

Cisco IP Communicator 7.0

Cisco® Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time, from any workspace.

Cisco IP Communicator (Figure 1) is a Microsoft Windows-based soft phone application that delivers enhanced telephony support through personal computers. It is easy to deploy and includes some of the latest technology and advancements available for IP communications today. This application gives computers the functions of IP phones, enabling high-quality voice calls on the road, in the office, or from wherever users have access to the corporate network.

Figure 1. Cisco IP Communicator



Cisco IP Communicator is designed for users who require a supplemental telephone when away from their deskphone, traveling, or telecommuting. When using Cisco IP Communicator remotely, you are not just taking your office phone extension with you: you continue to have access to the same familiar phone and video telephony services that you have in the office. This advantage boosts business collaboration and responsiveness and helps organizations keep pace with today's mobile business environment.

Cisco IP Communicator Features

Cisco IP Communicator is intuitively designed and easy to use, and delivers convenient access to a broad range of features:

- Eight line keys: These keys provide telephone lines and direct access to telephony features.
- Five soft keys: These keys dynamically give users call-feature options.
- Messages: This key provides direct access to voicemail messages.
- Directories: Cisco IP Communicator identifies incoming calls and messages and categorizes them on the screen, allowing users to return calls quickly and effectively using direct dial-back capability. The corporate directory integrates with the Lightweight Directory Access Protocol Version 3 (LDAP3) standard directory.
- Settings: This key allows users to select from a large number of ringer sounds and background images.
- Services: Cisco IP Communicator allows users to quickly access diverse information such as weather, stocks, quote of the day, or any other Web-based information. The phone uses XML to provide a portal to an ever-growing world of features and information.
- Help: The online Help feature gives users information about the phone keys, buttons, and features.

Cisco IP Communicator Modes

- Cisco IP Communicator offers handset, headset, and high-quality speakerphone modes.
- Headset mode: In this mode, Cisco IP Communicator offers the highest-quality voice communications capabilities.
- Handset mode: Cisco IP Communicator interoperates with third-party USB telephony handsets.
- Speakerphone mode: Cisco IP Communicator converts a computer into a full-duplex, hands-free speakerphone.

Call Features

Cisco IP Communicator is a dynamic solution that is designed to grow with new system capabilities. System administrators can provision Cisco IP Communicator as they would any other Cisco Unified IP Phone, greatly simplifying IP phone management. Numerous advanced call features are currently available depending on the Cisco Unified Communications Manager system and setup, including:

- Call Recording - Offers a more efficient method to record calls*
- Silent Monitoring- Uses a more efficient method to observe call center agents*
- Support for multiple lines and directory numbers
- Configurable speed dial
- Calling name and number display
- Call Waiting
- Call Forward
- Call Transfer
- Three-Way Calling (conference)
- Call Park
- Call Pickup
- Redial
- Hold
- Barge
- Callback
- Extension Mobility
- Message waiting indicator
- iDivert, to divert calls to voicemail
- Meet Me conferencing
- Group Pickup
- Do Not Disturb*
- Mobility soft key*

* Requires Cisco Unified Communications Manager 6.1.3 or later

High-Quality Audio

Cisco IP Communicator offers premium audio quality. Examples of audio features include:

- Audio tuning wizard
- Adaptive jitter buffer
- Acoustic echo cancellation
- Noise suppression
- Voice activity detection
- Packet-loss concealment
- Automatic gain control
- Microsoft Windows generic quality-of-service (GQoS) support
- IP Precedence (differentiated services code point [DSCP]) audio priority

Additional Cisco IP Communicator Features

- More than 24 user-adjustable ring tones
- Cisco Skinny Call Control Protocol (SCCP) or Session Initiation Protocol (SIP)*
- Autodetection of Cisco VPN Client 5.0.01.0600 or later
- Point-to-Point Tunneling Protocol (PPTP)
- Signaling authentication through transport layer security (TLS)
- Interoperability with Cisco Unified Video Advantage 2.1 or later for desktop video calls
- USB Human Interface Device (HID) support, based on telephony device page (0x0B) and supporting key-pad, hook-switch, and mute functions**
- Drag-and-drop dialing
- Copy-and-paste dialing
- Alphanumeric translation
- Nonintrusive call notification
- Keyboard shortcuts
- Non-MAC-based device name for easy PC refreshes*
- Multi-language support: Arabic, Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), French, German, Hebrew, Italian, Japanese, Korean, Portuguese, Brazilian), Russian, Spanish, and Swedish

* Requires Cisco Unified Communications Manager 6.1.3 or later

** A list of vendors that have verified their devices for use with Cisco IP Communicator through the Cisco Technology Developer Program is available at <http://www.cisco.com/pcgi-bin/ctdp/Search.pl>. These devices have passed lab testing and met interoperability criteria, helping ensure that Cisco product specifications have been reached. For more guidance on headsets and handsets for Cisco IP Communicator, please visit

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_bulletin0900aecd800f4564.html.

Multiple Display Options

Figure 2 shows three different display options available for Cisco IP Communicator.

Figure 2. Cisco IP Communicator Display Options



Network Features

Cisco IP Communicator includes the following network features:

- G.722 wideband, G.711a, G.711u, iLBC, G.729a, and G.729ab audio codecs
 - G.729b codec (SCCP Only)
- Software updates supported using Trivial File Transfer Protocol (TFTP) or HTTP
- Provisioning of network parameters through Dynamic Host Configuration Protocol (DHCP)

System Requirements

Note: Cisco IP Communicator supports x86-based processors running on a 32-bit operating systems; 64-bit operating systems are not supported.

Recommendations on **minimum requirements** are based on Cisco IP Communicator running on a system that is not running other applications and services that are not part of the base operating system image. Administrators should take into account other applications on the workstation to determine whether the system configuration - the CPU speed and RAM in particular - can perform adequately with other applications running concurrently on the PC which could affect application performance.

Minimum Computer Requirements for Use with Microsoft Windows XP

- Microsoft Windows XP Professional with Service Pack (SP) 2 or 3
- 1.5 GHz or faster Pentium P4 or compatible processor
- 1GB RAM
- 100 MB free disk space
- Non-ISA full-duplex sound card (integrated or PCI based) or USB sound device; USB headset recommended
- 800 x 600 x 16 screen resolution; 1024 x 768 x 16 or better is recommended
- 10/100-Mbps Ethernet network interface card
- High-speed network connection of 128 kbps or faster is recommended
 - Adding Cisco Unified Video Advantage, connection of 384 kbps or faster is recommended

Minimum Computer Requirements for Use with Microsoft Vista Operating System

- Microsoft Windows Vista Business Edition, Enterprise Edition, and Ultimate - also supports Windows Vista Service Pack 1 (SP1)
- Microsoft Vista Premium-ready PC
 - For details about the minimum hardware requirements for Windows Vista in addition to the requirements listed here, search for Premium-ready PC on the Microsoft website or visit this URL: <http://support.microsoft.com/kb/919183>.
- Performance scores of 3 or higher
 - Hardware in computers running Microsoft Vista and Cisco IP Communicator using Cisco Unified Video Advantage must have a base score of 3 or higher. Run the performance tool by choosing Start > Control Panel and clicking Performance and Rating
 - The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher.
- 200 MB free disk space
- Non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device; USB headset recommended
- SVGA video card
- 800 x 600 x16 screen resolution (1024 x 768 x 16 or better is recommended)
- 10/100-Mbps Ethernet network interface card
- High-speed network connection of 128 kbps or faster is recommended
 - Adding Cisco Unified Video Advantage, connection of 384 kbps or faster is recommended

Security Features

- Authentication: Transport Layer Security (TLS)-based mutual authentication is provided using certificates with Certificate Authority Proxy Function (CAPF) and Locally Significant Certificate (LSC) X.509v3.
- Media encryption: Secure Real-Time Transport Protocol (SRTP) for voice traffic with Advanced Encryption Standard 128 (AES-128) encryption is offered when using Cisco Unified Communications Manager Version 6.1.3 or later. Video encryption with Cisco Unified Video Advantage is not supported.

Network Interoperability

- Cisco Unified Video Advantage 2.1 or later to enable video telephony
- Cisco Unified Communications Manager 4.3
- Cisco Unified Communications Manager 6.0, 6.1, and 7.0 when using Cisco IP Communicator with SIP call-control protocol; Version 6.1.3 or later is recommended
- Cisco Unified Communications Manager Express 4.1 (nonsecured SCCP only)
- Cisco Unified Survivable Remote Site Telephony 4.1 or 4.3 (nonsecured SCCP only)
- Cisco VPN Client 5.0.01.0600 or later

Ordering Information

Table 1 provides ordering information for Cisco IP Communicator and Cisco Unified Communications Manager.

This product is a part of Cisco Unified Workspace Licensing. Please visit

http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate.

Table 1. Ordering Information for Cisco IP Communicator and Cisco Unified Communications Manager

Description	Part Number
Cisco IP Communicator Software	IPCOMM7-SW
Station User License for Cisco Unified Communications Manager 4.0	SW-CCM-UL-IPCOMM-E
Station User License for Cisco Unified Communications Manager Express	SW-CCME-UL-IPCOMM-E=

Customers using Cisco Unified Communications Manager 6.0 and later should refer to the user license guide for more information about registering Cisco IP Communicator.

* With each order, you will receive a document confirming your Cisco IP Communicator purchase and notifying you of the location where you can download the software.

** Cisco IP Communicator requires the purchase of a phone technology license, regardless of the call protocol being used.

Note: Not all features are supported in all versions of Cisco Unified Communications Manager. Please refer to your Cisco Unified Communications Manager release notes for more information about supported features.

Cisco IP Communicator is now included as part of Cisco's new eDelivery application. With eDelivery, partners are able to assist customers in managing and downloading their software license entitlement documentation including: Right To Use, End User License Agreement, and License Claim Form through the email channel, as opposed to previous paper delivery.

Cisco Unified Communications Services

Cisco Unified Communications Services allow you to accelerate cost savings and productivity gains associated with deployment of a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

For More Information

For more information about the Cisco Unified Personal Communicator, visit

<http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5475/index.html> or contact your local Cisco account representative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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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.

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