



For  
Small  
Business  


## December 2009 Product Guide

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## Introduction

Welcome to the December 2009 edition of the Cisco® Small Business Product Guide.

This guide is published primarily to support Cisco partners, resellers, and distributors who need a broad, high-level overview of Cisco products and solutions for small business. It is not intended to replace other product collateral, training, and the like available on Cisco.com and Partner Central.

The Cisco Small Business Product Guide is organized according to the three different product categories that we offer to small business:

- Cisco Small Business Series
- Cisco Small Business Pro Series
- Cisco

We recommend that partners match products to customer requirements, drawing from a single category where possible. Mixing products across categories can adversely affect the customer experience, as each category delivers different levels of scalability, extensibility (investment protection), intelligence, and support.

The Cisco Small Business Product Guide provides the following information for each product line:

- Product line overview and positioning
- Common features
- Decision logic to map customer business requirements to Cisco products
- Product SKUs and descriptions
- Feature comparison tables for models within a product line

We are always looking for your input and guidance to make this product guide more useful and valuable in your daily activities. Please send feedback to [productguide-feedback@cisco.com](mailto:productguide-feedback@cisco.com).

# Cisco Small Business Products and Solutions Overview

Businesses around the world are already working better because of Cisco's quality, reliability, and proven performance. As a leader in networking and communications, Cisco understands that small business networks are as unique as your customers. That's why we offer a broad portfolio of products designed especially for small businesses to help your customers work faster and more securely by solving their everyday business challenges.

Cisco Small Business Solutions. Technology you can trust to help your business succeed.

## Cisco Products and Solutions for Small Businesses

Cisco offers a broad range of networking and communications products to small businesses, in three distinct categories:

### Cisco

This category includes traditional Cisco products such as Cisco integrated services routers, Cisco Catalyst® switches, and Cisco Unified Wireless, that can be combined to support converged applications, end to end, deployed by Cisco partners.

### Cisco Small Business Pro Series

Networking and voice products, specifically designed for small businesses, that can be deployed individually or as part of a tested, fully integrated solution by a Cisco partner.

### Cisco Small Business Series

Basic networking products, specifically designed for small businesses, that a Cisco partner can deploy or a customer can deploy themselves.

## How Do Cisco Product Categories Differ?

Cisco product categories differ in four areas: scalability, extensibility (investment protection), intelligence, and support.

Category	Cisco	Cisco Small Business Series Cisco Small Business Pro Series
<b>Scalability</b>	<ul style="list-style-type: none"> <li>• Scales for the most demanding needs—users, ports, speeds, and systemwide management</li> </ul>	<ul style="list-style-type: none"> <li>• Sized for businesses with fewer than 100 employees</li> <li>• Limited expansion by adding devices</li> </ul>
<b>Extensibility (investment protection)</b>	<ul style="list-style-type: none"> <li>• Secure, converged applications</li> <li>• Long solution lifecycle</li> <li>• Integration optimizes total cost of ownership (TCO)</li> </ul>	<ul style="list-style-type: none"> <li>• Products and solutions for small businesses deployed by partners</li> <li>• Software updates to ensure performance and security are available with Small Business Pro Series</li> </ul>
<b>Intelligence</b>	<ul style="list-style-type: none"> <li>• Application intelligence for a superior user experience</li> <li>• Leading integrated security</li> <li>• EnergyWise technology, to reduce costs</li> </ul>	<ul style="list-style-type: none"> <li>• Simple browser-based device-level configuration</li> <li>• Cisco Configuration Assistant plug-and-play, specific to Pro Series solution deployment</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Industry-leading Cisco Technical Assistance Center (TAC)</li> <li>• Complete, network wide support</li> <li>• Broad set of services offerings, upgrades, and consulting</li> </ul>	<ul style="list-style-type: none"> <li>• Small Business Support Center</li> <li>• Limited support offerings for Small Business Pro Series</li> <li>• Extended product warranties</li> </ul>

In general, you, as a partner, should sell Cisco products to a small business customer from the same series. There are differences in configuration, management, and support that could affect the overall customer experience and your relationship with that customer. Differences in scalability and extensibility could determine whether the network you install can support a customer's plans for growth.

Traditional Cisco products are designed for extensible networks of all sizes. Small and medium-sized businesses that have purchased Cisco integrated services routers, Catalyst switches, and similar products from you in the past will be most satisfied with adding other products from the same product category. They will appreciate the scalability and intelligence that traditional Cisco products offer, and will understand the benefits that the complete, networkwide support of Cisco TAC can deliver.

*Small and medium-sized businesses that have purchased traditional Cisco products, such as Cisco Integrated Services Routers, Catalyst Switches, and similar products from you in the past will be most satisfied adding other Cisco products from the same category. They will fit better into their existing network and the overall customer experience will match their expectations.*

The Cisco Small Business Series and Cisco Small Business Pro Series offer incremental opportunities to reach businesses with fewer than 100 employees that are not buying Cisco products from you today. Cisco Small Business products are solid, reliable, affordable products designed specifically for small businesses, with support that fits their needs and requirements.

Products in the Cisco Small Business Series deliver basic capabilities out of the box. Most are simple enough to be installed by the staff of a small business. Cisco Small Business Pro products work together to deliver powerful, integrated solutions that are easy for you, our valued partner, to deploy and manage. Both are supported by the Cisco Small Business Support Center. Cisco Small Business Pro Series products offer additional support options.

## Cisco Small Business Series Products

Products in the Cisco Small Business Series (which includes some products still labeled Linksys Business Series) are best suited for transactional small business buyers. These customers have fewer than 100 employees, and are looking for a specific product to meet an immediate need.

The Cisco Small Business Series is a complete portfolio of affordably-priced networking products, purpose-built for small businesses. These devices deliver the basic, reliable connectivity many small companies need immediately. Products in this portfolio are supported by professionals in Cisco Small Business Support Center locations worldwide, who are specifically trained to support small businesses. They are also supported online, through the Cisco Small Business Support Community, as well as by competitive warranties.

# Cisco Small Business Switches

## Product Positioning

Cisco Small Business switches include three series of products—managed, smart, and unmanaged switches—to meet the varying needs of each small business customer. These switches span from basic unmanaged switches that customers can install themselves to more complex managed switches that require partners to install and manage. These switches were designed for the value minded customer that wants to create a local area network (LAN) such as connecting computers, printers and servers.

## Configure and Manage the Network for Optimal Performance and Security

Cisco Small Business Managed Switches offer enhanced Quality of Service (QoS), security, and availability, to optimize the network and support a more productive, efficient workforce. QoS prioritizes voice and video with data traffic, to enhance network performance. Strong security features are included, such as port security and access control lists to keep unauthorized users off the network, and virtual LANs (VLANs) to segregate traffic by workgroup.

These switches are available in 8-to 48-port Fast and Gigabit Ethernet connectivity, with or without Power over Ethernet (PoE). Some models provide fiber-optic capability that can be implemented easily and cost-effectively with Small Form-Factor Pluggable (SFP) slots. All models were designed for a small office infrastructure, and can be supported by a Cisco partner or by in-house IT staff.

## Simple to Install, Configure, and Manage

Cisco Small Business Smart Switches offer some of the features of a managed switch, without the management complexity. They are available in 5-to 48-port configurations of Fast and Gigabit Ethernet connectivity, and some models offer PoE. Cisco Small Business Smart Switches offer basic QoS and security to support applications, and are managed through a simple web interface. These switches are ideal for a small workgroup, and can be supported by a Cisco partner or by in-house IT staff.

## Easy to Use with No Configuration or Management Required

Cisco Small Business Unmanaged Switches provide basic network connectivity and work immediately, with no configuration required. These switches are available in 5- to 24-port Fast and Gigabit Ethernet configurations, with both desktop and rack-mountable versions. Cisco Small Business unmanaged switches are typically installed and supported by the end user.

Please use the guidelines in the table on the following page to determine the appropriate switch series for your customer.

Customer Requirements	Appropriate Switching Family
Ability to configure and manage the network for optimal performance and security	Managed Switch
High network bandwidth and performance	Managed Switch
Restrict network access, using secure authentication and filtering mechanisms to prevent critical information from falling into the hands of unauthorized individuals	Managed Switch Smart Switch
Ability to prioritize video and voice communications, keeping real-time applications at a consistently high quality, no matter how many users are being served by the network	Managed Switch Smart Switch
PoE capability for powering network devices such as IP voice and wireless access points	Managed Switch—PoE model Smart Switch—PoE model Unmanaged Switch—PoE model
Simple way to install, configure, and manage switches	Smart Switch
Easiest to use with no configuration or management required	Unmanaged Switch
Minimal need to control the data flow and manage the network; for example, customer just needs to connect printers and computers	Unmanaged Switch
Low level of concern about network security	Unmanaged Switch
Minimal expectations of future growth for the network (in terms of technology required and in network expansion)	Unmanaged Switch

Category	VLAN	QoS	POE	SNMP	ACL	SSH/SSL	Static L3	RPSU Support
Managed Stackable Switches	✓	✓	✓	✓	✓	✓	✓	✓
Managed Fixed Switches	✓	✓	✓	✓	✓	✓		
Smart Stackable Switches	✓	✓	✓	✓				
Smart Fixed Switches	✓	✓	✓					
Unmanaged Switches			✓					

# Cisco Small Business Managed Switches

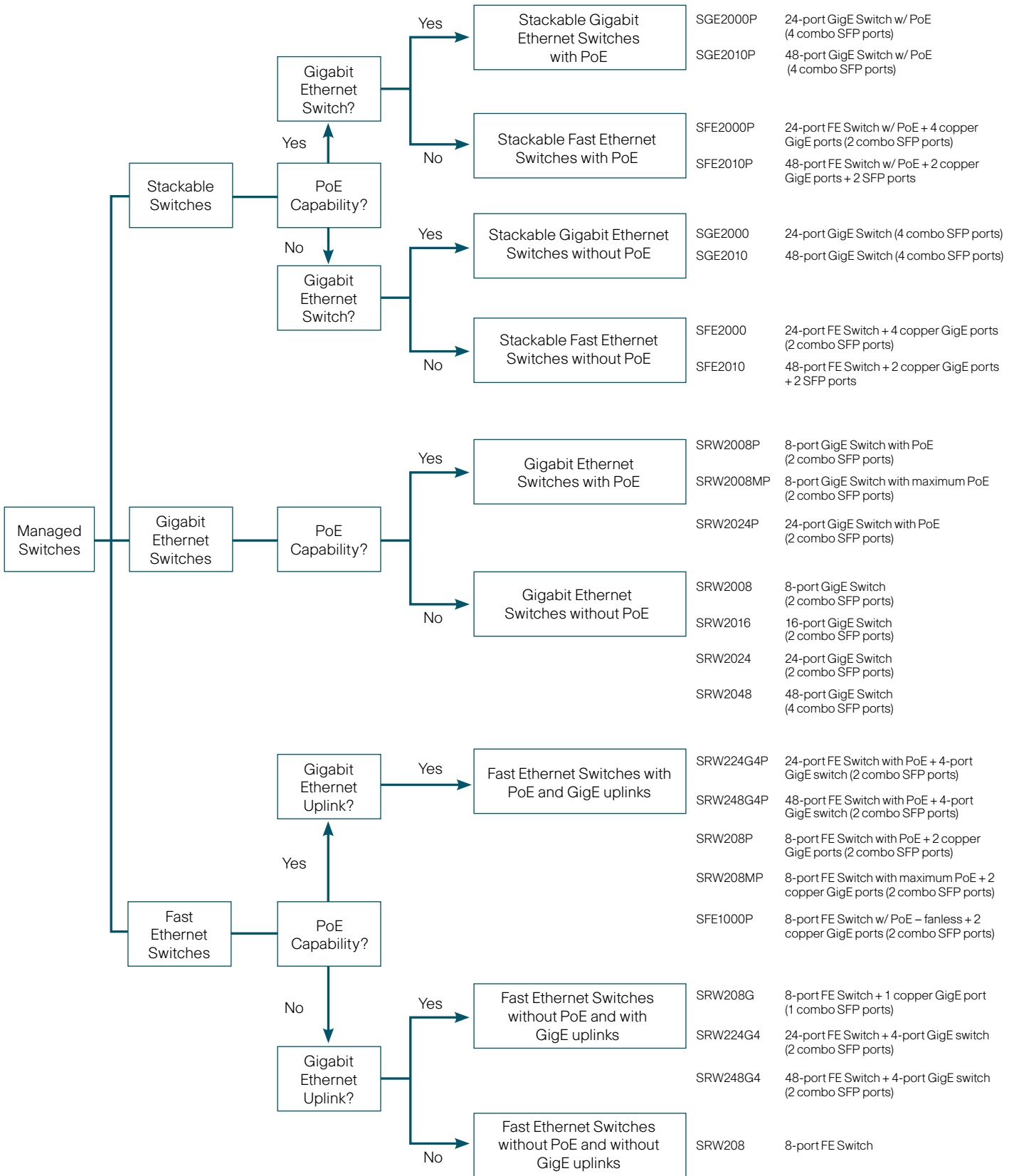
## Features

- Auto-sensing switched ports with automatic medium dependent interface (MDI) and MDI crossover (MDI-X) detection
- Nonblocking, full duplex, and full wire speeds at each port
- Address Learning and Aging, plus Data Flow Control for enhanced transmission reliability
- Easy-to-use web browser interface, for quick, simple installation
- Support for Simple Network Management Protocol (SNMP) and Remote Monitoring (RMON)
- Enhanced network options, such as link aggregation, spanning tree, PortFast, and VLAN configuration
- Advanced QoS, allowing voice, video, and data traffic to be prioritized and optimized
- 802.1X port authentication and MAC address filtering, bringing network security down to the switch port level
- Offers access control lists (ACLs) to restrict unauthorized access to the network and guard against attacks
- Rate limiting, policing, shaping, and multicast support for advanced traffic management
- Limited 5-year hardware warranty and free software updates

## Propose Cisco Small Business Managed Switches if your customers need:

- The ability to configure and manage the network for optimal performance and security
- Greater network bandwidth and performance
- Restricted network access, using secure authentication and filtering mechanisms to prevent critical information from being accessed by unauthorized individuals
- The ability to prioritize video and voice communications, keeping real-time applications at a consistently high quality, no matter how many users are served by the network
- PoE capability for IP voice and wireless access points (on selected models)

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Combo SFP GigE ports*	PoE Support	PoE Ports @75 Watt	PoE ports @15.4 Watt
Stackable Gigabit Ethernet Switches with PoE	SGE2000P	N/A	24	4	Yes	24	12
	SGE2010P	N/A	48	4	Yes	48	24
Stackable Fast Ethernet Switches with PoE	SFE2000P	24	4	2	Yes	24	24
	SFE2010P	48	2	2**	Yes	48	24
Stackable Gigabit Ethernet Switches without PoE	SGE2000	N/A	24	4	No	N/A	N/A
	SGE2010	N/A	48	4	No	N/A	N/A
Stackable Fast Ethernet Switches without PoE	SFE2000	24	4	2	No	N/A	N/A
	SFE2010	48	2	2**	No	N/A	N/A
Gigabit Ethernet Switches with PoE	SRW2008P	N/A	8	2	Yes	8	4
	SRW2008MP	N/A	8	2	Yes	8	8
	SRW2024P	N/A	24	2	Yes	24	12
Gigabit Ethernet Switches without PoE	SRW2008	N/A	8	2	No	N/A	N/A
	SRW2016	N/A	16	2	No	N/A	N/A
	SRW2024	N/A	24	2	No	N/A	N/A
	SRW2048	N/A	48	4	No	N/A	N/A
Fast Ethernet Switches with PoE and GigE uplinks	SRW224G4P	24	4	2	Yes	24	12
	SRW248G4P	48	4	2	Yes	48	24
	SRW208P	8	2	2	Yes	4	4
	SRW208MP	8	2	2	Yes	8	8
	SFE1000P	8	2	2	Yes	8	4
Fast Ethernet Switches without PoE and with GigE uplinks	SRW208G	8	1	1**	No	N/A	N/A
	SRW224G4	24	4	2	No	N/A	N/A
	SRW248G4	48	4	2	No	N/A	N/A
Fast Ethernet Switches without PoE and without GigE uplinks	SRW208	8	None	None	No	N/A	N/A

\* Combo SFP slots include one 10/100/1000BASET Ethernet port and 1 SFP-based Gigabit Ethernet slot for fiber, 1 port active at a time

\*\* SFE2010P, SFE2010, and SRW208G switches have fixed (not combo) SFP ports in addition to the GigE copper ports

## Cisco Small Business Smart Switches

### Features

- Auto-sensing switched ports with auto MDI/MDI-X detection
- Nonblocking, full duplex, and full wire speeds at each port
- Address Learning and Aging, plus Data Flow Control for enhanced transmission reliability
- Easy-to-use web browser interface, for quick, simple installation
- Enhanced network options, such as link aggregation, spanning tree, PortFast, and VLAN configuration
- Basic QoS, allowing voice, video, and data traffic to be prioritized and optimized
- 802.1X port authentication and MAC address filtering, bringing network security down to the switch port level
- Limited 5-year hardware warranty

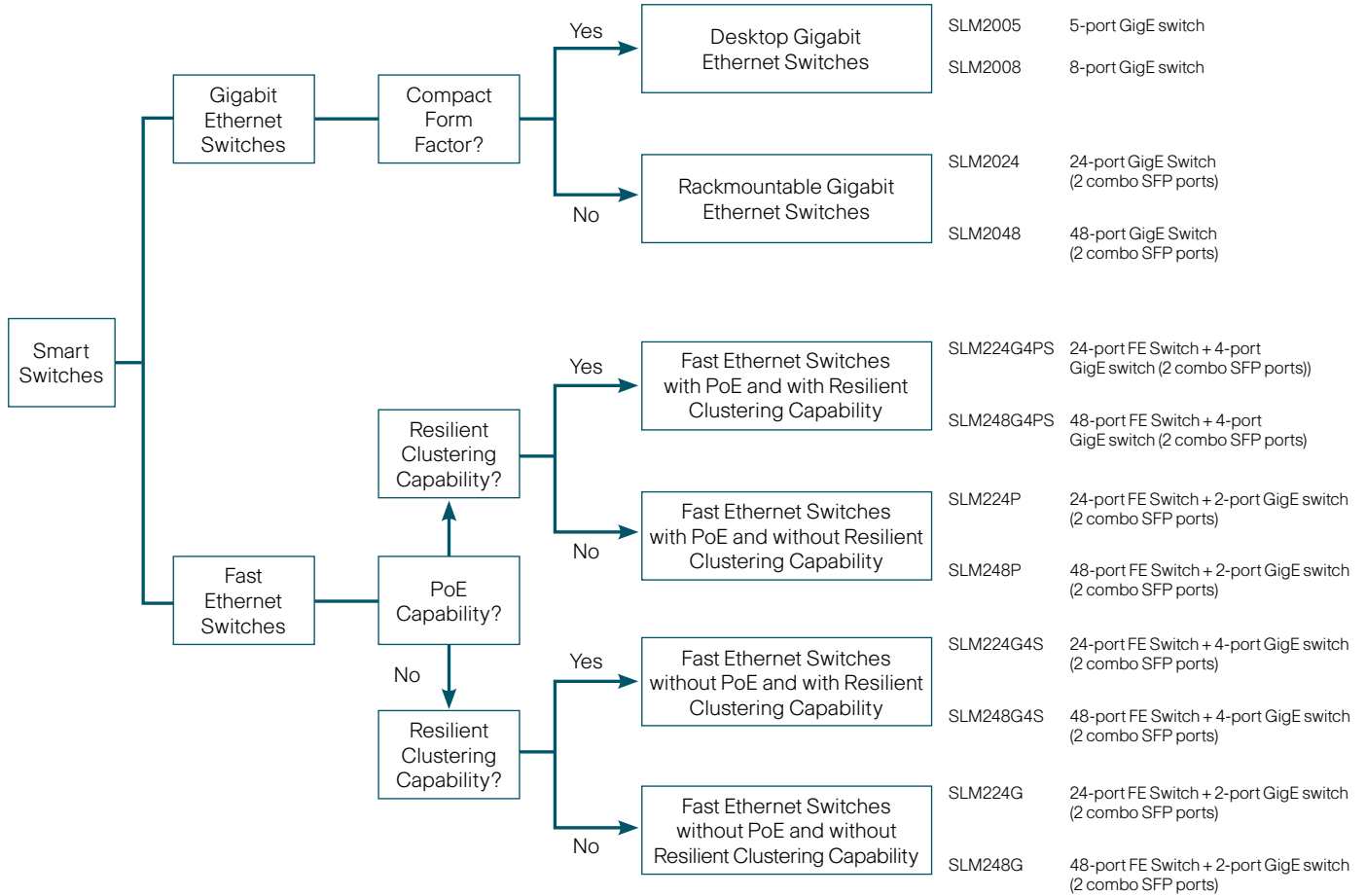
### Propose Cisco Small Business Smart Switches if your customers need:

- A simple way to install, configure, and manage the switches
- Restricted network access using secure authentication and filtering mechanisms to prevent critical information from being accessed by unauthorized individuals
- The ability to prioritize video and voice communications, keeping real-time applications at a consistently high quality, no matter how many users are served by the network
- PoE capability for IP voice and wireless access points (on selected models)



Cisco SLM2008 Gigabit Smart Switch

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Combo SFP GigE ports*	PoE Support	PoE Ports @7.5 Watt	PoE ports @15.4 Watt
Desktop Gigabit Ethernet Switches	SLM2005	N/A	5	None	No	N/A	N/A
	SLM2008	N/A	8	None	No	N/A	N/A
Rackmountable Gigabit Ethernet Switches	SLM2024	N/A	24	2	No	N/A	N/A
	SLM2048	N/A	48	2	No	N/A	N/A
Fast Ethernet Switches with PoE and with Resilient Clustering Capability	SLM224G4PS	24	4	2	Yes	24	12
	SLM248G4PS	48	4	2	Yes	48	24
Fast Ethernet Switches with PoE and without Resilient Clustering Capability	SLM224P	24	2	2	Yes	12	6
	SLM248P	48	2	2	Yes	24	11
Fast Ethernet Switches without PoE and with Resilient Clustering Capability	SLM224G4S	24	4	2	No	N/A	N/A
	SLM248G4S	48	4	2	No	N/A	N/A
Fast Ethernet Switches without PoE and without Resilient Clustering Capability	SLM224G	24	2	2	No	N/A	N/A
	SLM248G	48	2	2	No	N/A	N/A

\* Combo SFP slots include one 10/100/1000BASE-T Ethernet port and 1 SFP-based Gigabit Ethernet slot for fiber, 1 port active at a time

## Cisco Small Business Unmanaged Switches

### Features

- Auto-sensing Fast Ethernet and Gigabit Ethernet switched ports with automatic MDI/MDI-X detection
- Nonblocking, full duplex, and full wire speeds at each port
- Address Learning and Aging, plus Data Flow Control for enhanced transmission reliability
- Works immediately, with no management required
- Limited lifetime hardware warranty

### Propose Cisco Small Business Unmanaged Switches if your customers need:

- An easy-to-use switch that they can install and manage themselves
- Minimal need to control the data flow and manage the network; for example, basic connectivity for printers and computers
- Low level of concern about network security; for example, using the router or firewall to provide it
- Minimal expectations of future growth for the network, both in the technology required and network expansion

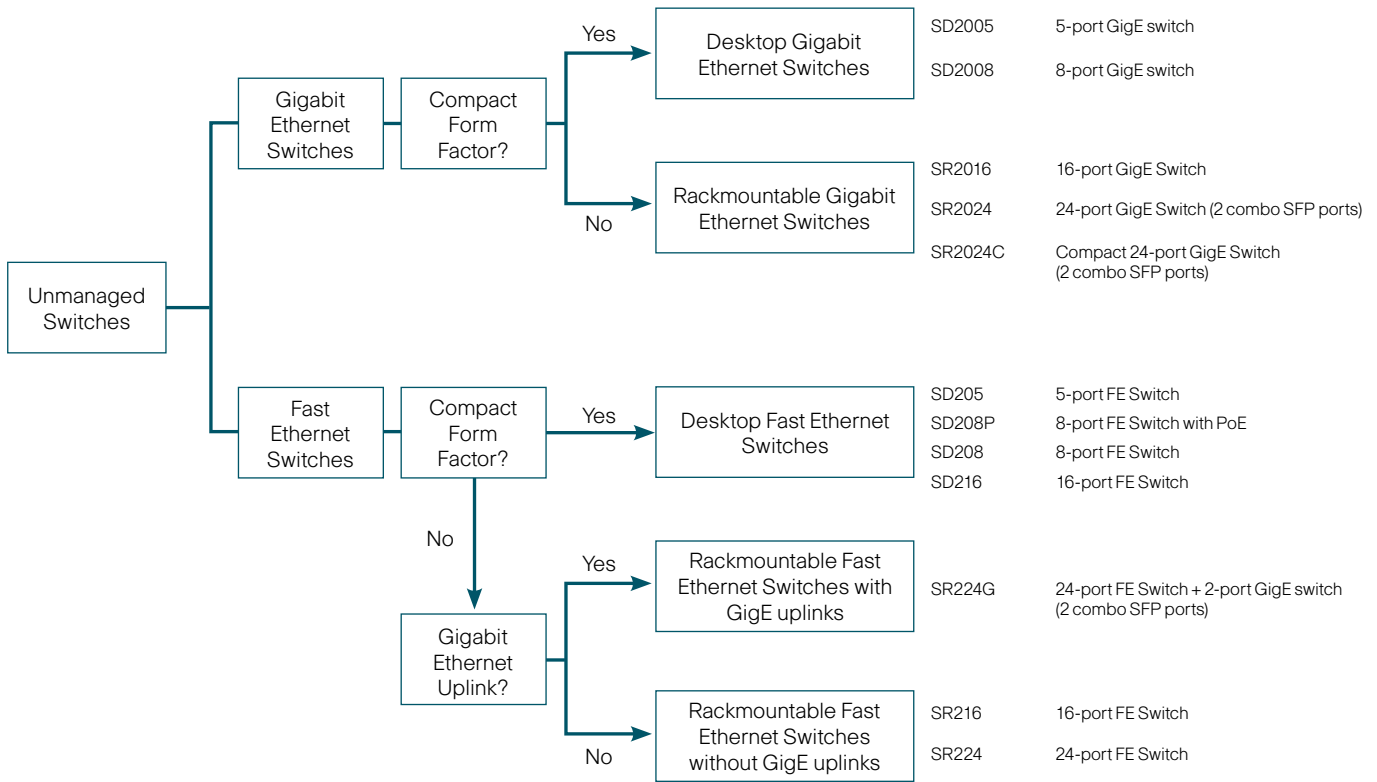


Cisco SD208 Desktop Switch



Cisco SD2016 Gigabit Switch

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Combo SFP GigE ports*	PoE Support	PoE Ports @7.5 Watt	PoE ports @15.4 Watt
Desktop Gigabit Ethernet Switches	SD2005	N/A	5	None	No	N/A	N/A
	SD2008	N/A	8	None	No	N/A	N/A
Rackmountable Gigabit Ethernet Switches	SR2016	N/A	16	None	No	N/A	N/A
	SR2024	N/A	24	2	No	N/A	N/A
	SR2024C	N/A	24	2	No	N/A	N/A
Desktop Fast Ethernet Switches	SD205	5	None	None	No	N/A	N/A
	SD208P	8	None	None	Yes	4	None
	SD208	8	None	None	No	N/A	N/A
	SD216	16	None	None	No	N/A	N/A
Rackmountable Fast Ethernet Switches with GigE uplinks	SR224G	24	2	2	No	N/A	N/A
Rackmountable Fast Ethernet Switches without GigE uplinks	SR216	16	None	None	No	N/A	N/A
	SR224	24	None	None	No	N/A	N/A
	SR224R	24	None	None	No	N/A	N/A

\* Combo SFP slots include one 10/100/1000BASET Ethernet port and 1 SFP-based Gigabit Ethernet slot for fiber, 1 port active at a time

## Cisco Small Business Routers

### Product Positioning

Cisco Small Business Routers are affordable, highly-secure network access devices, designed and built for small businesses. Perfect for a transactional buyer looking for a point product to fill a specific need, Cisco Small Business Routers deliver basic, reliable connectivity immediately.

### Features

- Secure VPN connectivity for remote workers
- Strong security features, including an advanced stateful packet inspection (SPI) firewall, encryption, authentication, and access control
- Fast Ethernet ports
- Gigabit Ethernet ports (Cisco RVS4000 and Cisco WRVS4400N)
- WAN link redundancy and load-balancing features (some models)
- Simple, browser-based configuration

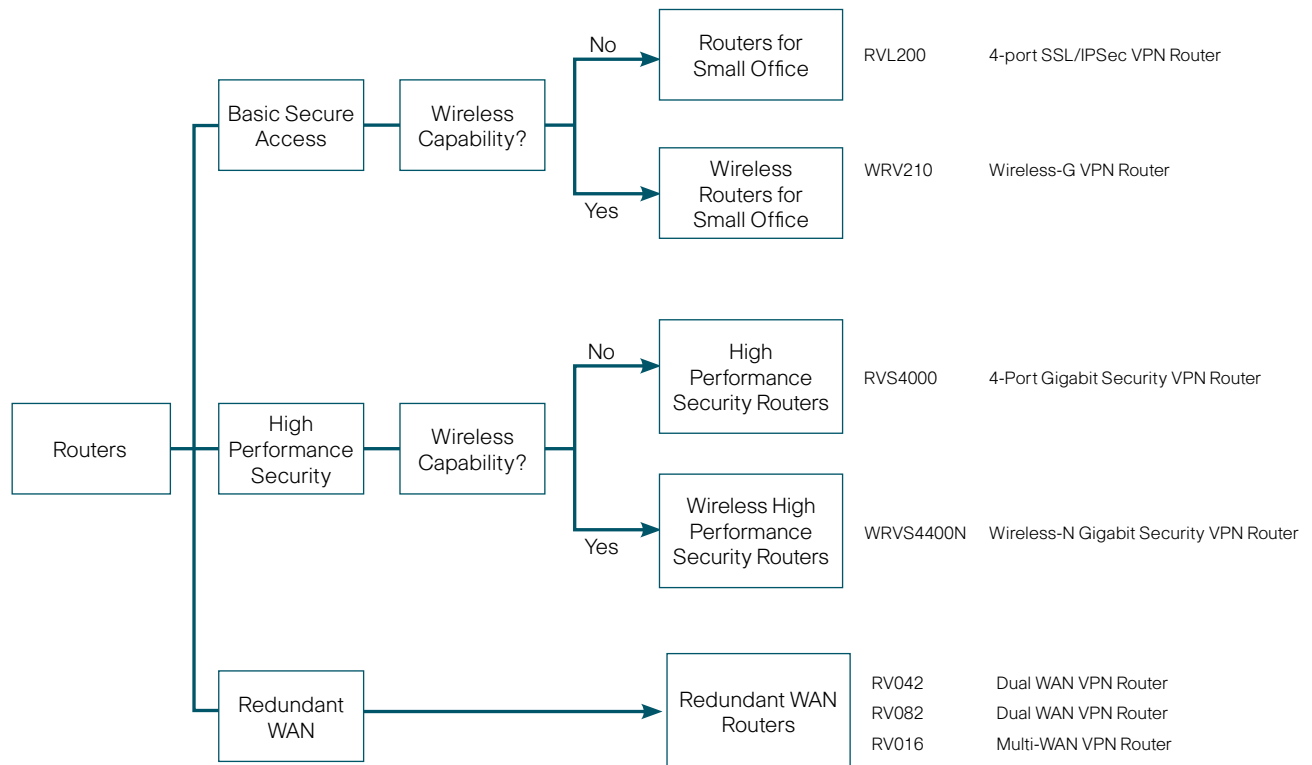


Cisco WRVS4400N Gigabit Security Router



Cisco RVS4000 Gigabit Security Router

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	WAN Connections	Integrated Ethernet Switch	Wireless Support	VPN Connectivity	Maximum VPN Connections	Intrusion Prevention System (IPS)	Optional Trend Micro ProtectLink Gateway Security Service
Wireless Routers for Small Office	WRV210	Single FE WAN	4-port Fast Ethernet	802.11g	IPSec	10	No	No
Routers for Small Office	RVL200	Single FE WAN	4-port Fast Ethernet	No	SSL and IPSec	5	No	No
Wireless High Performance Security Routers	WRVS4400N	Single GigE WAN	4-port Gigabit Ethernet	802.11n	IPSec	5	Yes	Yes
High Performance Security Routers	RVS4000	Single GigE WAN	4-port Gigabit Ethernet	No	IPSec	5	Yes	Yes
Redundant WAN Routers	RV042	Dual FE WAN	4-port Fast Ethernet	No	IPSec	50	No	Yes
	RV082	Dual FE WAN	8-port Fast Ethernet	No	IPSec	100	No	Yes
	RV016	Up to 7 FE WAN	16-port Fast Ethernet	No	IPSec	100	No	Yes

# Cisco Small Business Security

## Product Positioning

With Cisco Small Business Solutions, your customers' networks stay protected, whenever and wherever their workforce is connected.

Cisco Small Business Managed Switches offer enhanced QoS, security, and availability features to optimize the network, supporting a more productive, efficient workforce. QoS prioritizes voice and video with data traffic to enhance network performance. These switches feature strong security, such as port security and access control lists to keep unauthorized users off the network, plus VLANs to segregate traffic by workgroup.

Cisco Small Business Routers are affordable, highly-secure network access devices, designed and built for small businesses. They offer a range of features, including:

- Secure VPN connectivity for remote workers
- Strong security features, including an advanced SPI firewall, encryption, authentication, and access control

## Cisco Spam & Virus Blocker

The Cisco Spam & Virus Blocker is an easy-to-use, dedicated antispam, antivirus, and antiphishing security appliance designed specifically for small businesses. It immediately stops spam from reaching employees' inboxes, requires minimal management, and is backed by Cisco SenderBase® services, a network database of email security threats.

A Cisco Software and Support Subscription is essential for maximizing the performance and effectiveness of the Cisco Spam & Virus Blocker. This subscription includes automatic spam and virus filter updates, software upgrades and new releases (as available), next-business-day hardware replacement, and access to the Cisco Small Business Support Center for technical support. This service helps ensure that the latest counter measures are in place to protect against email threats.

### Features

- A complete solution (hardware, software, updates, and product support) in a single package, to stop email threats immediately
- Easy installation and use, with simple, browser-based setup wizards
- Precise accuracy, to help ensure that email threats and spam are caught and business email is delivered
- Continuous automatic updates with SenderBase services
- Access to the Cisco Small Business Support Center

Product SKU	Product Description
<a href="#">BLKR-SVB-50U-1Y</a>	Cisco Spam & Virus Blocker—50 users, 1 year
<a href="#">BLKR-SVB-50U-3Y</a>	Cisco Spam & Virus Blocker—50 users, 3 years
<a href="#">BLKR-SVB-100U-1Y</a>	Cisco Spam & Virus Blocker—100 users, 1 year
<a href="#">BLKR-SVB-100U-3Y</a>	Cisco Spam & Virus Blocker—100 users, 3 years
<a href="#">BLKR-SVB-250U-1Y</a>	Cisco Spam & Virus Blocker—250 users, 1 year
<a href="#">BLKR-SVB-250U-3Y</a>	Cisco Spam & Virus Blocker—250 users, 3 years
<a href="#">CON-BLK-BLKR50U</a>	SW + Support Subscription NBD Blocker—50 users
<a href="#">CON-BLK-BLKR100U</a>	SW + Support Subscription NBD Blocker—100 users
<a href="#">CON-BLK-BLKR250U</a>	SW + Support Subscription NBD Blocker—250 users



Cisco Spam & Virus Blocker

# Trend Micro ProtectLink Gateway Security Service

The Trend Micro ProtectLink Gateway Security Service runs on select Cisco routers, delivering cost-effective email and web filtering for small businesses. It integrates powerful antispam, antivirus, and antiphishing email filtering, URL content filtering, and web reputation monitoring, to block attacks and enforce customer-specific use policies.

## Features

- Filtering emails for spam, viruses, spyware, bots, phishing, and other threats, and blocking them from reaching the company network
- Enforcing a company's Internet acceptable use policy by blocking employees from accessing unproductive websites
- Regularly reviewing security ratings to determine whether a website is safe before allowing access
- Configuring, managing, and accessing real-time reports through a simple web-based management console

Product SKU	Product Description
<a href="#">LBATMPG05</a>	Trend Micro ProtectLink Gateway Service 5-seat license
<a href="#">LBATMPG25</a>	Trend Micro ProtectLink Gateway Service 25-seat license
<a href="#">LBATMPG25RNWL</a>	Trend Micro ProtectLink Gateway 5-seat renewal license
<a href="#">LBATMPG05RNWL</a>	Trend Micro ProtectLink Gateway 25-seat renewal license

# Cisco Small Business Wireless Access Points

## Product Positioning

Cisco Small Business Wireless Access Points connect wireless devices to the wired network, eliminating cabling problems. PoE support makes each access point easy to install—it can be mounted anywhere, even if your customer lacks ready access to a power outlet. With appropriate PoE support at the other end, only one cable is needed to deliver both data and power. Of course, the access point can be plugged in using the included AC adapter if power is available nearby.

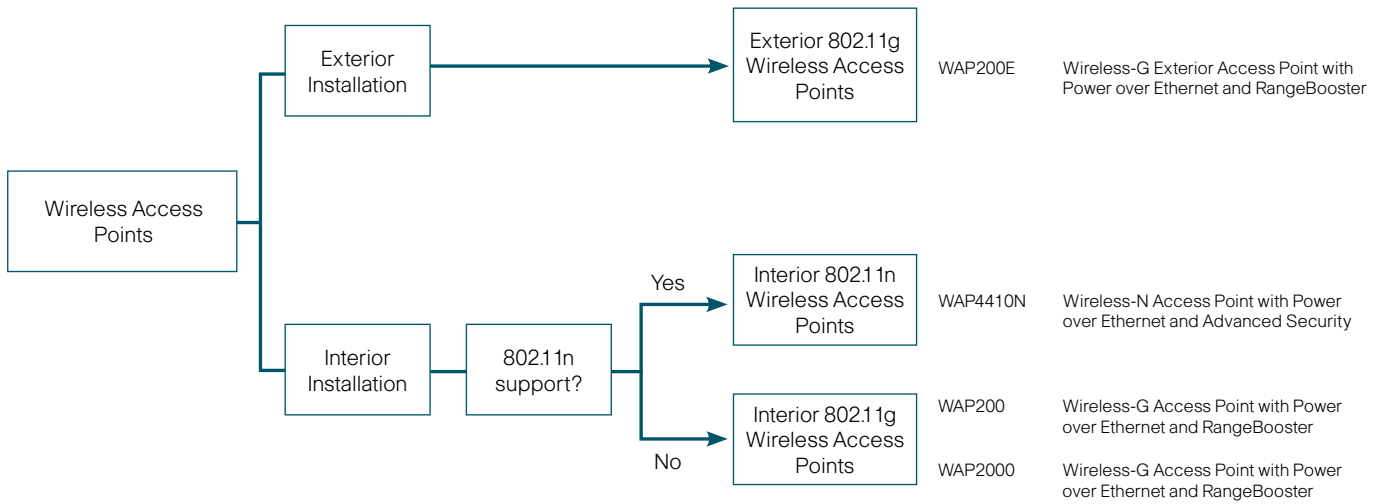
Cisco Small Business Wireless-G access points feature RangeBooster technology, which is comparable to standard 802.11g but with nearly twice the range and up to 35 percent faster throughput. RangeBooster also reduces wireless signal dead spots in offices and other buildings.

Cisco Small Business Wireless-N access points feature multiple-input, multiple-output (MIMO) technology, which multiplies the effective data rate and utilizes the inherent signal reflections, to increase range and reduce dead spots. Cisco Small Business Wireless-N access points are also backward compatible with Wireless-G (802.11g) and Wireless-B (802.11b) technology.

## Features

- 802.11n wireless access points comply with IEEE draft 802.11n standards, and are backward compatible with 802.11b and 802.11g devices
- Data rates of up to 54 Mbps in Wireless-G (802.11g) mode or 11 Mbps in Wireless-B (802.11b) mode supported
- RangeBooster technology (a compatible add-on to standard Wireless-G) increases the wireless network's range by up to 100 percent and its throughput by up to 35 percent
- Support for standards-based PoE (IEEE 802.3af) and external DC power
- Support for Wi-Fi Multimedia (WMM), for improved QoS over wireless connections, resulting in better video and voice performance
- Advanced wireless security using Wi-Fi Protected Access (WPA2) with up to 256-bit encryption, and security monitoring, offering greater visibility and protection
- Multiple Service Set Identifiers (SSIDs) with VLAN allow users to create separate, secured networks
- Wireless exterior access points provide weatherproof housing (NEMA IP53 compliant), internal high-gain antennas, and PoE only, for safe, simple, exterior installations

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Wireless Standard Support	Ethernet Connection	PoE Support	External Power	VLAN Support	SNMP Support
Exterior 802.11g Wireless Access Points	WAP200E	802.11g	Fast Ethernet	Yes	No	Up to 4	Yes
Interior 802.11n Wireless Access Points	WAP4410N	802.11n	Gigabit Ethernet	Yes	Yes	Up to 4	Yes
Interior 802.11g Wireless Access Points	WAP200	802.11g	Fast Ethernet	Yes	Yes	Up to 4	Yes
	WAP2000	802.11g	Fast Ethernet	Yes	Yes	Up to 4	Yes



Cisco WAP2000 Wireless-G Access Point



Cisco WAP200E Wireless-G Exterior Access Point

# Cisco Small Business Network Storage Systems

## Product Positioning

Cisco Small Business Network Storage Systems are ideal for storing, backing up, sharing, and archiving critical information. Their feature set differentiates them from entry-level storage devices, while their competitive pricing gives small businesses the opportunity to realize greater cost savings than more expensive storage systems.

Unlike other network attached storage (NAS) systems, which require operating system software on one or more hard drives, Cisco Small Business Network Storage Systems feature a unique, intelligent chassis containing the Linux operating system that controls it. This provides added stability and reliability, as well as the flexibility to be configured without connected drives and to be reconfigured at any time. It even allows hard drives to be hot swapped and re-sorted to different storage bays.

## Features

- Chassis (desktop or rack mount) with up to four drive bays supporting RAID 0/1/1+Spare/5/5+Spare/10 and file encryption support
- Advanced data protection and security, with on-disk file encryption using Advanced Encryption Standard (AES), VLANs, support for Self-Monitoring, Analysis, and Reporting Technology (SMART) drives, file journaling, global spares, and snapshot
- Single or dual Gigabit LAN interfaces supporting VLANs and QoS
- Support for Mac/PC (Common Internet File System [CIFS]), Linux (Network File System [NFS]), and FTP clients
- Hard drive trays, for the flexibility to increase storage capacity and archive older data

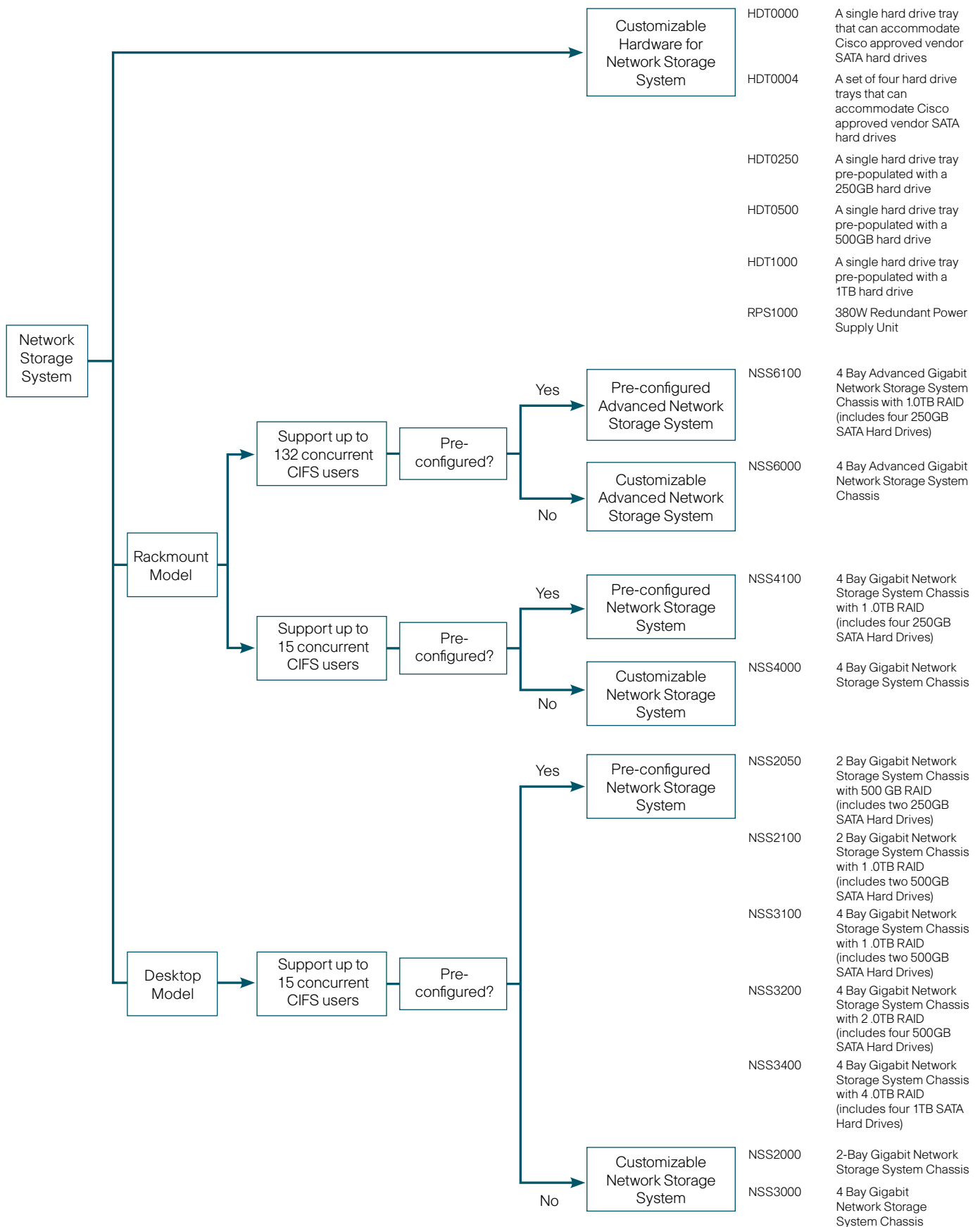


Cisco NSS2000 Network Storage System



Cisco NSS3000 Network Storage System

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Drives	Drive type	Preconfigured RAID	CIFS Users	NFS Users	FTP Sessions	Volume Snapshot
Pre-configured Advanced Network Storage System	NSS6100	(4)X 250GB	SATA 3.0 Gigabits 24x7 Duty Cycle	RAID 5	132	20	Up to 50	Yes
Customizable Advanced Network Storage System	NSS6000	None	None	None	132	20	Up to 50	Yes
Pre-configured Network Storage System	NSS4100	(4)X 250GB	SATA 3.0 Gigabits 24x7 Duty Cycle	RAID 5	15	20	Up to 16	No
Customizable Network Storage System	NSS4000	None	None	None	15	20	Up to 16	No
Pre-configured Network Storage System	NSS3400	(4)X 1TB	SATA 3.0 Gbit/s 24x7 Duty Cycle	RAID 1	15	20	Up to 16	No
	NSS3200	(4)X 500GB	SATA 3.0 Gbit/s 24x7 Duty Cycle	RAID 1	15	20	Up to 16	No
	NSS3100	(2)X 500GB	SATA 3.0 Gigabits 24x7 Duty Cycle	RAID 1	15	20	Up to 16	No
	NSS2100	(2)X 500GB	SATA 3.0 Gbit/s 24x7 Duty Cycle	RAID 1	15	20	Up to 16	No
	NSS2050	(2)X 250GB	SATA 3.0 Gigabits 24x7 Duty Cycle	RAID 1	15	20	Up to 16	No
Customizable Network Storage System	NSS2000	None	None	None	15	20	Up to 16	No
	NSS3000	None	None	None	15	20	Up to 16	No

## Cisco Small Business Video Surveillance

### Product Positioning

Cisco Small Business Video Surveillance Cameras help small business owners monitor and protect their companies. These high-quality, customizable solutions can be optimized for many different applications and sites. Each camera can be quickly mounted, using the bracket included in the package. The cameras' compact form factor also allows them to be placed inside a protective enclosure, for interior or exterior installations.

Certain models can be powered from a PoE switch or a power injector using Ethernet cabling. This feature supports installation near ceilings, on rooftops, or in other places where power outlets are not available.

### Wired PTZ and Box Cameras

The Cisco Pan/tilt/zoom video camera (PVC300) with PoE and Box camera (PVC2300) with PoE, interchangeable lenses, and choice of I/O ports allows flexible installation for multiple applications. These cameras offer:

- High-quality progressive CCD sensor with low light sensitivity and an infrared filter switcher (PVC2300), for an optimal video image under varying conditions
- Simultaneous dual codecs provide ideal combination of viewing and storage of video
- Two-way audio, IP multicast, 3GPP, and other advanced surveillance features



Cisco PVC300 Camera



Cisco PVC2300 Camera

### Wireless PTZ Cameras

Cisco Wireless-G pan/tilt/zoom video cameras send high-quality live video and audio through the Internet to a web browser anywhere in the world. These cameras offer:

- Capacity to view images even in low light environments
- The ability to send automatic email alerts with video clips upon motion detection
- Support for up to 10 simultaneous remote users
- The ability to monitor up to 16 cameras with included software
- Audio capabilities that include 2-way audio, embedded microphone, external speaker, and microphone input ports (WVC210)



Cisco WVC210  
Camera

### Wireless Box Camera

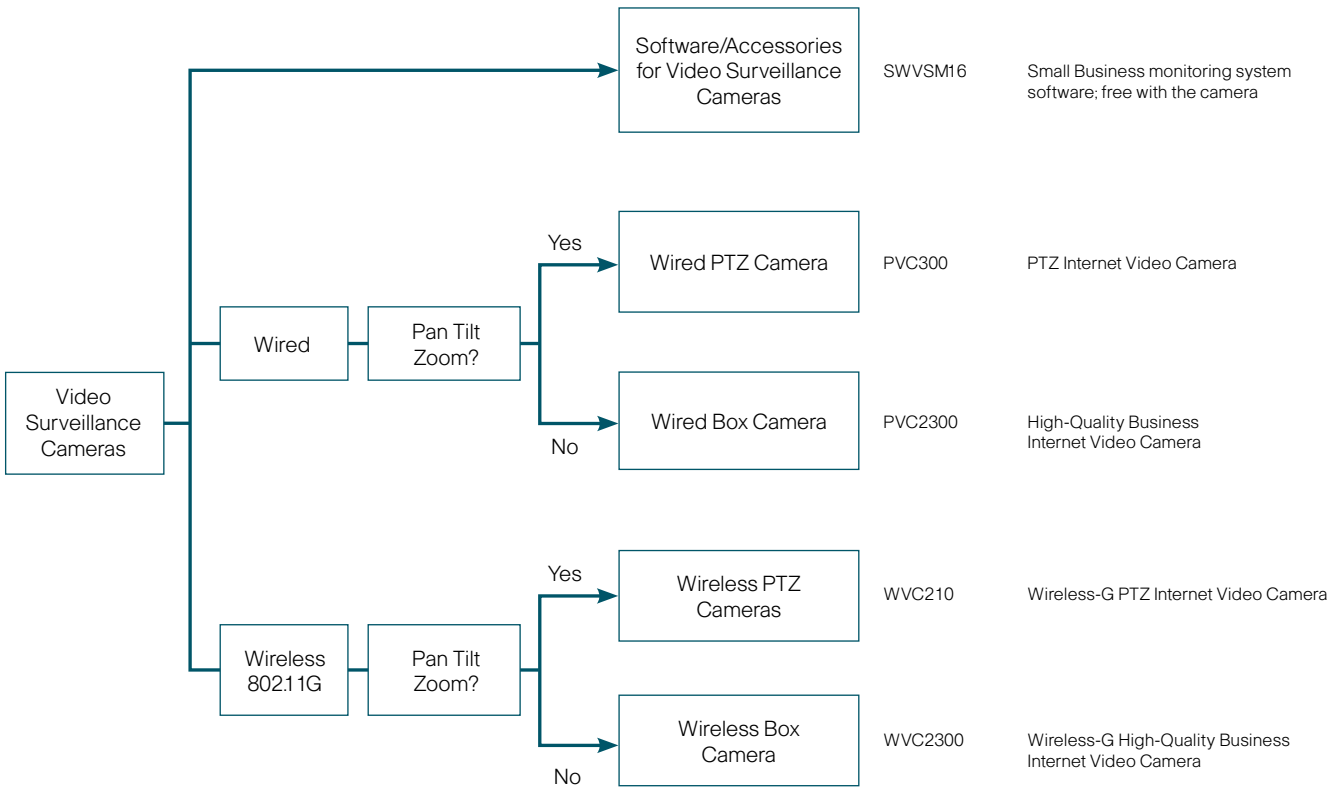
The Cisco Wireless box camera with interchangeable lenses and choice of I/O ports, allows flexible installation for multiple applications. This camera also offers:

- High-quality charge-coupled device (CCD) sensor with low light sensitivity and an infrared filter switcher, for optimal video image under varying conditions
- Simultaneous dual codecs provide optimal combination of viewing and storage of video
- Two-way audio, IP multicast, Third Generation Partnership Project (3GPP), and other advanced surveillance features



Cisco WVC2300 Camera

## Decision Tree Overview



## Product Features Comparison Tables

Category	SKU	802.11g Wireless Ethernet	2-Way Audio	External Input/Output Connections	Interchangeable CS Lenses	Pan Tilt	Integrated Optical Zoom	Night Vision (IR Cut Filter)	Image Sensor
Wired PTZ Camera	PVC300	No	Yes	Yes	No	Yes	Yes (2.6x)	No	¼ in. CCD
Wired Box Camera	PVC2300	No	Yes	Yes	Yes	No	No	Yes	¼ in. CCD
Wireless PTZ Cameras	WVC210	Yes	Yes	No	No	Yes	No	No	¼ in. CMOS
Wireless Box Camera	WVC2300	Yes	Yes	Yes	Yes	No	No	Yes	¼ in. CCD

SKU	Description	Camera Compatible	Auto Iris	Lens Types	Manufacturer
CAMLMI	Camera Lens Tamron 3-8mm Varifocal Manual Iris	PVC/WVC2300	No	3-8 mm	Tamron
CAMLWA	Camera Lens Computar Wide Angle 2.3mm Fixed Manual Iris	PVC/WVC2300	No	2.3 mm	Computar
CIVS-IPC-VF31=	IP Camera Fujinon 3-11 mm Varifocal Lens	PVC/WVC2300	Yes-DC	3-11mm	Fujinon
CIVS-IPC-VT31=	IP Camera Tamron 3-11 mm Varifocal Lens	PVC/WVC2300	Yes-DC	3-11mm	Tamron
CIVS-IPC-VF38=	IP Camera Fujinon 3-8 mm Varifocal Lens	PVC/WVC2300	Yes-DC	3-8 mm	Fujinon
CIVS-IPC-VT38=	IP Camera Tamron 3-8 mm Varifocal Lens	PVC/WVC2300	Yes-DC	3-8 mm	Tamron
CIVS-IPC-VF55=	IP Camera Fujinon 5-50 mm Varifocal Lens	PVC/WVC2300	Yes-DC	5-50 mm	Fujinon
CIVS-IPC-VT55=	IP Camera Tamron 5-50 mm Varifocal Lens	PVC/WVC2300	Yes-DC	5-50 mm	Tamron

# Cisco Small Business Voice Systems

## Product Positioning

Cisco Small Business Voice Systems offer a cost-effective way to deliver basic and advanced voice services to small businesses. They are designed to provide voice over IP (VoIP) for offices with up to 16 IP phones.

These systems immediately deliver basic, reliable connectivity, and can be customized to fit most small business requirements with these three major components:

- The Cisco SPA9000 Voice System, which is the call control component of the system, delivering call routing throughout the voice network.
- The Cisco SAP400 Voice Gateway, which provides a connection between the voice network and the public switched telephone network (PSTN), as well as voicemail.
- Cisco Small Business IP Phones, which are based on Session Initiation Protocol (SIP), and are designed to interoperate in different environments, including a hosted IP telephony service, an IP private branch exchange (PBX), or a large-scale IP Centrex deployment.

## SPA9000 Voice System

The SPA9000 Voice System is so easy to configure, a fully-working system can be set up in minutes. It automatically detects and registers new telephones when they are connected to it.

This IP PBX system even allows features to be configured using a web browser, through an integrated web server that has multiple levels of password-protected access to user- and service-level features. These features can be locked by the Internet telephone service provider to make sure they are not inadvertently corrupted. The service provider can also remotely update the software and settings through a secure encrypted connection.

Powerful configuration capabilities allow the SPA9000 to support many advanced features, such as shared line appearances, hunt groups, call transfer, call parking, and group paging. With its two FXS ports, it can support traditional analog devices such as telephones, answering machines, fax machines, and media adapters. It offers:

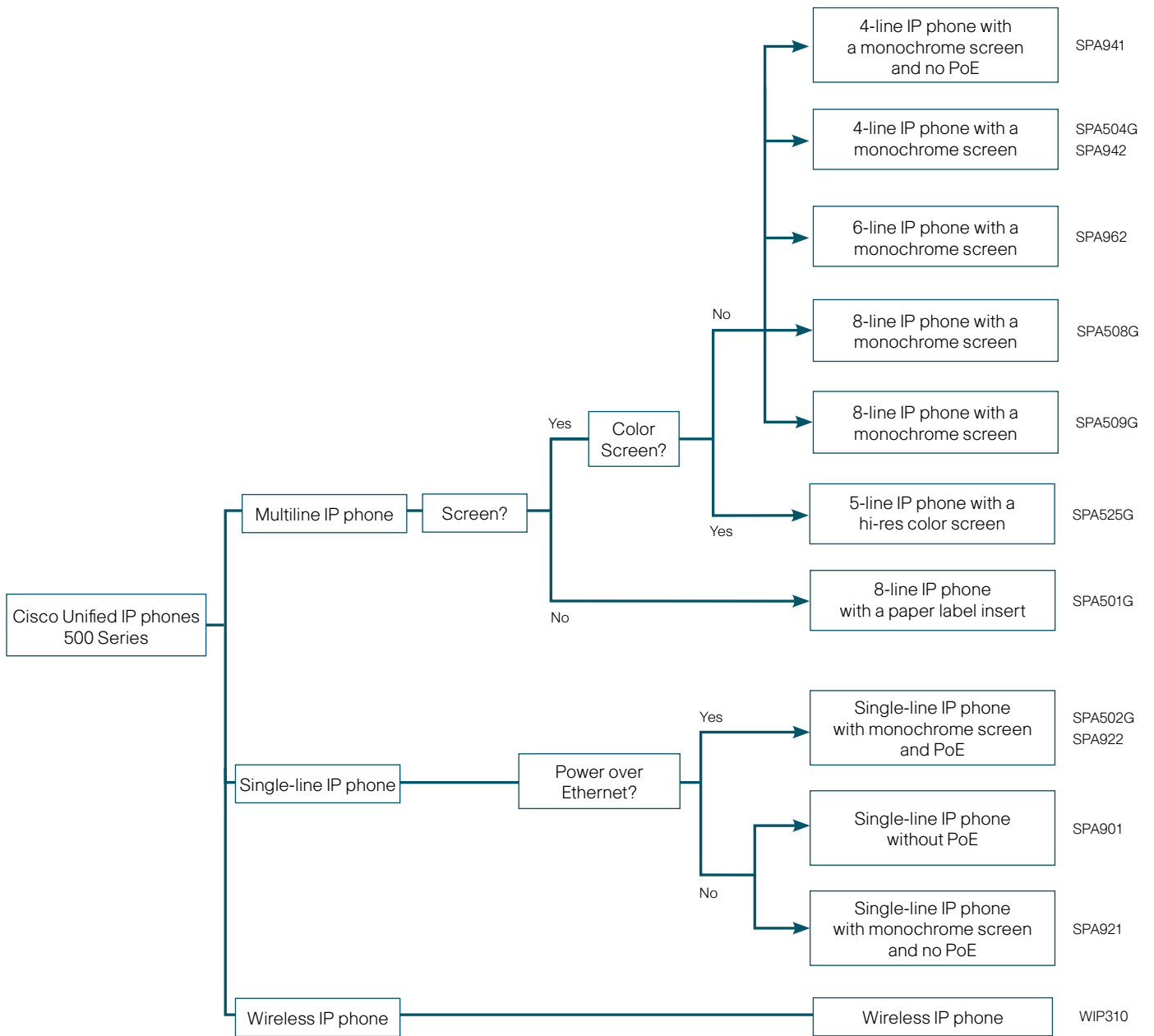
- High-end features comparable to those in voice services used by large enterprises
- Support for 16 Cisco Small Business IP Phones per SPA9000
- Powerful self-configuration capabilities with Cisco Small Business IP Phones
- Compatibility with most Internet telephone service providers

## SPA400 Voice Gateway

The SPA400 can connect up to four standard analog telephone lines to a Cisco SPA9000 Voice System network, and offers the additional benefit of an integrated voicemail application. The SPA400 includes multiple analog phone lines and automatically routes calls to and from your existing PSTN telephone service. This gateway:

- Functions as an analog line gateway for the Cisco SPA9000 Voice System
- Includes an integrated voicemail application server with up to 32 voicemail accounts
- Connects up to 4 analog lines
- Allows Cisco SPA9000 Voice System users to leave and play back voicemail messages

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Lines	Connection for Workstation on IP Phone	PoE	Display	Bluetooth Capable	Wireless
Cisco SPA501G 8-line IP phone	SPA501G	8	Yes	Yes	Paper insert	No	No
Cisco SPA502G 1-line IP phone	SPA502G	1	Yes	Yes	Backlit monochrome	No	No
Cisco SPA504G 4-line IP phone	SPA504G	4	Yes	Yes	Backlit monochrome	No	No
Cisco SPA508G 8-line IP phone	SPA508G	8	Yes	Yes	Backlit monochrome	No	No
Cisco SPA509G 12-line IP phone	SPA509G	12	Yes	Yes	Backlit monochrome	No	No
Cisco SPA525G IP phone	SPA525G	5	Yes	Yes	Hi-res color display	Yes	No
Cisco SPA901 IP phone	SPA901	1	No	No	No	No	No
Cisco SPA921 IP phone	SPA921	1	No	No	Monochrome display	No	No
Cisco SPA922 IP phone	SPA922	1	Yes	Yes	Monochrome display	No	No
Cisco SPA941 IP phone	SPA924	4	No	No	Monochrome display	No	No
Cisco SPA942 IP phone	SPA941	4	Yes	Yes	Monochrome display	No	No
Cisco SPA962 IP phone	SPA962	6	Yes	Yes	Color display	No	No
Cisco WIP310 Wireless-G IP phone	WIP310	1	No	No	Color display	No	Yes

## Cisco Small Business Pro Series Products

Products in the Cisco Small Business Pro Series are targeted at small business customers with fewer than 100 employees, who believe technology can help improve their business, but do not know where to start. They trust the recommendations of a Cisco partner, and this series will create profitable opportunities for you, the partner.

Products in this series work together to deliver powerful, integrated solutions that are easy for you to deploy and manage. Individually, every product solves a small business need and delivers peace of mind. Together, they form a solid foundation that you can build on as your customers' communications needs change.

The Cisco Small Business Pro Series consists of a manageable subset of foundational components—offering switching, routing, and wireless—that can be combined in validated, tested solutions. With consistent hardware, commonly-used default settings, and device management, you can expect faster, plug-and-play deployment, delivering added value and predictability.

*“A Cisco partner’s main value to a customer is his ability to truly be a ‘business’ partner. This means offering solutions that meet current requirements while at the same time enabling the future vision of the small business owner. This is how long-term relationships are created. The Pro Series will enable these relationships.”*  
—U.S. Small Business Executive

## Cisco Small Business Pro Service

### Value Proposition to Partners

The Cisco Small Business Pro Service helps you increase revenue, deliver peace of mind, and improve customer loyalty. This device-level, subscription-based service includes software upgrades and updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary. It provides community-based support, supporting knowledge sharing and collaboration through online forums and wikis. This helps small businesses boost efficiency, identify and reduce risks, and serve customers better.

### Value Proposition to Your Customers

The Cisco Small Business Pro Service provides coverage that offers peace of mind at an affordable price, and helps you get the most value from Cisco Small Business Pro products. The subscription-based service offers software upgrades and updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement.

### Service Description

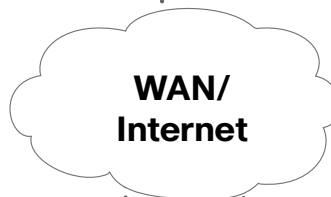
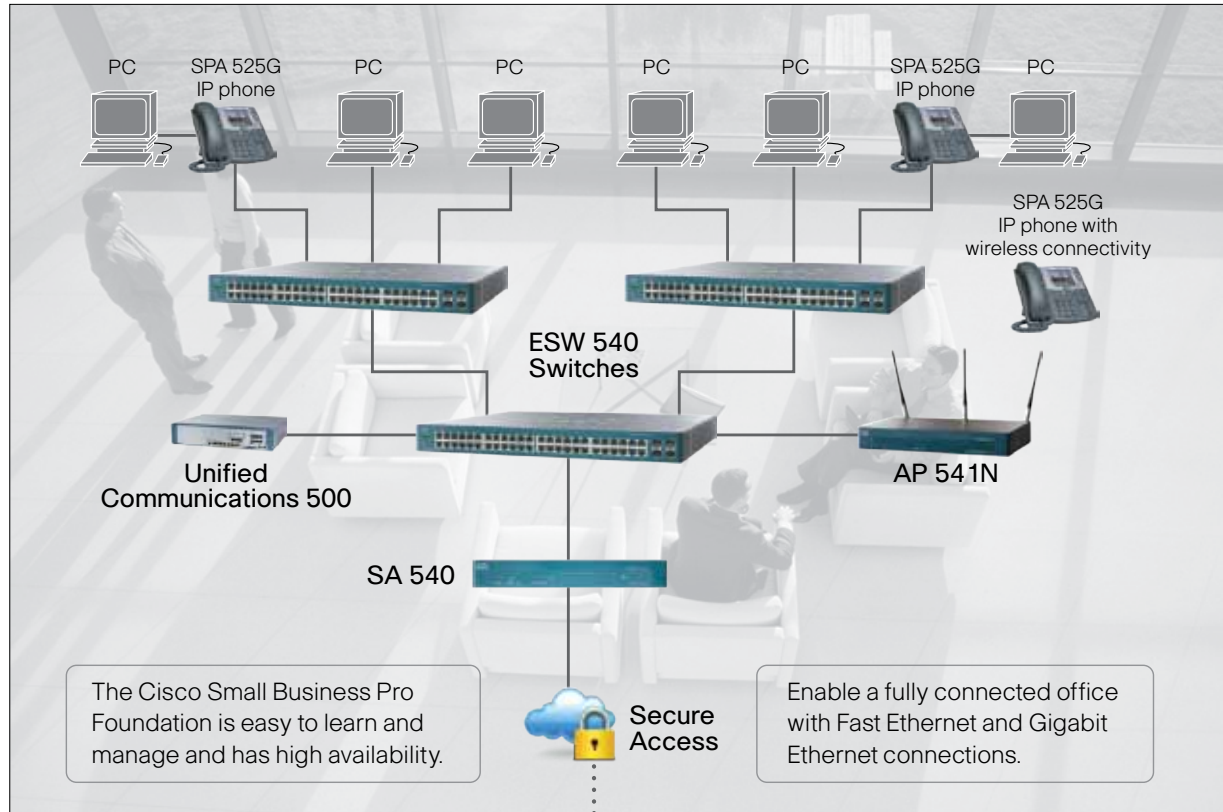
- Three years of support for Small Business Pro products
- Banded pricing based on product complexity
- Access to Cisco Small Business Support Community
- 24-hour click to chat\*
- Call support during local business hours
- Software updates
- Next-business-day parts replacement where available

\* Expected availability: July 2009

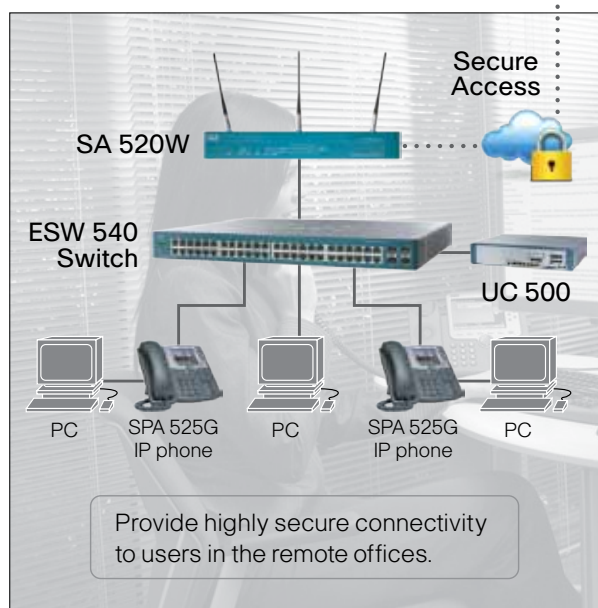
Cisco Small Business Pro Service		
<b>\$69</b> Least complex product	<b>\$149</b> More complex product	<b>\$499</b> Most complex product
Banded pricing: One of three prices applies to each Small Business Pro product, based on the complexity of the product.		

## Cisco Small Business Pro Foundation

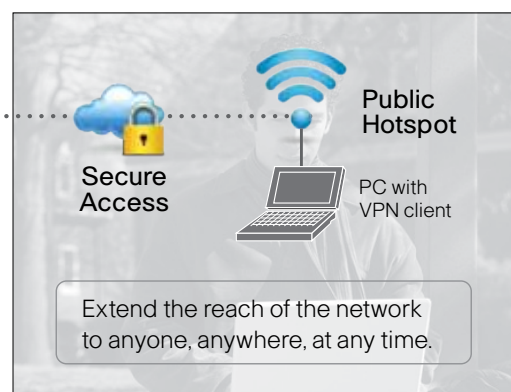
### Main Office



### Remote Office

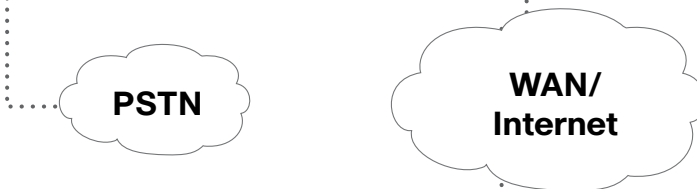
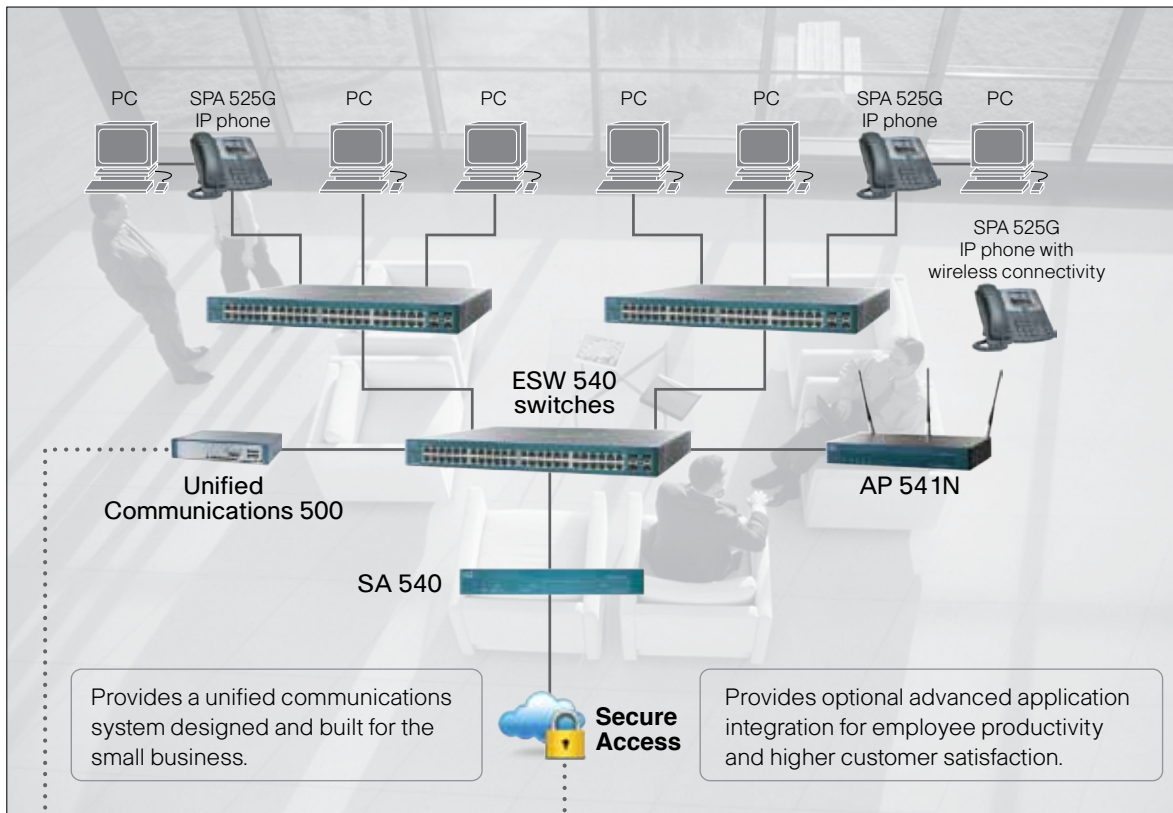


### Mobile Worker

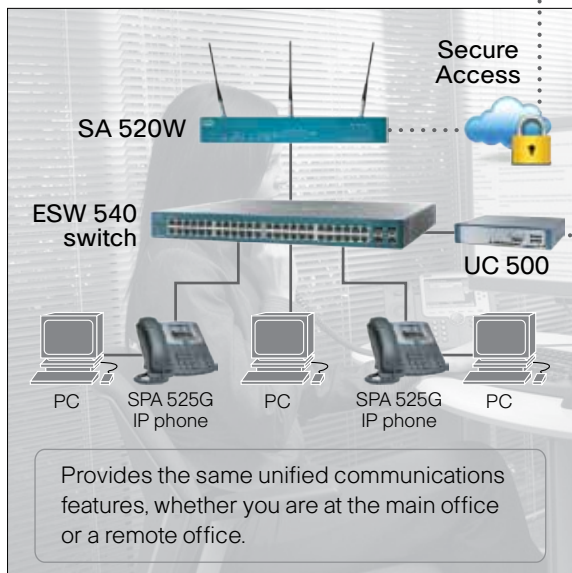


## Cisco Small Business Pro Smart Business Communications System

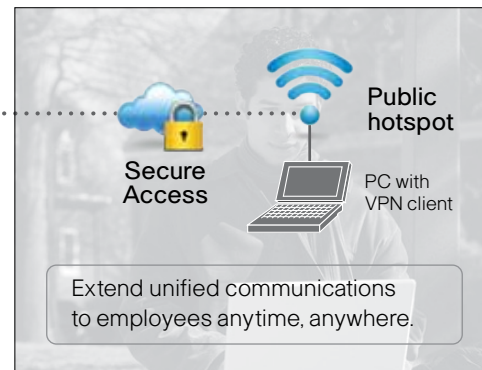
### Main Office



### Remote Office



### Mobile Worker



# Cisco Small Business Pro Switches

## Product Positioning

The Cisco ESW 500 Series switches are designed to integrate easily with Cisco Small Business Pro products and with the Cisco Smart Business Communications System, to provide a complete data, voice, video, and wireless networking solution for small businesses. These switches are cost-effective, easy to use, and deliver the performance and reliability needed by small businesses. They can be supported by a Cisco partner or by in-house IT staff.

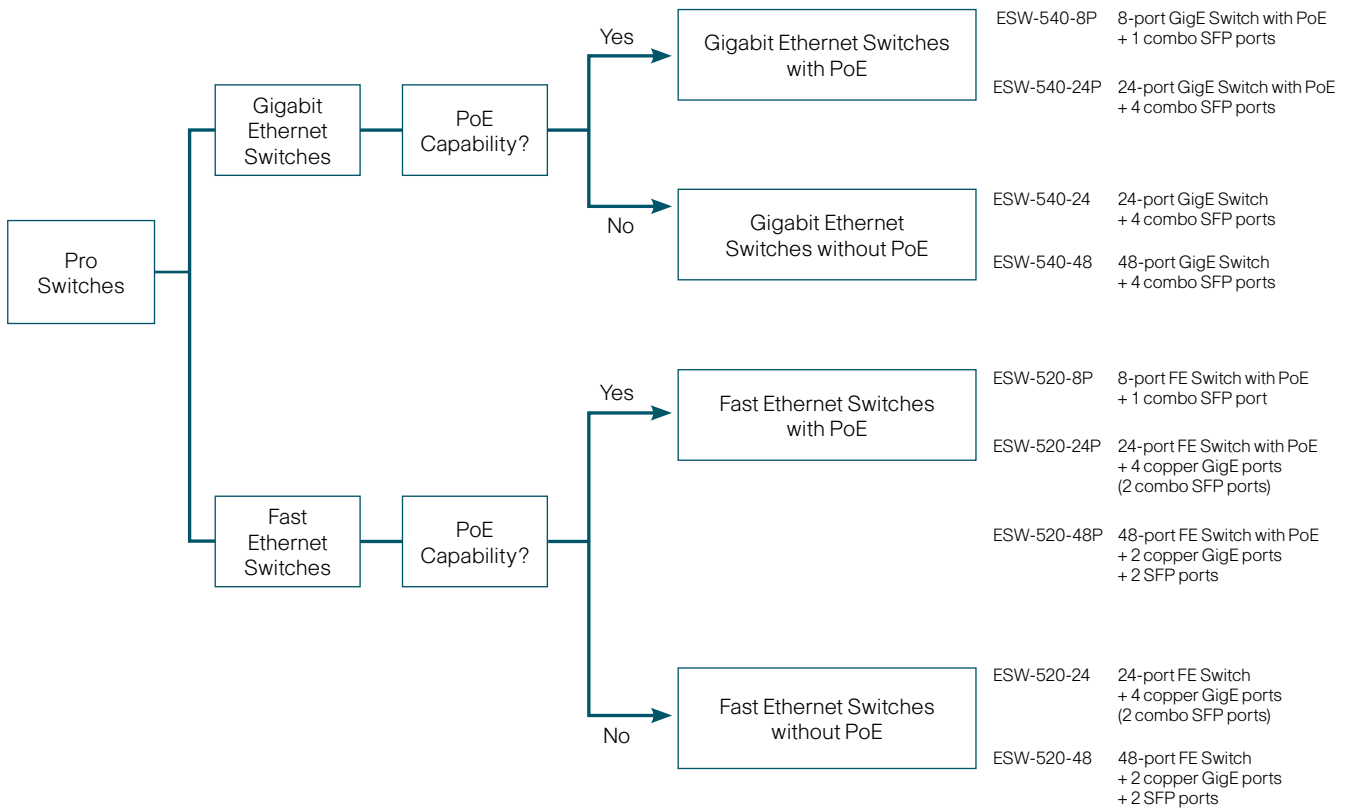
## Features

- Uses QoS to prioritize delay-sensitive and high-bandwidth network traffic, enhance network performance, and support demanding services, such as real-time voice and video
- Offers enhanced security, including IEEE 802.1X port security to limit access to authorized users and applications, access control lists (ACLs) to restrict access to sensitive portions of the network and guard against attacks, and virtual LANs (VLANs) to segment traffic and workgroups
- Provides Small Form-Factor Pluggable (SFP) expansion slots for fiber-optic or Gigabit Ethernet uplink connectivity
- Supports an optional redundant power supply that provides uninterrupted failover to help ensure continuous operation
- Offers a choice of two simple graphical user interfaces (GUIs) for easier configuration, management, and troubleshooting (Cisco ESW 500 Series Switches include an embedded web-based configuration utility designed specifically for setting up the switch, and can also be configured with Cisco Configuration Assistant version 2.0 or later for system deployments)
- Features an enhanced 5-year warranty that includes next-business-day advance replacement (where available), free software bug fixes, complimentary end-user phone support for 90 days, and click-to-chat technical support for 1 year



Cisco ESW 500 Series Switches

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	SFP GigE ports	Combo SFP GigE ports*	PoE Support	PoE Ports @75 Watt	PoE ports @15.4 Watt
Gigabit Ethernet Switches with PoE	ESW-540-8P	N/A	8	None	1	Yes	8	8
	ESW-540-24P	N/A	24	None	4	Yes	24	18
Gigabit Ethernet Switches without PoE	ESW-540-24	N/A	24	None	4	No	N/A	N/A
	ESW-540-48	N/A	48	None	4	No	N/A	N/A
Fast Ethernet Switches with PoE	ESW-520-8P	8	None	None	1	Yes	8	4
	ESW-520-24P	24	4	None	2	Yes	24	12
	ESW-520-48P	48	2	2	None	Yes	48	24
Fast Ethernet Switches without PoE	ESW-520-24	24	4	None	2	No	N/A	N/A
	ESW-520-48	48	2	2	None	No	N/A	N/A

\* Combo SFP slots include one 10/100/1000BASET Ethernet port and 1 SFP-based Gigabit Ethernet slot for fiber, 1 port active at a time

# Cisco Small Business Pro Router

## Product Positioning and Features

The Cisco SR 520-T1 Secure Router delivers highly secure, high-bandwidth connectivity—Internet access, advanced security, and virtual private network (VPN) access—all in a single easy-to-use device. As part of the Cisco Small Business Pro Series, the Cisco SR 520-T1 is easy to deploy and manage, and can be combined with other Pro Series products in a powerful, integrated system that a small business can build on over time.

The Cisco SR 520-T1 Secure Router offers:

- High-performance T1 data access
- IPsec/SSL VPN and Easy VPN
- Strong security, including firewall, NAT, IPS, and content filtering
- Two 10/100 Fast Ethernet ports for LAN and/or DMZ
- Simplified deployment using the Cisco 520-T1 Configuration Utility and Cisco Configuration Assistant 2.1
- Easy integration with other Pro Series products.



Cisco SR 520-T1 Secure Router

Product SKU	Product Description
SR520-T1-K9	Cisco SR 520-T1 Secure Router
L-SR520-T1-SEC	Security feature license for Cisco SR 520-T1 Secure Router (includes IPsec/SSL VPN (10 concurrent sessions), Easy VPN, content filtering, and IPS)
CON-SBS-SVC3	Cisco Small Business Pro Service for SR 520-T1 Secure Router

# Cisco Small Business Pro Security

## Product Positioning

Cisco SA 500 Series Security Appliances, part of the Cisco Small Business Pro Series, are all-in-one security solutions designed specifically for businesses with fewer than 100 employees. Simple to install and use, they combine secure Internet, wireless, site-to-site, and remote access with firewall, email, and web security capabilities to protect your business while improving employee productivity. Cisco SA 500 Series Security Appliances work transparently with other products in the Cisco Small Business Pro Series to deliver powerful, integrated solutions to unique small business problems. Cisco Small Business Pro Service offers 3-year peace of mind to help you get the most value from your investment.

## Features

Cisco SA 500 Series Security Appliances offer a range of features, including:

- A built-in Gigabit LAN switch for local network traffic, a dedicated Gigabit WAN port, and an option port that can be used either as an additional LAN port, as a network edge (DMZ) port, or as a dual WAN port for Internet traffic load balancing or connection failover.
- An integrated business-class firewall to control access in and out of the network and provide connectivity to business resources within the network.
- The ability to establish encrypted tunnels over the Internet, combining Internet and VPN technologies to cost-effectively and securely extend the reach of a business network to anyone, anywhere, at any time without compromising network security.
- A single platform that offers both SSL and IPsec VPN technologies to provide flexibility and ease of use for the remote access requirements of diverse users.
- A standards-based, easy-to-use VPN client and management system, helping reduce operational and support costs.
- The optional VeriSign Identity Protection (VIP) Authentication Service, which enhances the security of remote access with advanced two-factor authentication, using one-time passwords generated with either hardware or software token generators or texted to a mobile phone, all easily managed and without additional hardware installation.
- Integrated support for the Trend Micro ProtectLink Gateway service, which scans all incoming email messages for viruses, spam, and phishing attacks while also blocking access to known malicious websites and to websites that are not business related, helping improve employee productivity.



SA 500 Family

## Product Features Comparison Table

Product SKU	Integrated Ethernet Switches	WAN Connections	Wireless Support	SSL License+	IPSec License	VPN Performance*	Firewall and UTM Performance*
SA520-K9	4-port Fast 10/100/1000	1 GE Port +1 optional GE port	No	25	50	65 Mbps	200 Mbps
SA540-K9	8-port Fast 10/100/1000	1 GE Port +1 optional GE port	No	50	100	85 Mbps	300 Mbps
SA520W-K9	4-port Fast 10/100/1000	1 GE Port +1 optional GE port	802.11n	25	50	65 Mbps	200 Mbps

+ 2 seats included, licence required to upgrade to 25 seats for SA520 and SA520W, 50 seats included for SA540

\* Performance test methodology: Maximum performance based on RFC 2544. All results are aggregate bidirectional.

Actual performance may vary upon network environment and configuration.

Product SKU	Product Description
SA520-K9	Cisco SA 520 Security Appliance
SA520W-K9	Cisco SA 520W Security Appliance
SA540-K9	Cisco SA 540 Security Appliance
L-FL-SSL-SA520-K9=	eDelivery SSL license for SA 520 and SA 520W
CON-SBS-SVC2	Cisco Small Business Pro Service, 3 years
L-PLGW-5=	eDelivery Trend Micro ProtectLink Gateway incremental 5-seat license
L-PLGW-25=	eDelivery Trend Micro ProtectLink Gateway incremental 25-seat license
L-PLGW-5R=	eDelivery Trend Micro ProtectLink Gateway incremental 5-seat license renewal
L-PLGW-25R=	eDelivery Trend Micro ProtectLink Gateway incremental 25-seat license renewal

# Cisco Small Business Pro Wireless Access Points

## Product Positioning

The Cisco AP 541N Wireless Access Point is a versatile, high-performance wireless solution that supports virtually any wireless application small businesses require, including mobile data, voice over wireless LAN, wireless video monitoring, and highly secure guest access. It can be used as a standalone access point in small wireless environments or deployed as part of a larger data and communications network, such as the Cisco Smart Business Communication System (SBCS). Designed to integrate with other solutions in the Cisco Small Business Pro portfolio, it makes even advanced wireless and communications applications easy to install, configure, and support.

## Features

- Designed to operate as either a standalone wireless access point or as part of a larger business network, enabling the Cisco AP 541N to meet changing business requirements while minimizing operational costs.
- Clustering capability forms a dynamic, configuration-aware group (called a cluster) with other similarly designed access points in the same network and subnet—without the need for a wireless controller.
- Provides an 802.11n multiple-input, multiple-output (MIMO) dual-band wireless solution, with backward compatibility to 802.11b/g/a, delivering greater range and reliability, and up to nine times the performance of competitive products.
- Can transmit and receive over multiple antennas, at either 2.4-GHz or 5-GHz frequency, resulting in greater wireless capacity and a cleaner signal, with less interference.
- Robust security features, including advanced Wi-Fi Protected Access (WPA2) encryption, rogue access point detection, access control lists, and MAC address filtering, enable secure access for employees and guests.



Cisco AP 541N Wireless Access Point

# Cisco Unified Communications

## Product Positioning

Cisco Unified Communications provides basic and advanced voice services for small businesses, at a small business price.

Redundancy options are available with most Cisco Unified Communications solutions, with choices that range from survivability to full redundancy, providing constant phone service without interruption.

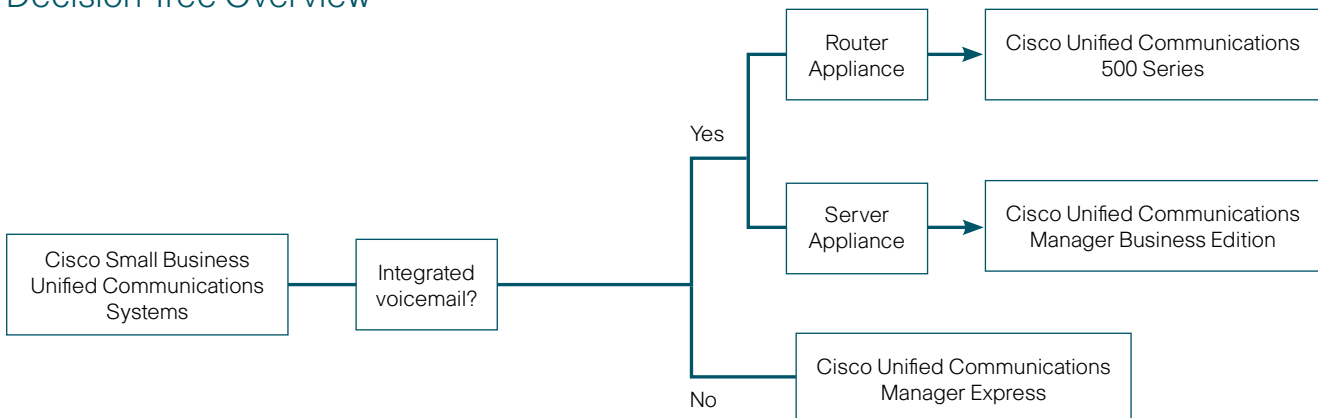
Small business can take advantage of the numerous enterprise features of Cisco Unified Communications, including:

- Integration of data applications, such as customer relationship management (CRM) and enterprise resource planning (ERP)
- Contact center capabilities, including help desk features
- Presence integration, which provides the ability to see the status of others within the business
- Voicemail, integrated messaging, and unified messaging options
- Video integration
- Voice, video, and data collaboration within the business and also with external customers

## Features

- Enterprise features at a small business price
- Video support
- Desktop software phone support
- Ability to integrate many different unified communications applications, including:
  - Collaboration using voice, video, and data
  - Contact center
  - Presence
  - Voicemail, integrated messaging, and unified messaging

## Decision Tree Overview



# Cisco Unified Communications 500 Series

## Product Positioning

The Cisco Unified Communications 500 Series for Small Business is an affordable unified communications appliance that provides voice, data, voicemail, automated attendant, video, security, and wireless capabilities while integrating with existing desktop applications such as calendar, email, and customer relationship management (CRM) programs. This easy-to-manage platform supports up to 104 IP phones and voice mailboxes and provides flexible deployment options based on your needs—a wide array of IP phones, public switched telephone network (PSTN) interfaces, and Internet connectivity.

## Sample Features

- Robust legacy telephony features, including directory, paging, intercom, call coverage, call park, MoH, night bell, hunt groups, DID, ad hoc and “meet me” conferencing
- Supports Cisco Smart Business Productivity Applications, new applications integrated with the Cisco Unified Communications 500 Series (Cisco TimeCardView, Cisco WebEx® PhoneConnect, and Single Number Reach)
- Support for multisite deployments
- System monitoring through third-party partner monitoring software and services
- Support for Cisco Unified IP Phones 500 and 7900 Series

## New Features

- Introduction of the Unified Communications 540 and 560
- Additional capacity:
  - Unified Communications 540 scales to 32 users
  - Unified Communications 560 scales to 104 users
  - Additional voicemail capacity (from 14 hours to 32 hours)
- Integrated wireless on all UC 540 models
- VPN support on the SPA 525G
- Cisco MonitorView, enabling employees to speak to and see someone in an unattended lobby from SPA 525G phone
- Cisco integration with Cyberdata third-party SIP Call Box, which helps enable a front door/back door security solution combining voice, video, and physical security.

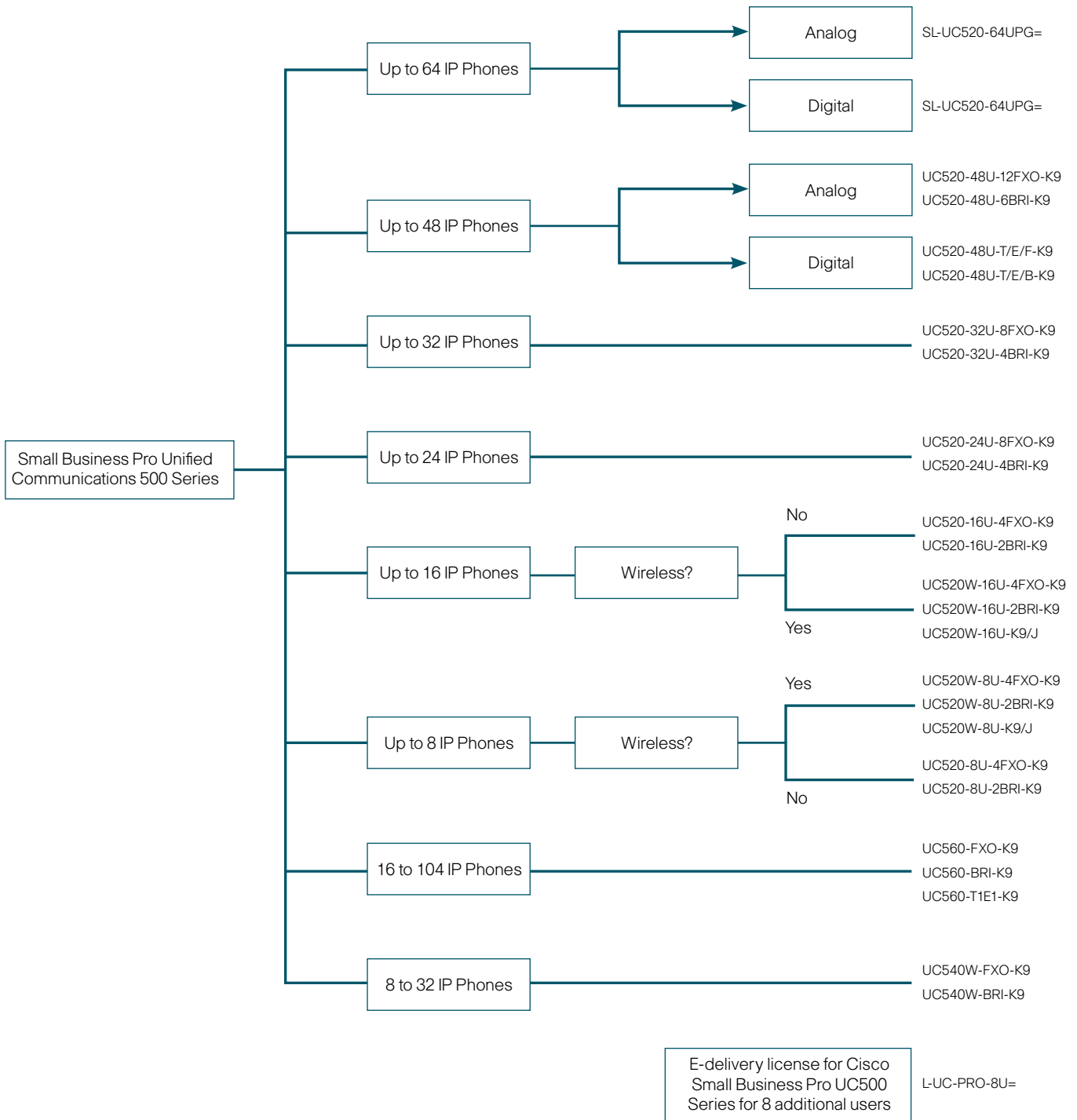


Unified Communications 540



Unified Communications 560

## Decision Tree Overview



## Product Features Comparison Table

SKU	IP Phones	IP Phones Upgradable to	FXO/FXS	T1/E1 Support	BRI Support	Integrated Wireless
UC520-8U-4FXO-K9	8	16	4/4	No	No	No
UC520W-8U-4FXO-K9	8	16	4/4	No	No	Yes
UC520-8U-2BRI-K9	8	16	0/4	No	2	No
UC520W-8U-2BRI-K9	8	16	0/4	No	2	Yes
UC520-16U-4FXO-K9	16	24	4/4	No	No	No
UC520W-16U-4FXO-K9	16	24	4/4	No	No	Yes
UC520-16U-2BRI-K9	16	24	0/4	No	2	No
UC520W-16U-2BRI-K9	16	24	0/4	No	2	Yes
UC520-24U-8FXO-K9	24	32/48	8/4	No	No	No
UC520-24U-4BRI-K9	24	32/48	0/4	No	4	No
UC520-32U-8FXO-K9	32	48	8/4	No	No	No
UC520-32U-4BRI-K9	32	48	0/4	No	4	No
UC520-48U-12FXO-K9	48	64	12/4	No	No	No
UC520-48U-6BRI-K9	48	64	0/4	No	6	No
UC520-48U-T/E/F-K9	48	64	4/4	1	No	No
UC520-48U-T/E/B-K9	48	64	0/4	1	2	No

SKU	IP Phones	IP Phones Upgradable to	FXO/FXS	T1/E1 Support	BRI Support	Integrated Wireless
UC560-FXO-K9	16	104	4/4	No	No	No
UC560-BRI-K9	16	104	0/4	No	2	No
UC560-T1E1-K9	16	104	4/4	1	No	No
UC540W-FXO-K9	8	32	4/4	No	No	Yes
UC540W-BRI-K9	8	32	0/4	No	2	Yes

## Cisco SPA 500 Series IP Phones

### Product Positioning

The Cisco Unified Communications 500 Series IP Phones is a complete portfolio of IP phones for small business with robust features that support Cisco Unified Communications 500 series, Cisco SPA 9000 Voice System, and hosted IP telephony that provide an intuitive, rich user experience with wideband audio to connect employees and offices, application support on the phone to enhance productivity, and encryption for enhanced security.

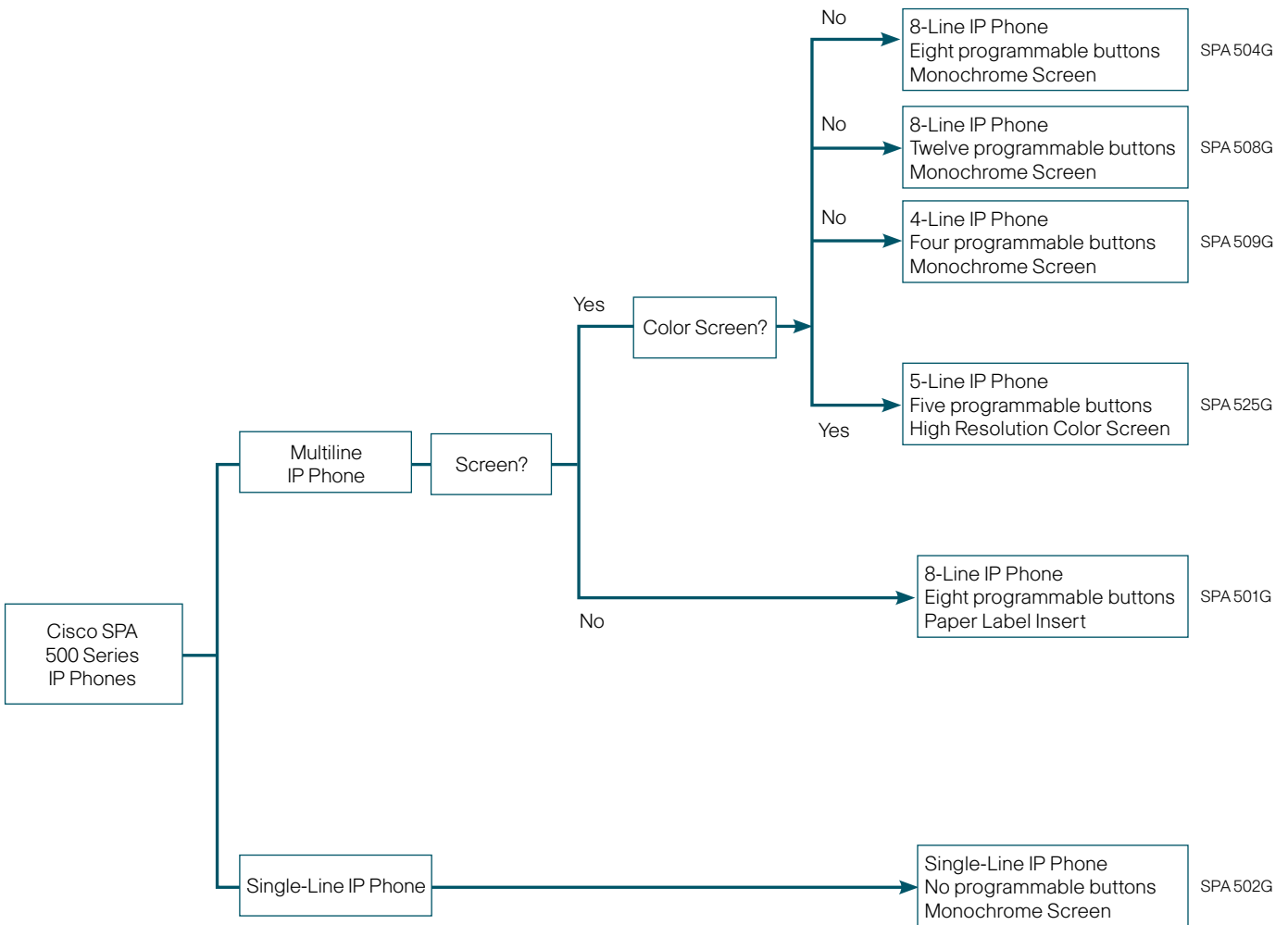


Cisco SPA 504G 4-line IP Phones



Cisco SPA 508G 8-line IP Phones

## Decision Tree Overview



## Product Features Comparison Table

Description	SKU	Lines	Programmable Buttons	Connection for Computer on IP Phone	PoE	Display	Bluetooth Capable
Cisco SPA 501G 8-line IP Phone	SPA501G	8	8	Yes	Yes	Paper insert	No
Cisco SPA 502G 1-line IP Phone	SPA502G	1	0	Yes	Yes	Backlit monochrome	No
Cisco SPA 504G 4-line IP Phone	SPA504G	4	4	Yes	Yes	Backlit monochrome	No
Cisco SPA 508G 8-line IP Phone	SPA508G	8	8	Yes	Yes	Backlit monochrome	No
Cisco SPA 509G 12-line IP Phone	SPA509G	12	12	Yes	Yes	Backlit monochrome	No
Cisco SPA 525G IP Phone	SPA525G	5	5	Yes	Yes	High-resolution color display	Yes

## Cisco Products

Cisco products, such as Cisco integrated services routers, Cisco Catalyst® switches, Cisco adaptive security appliances, and Cisco Unified Wireless Networking products, are best suited to small and medium-sized business with more sophisticated networking requirements. The business may be growing rapidly, or IT may be critically important to its success. For these businesses, scalability, extensibility, intelligence, and support take on greater importance in the purchase decision.

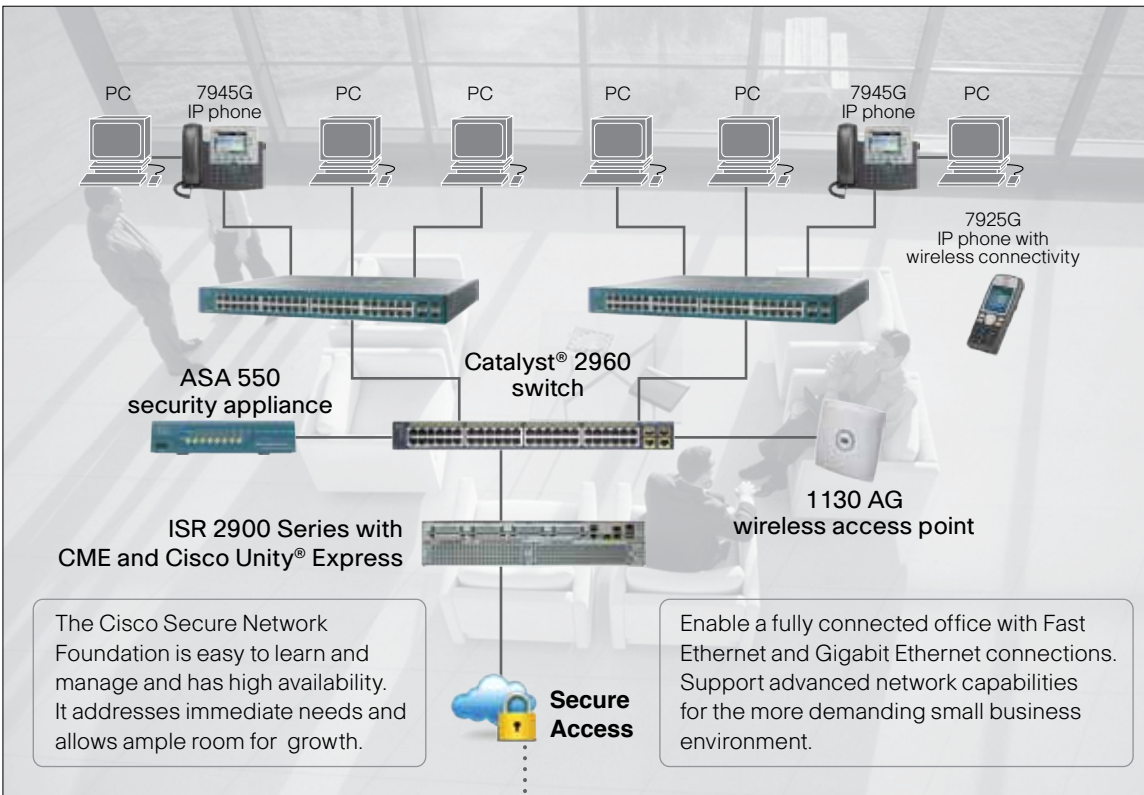
These Cisco products offer nearly limitless scalability in terms of users, configurations, and locations. Features such as in-service software upgrades and nonstop forwarding with stateful switchover support high availability and minimize downtime. In addition, these products offer high levels of application intelligence, unified network services, and integrated security, to support converged, end-to-end services across the network.

The Cisco portfolio uses a command-line interface (CLI) for consistent, highly-customizable configuration and network-level management. By contrast, Cisco Small Business and Cisco Small Business Pro products do not support a CLI. (These separate management tools make it difficult to holistically manage a mixed network that includes both Cisco and Cisco Small Business products, and is not recommended.)

Cisco Technical Assistance Center (TAC) provides support for all products in this portfolio. This world-class organization is staffed by industry experts with years of networking experience, allowing them to address nearly any network issue a customer may have. In addition, Cisco Customer Advocacy offers a broad set of support services for these more traditional Cisco products, including Cisco SMARTnet® Service, upgrades, consulting, and more.

## Secure Network Foundation

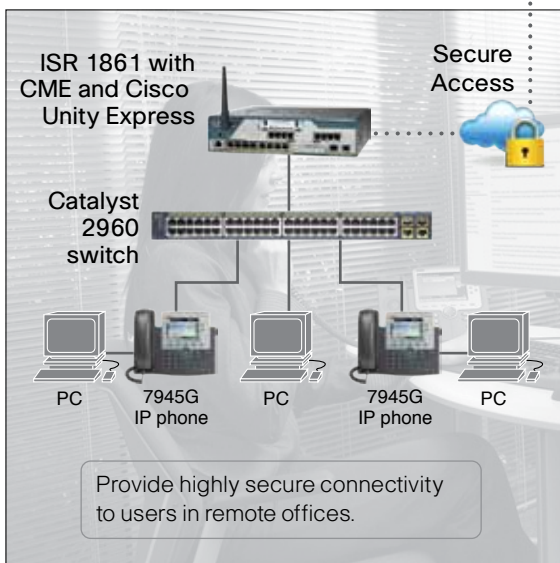
### Main Office



ISR: Integrated Services Router  
 CME: Cisco Unified Communications Manager Express



### Remote Office

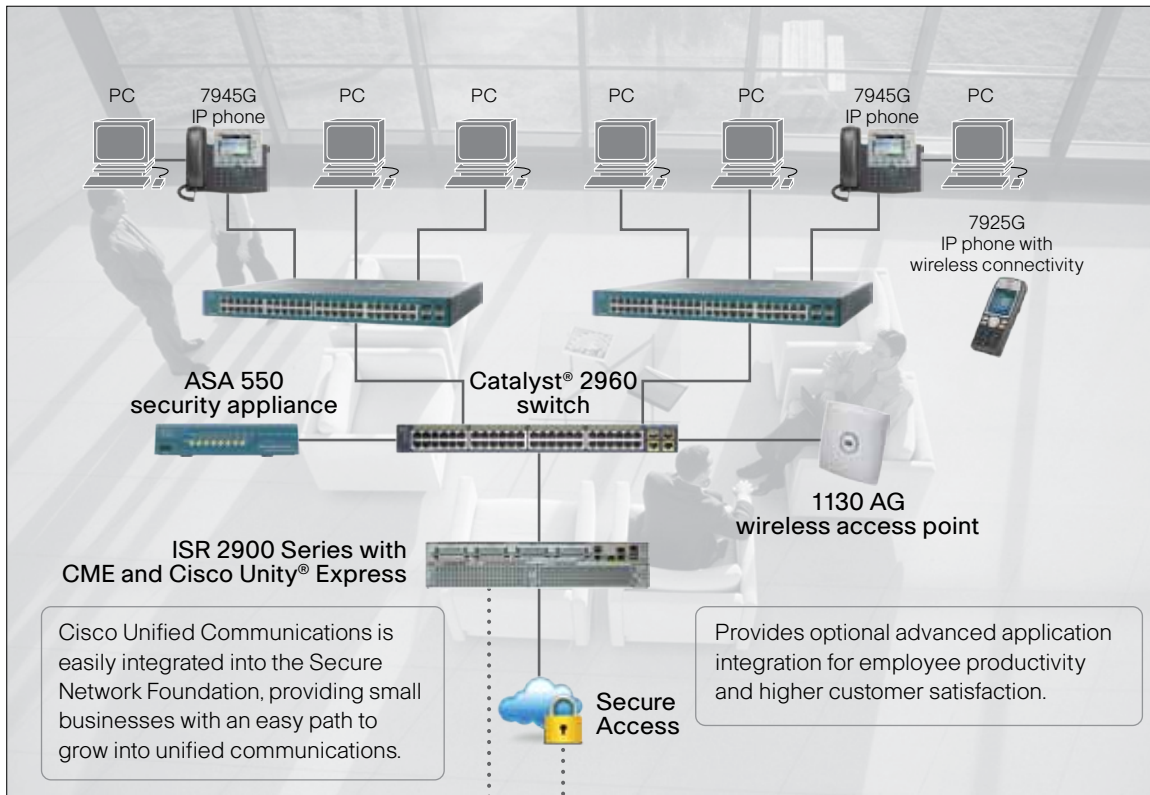


### Mobile Worker

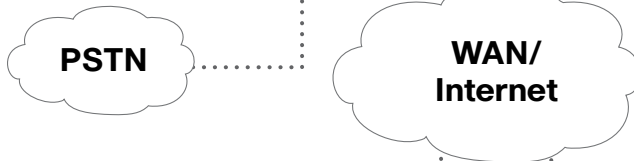


# Unified Communications

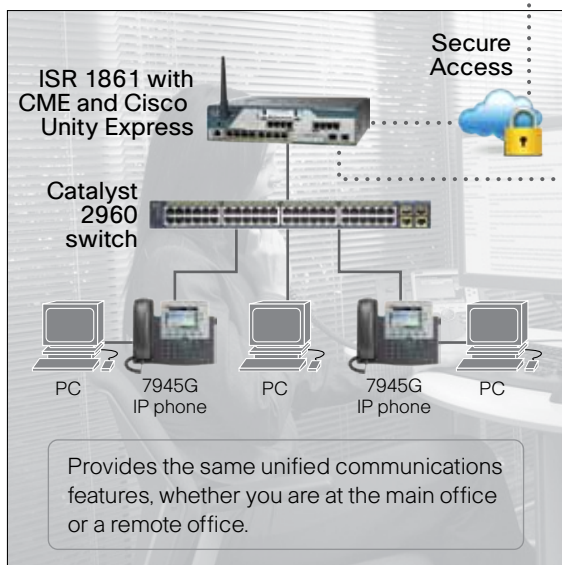
## Main Office



ISR: Integrated Services Router  
CME: Cisco Unified Communications Manager Express



## Remote Office



## Mobile Worker



# Cisco Switches

## Product Positioning

The Cisco Catalyst family of fixed-configuration, standalone Ethernet switches supports enhanced switching services, IP communications, and wireless networking for small businesses. These switches provide the performance, availability, and manageability that modern office environments demand, as well as the intelligence to support state-of-the-art business applications and security services. For small businesses that require smart, simple, and secure solutions to connect users to their data and voice services, resources, and applications, Cisco delivers the broadest array of switching products.

## Features

- Fast Ethernet and Gigabit Ethernet connectivity to the desktop, for superior application performance
- Full PoE—15.4W—on all PoE ports
- Different levels of advanced security capabilities, including identity services and sophisticated access control, to protect critical assets
- Unified network services, to help disparate applications obtain the bandwidth and efficiency needed from a converged IP network
- Different levels of QoS intelligence, to support delay-sensitive IP voice and video applications and optimize network bandwidth
- Redundancy and resiliency features, to protect the availability of critical applications at all times
- Simple, scalable management, with the option to use a CLI or the GUI-based Cisco Network Assistant with Cisco Smartports
- Scalability to continually accommodate new applications and services as the business evolves
- Application-specific integrated circuits (ASICs) developed by Cisco to deliver new services
- Cisco EnergyWise technology, to help manage power consumption, resulting in companywide optimized power delivery and reduced energy costs

Please use the following guidelines to determine the appropriate switches for your customer.

Customer Requirements	Appropriate Switching Family
Needs a simple, GUI-based interface to manage the network	Basic Layer 2 switches
Needs a basic level of security and authenticated network access to keep intranets safe from unauthorized users	Basic Layer 2 switches
Requires basic QoS capability to prioritize real-time network traffic	Basic Layer 2 switches
Needs an enhanced level of security and authenticated network access to keep intranets safe from unauthorized users	Enhanced Layer 2 switches
Requires enhanced QoS capability to prioritize real-time network traffic	Enhanced Layer 2 switches
Wants a simple, scalable way for in-house IT staff to configure, optimize, and troubleshoot the network	Enhanced Layer 2 switches
Needs high-performance IP routing in every switch to maximize network scalability and availability	Layer 2 and Layer 3 switches
Requires a superior level of security and QoS to secure and prioritize network traffic	Layer 2 and Layer 3 switches

# Cisco Basic Layer 2 Switches

## Product Positioning

The Cisco Catalyst® 2960 Series Switches with LAN Lite software are a series of fixed-configuration, standalone switches that provide Fast Ethernet connectivity and support essential security, quality of service (QoS), and high availability for small businesses. These switches deliver the reliability and performance needed to provide a fully scalable managed network environment. The Cisco Catalyst 2960 Series also offers options for Power over Ethernet (PoE) to help reduce the cost and complexity of deploying IP telephones, wireless access points, and other network-attached devices by powering these devices over the Ethernet connection.

## Features

- Fast Ethernet and Gigabit Ethernet in 8-, 24-, and 48-port configurations
- Basic security and Network Admission Control, basic QoS, standard availability, and multicast features (LAN Lite image)
- Lower total cost of ownership due to scalable, highly secure network management and simplified troubleshooting
- Cisco EnergyWise technology to help manage power consumption, resulting in optimized power delivery throughout the business network and reduced energy costs
- Limited lifetime hardware warranty, and software updates at no additional charge

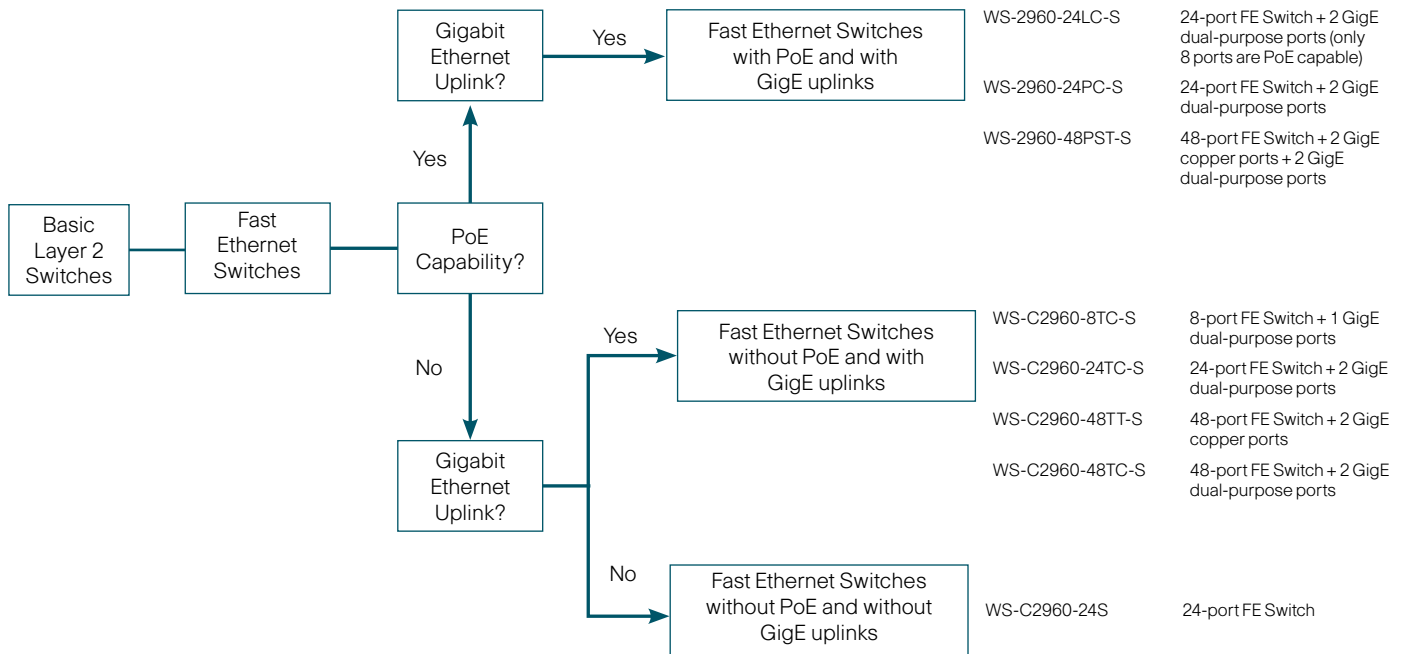
### Propose Cisco basic Layer 2 switches if your customer:

- Needs a simple, GUI-based interface for managing the network
- Needs a basic level of security and authenticated network access, to keep intranets safe from unauthorized users
- Requires basic QoS capability to prioritize real-time network traffic



Cisco Catalyst WS-C2960-24TC-S Switch

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Dual-purpose GigE ports*	PoE Support	PoE ports @15.4 Watt
Fast Ethernet Switches with PoE and GigE uplinks	WS-2960-24LC-S	24	N/A	2	Yes	8
	WS-2960-24PC-S	24	N/A	2	Yes	24
	WS-2960-48PST-S	48	2	2	Yes	24
Fast Ethernet Switches without PoE and with GigE uplinks	WS-C2960-8TC-S	8	N/A	1	No	N/A
	WS-C2960-24TC-S	24	N/A	2	No	N/A
	WS-C2960-48TT-S	48	2	0	No	N/A
	WS-C2960-48TC-S	48	N/A	2	No	N/A
Fast Ethernet Switches without PoE and without GigE uplinks	WS-C2960-24S	24	0	0	No	N/A

\* Dual-purpose GigE port can be either fiber or copper with the proper transceiver

# Cisco Enhanced Layer 2 Switches

## Product Positioning

Cisco Catalyst 2960 Series Switches with LAN Base software are a series of fixed-configuration, standalone Ethernet switches that support enhanced switching services, IP communications, and wireless networking for medium-sized businesses. These switches provide the performance, availability, and manageability that modern office environments demand, as well as the intelligence to support state-of-the-art business applications and security services.

## Features

- Fast Ethernet and Gigabit Ethernet in 8-, 24-, and 48-port configurations
- PoE configurations with up to 15.4W on all PoE ports
- Network control and bandwidth optimization, delivered through advanced QoS, rate limiting, ACLs, IPv6 management, and multicast services
- Enhanced security protects users and devices from attack, using a wide range of authentication methods, data encryption technologies, and Network Admission Control, based on users, ports, and MAC addresses (LAN Base image)
- Simplified network availability, with features such as flex links, link state tracking, and support for a redundant power supply
- Lower TCO, due to scalable and secure network management and simplified troubleshooting
- Cisco EnergyWise technology, to help manage power consumption, resulting in business-wide optimized power delivery and reduced energy costs
- Limited lifetime hardware warranty, and software updates at no additional charge

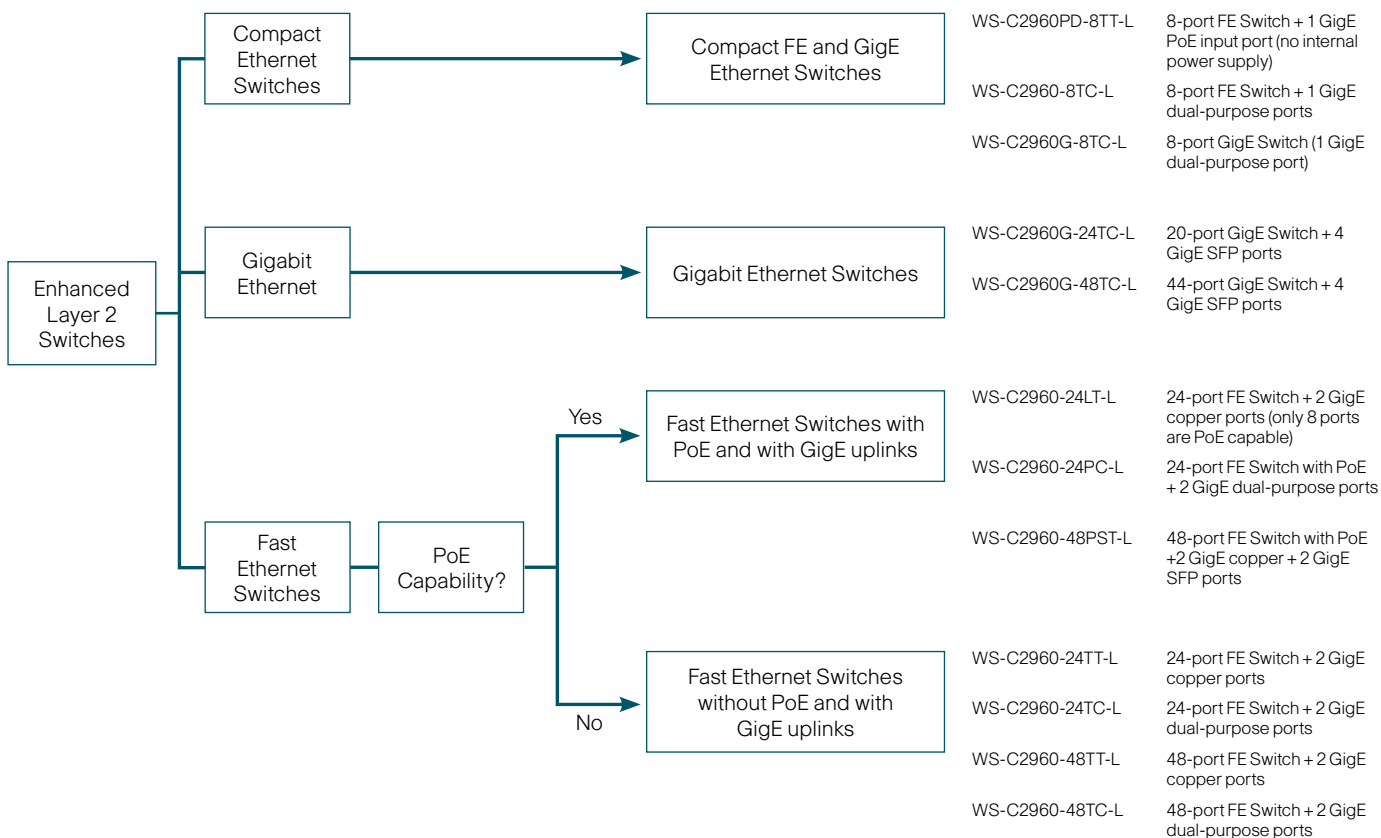
## Propose Cisco enhanced Layer 2 switches if your customer:

- Needs an enhanced level of security and authenticated network access to keep the intranets safe from unauthorized users
- Requires enhanced QoS capability, to prioritize real-time network traffic
- Wants a simple, scalable way for in-house IT staff to configure, optimize, and troubleshoot the network



Cisco Catalyst 2960 Series Switch

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Dual-purpose GigE ports*	PoE Support	PoE Ports @7.3 Watt	PoE ports @15.4 Watt
Compact FE and GigE Ethernet Switches	WS-C2960PD-8TT-L	8	1	0	No	N/A	N/A
	WS-C2960-8TC-L	8	N/A	1	No	N/A	N/A
	WS-C2960G-8TC-L	0	7	1	No	N/A	N/A
Gigabit Ethernet Switches	WS-C2960G-24TC-L	0	20	4	No	N/A	N/A
	WS-C2960G-48TC-L	0	44	4	No	N/A	N/A
Fast Ethernet Switches with PoE and with GigE uplinks	WS-C2960-24LT-L	24	2	0	Yes	8	8
	WS-C2960-24PC-L	24	N/A	2	Yes	24	24
	WS-C2960-48PST-L	48	2	2	Yes	48	48
Fast Ethernet Switches without PoE and with GigE uplinks	WS-C2960-24TT-L	24	2	0	No	N/A	N/A
	WS-C2960-24TC-L	24	N/A	2	No	N/A	N/A
	WS-C2960-48TT-L	48	2	0	No	N/A	N/A
	WS-C2960-48TC-L	48	N/A	2	No	N/A	N/A

\* Dual-purpose GigE port can be either fiber or copper with the proper transceiver

# Cisco Layer 2 and Layer 3 Switches

## Product Positioning

Cisco Catalyst 3560 Series Switches are a line of fixed-configuration, enterprise-class switches that include IEEE 802.3af and Cisco prestandard PoE capability in Fast Ethernet and Gigabit Ethernet configurations. These access layer switches are ideal for small enterprise LAN access or branch office environments. Combining both 10/100/1000 and PoE configurations for maximum productivity and investment protection, they can support new applications such as IP telephony, wireless access, video surveillance, building management systems, and remote video kiosks.

## Features

- Enterprise-class, fixed-configuration, multilayer switches
- Fast Ethernet and Gigabit Ethernet configurations with Gigabit Ethernet and 10 Gigabit Ethernet uplinks
- Support for IEEE 802.3af and Cisco prestandard PoE
- Ability to deploy networkwide intelligent services for converged applications
- Enhanced security, advanced QoS, and high availability
- Intelligent power management features, providing granular control
- Express Setup and Cisco Network Assistant software, for easy deployment and configuration
- Cisco ASICs, for superior hardware and software integration with innovative features
- Limited lifetime hardware warranty, and software updates at no additional charge (Catalyst 3650 and 3750; does not include E Series)

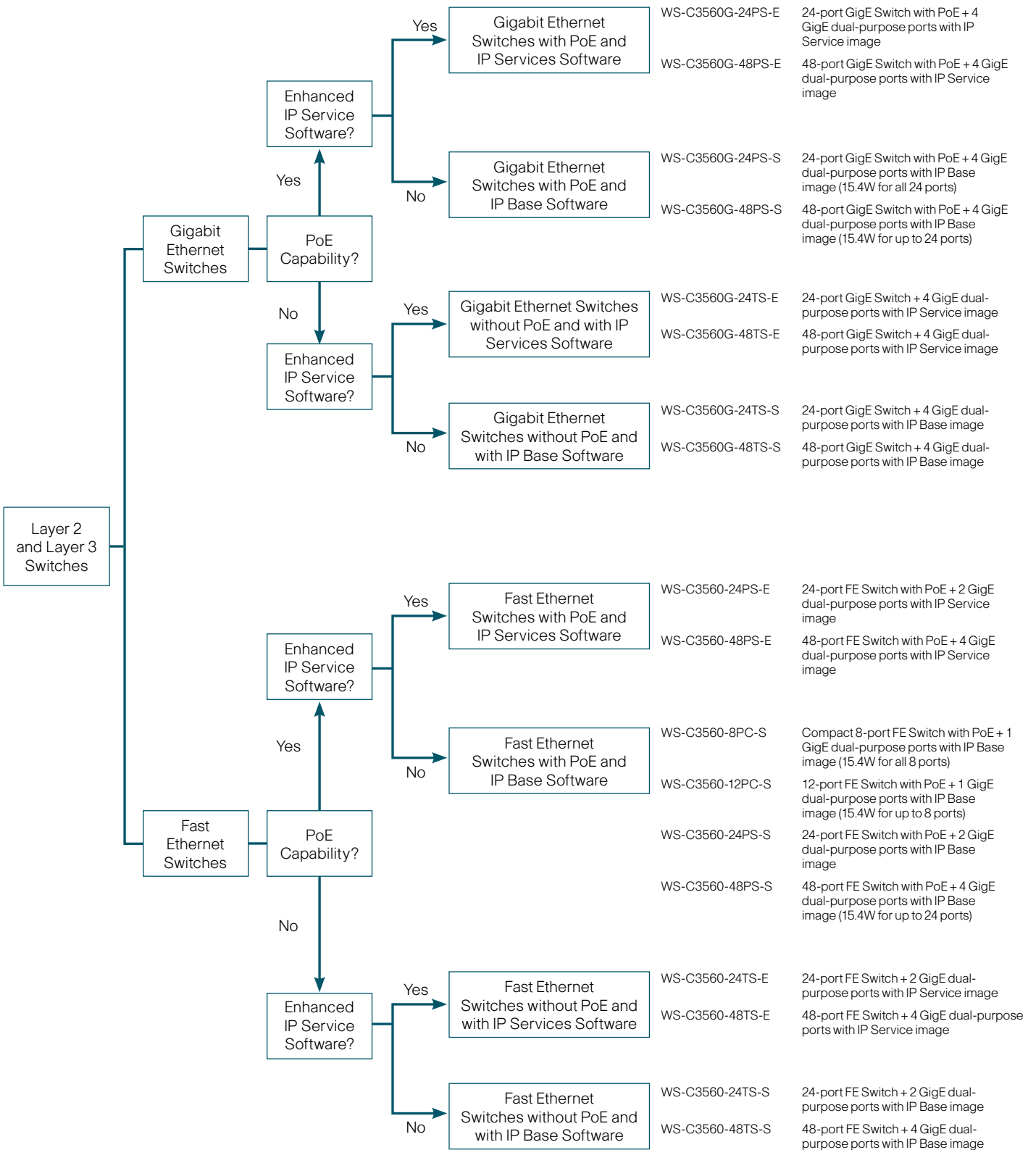
**Cisco Catalyst 3650 Series Switches are available with either the IP Base or IP Services software image, and can be upgraded to the Advanced IP Services software image.**

- IP Base software includes advanced QoS, rate limiting, ACLs, and basic routing and IPv6 capabilities
- IP Services software provides a richer set of enterprise-class features, including advanced hardware-based IP unicast and IP multicast routing as well as policy-based routing (PBR)
- Advanced IP Services software includes support for IPv6 routing and IPv6 ACLs

## Propose Cisco Layer 2 and Layer 3 switches if your customer:

- Needs high-performance IP routing in every switch, to maximize network scalability and availability
- Requires a superior level of security and QoS, to secure and prioritize network traffic
- Plans to support Gigabit Ethernet to the desktop, for high-performance workstations with 10 Gigabit Ethernet uplinks

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Dual-purpose GigE ports*	PoE Support	PoE Ports @7.3 Watt	PoE ports @15.4 Watt
Gigabit Ethernet Switches with PoE and IP Services Software	WS-C3560G-24PS-E	0	24	4	Yes	24	24
	WS-C3560G-48PS-E	0	48	4	Yes	48	24
Gigabit Ethernet Switches with PoE and IP Base Software	WS-C3560G-24PS-S	0	24	4	Yes	24	24
	WS-C3560G-48PS-S	0	48	4	Yes	48	24
Gigabit Ethernet Switches without PoE and with IP Services Software	WS-C3560G-24TS-E	0	24	4	No	N/A	N/A
	WS-C3560G-48TS-E	0	48	4	No	N/A	N/A
Gigabit Ethernet Switches without PoE and with IP Base Software	WS-C3560G-24TS-S	0	24	4	No	N/A	N/A
	WS-C3560G-48TS-S	0	48	4	No	N/A	N/A
Fast Ethernet Switches with PoE and IP Services Software	WS-C3560-24PS-E	24	N/A	2	Yes	24	24
	WS-C3560-48PS-E	48	N/A	4	Yes	48	24
Fast Ethernet Switches with PoE and IP Base Software	WS-C3560-8PC-S	8	N/A	1	Yes	8	8
	WS-C3560-12PC-S	12	N/A	1	Yes	12	8
	WS-C3560-24PS-S	24	N/A	2	Yes	24	24
	WS-C3560-48PS-S	48	N/A	4	Yes	48	24
Fast Ethernet Switches without PoE and with IP Services Software	WS-C3560-24TS-E	24	N/A	2	No	N/A	N/A
	WS-C3560-48TS-E	48	N/A	4	No	N/A	N/A
Fast Ethernet Switches without PoE and with IP Base Software	WS-C3560-24TS-S	24	N/A	2	No	N/A	N/A
	WS-C3560-48TS-S	48	N/A	4	No	N/A	N/A

\* Dual-purpose GigE port can be either fiber or copper with the proper transceiver



Cisco Catalyst 3560 Series Switches

# Cisco Layer 2 and Layer 3 Switches with Stacking

## Product Positioning

Cisco Catalyst 3750 Series Switches are innovative products for midsize organizations and enterprise branch offices. Featuring Cisco StackWise® technology, these switches improve LAN operating efficiency by combining ease of use and the highest degree of resiliency available for stackable switches.

Cisco StackWise technology is a revolutionary stacking architecture that brings high levels of resiliency, automation, and performance to stackable switches. With this technology, customers can create a single, 32-Gbps switching unit with up to nine Cisco Catalyst 3750 Series switches.

## Features

- Enterprise-class, fixed-configuration, multilayer switching
- Fast Ethernet and Gigabit Ethernet configurations with Gigabit Ethernet and 10 Gigabit Ethernet uplinks
- Support for IEEE 802.3af and Cisco prestandard PoE
- Ability to deploy networkwide intelligent services for converged applications
- Enhanced security, advanced QoS, and high availability
- Intelligent power management features, providing granular control
- Express Setup and Cisco Network Assistant software, for easy deployment and configuration
- Cisco ASICs, for superior hardware and software integration, plus innovative features
- Cisco EnergyWise technology, to help manage power consumption, resulting in business-wide optimized power delivery and reduced energy costs (Catalyst 2960)

**Cisco Catalyst 3750 switches are available with either the IP Base or IP Services software images, and can be upgraded to the Advanced IP Services software image.**

- IP Base software includes advanced QoS, rate limiting, ACLs, and basic routing and IPv6 capability.
- IP Services software provides a richer set of enterprise-class features, including advanced hardware-based IP unicast, IP multicast routing, and PBR.
- Advanced IP Services software includes support for IPv6 routing and IPv6 ACLs

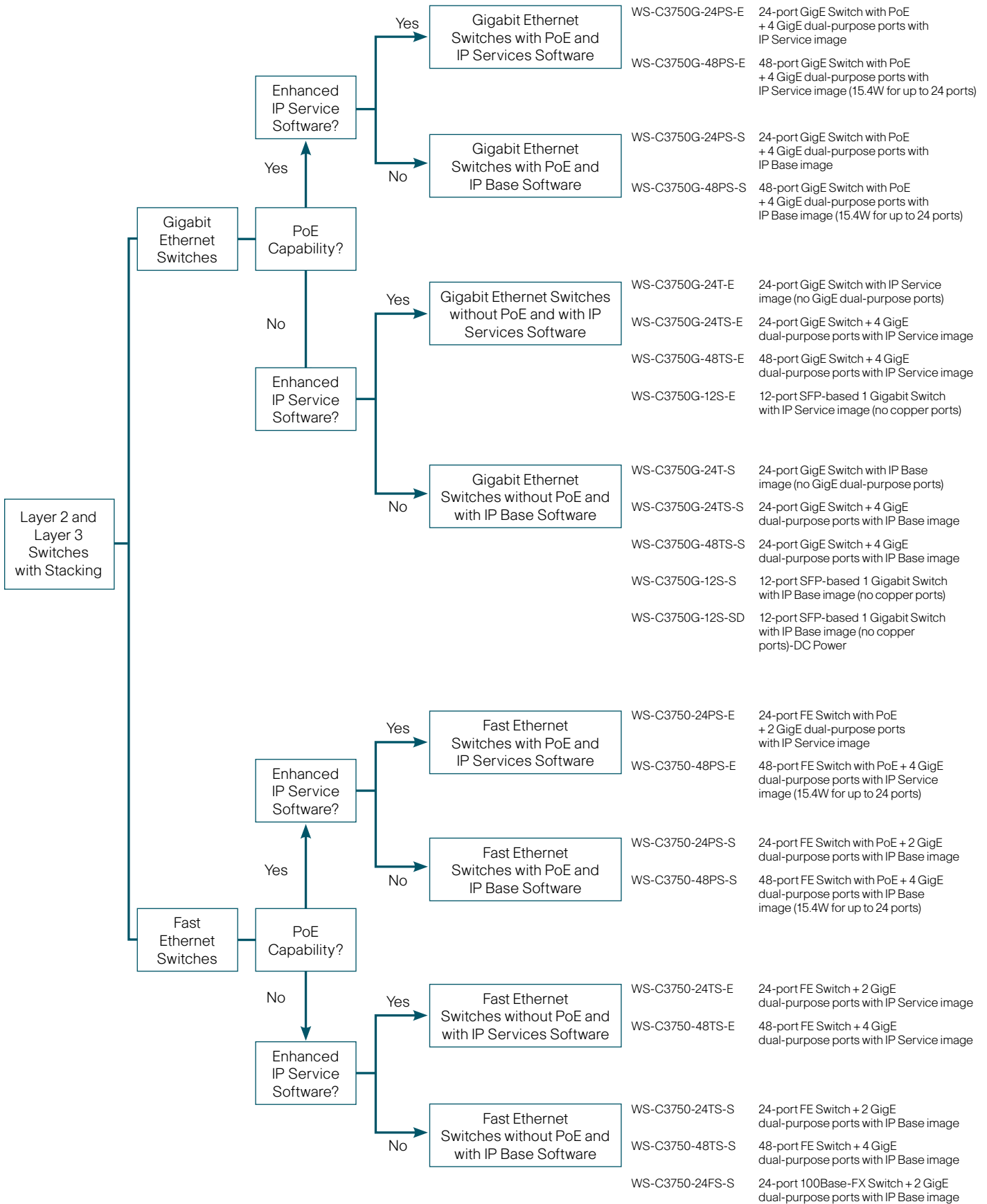
## Propose Cisco Layer 2 and Layer 3 switches with stacking capability if your customer:

- Needs high-performance IP routing in every switch, to maximize network scalability and availability
- Requires a superior level of security and QoS, to secure and prioritize network traffic
- Plan to support Gigabit Ethernet to the desktop, for high-performance workstations with 10 Gigabit Ethernet uplinks
- Wants a unified, highly-resilient switching system for maximizing availability and simplifying management



Cisco Catalyst 3750G-48PS Switch

## Decision Tree Overview



## Product Features Comparison Table

Category	SKU	Copper FE ports	Copper GigE ports	Dual-purpose GigE ports*	PoE Support	PoE Ports @7.3 Watt	PoE ports @15.4 Watt
Gigabit Ethernet Switches with PoE and IP Services Software	WS-C3750G-24PS-E	0	24	4	Yes	24	24
	WS-C3750G-48PS-E	0	48	4	Yes	48	24
Gigabit Ethernet Switches with PoE and IP Base Software	WS-C3750G-24PS-S	0	24	4	Yes	24	24
	WS-C3750G-48PS-S	0	48	4	Yes	48	24
Gigabit Ethernet Switches without PoE and with IP Services Software	WS-C3750G-24T-E	0	24	0	No	N/A	N/A
	WS-C3750G-24TS-E	0	24	4	No	N/A	N/A
	WS-C3750G-48TS-E	0	48	4	No	N/A	N/A
	WS-C3750G-12S-E	0	0	12	No	N/A	N/A
Gigabit Ethernet Switches without PoE and with IP Base Software	WS-C3750G-24T-S	0	24	0	No	N/A	N/A
	WS-C3750G-24TS-S	0	24	4	No	N/A	N/A
	WS-C3750G-48TS-S	0	48	4	No	N/A	N/A
	WS-C3750G-12S-S	0	0	12	No	N/A	N/A
	WS-C3750G-12S-SD	0	0	12	No	N/A	N/A
Fast Ethernet Switches with PoE and IP Services Software	WS-C3750-24PS-E	24	N/A	2	Yes	24	24
	WS-C3750-48PS-E	48	N/A	4	Yes	48	24
Fast Ethernet Switches with PoE and IP Base Software	WS-C3750-24PS-S	24	N/A	2	Yes	24	24
	WS-C3750-48PS-S	48	N/A	4	Yes	48	24
Fast Ethernet Switches without PoE and with IP Services Software	WS-C3750-24TS-E	24	N/A	2	No	N/A	N/A
	WS-C3750-48TS-E	48	N/A	4	No	N/A	N/A
Fast Ethernet Switches without PoE and with IP Base Software	WS-C3750-24TS-S	24	N/A	2	No	N/A	N/A
	WS-C3750-48TS-S	48	N/A	4	No	N/A	N/A
	WS-C3750-24FS-S	0	N/A	2	No	N/A	N/A

\* Dual-purpose GigE port can be either fiber or copper with the proper transceiver

# Cisco 500 Series Secure Routers

## Product Positioning

Cisco 500 Series Secure Routers combine advanced security, Internet access, VPN connectivity, and optional wireless networking in a single, easy-to-use device. Designed to provide security services for the Cisco Smart Business Communications System, these routers are deployed and managed using Cisco Configuration Assistant.

## Features

- Advanced security, including advanced firewall, intrusion prevention system (IPS), application inspection, and control, and Cisco IOS content filtering
- IP Security (IPsec) and SSL VPN
- Network edge (DMZ) and guest access (802.1X) routing
- Dynamic routing
- Choice of WAN connectivity (asymmetric DSL 2 [ADSL2], ADSL2+, or Fast Ethernet)
- QoS support, for smooth voice and video communications



Cisco 500 Series Secure Routers

Cisco 520 Secure Routers	
SR520-FE-K9	4-port Cisco Secure Router 520, Fast Ethernet WAN
SR520-ADSL-K9	4-port Cisco Secure Router 520, ADSL over ISDN WAN
SR520-ADSLI-K9	4-port Cisco Secure Router 520, ADSL over POTS WAN

Cisco 520 Wireless Secure Routers	
SR520W-FE-K9	4-port Cisco Wireless Secure Router 520, Fast Ethernet WAN, 802.11b/g compliant
SR520W-ADSL-K9	4-port Cisco Wireless Secure Router 520, ADSL over POTS WAN, 802.11b/g compliant
SR520W-ADSLI-K9	4-port Cisco Wireless Secure Router 520, ADSL over ISDN WAN, 802.11b/g compliant

# Cisco 800 Series Integrated Services Routers

## Product Positioning

For a small business that depends on technology and is looking for reliable, highly secure, nonstop connectivity, Cisco 800 Series Integrated Services Routers (ISRs) combine Internet access, security, and optional wireless services at broadband speeds in a single, highly secure device that is simple to use and easy to manage.

## Features

### Cisco 800 Series Integrated Services Routers offer:

- Choice of 10/100 Mbps or ADSL2/2+ WAN connections
- 4-port 10/100 Mbps managed switch
- Strong security features, including Cisco IOS Firewall and VPN support
- Optional wireless connectivity

### Cisco 881, 887, and 888 models add:

- Choice of VDSL2 and G.SHDSL WAN connections
- Intrusion prevention with advanced IP services
- Cisco IOS Content Filtering
- Cisco Dynamic Multipoint VPN (DMVPN), Cisco Group Encrypted Transport VPN (GETVPN), and SSL VPN

### Cisco 891 and 892 models add:

- High performance for secure broadband and Metro Ethernet access
- Dual WAN connections
- Optional high-speed 802.11n wireless access point with dual radios
- 8-port 10/100 Mbps managed switch
- Optional support for four Power over Ethernet (PoE) switch ports

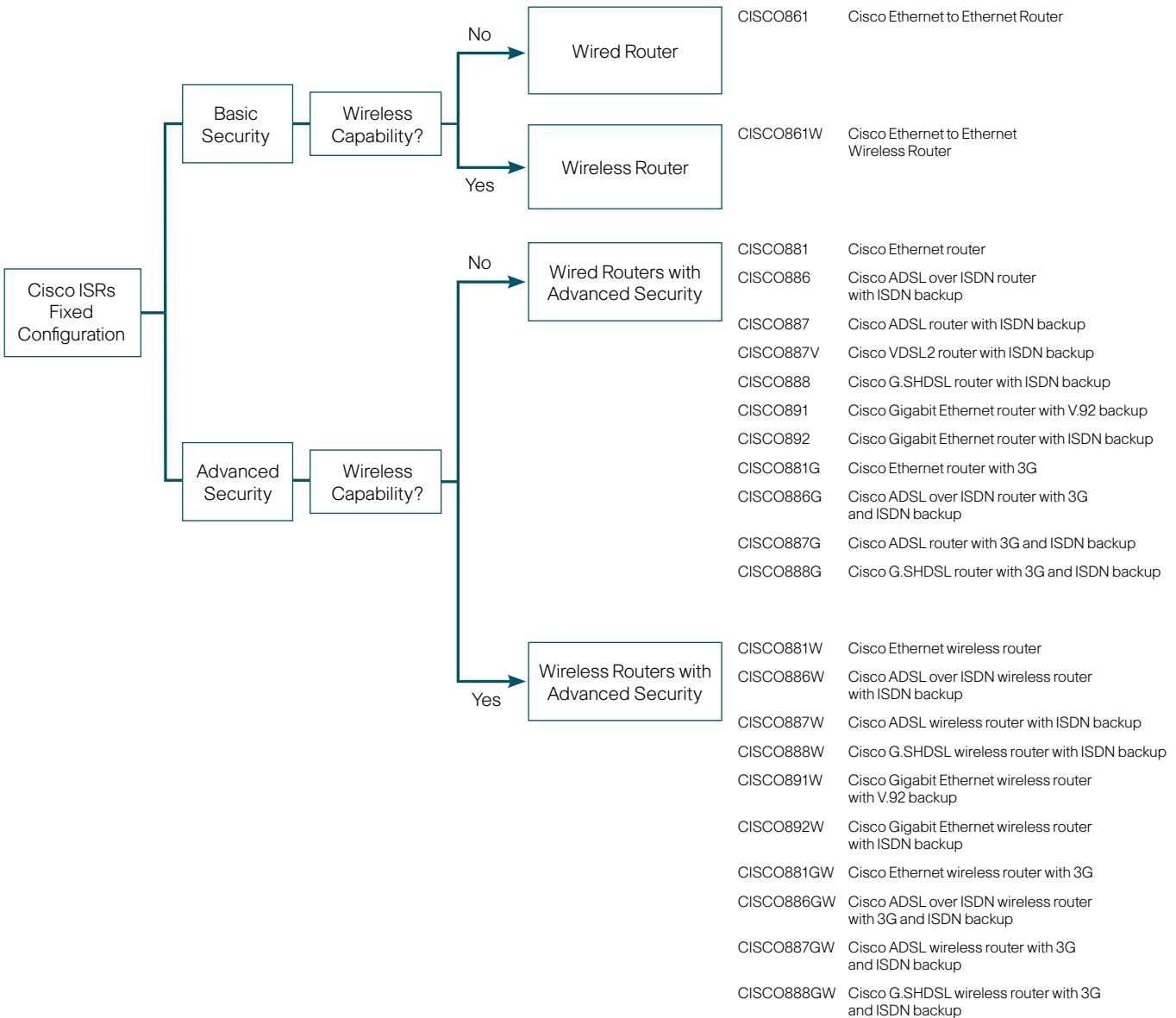


Cisco 888 Integrated Services Router



Cisco 891 Integrated Services Router

## Decision Tree Overview



## Product Features Comparison Table

SKU	WAN Interface	Secondary WAN Interface	Integrated Dial-Backup	Integrated Switching	PoE Support	Wireless 802.11g/n Support	Advanced Security	Integrated 3G Support	ADSL 2+ and G.SHDSL4-wire Support
CISCO881 CISCO886 CISCO887 CISCO888	One Fast Ethernet	No	Yes, except on CISCO881	4-port 10/100 Mbps LAN switch	Integrated	CISCO881W CISCO886W CISCO887W CISCO888W	Stateful firewall 3DES/AES IPsec and SSL VPN encryption IPS GET VPN	CISCO881G CISCO886G CISCO887G CISCO888G	ADSL2+ on CISCO886 & CISCO887 G.SHDSL on CISCO888
CISCO861 CISCO867	One Fast Ethernet	No	No	4-port 10/100 Mbps LAN switch	No	CISCO861W CISCO867W	Stateful firewall 3DES/AES IPsec	No	ADSL2+ on CISCO867
CISCO891 CISCO892	One Gigabit Ethernet port	One Fast Ethernet	V.92 modem on CISCO891 ISDN on CISCO892	8-port 10/100 Mbps LAN switch	No	CISCO891W CISCO892W	Stateful firewall 3DES/AES IPsec and SSL VPN encryption IPS GET VPN	No	No

# Cisco 1900 Series Integrated Services Routers

## Product Positioning

For a small or medium-sized business that depends on technology and is looking for reliable, high-performance, highly secure connectivity, Cisco 1900 Series Integrated Services Routers deliver a superior customer experience that can transform the workplace with a broad set of integrated services, rich-media support, and operational excellence.

Additionally, a new Cisco IOS Software Universal image and Services Ready Engine module enable you to decouple the deployment of hardware and software, providing a stable technology foundation that can quickly adapt to evolving network requirements.

## Features

- High-performance, nonstop connectivity with integrated services, enabling deployment in high-speed WAN environments
- Modular design, delivering optimal service flexibility
- Available EtherSwitch modules, enabling integrated switching capabilities
- Innovative Services Ready Engine (SRE), enabling deployment of services on demand
- Optional integrated high-speed 802.11n wireless access point to support highly secure mobility
- Best-in-class security—including firewall, intrusion prevention system, and content filtering—to defend against malicious attacks and threats
- VPN support that enables secure collaborative communications with Group Encrypted Transport VPN (GETVPN), Dynamic Multipoint VPN (DMVPN), or Enhanced Easy VPN
- Enhanced redundancy, including diagnostics and backup power supplies, increasing fault tolerance and business uptime
- Operational simplicity and energy-efficient design, for a low total cost of ownership



Cisco 1900 Series ISRs

SKU	
CISCO1941/K9	Cisco 1941 with IP Base Image
CISCO1941W-X/K9	Cisco 1941 with 802.11n compliant and IP Base Image

# Cisco 2900 Series Integrated Services Routers

## Product Positioning

For a small or medium-sized business that depends on technology and is looking for reliable, high-performance, highly secure connectivity, Cisco 2900 Series Integrated Services Routers deliver a superior customer experience that can transform the workplace with a broad set of integrated services, rich-media support, and operational excellence.

Additionally, a new Cisco IOS Software Universal image and Services Ready Engine module enable you to decouple the deployment of hardware and software, providing a stable technology foundation which can quickly adapt to evolving network requirements.

## Features

- Modular architecture with multiple module slots to provide connectivity and services options, delivering increased levels of services integration with data, security, wireless, and mobility
- Embedded IPsec/SSL VPN hardware acceleration, providing greater scalability and performance with WAN link security and VPN services
- Service module (SM) slots that provide twice the power capabilities of the network-module slots, allowing for flexibility for higher-scale and better-performance modules
- Enhanced high-speed WAN interface card (EHWIC), supporting WAN and voice interface cards
- Internal services module (ISM) slot, providing flexibility to integrate intelligent services modules that do not require interface ports.
- A single Cisco IOS Software Universal image containing all of the technology sets, allowing small businesses to quickly deploy advanced features without downloading a new software image
- Cisco IOS Software Security technology package, offering a wide array of common security features such as advanced application inspection and control, threat protection, and encryption architectures for enabling more scalable and manageable VPN networks
- A new, innovative, mini-B USB console port that supports management connectivity when traditional serial ports are not available
- Cisco High-Density Packet Voice Digital Signal Processor (DSP) Module (PVDM3) slots on the motherboard, providing support for richer density for rich-media voice and video
- Optional integrated power supply, providing inline power (802.3af-compliant PoE) to integrated switch modules
- Optional external redundant power supply, decreasing network downtime and protecting the network from power-supply failures



Cisco 2900 Series ISRs

## Product Features Comparison Tables

SKU	
CISCO2901/K9	Cisco 2901 with IP Base Image
CISCO2911/K9	Cisco 2911 with IP Base Image
CISCO2921/K9	Cisco 2921 with IP Base Image
CISCO2951/K9	Cisco 2951 with IP Base Image

SKU	Integrated, RJ45 10/100/1000 GigE ports	Integrated, SFP 10/100/1000 GigE ports*	SM Slots	Double-Wide SM Slots**	EHWIC Slots	Double-Wide EHWIC Slots +	ISM Slots
CISCO2901	2	0	0	0	4	2	1
CISCO2911	3	0	1	0	4	2	1
CISCO2921	3	1	1	1	4	2	1
CISCO2951	3	1	2	1	4	2	1

\* Use of SFP port disables the corresponding RJ45 port

\*\* Use of a double-wide SM slot will consume two SM Slots

+ Use of a double-wide EHWIC slot will consume two EHWIC slots

# Cisco Security Appliances

## Product Positioning

Cisco ASA 5500 Series Adaptive Security Appliances combine best-in-class security and VPN services with an innovative, extensible services architecture. These appliances provide proactive threat defense that stops attacks before they spread through the network. They also control network activity and application traffic, and deliver flexible VPN connectivity.

These appliances deliver a powerful combination of multiple market-proven technologies in a single platform, making them operationally and economically feasible for organizations to deploy comprehensive security services to more locations. The portfolio of services within the Cisco ASA 5500 Series supports customization for location-specific needs, through product editions tailored for small to medium-sized businesses and enterprises.

### Cisco ASA 5500 Series Adaptive Security Appliances support:

- Customized, personalized security for specific access needs and business policies
- The flexibility to easily add capabilities or upgrade from one device to another
- Advanced security, through the newest content security, encryption, identity authentication, authorization, and intrusion prevention technologies
- Simplicity, as each device is easy to install, manage, and monitor
- Advanced networking, through VPNs that provide mobile and remote workers highly-secure access to company resources, or that allow VPN connections between partners, other offices, or employees, based on roles

## Features

- Full-featured, high-performance firewall, IPS, content security, and SSL/IPsec VPN technologies deliver robust application security, user- and application-based access control, worm and virus mitigation, malware protection, content filtering, and remote user/site connectivity
- Firewall technology allows valid business traffic to flow, while keeping out unwelcome visitors and preventing unauthorized access to applications or information assets
- Antivirus and antispyware technology shields internal network resources from virus attacks and reduces the costly process of cleaning up spyware, viruses, and other malware
- Effective blocking of spam with a very low level of false positives, to help restore the effectiveness of email and improves employee productivity
- VPN capabilities, for site-to-site and remote-user access to internal network systems and services
- Cisco Adaptive Security Device Manager (ASDM), for comprehensive configuration and monitoring of all the services in a single application, through a powerful, easy-to-use browser-based management and monitoring interface



Cisco ASA 5505 Series Adaptive Security Appliance

# Cisco Unified Wireless

## Product Positioning

The Cisco Unified Wireless Network is the industry's only unified wired and wireless solution to cost-effectively address wireless Local Area Network (WLAN) security, deployment, management, and control. This framework integrates and extends wired and wireless networks to deliver scalable, manageable, and secure WLANs with the lowest total cost of ownership. The Cisco Unified Wireless Network provides the same level of security, scalability, reliability, ease of deployment, and management for WLANs that organizations expect from their wired LANs.

This wireless network uniquely addresses the diverse requirements of small businesses, through the ability to operate either in standalone mode or in controller-based mode:

- Standalone mode: Access points are directly connected to the wired infrastructure through an Ethernet switch, providing reliable high-speed wireless connectivity to users in the area they cover. Configuration and management are performed locally at the individual access point level.
- Controller-based mode: Access points are directly connected to the wired infrastructure through an Ethernet switch and are associated with a Cisco wireless controller. This controller streamlines and manages the configuration of all connected access points through a single interface, and provides a platform for mobility services such as secure guest access and voice over Wi-Fi.

The Cisco Unified Wireless Network solution for small businesses consists of the Cisco Aironet® 1130AG Access Point, Cisco Aironet 1240AG Access Point, and Cisco 2100 Series Wireless LAN Controllers.

Cisco Mobility Express brings together the Cisco 521 Wireless Express Access Point and the Cisco 500 Series Wireless Express Mobility Controller. Cisco Configuration Assistant simplifies the task of configuring and managing the standalone access points.

Together, both of these product sets provide a flexible, cost-effective wireless solution, specifically designed to meet the needs of small businesses. The Cisco Unified Wireless Network solution is more appropriate in a business environment where high performance and advanced security features are required. For example, Cisco Unified IDS/IPS detects attacks from malicious wireless clients, and acts to disassociate the client without manual intervention.

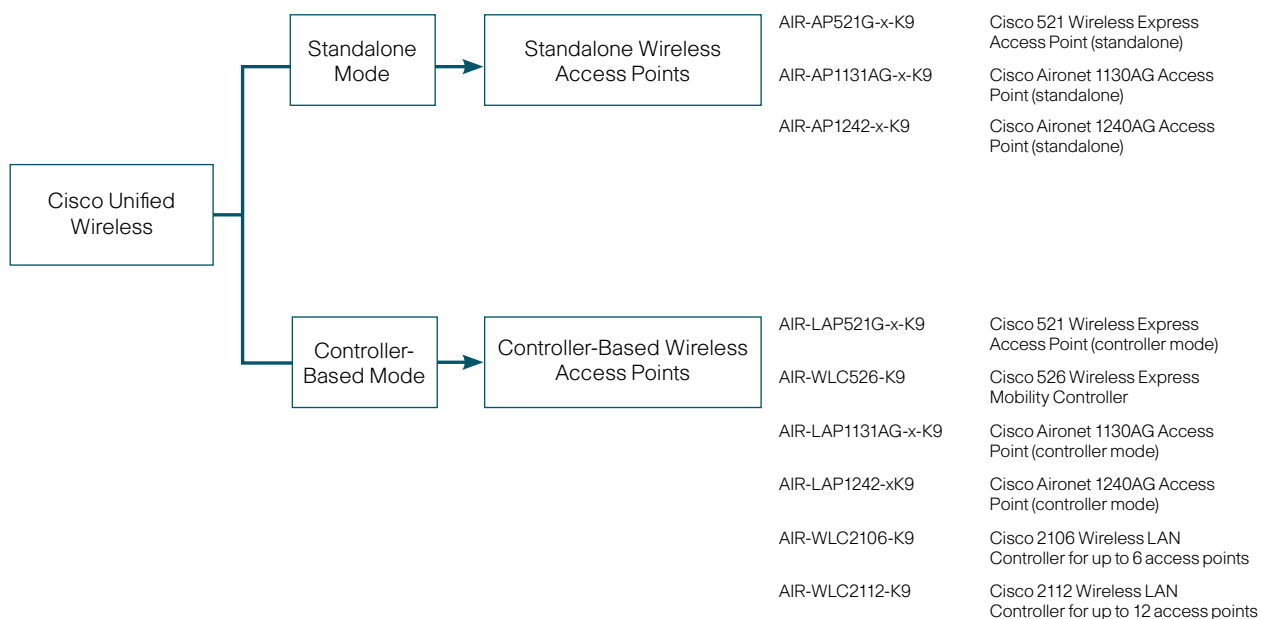
## Features

- 802.11g access point offers backward compatibility with 802.11b devices
- Hardware-assisted Advanced Encryption Standard (AES) encryption provides a high level of security without performance degradation
- IEEE 802.11i compliance and Wi-Fi Protected Access (WPA2) and WPA certification help ensure interoperable security with a broad range of wireless LAN client devices
- Power over Ethernet (IEEE 802.3af) provides an interoperable alternative to AC power
- Secure guest access creates a partition between the virtual guest network and the corporate LAN
- Voice over WLAN optimization delivers QoS, call admission control, and fast handoffs between access points, to improve the quality of a wireless voice infrastructure
- Wireless controller simplifies the deployment and management of networks with multiple access points



Cisco Aironet 1130AG  
Access Point

## Decision Tree Overview



# Cisco Unified Communications Manager Express

## Product Positioning

Cisco Unified Communications Manager Express gives small business offices and branches the same unified communications capabilities as larger businesses, to improve productivity and enhance global competitiveness.

This solution provides full-featured call processing capabilities for Cisco Unified IP Phones, as part of a converged voice and data solution integrated into Cisco Integrated Services Routers (ISRs) and Cisco Multi-service Access Routers. It integrates voice, video, and wireless capabilities on a single platform, eliminating the need to deploy different servers for each application. And it has an intuitive management interface, for easy, quick moves, adds, or changes.

## Features

- Call center capabilities include basic Automatic Call Distribution (ACD), to intelligently route calls to available, qualified agents, in or out of the office
- Provides ACD reports and agent group login
- Supports Private Branch Exchange (PBX) capabilities and innovative key system functionality within Cisco IOS software
- Compact form factor includes IP Gateway, IP PBX, Routing, and Security
- Robust legacy telephony features, including Directory, Paging, Intercom, Call Coverage Call Park, MOH, Night Bell, Hunt Groups, DID Ad Hoc and “Meet Me” conferencing
- Converged IP Communications features include Video Telephony support, SoftPhone support, Desktop CTI Integration, Teleworker SIP Phone support, and trunking support

## New Features for Unified Communications Manager Express 7.1

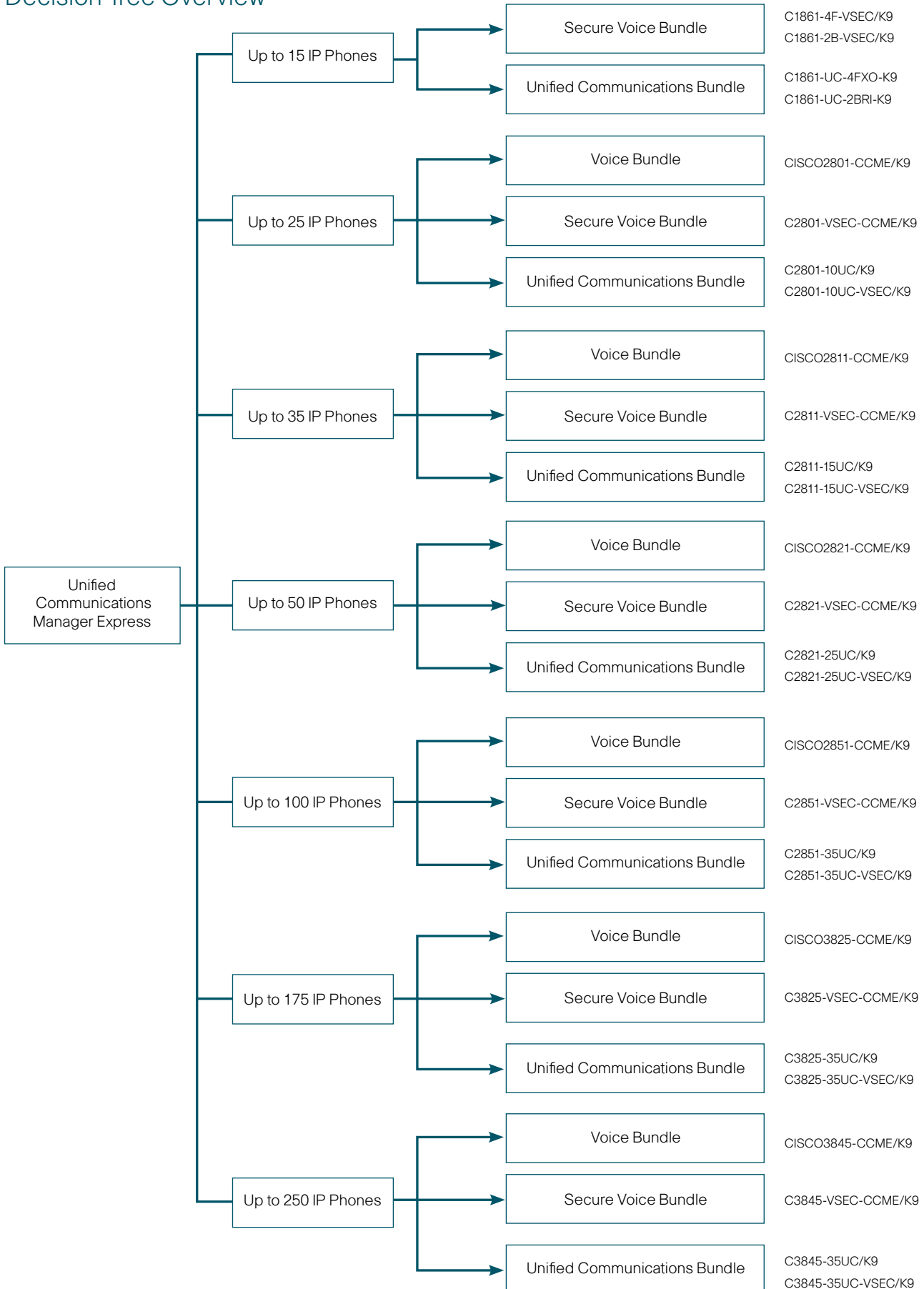
- Single number reach (SNR) in Cisco IOS Software
- Whisper intercom
- SIP line-side enhancements: Shared lines, SIP shared line barge with privacy release, call park and pickup with feature access codes
- Cisco Unified CME/Cisco Unity Express user name/password synchronization
- CME/SRST 7.1 supports new endpoints such as 7925 IP phone and VG202/204
- New ISR G2 (2900, 3900)\*
  - Support CME/SRST 7.1 using 15.01M
- New software bundles available on ISR G2
- Increased IP phone, CME, and SRST support

## New Features for Unified Communications Manager Express 8.0\*

- Support for Unified IP Phones 6921/6941/6961
- SCCP/SIP endpoint support for IPv6
- Enhanced MoH capabilities with support for five MoH streams
- Enhanced security built in

\* The Cisco Integrated Services Router Generation 2 (2900, 3900) do not support Unified Communications Manager Express 8.0, but will support 8.1 when it is available

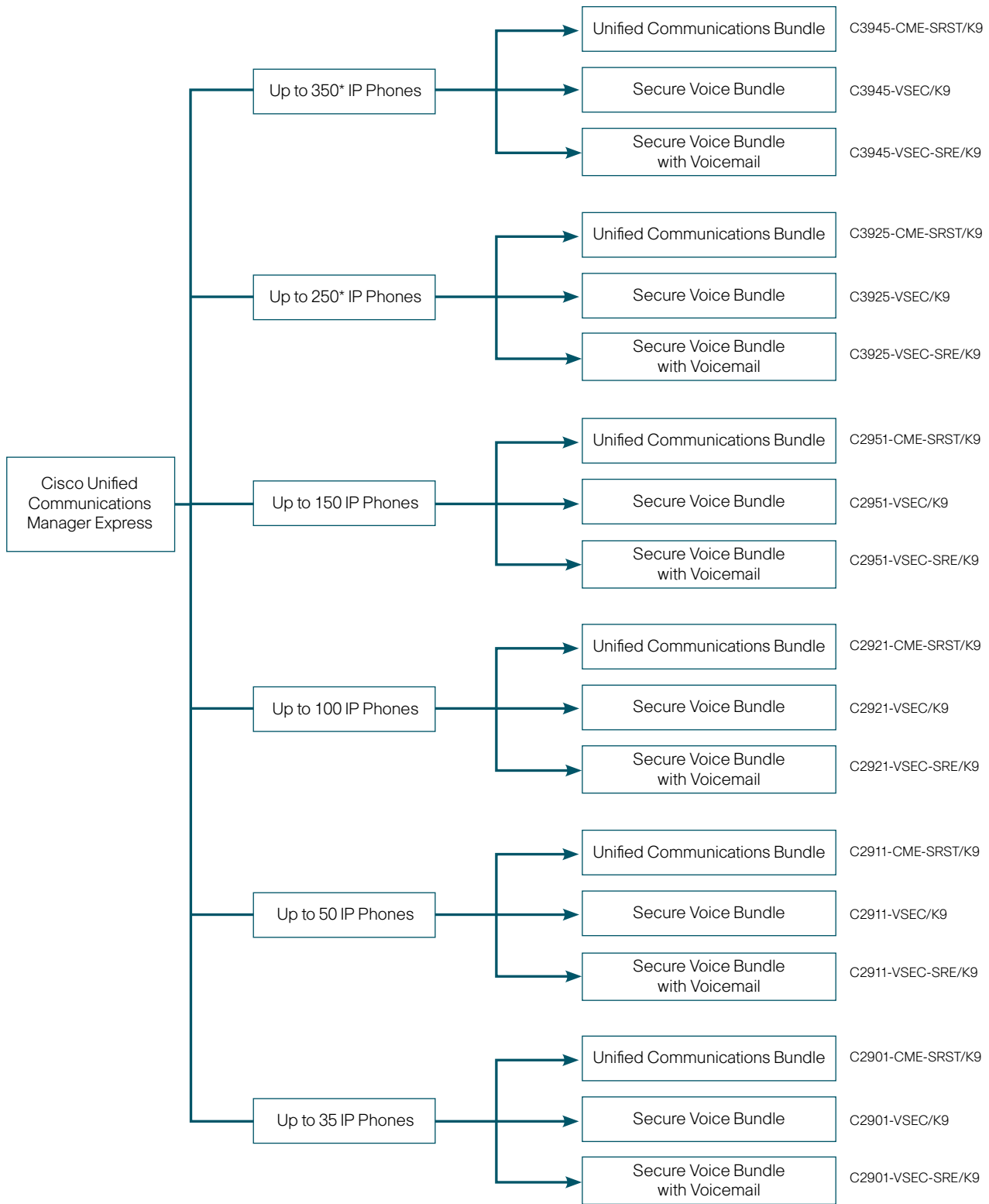
## Decision Tree Overview



## Product Features Comparison Table

Bundle Description	SKU	Included IP Phone License	IP Phone License Upgrade	Includes Cisco Unity Express	PDVM
Cisco 1861 Secure Voice Bundle	C1861-4F-VSEC/K9 C1861-2B-VSEC/K9	8	15	Yes	N/A
Cisco 18611 Unified Communications Bundle	C1861-UC-4FXO-K9 C1861-UC-2BRI-K9	8	15	Yes	N/A
Cisco 2801 Voice Bundle	CISCO2801-CCME/K9	25			32
Cisco 2801 Secure Voice Bundle	C2801-VSEC-CCME/K9	25			32
Cisco 2801 Unified Communications Bundle	C2801-10UC/K9 C2801-10UC-VSEC/K9	10	25	Yes	32
Cisco 2811 Voice Bundle	CISCO2811-CCME/K9	35			32
Cisco 2811 Secure Voice Bundle	C2811-VSEC-CCME/K9	35			32
Cisco 2811 Unified Communications Bundle	C2811-15UC/K9 C2811-15UC-VSEC/K9	15	35	Yes	32
Cisco 2821 Voice Bundle	CISCO2821-CCME/K9	50			32
Cisco 2821 Secure Voice Bundle	C2821-VSEC-CCME/K9	50			32
Cisco 2821 Unified Communications Bundle	C2821-25UC/K9 C2821-25UC-VSEC/K9	25	50	Yes	32
Cisco 2851 Voice Bundle	CISCO2851-CCME/K9	100			48
Cisco 2851 Secure Voice Bundle	C2851-VSEC-CCME/K9	100			48
Cisco 2851 Unified Communications Bundle	C2851-35UC/K9 C2851-35UC-VSEC/K9	35	100	Yes	48
Cisco 3825 Voice Bundle	CISCO3825-CCME/K9	175			64
Cisco 3825 Secure Voice Bundle	C3825-VSEC-CCME/K9	175			64
Cisco 3825 Unified Communications Bundle	C3825-35UC/K9 C3825-35UC-VSEC/K9	35	175	Yes	64
Cisco 3845 Voice Bundle	CISCO3845-CCME/K9	250			64
Cisco 3845 Secure Voice Bundle	C3845-VSEC-CCME/K9	250			64
Cisco 3845 Unified Communications Bundle	C3845-35UC/K9 C3845-35UC-VSEC/K9	35	250	Yes	64

## Decision Tree Overview



\*At FCS 200 (3925) and 300 (3945) are supported. The higher numbers will become available in a post-FCS 15.0. IM rebuild.

## Product Features Comparison Table

Bundle Description	SKU	Included IP Phone License	IP Phone License Upgrade	Includes Cisco Unity Express	PDVM
Cisco 3945 Unified Communications Bundle	C3945-CME-SRST/K9	25	350		64
Cisco 3945 Secure Voice Bundle	C3945-VSEC/K9	25	350		64
Cisco 3945 Secure Voice with Voicemail Bundle	C3945-VSEC-SRE/K9	25	350	Yes	64
Cisco 3925 Unified Communications Bundle	C3925-CME-SRST/K9	25	250		64
Cisco 3925 Secure Voice Bundle	C3925-VSEC/K9	25	250		64
Cisco 3925 Secure Voice with Voicemail Bundle	C3925-VSEC-SRE/K9	25	250	Yes	64
Cisco 2951 Unified Communications Bundle	C2951-CME-SRST/K9	25	150		32
Cisco 2951 Secure Voice Bundle	C2951-VSEC/K9	25	150		32
Cisco 2951 Secure Voice with Voicemail Bundle	C2951-VSEC-SRE/K9	25	150	Yes	32
Cisco 2921 Unified Communications Bundle	C2921-CME-SRST/K9	25	100		32
Cisco 2921 Secure Voice Bundle	C2921-VSEC/K9	25	100		32
Cisco 2921 Secure Voice with Voicemail Bundle	C2921-VSEC-SRE/K9	25	100	Yes	32
Cisco 2911 Unified Communications Bundle	C2911-CME-SRST/K9	25	50		16
Cisco 2911 Secure Voice Bundle	C2911-VSEC/K9	25	50		16
Cisco 2911 Secure Voice with Voicemail Bundle	C2911-VSEC-SRE/K9	25	50	Yes	16
Cisco 2901 Unified Communications Bundle	C2911-CME-SRST/K9	25	35		16
Cisco 2901 Secure Voice Bundle	C2911-VSEC/K9	25	35		16
Cisco 2901 Secure Voice with Voicemail Bundle	C2911-VSEC-SRE/K9	25	35	Yes	16

\*At FCS 200 (3925) and 300 (3945) are supported. The higher numbers will become available in a post-FCS 15.0. IM rebuild.

# Cisco Unified Communications Manager Business Edition

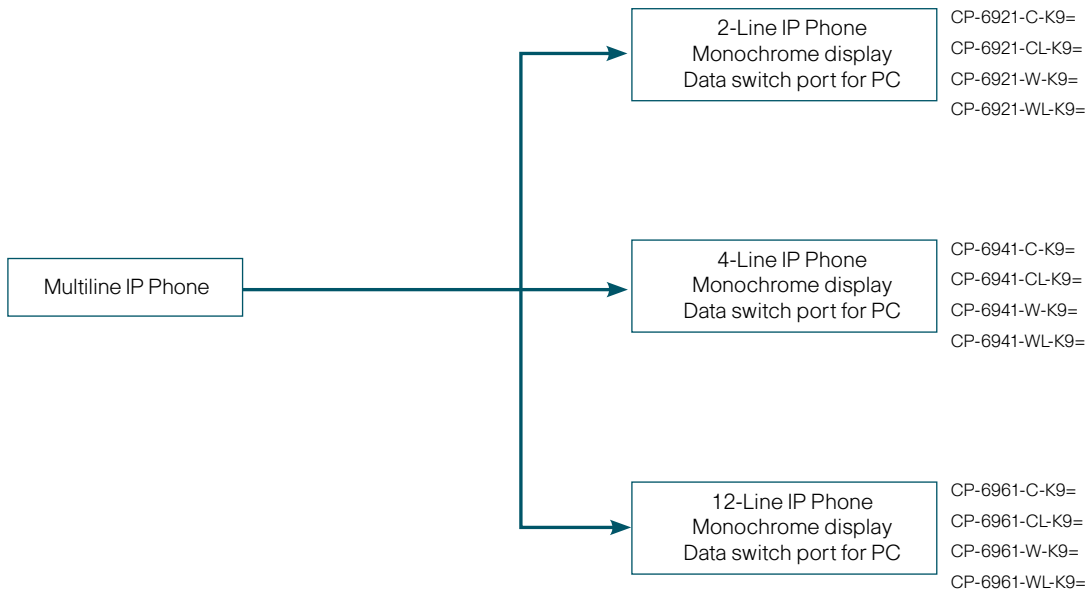
## Product Positioning

Cisco Unified Communications Manager Business Edition provides key unified communications applications on a single powerful server that supports up to 500 users and 20 sites. It integrates with the entire Cisco Unified Communications line of products.

This system provides simple setup and management, as it is a single server for three applications, Cisco Unified Communications Manager, Cisco Unified Mobility, and Cisco Unity Connection. It features a preloaded software suite, a single set of credentials, single sign-on, and integrated mailbox configuration and common management tools.

Bundle Description	SKU	Included IP Phone and Unity Connection Licenses	Included IP Phone and Unity Connection Upgrades	Remote Sites Supported
Unified Communications Manager Business Edition 7X, 7828-I4 appliance, 50 seats	MCS7828I4-K9/BE7	50	500	20

## Decision Tree Overview

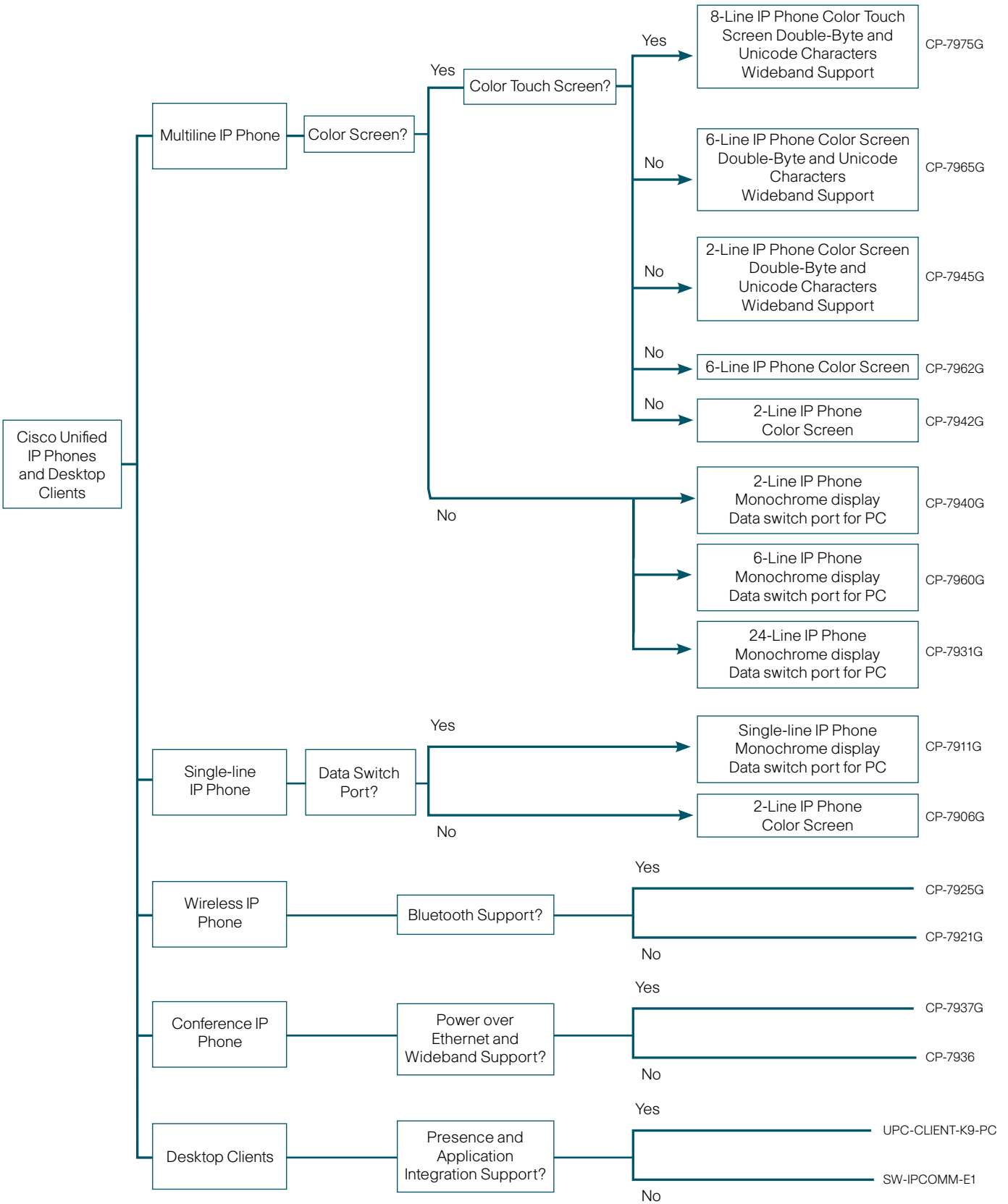


## Product Features Comparison Table

Description	SKU	Lines	Connection for Computer on IP Phone	PoE	Display
Cisco Unified IP Phone 6921G	CP-6921-C-K9= CP-6921-CL-K9= CP-6921-W-K9= CP-6921-WL-K9=	2	Yes	Yes	Graphical monochrome display
Cisco Unified IP Phone 6941G	CP-6941-C-K9= CP-6941-CL-K9= CP-6941-W-K9= CP-6941-WL-K9=	4	Yes	Yes	Graphical monochrome display
Cisco Unified IP Phone 6961G	CP-6961-C-K9= CP-6961-CL-K9= CP-6961-W-K9= CP-6961-WL-K9=	12	Yes	Yes	Graphical monochrome display

All Cisco Unified IP Phones 6900 series can only be used with the Unified Communications Manager Express and Unified Communications Manager Business Edition.

## Decision Tree Overview



All Cisco Unified IP Phones 7900 series can be used with the Unified Communications Manager 500 series, Unified Communications Manager Express and Unified Communications Manager Business Edition.

## Product Features Comparison Tables

Description	SKU	Lines	Connection for Computer on IP Phone	PoE	Display	Wireless	Bluetooth
Cisco Unified IP Phone 7975G	CP-7975G	8	Yes	Yes	Graphical TFT color touchscreen display	No	No
Cisco Unified IP Phone 7965G	CP-7965G	6	Yes	Yes	Graphical TFT color display	No	No
Cisco Unified IP Phone 7962G	CP-7962G	6	Yes	Yes	Grayscale graphic display	No	No
Cisco Unified IP Phone 7960G	CP-7960G	6	Yes	Yes*	Graphical monochrome display	No	No
Cisco Unified IP Phone 7945G	CP-7945G	2	Yes	Yes	Graphical TFT color display	No	No
Cisco Unified IP Phone 7942G	CP-7942G	2	Yes	Yes	Grayscale graphic display	No	No
Cisco Unified IP Phone 7940G	CP-7940G	2	Yes	Yes*	Graphical monochrome display	No	No
Cisco Unified IP Phone 7931G	CP-7931G	24	Yes	Yes	Graphical monochrome display	No	No
Cisco Unified IP Phone 7911G	CP-7911G	1	Yes	Yes	Graphical monochrome display	No	No
Cisco Unified IP Phone 7906G	CP-7906G	1	No	Yes	Graphical monochrome display	No	No
Cisco Unified Wireless IP Phone 7925G	CP-7925G	6	No	No	Graphical TFT color display	Yes	Yes
Cisco Unified Wireless IP Phone 7921G	CP-7921G	6	No	No	Graphical TFT color display	Yes	No

Description	SKU	Lines	PoE	Display	Support for External Mics	Wideband Acoustics and G.722 Support	Bluetooth
Cisco Unified IP Conference Station 7936	CP-7936	1	No	Backlit LCD	Yes	No	No
Cisco Unified IP Conference Station 7937G	CP-7937G	1	Yes	Backlit LCD	Yes	Yes	No

Description	SKU	Cisco IP Phone Support	Modules supported per IP Phone	Display
Cisco Unified IP Expansion Module 7915	CP-7915=	7962G, 7965G and 7975G	2	Grayscale LCD display
Cisco Unified IP Expansion Module 7916	CP-7916=	7962G, 7965G and 7975G	2	Color LCD display

\* Cisco In-Line Power only

## Cisco Unified IP Endpoints 8900 and 9900 Series

### Product Positioning

The Cisco Unified IP Phone 9900 Series portfolio of advanced collaborative media endpoints includes feature support for interactive video, high-resolution color displays, High-definition voice, Bluetooth and USB connectivity in an elegant user and eco-friendly design.

The Cisco Unified IP Phone 8900 Series portfolio of advanced professional media endpoints includes feature support for high-resolution color displays, High-definition voice, Gigabit Ethernet and USB connectivity in a design that is easy-to-use and environment-friendly.

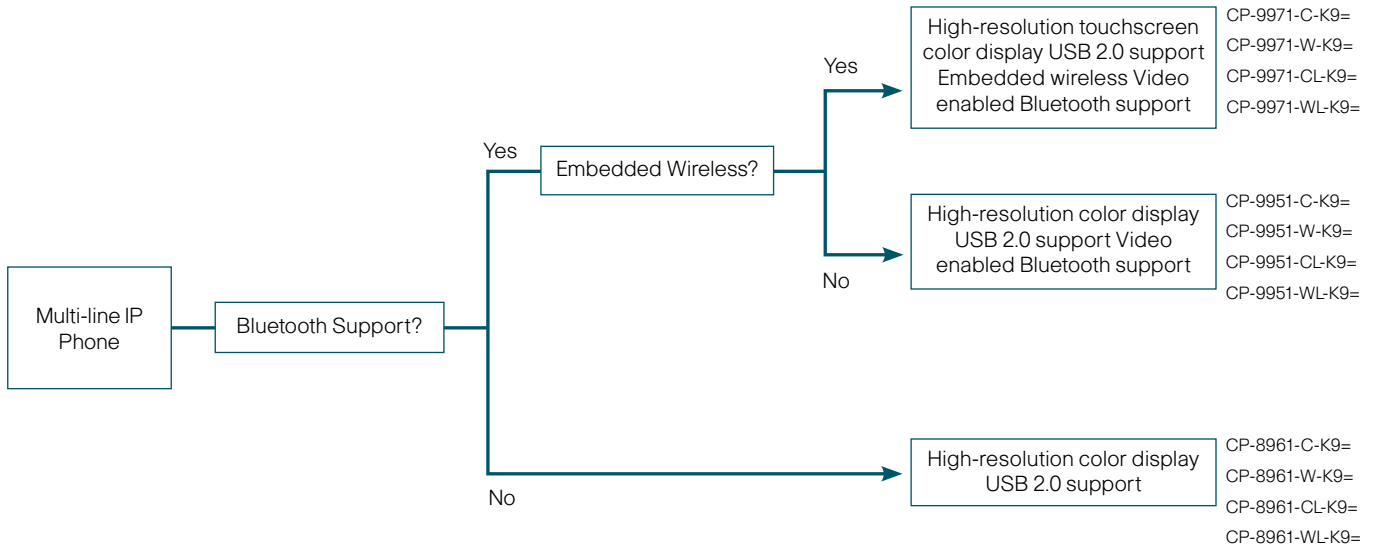


Cisco Unified IP Endpoint 9971



Cisco Unified IP Endpoint 8961

## Decision Tree Overview



## Product Features Comparison Table

Description	SKU	Lines	Display	USB 2.0 Support	Embedded Wireless	Video Enabled	Bluetooth Support
Cisco Unified IP Endpoint 8961	CP-8961-C-K9= CP-8961-W-K9= CP-8961-CL-K9= CP-8961-WL-K9=	5	Large 5-inch, backlit, vibrant high-resolution, fully-adjustable color display	Yes	No	No	No
Cisco Unified IP Endpoint 9951	CP-9951-C-K9= CP-9951-W-K9= CP-9951-CL-K9= CP-9951-WL-K9=	5	Large backlit, vibrant high-resolution 640 x 480 pixel, graphical, fully-adjustable color display	Yes	No	Yes*	Yes
Cisco Unified IP Endpoint 9971	CP-9971-C-K9= CP-9971-W-K9= CP-9971-CL-K9= CP-9971-WL-K9=	6	Large backlit, vibrant high-resolution 640 x 480 pixel fully-adjustable touchscreen color display	Yes	Yes	Yes*	Yes

Requires Unified Communications Manager or Cisco Unified Communications Manager Business Edition 7.1(3) and above.  
 \* Requires Cisco Unified Video Camera.

## Product Features Comparison Tables

Description	SKU	Video Support	Presence Support	Application Integration
Cisco IP Communicator	SW-IPCOMM-E1	Yes	No	No
Cisco Unified Personal Communicator	UPC-CLIENT-K9-PC	Yes	Yes	Yes

Description	SKU	IP Phone Support	Video Formats	Video Codecs	Vista Support
Cisco Unified Video Advantage Video	CUVA-V2=	Cisco Unified IP phones, Cisco IP Communicator and Unified Personal Communicator	352 x 288, 320 x 240, 176 x 144, and 160 x 120 (up to 30 frames per second)	H.263 and H.264	Yes

Description	SKU	Voice Ports	Line-Echo Cancellation	Protocol Support
Cisco ATA 186 Analog Telephone Adapter	ATA186-11-A ATA186-12-A	2	Yes	SIP/SCCP

# Cisco Unity Express

## Product Positioning

Cisco Unity Express is a cost-effective voicemail and integrated messaging system with automated attendant and optional interactive voice response (IVR) that makes it ideal for the branch office or small office. It supports Cisco Unified Communications Manager Express and Unified Communications Manager, and is embedded in the Cisco Unified Communications 500 Series.

The Unity Express platform is a Cisco integrated services router from the industry-leading Cisco 2800 or 3800 Series. For greater flexibility, it provides a choice of storing messages between a network module or an advanced integration. The system offers 8 to 250 mailboxes, as well as support for numerous languages, including Arabic, Russian, and Turkish.

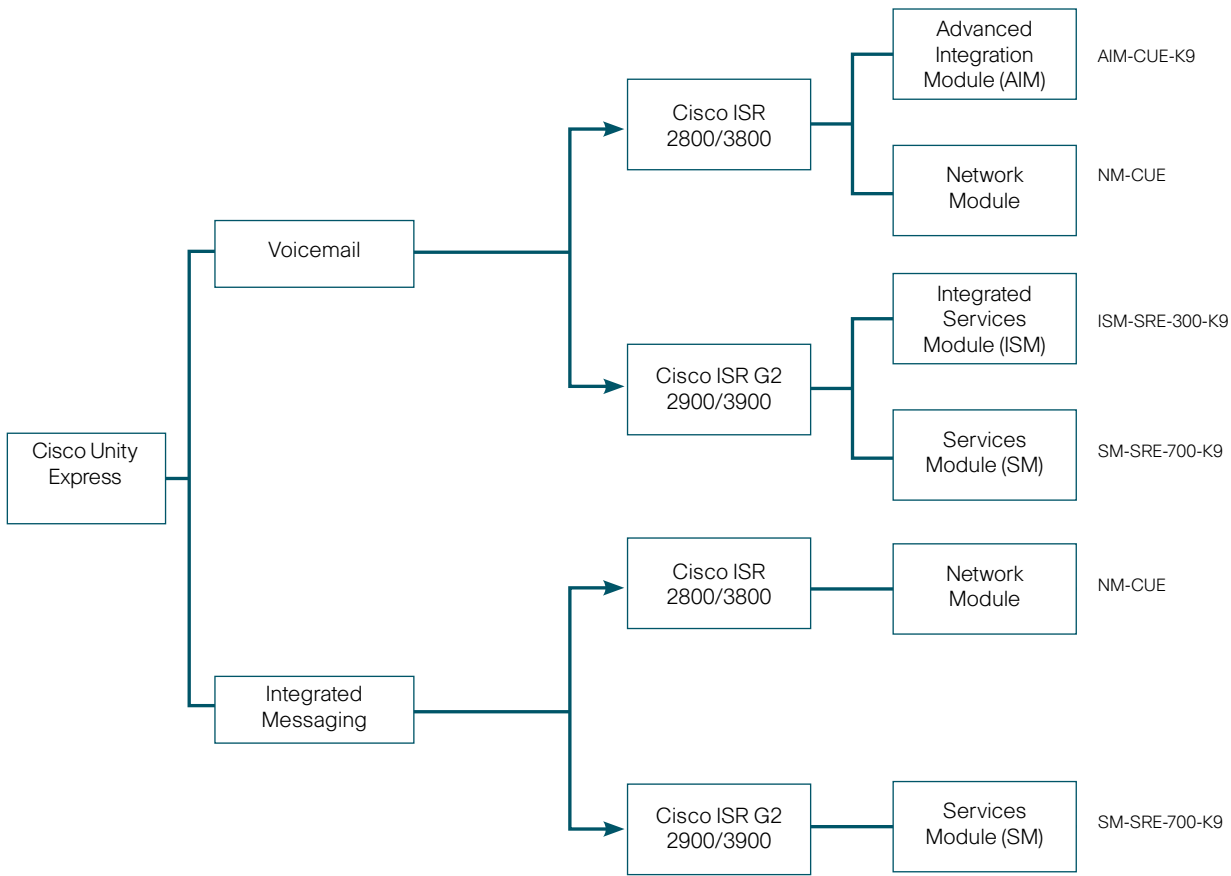
## Features

- Can integrate with Cisco Unified Communications Manager Express at up to 10 remote sites (network module only)
- Users can access voicemail in trusted environments by clicking the Messages button on a Cisco IP phone or by calling into a mailbox, without pressing additional keys
- Supports voicemail access through Internet Message Access Protocol (IMAP) using Microsoft Outlook, Outlook Express, and Lotus Notes (version 3.2 extends this support to Apple Macintosh computers running Microsoft Entourage 2004)
- Gives administrators and end users the ability to program distribution lists to include nonsubscribers as well as subscribers
- Passwords automatically synchronized across Cisco Unity Express and Cisco Unified Communications Manager Express

## New features for Cisco Unity Express 7.1

- New modules for the Cisco Integrated Services G2 Router (ISR G2)
- Cisco Unity Express offers 6 to 250 mailboxes and 6 to 24 ports on ISR platforms. On ISR G2 platforms, the system offers 2 to 300\* mailboxes and 2 to 32 ports.
- Scheduled online backup
  - Run regular system backups at a specified time in the future.
- Announcement-only mailbox
  - Play the user greeting and disconnect the call
- Multiple greetings
  - Eight greeting types: standard, alternate (Prior to Cisco Unity Express 7.1), busy, closed, internal, meeting, vacation, extended absence
- Caller call flow customization (CCC)
  - Each mailbox owner or system admin can assign actions to one or more keys for input by the caller

## Decision Tree Overview



## Product Features Comparison Table

Description	SKU	Platform	Bundled Ports	Maximum Ports	Maximum Mailboxes	Storage (hours)
Cisco Unity Express Advanced Integration Module	AIM2-CUE-K9	2800/3800	6	6	65	14
Cisco Unity Express Network Module	NM-CUE	2800/3800	8	24	275	300
Cisco Unity Express Integrated Services Module	ISM-SRE-300-K9	2900/3900	2	10	100	60
Cisco Unity Express Services Module	SM-SRE-700-K9	2900/3900	4*	32*	300*	600

\*These numbers may change.



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