multi platform support (WM6 SE, BlackBerry, Symbian, iPhone)

  Bulk provisioning tool

- **Customer Benefits**

  Enterprise class scale and performance

  Easier to deploy

  Improved productivity with desktop and mobile integration

- **Partner Benefits**

  Increase services revenue

  Upgrade the installed base

WebEx on Mobile device

Cisco Confidential

WebEx Meeting Center on iPhone

- Native client for Apple iPhone

- Integrated audio and web conferencing on 3G or WiFi

- Attend a scheduled meeting on the iPhone

- View presentations, applications and desktops with live annotations

- View and chat with attendees

- Available in 9 languages

How to download Cisco App
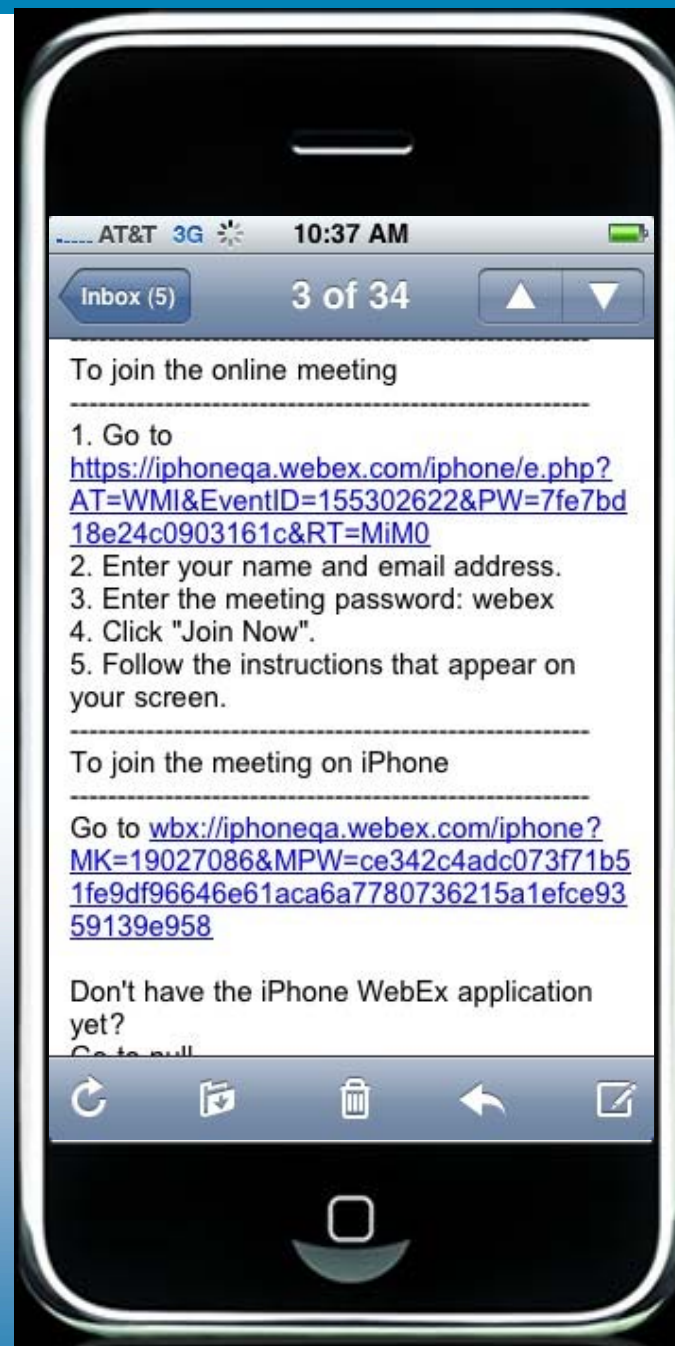
From App Store on iPhone

From iTunes App Store

Attend a scheduled WebEx meeting on the iPhone

© 2009 Cisco Systems, Inc. All rights reserved.   Cisco Confidential

Two ways to attend a meeting

1. From the client

2. From a link in the email invitation

Left screen — My Meetings:

AT&T 📶 ⏳ 11:37 AM 🕐 🔋

Profile **My Meetings**

◀ **Friday, November 14, 2008** ▶

👤 **Demonstration** 11:45 AM ›

👤 **debug** 06:00 PM ›

Today | Day | Week

Right screen — email message:

AT&T 3G ☀ 10:37 AM 🔋

Inbox (5) **3 of 34** ▲ ▼

To join the online meeting
----
1. Go to
https://iphoneqa.webex.com/iphone/e.php?
AT=WMI&EventID=155302622&PW=7fe7bd
18e24c0903161c&RT=MiM0
2. Enter your name and email address.
3. Enter the meeting password: webex
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

To join the meeting on iPhone

Go to wbx://iphoneqa.webex.com/iphone?
MK=19027086&MPW=ce342c4adc073f71b5
1fe9df96646e61aca6a7780736215a1efce93
59139e958

Don't have the iPhone WebEx application yet?
Go to null

Automatically join audio by receiving a call back or calling in

Integrated audio join options:

1. On Demand: WebEx Audio

2. On Premises: Cisco Unified MeetingPlace Audio

3. Partner: Telephony Service Provider Audio coming in Q2 09

C97-563309-00
Cisco Confidential
23

View presentations, applications and desktops with live annotations
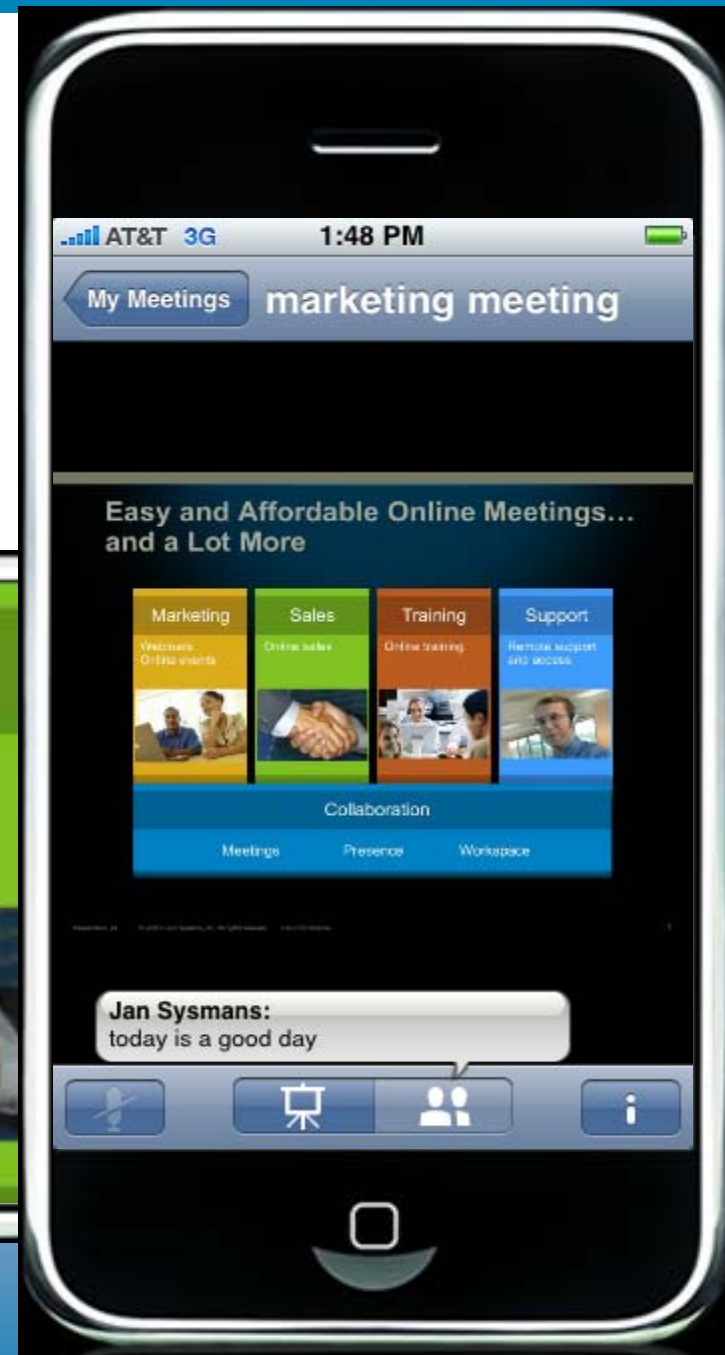
Pass the Ball*

On a Computer

On a Mobile Device

Mute/ Unmute

View Content

Click to Chat

Meeting Info

* Requires a host account

Chat with attendees within the meeting

Cisco WebEx Meeting Center for iPhone v 1.3

Available Now

Stay Connected to Your Important Meetings, Wherever You Are

- **WebEx Meeting Center for iPhone v1.3 Enhancements:**

  - Meeting handoff: transfer a live WebEx web meeting on the iPhone to a PC with a flick of a wrist

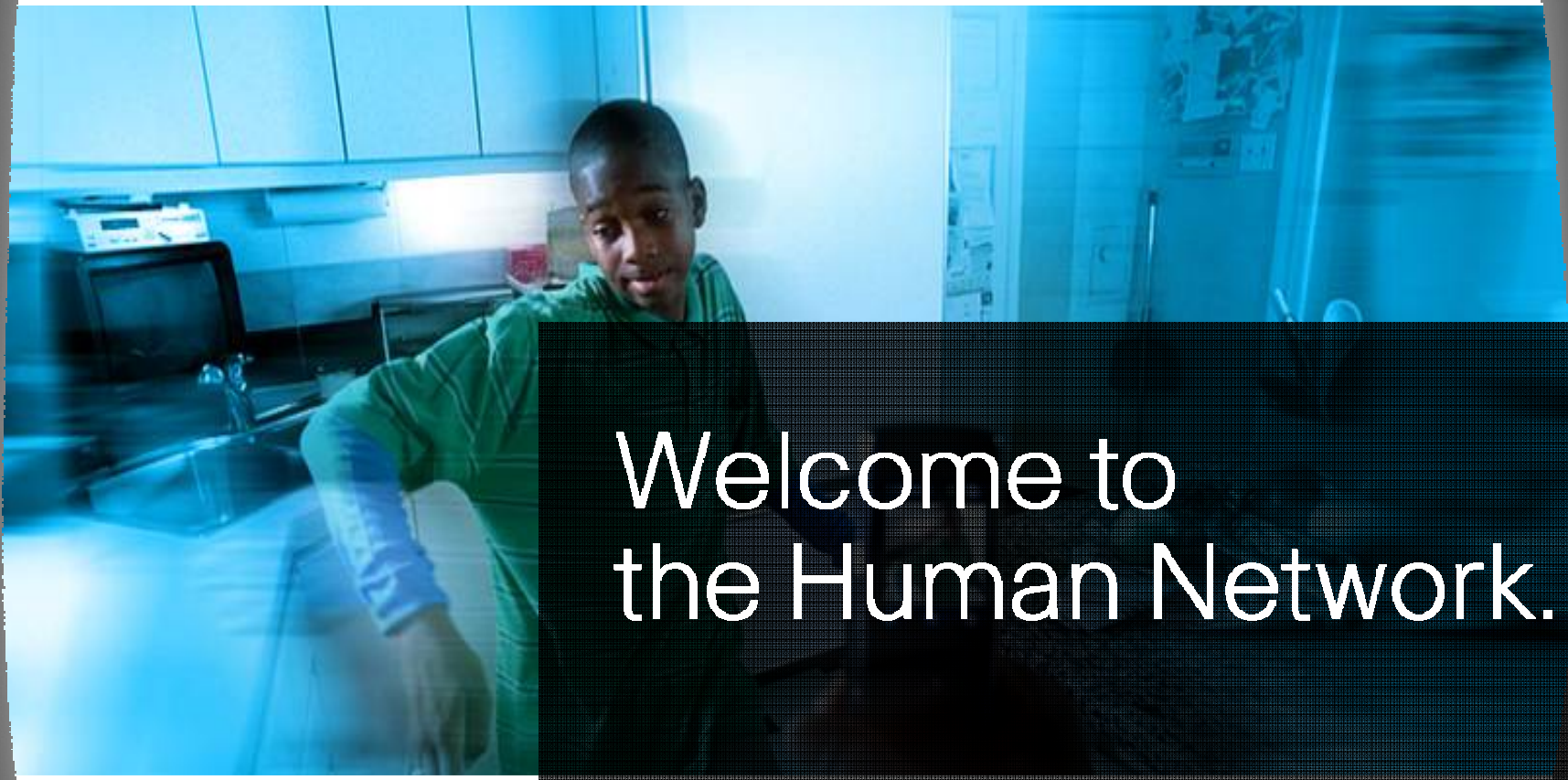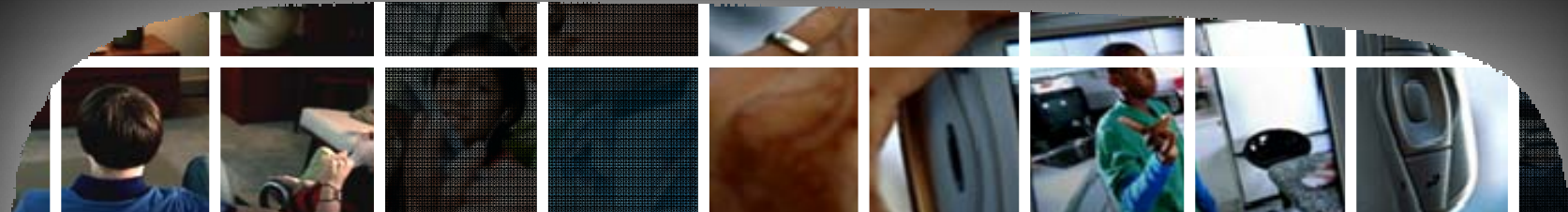 - Audio transfer from an iPhone to an IP phone supported with Single Number Reach

  - Join by meeting number – enter WebEx meeting number in the WebEx app for the iPhone to join the meeting
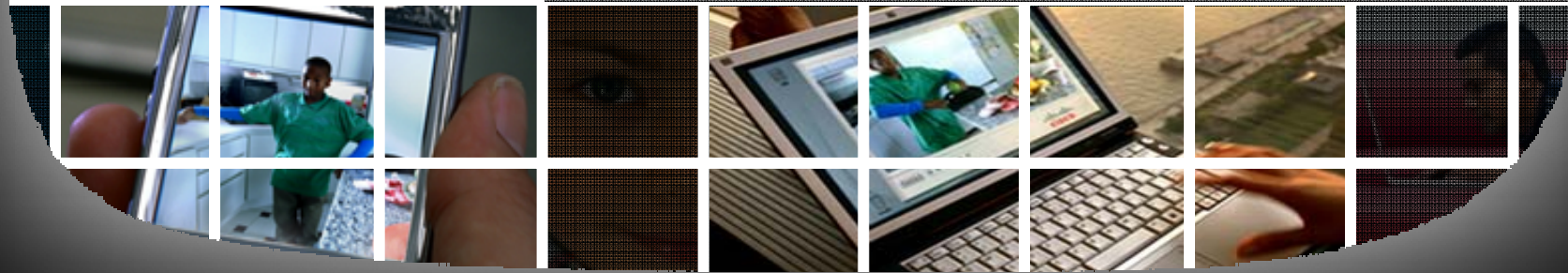
- **Customer Benefits**

  - Collaborate anywhere, anytime, even on your iPhone

  - Let the technology adapt to your environment, whether in motion or on desktop

Welcome to
the Human Network.