

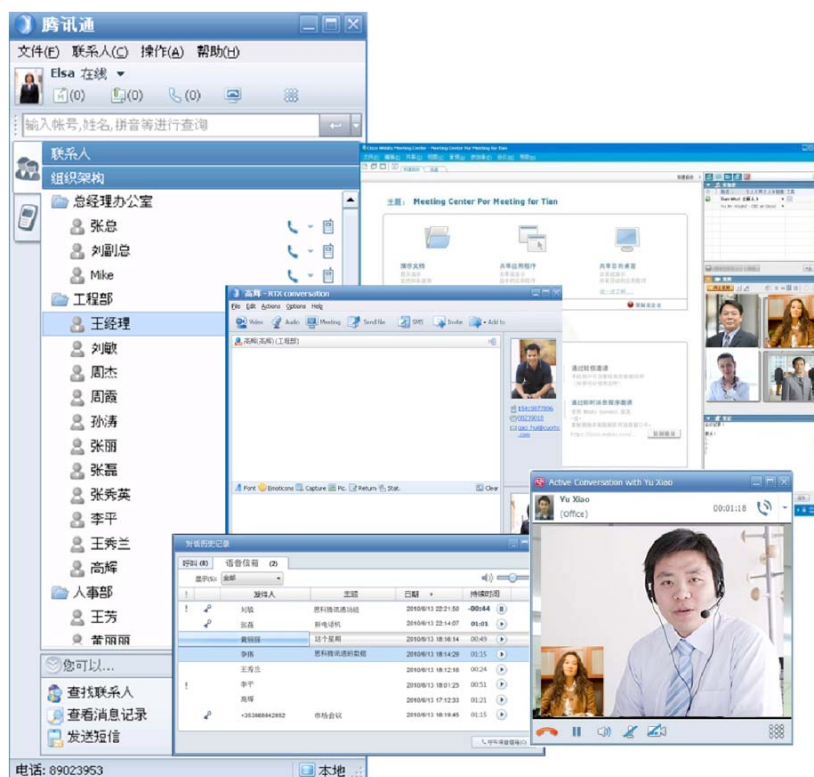
# Cisco Unified Communications for RTX

## Product Overview

Cisco Unified Communications for RTX is the innovative collaboration product developed with Cisco Unified Communications and Tencent's Real Time eXchange (RTX). This solution unifies voice, video, data, and applications on fixed and mobile networks, simplifying and enabling borderless collaboration anytime, anywhere (Figure 1).

Cisco Unified Communications for RTX is a client application that integrates your most frequently used communication applications and services - instant messaging, presence, soft phone, desk-phone controls, corporate directory, high-definition (HD) video, web conferencing, and Visual Voicemail - to help you increase communication, quickly adapt to market changes, and win new business.

**Figure 1.** Cisco Unified Communications for RTX



## Features and Benefits

Table 1 lists the features and benefits of Cisco Unified Communications for RTX.

**Table 1.** Features and Benefits

Feature	Benefit
<b>Presence and Instant Messaging</b>	
<b>Server-based presence</b>	When you log in or log off from Cisco Unified Communications for RTX, your presence is updated.
<b>Telephony presence with Cisco Unified IP phones</b>	Cisco Unified Communications for RTX integrates with your Cisco IP Phone so that if you are on a call, it instantly updates your presence status to your contacts.

Feature	Benefit
<b>Corporate address book</b>	You can locate anyone within your company through the corporate directory search bars located at the top of your contact list or in the dial pad.
<b>Organization chart</b>	The organization chart has a branching format so that you can place your contacts within their departments or sub-departments.
<b>Contact organization</b>	You can order your contacts and not be constrained with alphabetical settings. You also can easily add contacts to the "Frequently Used Contact" list by right clicking their name from the organization chart or through the IM window.
<b>IM message updates</b>	You can view the instant messages you missed while you were offline with a single click. In addition, you will receive updates about your missed messages when you log on.
<b>Message history</b>	You can read previous instant message conversation transfers at the bottom of each IM window.
<b>Desktop capture through IM window</b>	During an instant messaging session, you can capture portions of your desktop and send the information as a picture through your IM chat window.
<b>Group chat</b>	You can initiate a group chat session. You can create a group with up to 80 members. Administrators can create a group up to 1000 members.
<b>File transfer</b>	You can share files through the instant messaging window. Administrators can configure and limit file size to 10 MB or unlimited per user.
<b>Call Setup</b>	
<b>Right click to make an audio or video call or start a conference from contact list</b>	You can check the presence of the person you want to call, and then initiate an audio-only or a video phone call to that person quickly by right clicking and selecting "Start Audio Conversation" or "Start Video Conversation".
<b>Initiate an audio, video, or web conference from the instant messaging session</b>	During an instant messaging session, you can initiate an audio, video, or web meeting by clicking the "Audio", "Video", or "Meeting" icons located at the top of the IM window.
<b>Double click phone icon for audio calling</b>	Simply double click on the phone icon next to each contact's name to initiate an audio or video call to that person.
<b>Initiate audio or video call from Cisco Unified Communications for RTX search</b>	You can search for anyone in your address book and initiate a call to that person by selecting the "Start Audio Conversation" or "Start Video Conversation" under the arrow icon on the right side of the search bar.
<b>Direct dial from dial pad</b>	You can use the dial pad to enter a phone number to place an audio or video call.
<b>Inbound call notification</b>	You can receive incoming call alerts with the option to answer with audio only or with video, or divert the call to your voicemail.
<b>Call-history display</b>	You can reference placed, received, and missed phone calls directly from your desk phone, laptop, or desk computer.
<b>Call forwarding</b>	You can receive phone calls when you are away from your desk by having your calls sent to another number; for example, to a cell phone.
<b>In-Call Features</b>	
<b>Conversation information</b>	You have visual access to information about your active conversations, including calling name and number display; call status; and information about participants, including presence and duration counter. You can control your phone call directly from the conversation window.
<b>Call control</b>	The solution provides proven and reliable call-control features of Cisco Unified Communications Manager, including dual tone multifrequency (DTMF), call waiting, mute, transfer, conference, redial, hold, hang up, merge, park, and the capability to adjust the volume of your calls.
<b>Launch a chat</b>	You can launch a chat from your conversation window for sending instant messages such as URLs.
<b>Start a meeting</b>	You can start a point-to-point or multiparty meeting in which you share your desktop and documents, as well as see and talk to your contacts.
<b>Operation Modes</b>	
<b>Soft-phone mode</b>	You can make and receive phone calls from anywhere you can access the corporate network with your PC or laptop.
<b>Desk-phone control (computer telephony integration [CTI]-based)</b>	You can control your office desk phone from your PC or laptop.
<b>Add video to a phone conversation</b>	By using your camera on your PC, you can add video to a call that is placed on your desk phone.
<b>User switch between modes</b>	You can switch between desk-phone and soft-phone mode.
<b>Audio Support</b>	
<b>G.722, G.711, G.729a, Internet Low Bitrate Codec (iLBC), and Internet Speech Audio codec (iSAC) voice codecs</b>	Standards-based and wideband audio codecs deliver an enterprise-class quality experience.
<b>Secure Real-Time Transport Protocol (SRTP)</b>	Audio traffic is encrypted to help ensure communications security.

Feature	Benefit
<b>Video Support</b>	
<b>Codec H. 264</b>	Standards-based H.264 video provides a high level of interoperability with other video endpoints and conferencing systems.
<b>High-definition video</b>	You can make and receive high-quality video calls using 1280 x 720 pixels (720p).
<b>Multiparty video</b>	You can join or initiate multiparty video calls at QCIF, CIF, VGA, or HD resolution with the addition of Cisco Unified Video Conferencing or the Cisco Unified MeetingPlace® meeting application. You can conduct video calls with a variety of standards-based endpoints from third parties and Cisco, including Cisco TelePresence™ conferencing.
<b>Video setup</b>	You can set up your web camera preferences from the Cisco Unified Communications for RTX audio and video tuning wizard.
<b>Cisco Meeting Features</b>	
<b>Start an online meeting</b>	You can start a Cisco Unified MeetingPlace audio, video, or web meeting by selecting contacts from your contact list or through your IM window.
<b>Screen sharing</b>	From a web meeting, you can click to share your screen with the person(s) you are talking to.
<b>User and Support Tools</b>	
<b>Call statistics</b>	You can view details of your current conversation (for example, voice or video codec being used, packets lost, jitter data, video resolution being used, and video frame rate per second).
<b>Server health tool</b>	You can check your connection to Cisco Unified Communications Manager.
<b>Error reporting tool</b>	It is easy to create diagnostic information to troubleshoot if necessary.
<b>Survivability</b>	
<b>Call survival when the RTX server connection is lost</b>	If the connection between Cisco Unified Communications for RTX and the RTX server becomes unavailable, you can still maintain active calls for 7 seconds.
<b>Cisco Unified Communications Manager call survival</b>	If the connection between Cisco Unified Communications for RTX and Cisco Unified Communications Manager becomes unavailable, Cisco Unified Survivable Remote Site Telephony (SRST) rolls calls over to the backup branch-office call-control system so that you can still make and receive phone calls with the Cisco Unified Communications for RTX application.
<b>Deployment</b>	
<b>Language availability</b>	You can deploy the solution in English, Simplified Chinese, and Traditional Chinese.
<b>Visual Voicemail Features<sup>2</sup></b>	
<b>View voicemail messages</b>	You can receive an alert when you have a new voicemail message, see how many new voicemail messages are waiting for you, view a list of voicemail messages, or play back messages in the order you wish to listen to them instead of sequentially.
<b>Filter voicemail messages</b>	You can view your voicemail messages based on heard, unheard, urgent, or private status. You can filter your voicemail messages so that you can see all of today's messages, all of yesterday's messages, all the messages for the last week, or all the messages for the last 30 days.
<b>Respond to voicemail messages</b>	You can respond to voicemail messages by clicking to call, making a video call, or sending an IM to the person who left you the message.
<b>Voicemail message waiting indicator (soft phone only) and one-click access to voicemail system</b>	As an alternative to unified messaging, your voicemail system is easily accessible, and you receive alerts when new voicemail messages are available.
<b>Optional Features<sup>3</sup></b>	
<b>Short Message Service (SMS) and Group SMS</b>	You can send SMS messages to individuals or large groups from the contact list or IM window.
<b>Office automation integration</b>	Integrate your existing OA or enterprise-resource-planning (ERP) systems software.

## System Requirements

Minimum system requirements are based on systems that run only applications and services that are part of the base operating system.

Administrators must determine whether system hardware, such as CPU speed, RAM size, and other applications on the workstation, can affect application performance.

<sup>1</sup> This feature requires additional devices.

<sup>2</sup> This feature will be available in a maintenance release.

<sup>3</sup> These features are available only through Tencent or Cisco partners; please contact them for more details.

Table 2 lists system requirements.

**Table 2.** Cisco Unified Communications System Requirements

Platform	Description
<b>Cisco Unified Communications Manager</b>	<ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager 7.1.3</li> <li>• Cisco Unified Communications Manager 8.0</li> <li>• Cisco Unified Communications Manager 8.5 or later</li> </ul>
<b>Operating system</b>	<ul style="list-style-type: none"> <li>• Windows XP SP3, 32-bit</li> <li>• Windows Vista (Business, Enterprise, Ultimate, or SP2), 32-bit</li> <li>• Windows 7 (Professional, Enterprise, or Ultimate) 32- or 64-bit</li> </ul>
<b>Cisco Unified MeetingPlace conferencing</b>	<ul style="list-style-type: none"> <li>• Cisco Unified MeetingPlace 7.1</li> <li>• Cisco Unified MeetingPlace 8.0 or later</li> </ul>
<b>Cisco Unified SRST</b>	<ul style="list-style-type: none"> <li>• Version 8.0 with Cisco Unified Communications Manager Release 8.0 or later</li> <li>• Version 7.1 with Cisco IOS® Software Release 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2)</li> </ul>
<b>Cisco Unified IP Phones</b>	<p>Cisco Unified IP Phones required for desk-phone control mode: (Note: Not all phone loads support CTI; refer to Cisco Unified Communications Manager System Guide for more information.)</p> <ul style="list-style-type: none"> <li>• Cisco Unified IP Phones 6900 Series; refer to release notes for specific models supported</li> <li>• Cisco Unified IP Phones 7900 Series; refer to release notes for specific models supported</li> <li>• Cisco Unified IP Phones 8900 Series; refer to release notes for specific models supported</li> <li>• Cisco Unified IP Phones 9900 Series; refer to release notes for specific models supported</li> </ul>
<b>Voicemail playback</b>	<ul style="list-style-type: none"> <li>• Cisco Unity® Connection 8.0</li> </ul>

Note: Not all features are supported with each of system components. Please refer to individual product release notes for more information about supported features.

Table 3 lists the hardware requirements for desktop and laptop computers for audio and video in various modes.

**Table 3.** Hardware Requirements for Cisco Unified Communications for RTX

		IM or Audio Only	QCIF Video	CIF Video	VGA Video	720p HD Video
<b>Memory</b>		1 GB	1 GB	1 GB	1 GB	2 GB
<b>Available disk space before application is started</b>		350 MB	350 MB	350 MB	350 MB	500 MB
<b>Available disk space before application installation</b>	<b>.NET 4.0 Installed</b>		200 MB			
	<b>.NET 4.0 Not Installed</b>	<b>32-bit System</b>	850 MB			
		<b>64-bit System</b>	2 GB			
<b>Minimum Windows Experience Index (WEI) processor score</b>		2.2	4.0	4.0	4.6	5.9 and a system with at least four CPU cores
<b>Video Card: DirectX 9-compatible graphics card with this minimum video RAM</b>	<b>Windows XP</b>	-	128 MB	128 MB	128 MB	256 MB
	<b>Windows Vista</b>	-	256 MB	256 MB	256 MB	256 MB
	<b>Windows 7</b>	-	256 MB	256 MB	256 MB	256 MB
<b>I/O ports</b>		Note: When using USB audio and video, USB 2.0 is required.				HD-capable USB 2.0 web camera, or HDMI capture card and HD camera

Note: A list of vendors that have verified their devices for use with Cisco Unified Communications for RTX through the Cisco Developer Network is available at <http://developer.cisco.com/web/cdc/home>. These devices have passed lab tests and met interoperability criteria, helping ensure that Cisco product specifications are met.

## Ordering Information

Table 4 provides ordering information for Cisco Unified Communications for RTX.

**Table 4.** Ordering Information for Cisco Unified Communications for RTX

Product Name	Part Number
Cisco Unified Communications for RTX Bundle	UCRTX8.5-BAS-LIC-KC
Cisco Unified Communications for RTX (Upgrade to Existing Users of Cisco Unified Communications)	L-UCRTX8.5-ADD-K9
Cisco Unified Communications for RTX (Upgrade to Existing Users of Tencent RTX)	UCRTX8.5-ADDUC-K9

Please refer to the Cisco Unified Communications for RTX ordering guide for additional details about Cisco Unified Communications for RTX part numbers and prices.

### Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications solution so you can meet aggressive deployment schedules and accelerate your business advantage. The Cisco portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

### For More Information

For more information about the Cisco Unified Communications for RTX solution, please visit <http://www.cisco.com/go/cn/rtx> or contact your local Cisco account representative.



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

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

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)