

## Cisco Unified Communications Manager Business Edition

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco Unified Communications Manager Business Edition is an easy-to-manage solution that combines voice, video, mobility, and messaging on a single server to simplify system administration and reduce hardware and operating expenses. This solution provides cost-effective deployment options for medium-sized organizations with smaller IT staffs that require all the advanced capabilities of Cisco Unified Communications Manager (formerly Cisco Unified CallManager), Cisco Unity® Connection, Cisco Unified Mobility (formerly Cisco Unified MobilityManager), and integrated management on a single server to expedite migration to unified communications.

The solution includes many new capabilities designed specifically for medium-sized organizations, including do not disturb, intercom with whisper page, audio message waiting indicators, and Cisco Unified IP Phone 7931G. Also, medium-sized organizations can access traditional enterprise features such as speech recognition, integrated messaging, call routing rules, and single-number reach.

For rapidly growing organizations, the solution also supports multiple expansion options as well as transparent integration with the entire Cisco Unified Communications portfolio of applications, including Cisco Unified Presence, Cisco Unified Personal Communicator, Cisco Unified MeetingPlace® Express, Cisco Unified Contact Center Express, Cisco Unified Application Environment, and more.

The Cisco Unified Communication Manager Business Edition also supports integration with Cisco netManager Unified Communications, which provides easy-to-use, immediately available monitoring and diagnostics for medium-sized businesses. Cisco netManager Unified Communications helps medium-sized organizations proactively manage their unified communications by monitoring all components of the system, including the underlying IP transport infrastructure. Cisco netManager Unified Communications helps flag potential outages in advance, thus helping reduce downtime through improved management.

### Overview

Cisco Unified Communications Manager Business Edition is designed for medium-sized businesses with up to 500 employees and up to five remote sites. The Cisco Unified Communications Manager Business Edition integrates the benefits of voice, video, mobility, and

messaging on a single platform. Previously, organizations needed one hardware server for each application. Consolidating applications on a single server makes the Cisco Unified Communications Manager Business Edition a cost-effective solution by eliminating the need to have multiple hardware servers to run each application. It also dramatically simplifies the installation, support, and ongoing management of the system, thereby reducing the total cost of ownership (TCO). With the Cisco Unified Communications Manager Business Edition, medium-sized businesses can now more easily afford to bring enterprise-class Cisco Unified Communications features and applications to their headquarters and branch locations.

The Cisco Unified Communications Manager Business Edition consists of the following core components:

- Cisco Unified Communications Manager 6.0 with integrated mobility features
- Cisco Unity Connection 2.0
- Cisco MCS 7828 Media Convergence Server

Cisco Unified Communications Manager Business Edition is based on the Cisco Unified Communications Linux-based appliance platform introduced with Cisco Unified Communications Manager Release 5.0. The Cisco Unified Communications Manager Business Edition supports the world-class Cisco Unified Communications Manager call processing function and Cisco Unity Connection messaging. The applications are preloaded on the highly reliable 1 rack-unit-high Cisco Media Convergence Server platform. The software preloaded on the server consists of a single firmware image that includes the underlying OS as well as the call processing and messaging applications. By using a common set of system management and serviceability tools across the OS and multiple applications, the Cisco Unified Communications Manager Business Edition is designed to provide a consistent experience and to streamline the ongoing management and operation of a Cisco Unified Communication solution.

Cisco Unified Communications Manager Release 6.0 software is the call-processing component of the Cisco Unified Communications Manager Business Edition. Cisco Unified Communications Manager extends telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified Communications Manager open telephony APIs. Cisco Unified Communications Manager has a suite of integrated voice applications and utilities, including the Cisco Unified Communications Manager Attendant Console, an impromptu conferencing application, the Cisco Unified Communications Manager Bulk Administration Tool, the Cisco Unified Communications Manager CDR Analysis and Reporting Tool, the Cisco Unified Communications Manager Real-Time Monitoring Tool, and the Cisco Unified Communications Manager Assistant application.

In addition to the standard call processing features, Cisco Unified Communications Manager software also provides features that improve the productivity of mobile employees, including Cisco Unified Mobility, which provides a single business voice mailbox and a single-number reach application that intelligently manages, filters, routes, and places calls between a worker's IP phone and remote mobile phone.

Cisco Unity Connection Release 2.0 is the messaging component of the Cisco Unified Communications Manager Business Edition. Cisco Unity Connection transparently integrates messaging and voice recognition functions with Cisco Unified Communications Manager to provide continuous global access to calls and messages. Cisco Unity Connection advanced convergence-

based communication services allow end-users to use voice commands to place calls or listen to messages in hands-free mode and to check voice messages from the desktop, either through an integrated e-mail inbox or from a Web browser. Cisco Unity Connection also provides robust automated-attendant functions that include intelligent routing and easily customizable call-screening and message-notification options.

### Features and Benefits

The Cisco Unified Communications Manager Business Edition inherits nearly all of the core features and functions of the Cisco Unified Communications Manager and Cisco Unity Connection products. Some of the core capabilities are described here. For more detail, please refer to the Cisco Unified Communications Manager Release 6.0 data sheet ([http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_data_sheets_list.html)) and the Cisco Unity Connection Release 2.0 data sheet ([http://www.cisco.com/en/US/products/ps6509/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html)).

Medium-sized businesses can save money and space by reducing the number of servers. Using fewer servers saves money on electricity and cooling in the equipment room and saves rack space in the equipment room or data center. In addition to saving money, using less equipment and power also helps save the environment.

### Call Control

In addition to standard telephony features such as call coverage, call transfer, call waiting, hold, conference, park, and pickup, Cisco Unified Communications Manager delivers a powerful set of telephony features for medium-sized businesses—for instance, intercom with whisper page, do not disturb, hold reversion, immediate divert to voicemail, and hunt groups.

- Session Initiation Protocol (SIP) support—SIP support is available in Cisco Unified Communications Manager with support of line-side devices, including IETF RFC 3261–compliant devices available from Cisco and other manufacturers. The broad range of Cisco SIP-compliant devices includes the Cisco Unified IP Phone 7905G, 7906G, 7911G, 7912G, 7940G, 7941G, 7941G-GE, 7960G, 7961G, 7961G-GE, 7970G, and 7971G-GE models.
- Cisco Unified IP Phone 7931G support—In addition to the full portfolio of Cisco Unified IP Phones, Cisco Unified IP Communicator, and Cisco Unified Personal Communicator, the Cisco Unified Communications Manager Business Edition supports the new Cisco Unified IP Phone 7931G. Initially introduced with Cisco Unified Communications Manager Express, this phone provides functions that are commonly needed in commercial environments. It provides 24 lighted line keys and 4 interactive soft keys that guide users through call features and functions. In addition, it provides hard hold, redial, and transfer keys to facilitate simple and rapid call handling.
- Call Admission Control (CAC)—CAC helps ensure that voice quality of service (QoS) is maintained across constricted WAN links, and it automatically diverts calls to alternate public-switched-telephone-network (PSTN) routes when WAN bandwidth is not available. A Web interface to the configuration database allows remote device and system configuration. HTML-based online help is available for users and administrators. Now medium-sized businesses can save significant costs by using their IP WAN connections for their site-to-site calling instead of using more expensive PSTN trunks.

- **Powerful Cisco Unified Mobility capabilities**—The Cisco Unified Mobility (formerly Cisco Unified Mobile Connect) functions provide powerful capabilities previously available only to larger organizations. Cisco Unified Mobility provides the capability to have up to four devices ring when a call comes into a user's IP phone. Whether you are working from home or in a hotel room traveling for business, now your calls can follow you anywhere. Cisco Unified Communications Manager also supports dual-mode devices, which benefits customers who have mobile employees who need to move between campus wireless and external cellular network environments. These devices can manually hand calls from a cellular GSM network to an 802.11-based wireless LAN.

### **Voice Messaging**

The Cisco Unified Communications Manager Business Edition includes a powerful voice-messaging system, Cisco Unity Connection, which provides many advanced capabilities that can be customized to maximize individual and team productivity. Employees can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for them. The flexible user interface makes messaging more efficient for intensive and occasional voicemail users alike. For example, the telephone user interface and touchtone mappings for each user can be customized to make migration from traditional voicemail systems much easier. The new visual message locator allows users to use the display of the Cisco Unified IP Phone to view, search for, and sort voice messages. Using soft keys on the phone, the user can view and play back all messages, new messages, or messages from a specific subscriber or outside caller.

- **Personal Web administration**—Cisco Unity Connection allows users to customize their personal settings from a Web browser using the Cisco Unity Connection Assistant, a dynamic interface in the browser-based Cisco Personal Communications Assistant (PCA). Users can quickly and easily establish or change personal settings such as their voicemail options, security codes, personal distribution lists, and message-delivery options. Users can also use the Web administration interface to define and manage personal call-transfer rules to customize the delivery of incoming calls based on caller, time of day, or calendar status.
- **Powerful desktop message access (optional)**—Cisco Unity Connection offers an integrated messaging option, bringing voice messages to your Internet Mail Access Protocol (IMAP) desktop e-mail inbox. Taking advantage of your existing messaging infrastructure and IMAP e-mail clients, Cisco Unity Connection desktop messaging access provides simple, native access to voicemail from nearly any e-mail client.
- **Web access to voicemail (optional)**—The optional Cisco Unity Connection Inbox—a message-access console—provides a dedicated voicemail inbox on the desktop. With the Cisco Unity Connection Inbox, you can immediately visually prioritize your voice messages by user name or caller identification, date, subject, or other field and, with a single click, play the message that you want to hear directly on your PC. In addition, the Cisco Unity Connection Inbox provides a natural, easy-to-use visual interface for creating, replying to, and forwarding voice messages and for managing and using voicemail distribution lists.

Voice-activated user interface (optional)—To maximize the productivity of mobile workers, Cisco Unity Connection offers an optional natural and robust voice-activated user interface. This interface

allows you to browse and manage your voice messages and to call other Cisco Unity Connection users or personal contacts with simple, natural voice commands.

## Specifications

### Platform

Cisco Unified Communications Manager Business Edition software suite is supported on Cisco MCS 7828, a member of the Cisco Media Convergence Server family. For more information about the Cisco MCS 7828, please refer to the Cisco MCS 7828 data sheet ([http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html)).

### System Capacities

Table 1 lists the system capacities supported by the Cisco Unified Communications Manager Business Edition. For detailed design guidance, please see the Solutions Reference Network Design (SRND) guides located at <http://www.cisco.com/go/srnd>.

**Table 1.** System Capacities

Attribute	Capacity
Maximum total users	500
Mailboxes and voicemail ports	500 mailboxes and 16 voicemail ports
IMAP, Cisco Unity Connection Inbox, automated speech recognition (ASR) ports, and text-to-speech (TTS) ports	250 IMAP, 250 Cisco Unity Connection Inbox, 16 ASR, and 4 TTS ports
Number of remote sites	5 (centralized call processing, with Survivable Remote Site Telephony [SRST])
Telephony and voicemail feature limitations	<p>Cisco Unified Communications Manager Business Edition supports all the standard telephony features of Cisco Unified Communications Manager and voice messaging features of Cisco Unity Connection except the following:</p> <ul style="list-style-type: none"> <li>• Call processing and voicemail redundancy</li> <li>• Distributed call processing: Cisco Unified Communications Manager Business Edition is supported only in the centralized call-processing model with Cisco Survivable Remote Site Telephony (SRST).</li> </ul>

### User and Administrator Features

For a summary of user and administrator features, please refer to the Cisco Unified Communications Manager 6.0 and Cisco Unity Connection 2.0 data sheets.

### Localization

The Cisco Unified Communications Manager Business Edition supports the following core languages for user locales, the voicemail telephone user interface, and the GUI:

- Arabic (no TTS)
- Chinese (Mandarin telephone user interface [TUI] with Simplified and Traditional GUI)
- Danish
- Dutch
- English (U.S., U.K., and Australian, but no Australian TTS)

- French (European and Canadian)
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian (no TTS)
- Spanish (European and Latin American)
- Swedish

In addition to these languages Cisco Unified Communications Manager supports the following user localizations: Norwegian, Greek, Hungarian, Polish, Catalan, Croatian, Bulgarian, Slovak, Czechoslovakian, Slovenian, Romanian, Serbian, and Hebrew.

The following network localizations (tones and cadences) are supported: Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Colombia, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Lebanon, Luxembourg, Malaysia, Mexico, Nepal, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United States, Venezuela, and Zimbabwe.

### **Licensing**

Application and phone software licenses are enforced. The system manages the maximum number of devices that can be provisioned.

- Each device (Cisco Unified IP Phones, third-party devices, and video devices) provisioned in the system corresponds to a number of device-license units (DLUs), depending on its capabilities; the total number of units is managed in Cisco Unified Communications Manager to determine capacity.
- DLUs must be purchased to cover the number of devices connected to Cisco Unified Communications Manager.
- Third-party SIP devices require DLUs for operation with Cisco Unified Communications Manager.

### **Ordering Information**

The Cisco Unified Communications Manager Business Edition offering is for new installations only. There is no migration to or from the Cisco Unified Communications Manager Business Edition.

The Cisco Unified Communications Manager Business Edition can be ordered using a single top-level bundle part number. The top-level part number allows you to configure the entire system, including hardware, software, and user licenses.

Organizations can select one of the base packages. The Cisco Unified Communications Manager Business Edition base packages bundle the Cisco MCS 7828 appliance with a preloaded software suite and seat licenses for the first 50 users. The seat licenses included in the base package cover

the server licenses, mailboxes, and ports needed for the initial system. Note that these seat licenses do not cover phone or device licenses.

Organizations can then add more users by selecting the appropriate quantities of user packages, available in 10- or 50-seat increments, up to the total number of users. The add-on user licenses cover the server licenses, mailboxes, and ports and are cumulative.

Device licenses can be added for phones and other messaging options for advanced users under the top-level part number.

Cisco Unified Communications Manager Business Edition is available only on Cisco MCS 7828 servers.

Table 2 lists the part numbers for ordering the Cisco Unified Communications Manager Business Edition.

**Table 2.** Ordering Information

Top Level Part Number	Options	Description
<b>CUCM6-BE</b>		Unified Communication Manager 6.0 - Bus Ed - Top Level
	Base Packages	
	MCS7828I3-K9-BE	Unified CM BE, 7828-H3 appliance, 50 seats
	MCS7828H3-K9-BE	Unified CM BE, 7828-I3 appliance, 50 seats
	Add-on Users	
	CUCM-BE-10USR	Unified CM BE - Seat Licenses - 10
	CUCM-BE-50USR	Unified CM BE - Seat Licenses - 50
	Device Licenses	
	LIC-DL-CM-10	Unified CM Device License - 10 units
	LIC-DL-3PTY-10	Unified CM Third-Party Device License - 10 units
	Messaging Options	
	UNITYCN2-ADV-USR	One Unity Cxn Advanced Option – IMAP, Inbox, ASR, and TTS
	UNITYCN2-VPIM	VPIM networking for Unity Connection

## Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

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