Cisco Unified Communications Applications

Ordering Guide

Cisco Jabber for Desktop
Cisco Virtualization Experience Media Edition (VXME) for Jabber for Windows
Cisco Jabber for Everyone
Cisco Jabber for Mobile Devices (Android, iPhone and iPad)
Cisco Jabber Guest
Cisco Unified Communications Manager IM&P
Cisco Jabber SDK
Cisco Unified Communications with Microsoft
Cisco IP Communicator
Cisco UC Integration for WebEx Connect
Cisco Unified Communications Software Subscription

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Pricing Inquires

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- Cisco Jabber for iPhone and iPad: unified_mobility_og@cisco.com
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- Cisco Jabber SDK: jabbersdk-support@cisco.com
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1. Introduction

1.1 Purpose, Audience and Scope

This document describes the pricing, packaging structure, and ordering for the Cisco Jabber suite, Cisco Unity® Connection, Cisco Unified Communications Clients, and Cisco Unified Communications Manager IM&P.

Audience: Cisco field and Cisco Unified Communications specialized channel partners.

Scope: This ordering guide describes the pricing and ordering for the following products:

- Cisco Jabber
- Cisco IP Communicator
- Cisco Unified Communications Manager IM&P
- Cisco Unified Communications with Microsoft

For more detailed information about Cisco Unified Communications products, please visit the following URLs:

- Channel partners: Partner Central - Unified Communications Applications site
- Cisco field: Collaboration Group site
- Cisco Unified Communications with Microsoft: http://www.cisco.com/go/ucintegrationmicrosoft

1.2 Ordering and Quoting Tools

Cisco Commerce Workspace (CCW) is part of the suite of Internet Commerce Tools for managing online ordering of Cisco products. It enables the configuration of products and the viewing of lead times and prices for each selection. CCW and other ordering resources can be found at: How to Buy

Cisco Service Contract Center is an integrated solution that makes it easy for Cisco service sales teams and partners to manage and grow their service business profitably. It:

- Quotes and books your service orders and manage your service contracts and renewals, all with one simple, easy-to-use solution
- Allows you to spend less time solving administrative problems, searching for opportunities, and creating quotes
- Allows you to spend more time growing your business using data you can trust; you do not need to spend time fixing or verifying data
- Enables you to create and proactively manage your contracts

Here is the link: http://www.cisco.com/web/partners/services/resources/cscc/index.html.
1.3 Cisco Unified Workspace Licensing
Cisco Unified Workspace Licensing (UWL) is an ordering method for customers and their users to realize the total value of Cisco Unified Communications applications in one package. Unified Workspace Licensing provides the licensing, access rights, and application software on a per-user basis for numerous Cisco Unified Communications applications.

As an alternative to the ordering method described in this ordering guide, the products may also be ordered as a part of Unified Workspace Licensing. Please refer the the Unified Workspace Licensing websites and ordering guide to determine if this is the right solution for your customer:


Cisco field: http://wwwin.cisco.com/voice/products/uclicensing/#sr1=0.

The following products are sold as part of Cisco UWL:

- Cisco Unity Connection (see separate ordering Guide for Unity Connection)
- Cisco Jabber
- Cisco IP Communicator
- Cisco UC Integration™ for Microsoft Lync
- Cisco Unified Communications Manager IM&P
- Cisco Unified Communications Manager (Please refer to the Cisco Unified Communications Manager ordering guide)

2. Tips for Using This Ordering Guide
Each product line has its own chapter in the ordering guide.

There are separate sections for Cisco Unified Software Subscriptions (UCSS), Cisco Services, and Cisco Capital Financing at the end of this ordering guide as well.

3. Cisco Jabber for Desktop (Windows or Mac)
Cisco Jabber for Desktop (for Windows or Mac) are single clients that can connect to either the Cisco Cloud or the Cisco Unified Communications Manager IM&P server for IM and Presence. The ordering mechanism will vary based on the deployment model selected. The table below provides an overview of the various configurations and client part numbers available for Jabber for Desktop. In addition to the client licenses noted in the table below, phone licenses will also be required to register as a softphone with Cisco Unified Communications Manager 8.6.(2) or above. Additional details on the phone licenses can be found in Table 3 below.

Cisco Jabber for Desktop is also available in Cisco Unified Workspace Licensing (CUWL). For more details please refer to the Ordering Guide for Cisco Unified Workspace Licensing (CUWL).
**Table**: Overview of Jabber Desktop Client Configurations and Ordering Options

<table>
<thead>
<tr>
<th>Deployment Model</th>
<th>Configuration Type</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-demand using Cisco Collaboration Cloud</td>
<td>IM-only</td>
<td>Named Host [e.g. L-WBX-IM1-NH] OR Enterprise Subscription [e.g. L-WBX-CON-IM]</td>
</tr>
<tr>
<td></td>
<td>IM and Unified Communications</td>
<td>Named Host [e.g. L-WBX-IM1-NH] OR Enterprise Subscription [e.g. L-WBX-CON-IM] AND JABBER-DESKTOP***</td>
</tr>
<tr>
<td>On-premise using Cisco Unified Presence server</td>
<td>IM-only</td>
<td>JABBER-IM-ADDON**</td>
</tr>
<tr>
<td></td>
<td>IM and Unified Communications</td>
<td>JABBER-DESKTOP***</td>
</tr>
</tbody>
</table>

* Please refer to the [Webex Global Price List (GPL)](http://www.cisco.com) for a complete listing of the WebEx Connect IM PIDs

** For information about ordering Jabber for Everyone, see section 5 of this guide

*** Phone licenses needed in addition to client licenses for softphone registration

### 3.1 Ordering Cisco Jabber for Desktop (Windows or Mac) On-Demand Using Cisco Collaboration Cloud

For customers looking to purchase Cisco Jabber for Desktop with IM & Presence hosted in the Cisco Collaboration Cloud, they will need to purchase a subscription to WebEx Messenger. Once WebEx Messenger has been purchased, Cisco Jabber Desktop may be downloaded.

Detailed ordering information for WebEx Messenger can be found in the [WebEx Global Price List](http://www.cisco.com). This includes Enterprise Subscription [Employee Count] option for enterprise wide deployments and a Named Host option for more targeted deployments.

As an example, a la carte Product IDs for annual subscription options are listed below

- Enterprise Subscription [Employee Count] L-WBX-IM1-NH
- Named Host L-WBX-CON-IM

Please refer to the [Webex GPL](http://www.cisco.com) ordering guide for a complete listing of the WebEx Messenger PIDs.

For customers looking to also avail of UC voice and video unified communications, please also order

- Cisco Jabber for Desktop Product ID
- JABBER-DESKTOP

And also refer to the next section on CUCM phone license requirements which are required in addition to the soft client license.

### 3.2 Ordering Using eDelivery

Cisco’s eDelivery enables partners to order product part numbers and have the entitlement documentation (including the Product Activation Key) delivered electronically.

When an eDelivery order is placed, an email message is automatically sent containing a link to the eDelivery application. Delivery lead time is 4-6 hours after booking after all product holds are released.

Access to the eDelivery application is possible using a valid Cisco.com user profile, user ID, and password. Distributors and Direct Partners (DVARs) can manage users, orders, transaction details, and settings.

3.3 Ordering Using Traditional Delivery

Jabber for Desktop may be ordered through:

- Cisco Unified Workspace Licensing (CUWL). For ordering details please refer to the [Cisco Unified Workspace Licensing (CUWL) Ordering Guide](#). Use top-level PIDs
  - R-CUWL-STD-K9
  - CUWL-STD-K9, or
  - CUWL-PRO-K9
- Cisco Unified Communication Manager User Connect Licensing (UCL). For ordering details please refer to the [Cisco Unified Communications Solutions Release Ordering Guide](#). Use the top-level PIDs
  - R-UCL-UCM-LIC-K9 or
  - UCL-UCM-LIC-K9
- Jabber for Desktop can be ordered as an option within Cisco Business Edition 6000 using the top-level part number: R-CBE6K-K9
- Cisco Enterprise Agreement (EA) licensing. For ordering details please see the [Enterprise Agreement for Collaboration Ordering Guide](#)

Use the part numbers below to order Jabber Desktop as entitled within the CUWL, UCL or EA programs. These part numbers entitle use of Jabber for Desktop software.

With each order from a part number in this table (that is, not eDelivery), customers will receive a document confirming the purchase of Cisco Jabber for Windows and a Product Activation Key with instructions about how to register the product. Also included is information about the location where they can download the software from the Cisco Software Download Center.

**Table 1. Cisco Jabber for Desktop Part Numbers for CUWL and UCL**

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JABBER-DESKTOP</td>
<td>Jabber for Desktop client</td>
<td>$0</td>
</tr>
<tr>
<td>JABBER-DSK-K9-RTU</td>
<td>Auto-populated: Jabber for Desktop Right-to-Use (usually one per order)</td>
<td>$0</td>
</tr>
</tbody>
</table>


Cisco® Virtualization Experience Media Edition (VXME) extends the rich collaboration experience of Cisco Jabber® for Windows to virtualized environments by enabling the intelligent processing of real-time voice and video on the local device.

4.1 Cisco Virtualization Experience Media Edition Licensing

Since VXME is an enabler of Cisco Jabber® for virtualized workspaces, VXME follows the same commercial offer as Jabber for Windows. Therefore, it can be purchased discretely or as part of Cisco Unified Workspace Licensing and User Connect Licensing.

When purchasing Cisco Jabber for Desktop, Product ID: JABBER-DESKTOP order the part numbers listed in Table 4. Please note that Jabber with VXME requires phone licenses for softphone registration with Cisco Unified Communications Manager.

**Note:** All the product numbers listed in Tables 2 to 6 below are options under the top-level Licensing Bundle
PIDs. The “Right to Use” PIDs will automatically expand with the license PIDs and are non-selectable.

Table 2. Cisco VXME Licensing - Jabber Desktop

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Win-K9-RTU</td>
<td>Cisco VXME for Windows Right to Use</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-CPW</td>
<td>Cisco VXME for Windows - Cisco Unified Workspace for Partners (CUWP)</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-K9-RTU</td>
<td>Cisco VXME for SUSE Linux Right to Use</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-CPW</td>
<td>Cisco VXME for SUSE Linux - Cisco Unified Workspace for Partners (CUWP)</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-K9-RTU</td>
<td>Cisco VXME for Windows Right to Use</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-CPW</td>
<td>Cisco VXME for SUSE Linux - Cisco Unified Workspace for Partners (CUWP)</td>
<td>$0</td>
</tr>
</tbody>
</table>

As an alternative to the ordering method described above, VXME may also be ordered as part of Unified Workspace Licensing (CUWL) and User Connect Licensing (UCL).

Table 3. Cisco VXME Licensing - CUWL

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Windows-UWL</td>
<td>Cisco VXME for Windows for CUWL</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-UWL</td>
<td>Cisco VXME for SUSE Linux for CUWL</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-UWL</td>
<td>Cisco VXME for eLux for CUWL</td>
<td>$0</td>
</tr>
</tbody>
</table>

The part number in Table 4 is offered as an option for Jabber Windows under Cisco User Connect Licensing.

Table 4. Cisco VXME Licensing - UCL

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Windows-UCM</td>
<td>Cisco VXME for Windows for UCL</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-UCM</td>
<td>Cisco VXME for SUSE Linux for UCL</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-UCM</td>
<td>Cisco VXME for eLux for UCL</td>
<td>$0</td>
</tr>
</tbody>
</table>

Refer to the Cisco Unified Workspace Licensing and User Connect Licensing websites and ordering guide to determine if this is the right solution for your customer:

- Cisco internal and partner support through the community: [https://www.myciscocommunity.com/community/partner/collaboration/licensing](https://www.myciscocommunity.com/community/partner/collaboration/licensing)

The part numbers in Table 5 are offered as an option for Jabber Windows under Enterprise Agreement (EA) Licensing.

Table 5. Cisco VXME Licensing - EA

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Windows-EA</td>
<td>Cisco VXME for Windows for EA</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Win-EA-K9-RTU</td>
<td>Cisco VXME for Windows for EA - Right to Use</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-EA</td>
<td>Cisco VXME for SUSE Linux for EA</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Lnx-EA-K9-RTU</td>
<td>Cisco VXME for SUSE Linux for EA - Right to Use</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-EA</td>
<td>Cisco VXME for eLux for EA</td>
<td>$0</td>
</tr>
</tbody>
</table>
The part number in Table 6 is offered as an option for Jabber Windows under Hosted Collaboration Solution (HCS) Licensing.

Table 6. Cisco VXME Licensing - HCS

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Windows-HCS</td>
<td>Cisco VXME for Windows for HCS</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-HCS</td>
<td>Cisco VXME for SUSE Linux for HCS</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-HCS</td>
<td>Cisco VXME for eLux for HCS</td>
<td>$0</td>
</tr>
</tbody>
</table>

If you already have CUCM and Jabber with a UCSS support contract attached, you can order VXME with the part number listed in Table 7 as a separate order.

Table 7. Cisco VXME Licensing (Standalone License) - Existing License Holders

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VXME-Win-K9=</td>
<td>Cisco VXME for Windows - Separate Add-On</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-Linux-K9=</td>
<td>Cisco VXME for SUSE Linux - Separate Add-On</td>
<td>$0</td>
</tr>
<tr>
<td>VXME-eLux-K9=</td>
<td>Cisco VXME for eLux - Separate Add-On</td>
<td>$0</td>
</tr>
</tbody>
</table>

4.2 Unified Communication Accessories for VXME and Jabber for Windows

Innovative Unified Communications (UC) accessories designed for Cisco by Jabra and Logitech are tightly integrated with Jabber and VXME’s call control to further enhance the user’s collaborative experience.

Table 8. UC Accessories for VXME and Jabber for Windows

<table>
<thead>
<tr>
<th>Cisco UC Accessories</th>
<th>Part Number</th>
<th>Description</th>
<th>List Price (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPVAC-H5610-S-US=</td>
<td>Jabra Handset 450 for Cisco - Smoke - United States</td>
<td>$199</td>
<td></td>
</tr>
<tr>
<td>SPVAC-H5610-S-EU=</td>
<td>Jabra Handset 450 for Cisco - Smoke - European Union, Australia, and New Zealand</td>
<td>$199</td>
<td></td>
</tr>
<tr>
<td>SPVAC-H5610-S-CL=</td>
<td>Jabra Handset 450 for Cisco - Smoke - Caribbean and Latin America</td>
<td>$199</td>
<td></td>
</tr>
<tr>
<td>SPVAC-H5610-S-JP=</td>
<td>Jabra Handset 450 for Cisco - Smoke - Japan</td>
<td>$199</td>
<td></td>
</tr>
<tr>
<td>SPVAC-H5610-S-TW=</td>
<td>Jabra Handset 450 for Cisco - Smoke - Taiwan</td>
<td>$199</td>
<td></td>
</tr>
</tbody>
</table>

Note: Accessories will work for traditional Jabber for Windows or virtualized Jabber with VXME. You may order the accessories in the color white by directly contacting Jabra and Logitech.

5. Jabber for Everyone

The Jabber for Everyone offer makes presence and instant messaging (IM) and Cisco Jabber IM clients available to all employees of Cisco Unified Communications Manager customers, regardless of whether the users are Cisco IP telephony users. This offer lets customers simply and cost effectively make presence and IM available to all their users across all devices, including Windows, Mac, iPad, iPhone, and Android for their entire enterprise; while also ensuring they are deploying a unified communications and Bring Your Own Device (BYOD)-ready client. Customers can also deploy applications built using the Jabber SDK. Once fully licensed for Cisco Collaboration, customers are ready to move beyond IM to more advanced collaboration capabilities that can transform their business, like mobile video that can call TelePresence.

Jabber for Everyone Ordering Overview

1. Jabber for Everyone can be ordered by a new or existing Cisco Unified Communication Manager (CUCM)
User Connect Licensing (UCL) customer to add IM to core Cisco IP Telephony users

2. Jabber for Everyone can be ordered by a new or existing Cisco Unified Communication Manager (CUCM) User Connect Licensing (UCL) customer to provide IM to users that are not Cisco CUCM users

3. Jabber for Everyone can be ordered by a new or existing Cisco Unified Workspace Licensing (CUWL) customer to provide IM to users that are not Cisco CUCM users

As illustrated in the below diagram

---

Jabber for Everyone Ordering Details

**Cisco Unified Communication Manager (CUCM) User Connect Licensing (UCL) Customers**

1. **New/Upgrade Customers for CUCM 9.0 or later**
   a. Order the new JABBER-IM-ADDON within the UCL configuration (CUCM-USR-LIC).

2. **Existing CUCM 9.0 or later Customers**
   a. Order the new JABBER-IM-ADDON stand-alone SKU to request the number of users:
      i. For e-delivery use the top level part: R-JABBER-ADDON-K9
      ii. For physical delivery use the top level part: JABBER-ADDON-K9
3. Existing CUCM 8.6 Customers
   a. Order the new JABBER-IM-ADDON within the UCL configuration (CUCM-USR-LIC).
   b. Optional, if CUP not already deployed: Order CUP-SERVER8.6-K9 for CUP 8.6.4 server software and node licenses within the UCL configuration (CUCM-USR-LIC).

Cisco Unified Workspace Licensing (CUWL) Customers

1. New CUWL 9.0 or later Customer
   a. Order the new JABBER-IM-ADDON under the Presence on-premise CUWL options, where clients are selected.

2. Existing CUWL 9.0 or later Customers
   a. Order the new JABBER-IM-ADDON stand-alone SKU to request the number of users:
      i. For e-delivery use the top level part: R-JABBER-ADDON-K9
      ii. For physical delivery use the top level part: JABBER-ADDON-K9

3. Existing CUCM 8.6 Customer
   a. Order the new JABBER-IM-ADDON stand-alone SKU to request the number of users:
      i. For e-delivery use the top level part: R-JABBER-ADDON-K9
      ii. For physical delivery use the top level part: JABBER-ADDON-K9
   b. Optional, if CUP not already deployed: Order CUP-SERVER8.6-K9 for CUP 8.6.4 server software and node licenses within the UCL configuration (CUCM-USR-LIC).

6. Cisco Jabber for Mobile Devices (Android, iPhone and iPad)

6.1 Ordering Jabber for Mobile Devices
Cisco Jabber for iPhone and iPad is only available from Apple’s iTunes App Store. Cisco Jabber for Android (supporting Android smart phones and tablets) is available for download from Google Play. For users that cannot access Google Play, Cisco Jabber for Android is also available for download from Cisco.com. Direct your users to download the client directly to their devices.

The IM and Presence services for these clients are free for organizations with a license to use Cisco Unified Communication Manager IM & P or Cisco WebEx Messenger. To use the software with telephony capabilities, the following software licenses are required for each user. Please refer to the release notes of Cisco Jabber for Android and iPhone for supported versions of Communications Manager.

- Cisco Jabber for Android phone or iPhone with CUCM 8.x may be purchased a la carte. For more information please see the a la carte ordering instructions in Jabberpedia.

Jabber for mobile devices may be ordered through:
- Cisco Unified Workspace Licensing (CUWL). For ordering details please refer to the Cisco Unified Workspace Licensing (CUWL) Ordering Guide. Use top-level part numbers:
  ◦ R-CUWL-STD-K9
  ◦ CUWL-STD-K9
  ◦ CUWL-PRO-K9
- Cisco Unified Communication Manager User Connect Licensing (UCL). For ordering details please refer to the Cisco Unified Communications Solutions Release Ordering Guide. Use the top-level part numbers:
Use the top-level PIDs:
- R-UCL-UCM-LIC-K9
- UCL-UCM-LIC-K9

- Jabber for mobile devices can be ordered as an option within Cisco Business Edition 6000 using the top-level part number:
  - R-CBE6K-K9
- Cisco Enterprise Agreement (EA) licensing. For ordering details please see the Enterprise Agreement for Collaboration Ordering Guide

Use the part numbers below to order Jabber for mobile devices as entitled within the CUWL or UCL programs. These part numbers entitle use of Jabber for mobile devices software.

With each order from a part number in this table (that is, not eDelivery), customers will receive a document confirming the purchase of Cisco Jabber for mobile devices and a Product Activation Key with instructions about how to register the product.

**Table 9.** Cisco Jabber for iPhone Part Numbers for CUWL and UCL

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAB-IPH-CLNT-UWL</td>
<td>Jabber for iPhone (CUWL)</td>
<td>$0</td>
</tr>
<tr>
<td>JAB-IPH-CLNT-UCM</td>
<td>Jabber for iOS iPhone promo (UCL)</td>
<td>$0</td>
</tr>
</tbody>
</table>

**Table 10.** Cisco Jabber for Android Phone Part Numbers for CUWL and UCL

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAB-ADR-CLNT-UWL</td>
<td>Jabber for Android phone (CUWL)</td>
<td>$0</td>
</tr>
<tr>
<td>JAB-ADR-CLNT-UCM</td>
<td>Jabber for Android phone promo (UCL)</td>
<td>$0</td>
</tr>
</tbody>
</table>

**Table 11.** Cisco Jabber for Tablet Part Numbers for CUWL and UCL

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JABBER-TABLET</td>
<td>Jabber for Tablet Client License (CUWL and UCL)</td>
<td>$0</td>
</tr>
<tr>
<td>JABBER-TABLET-RTU</td>
<td>Auto-populated: Jabber for Desktop Right-to-Use (usually one per order)</td>
<td>$0</td>
</tr>
</tbody>
</table>

7. Cisco Jabber Guest

**7.1 Infrastructure Requirements for Jabber Guest**

Cisco Unified Communication Manager endpoint device licenses are not required for the Jabber Guest client because it is not registered with CUCM as a device.

One Cisco Expressway Series C and one Cisco Expressway Series E Rich Media session licenses are required for each Jabber Guest session for firewall traversal. Please see the UCL Ordering Guide for details.

Please refer to the Cisco Unified Communications Solutions Ordering Guide for information on ordering CUCM and Expressway Series products (see below).
7.2 Ordering Cisco Jabber Guest

Jabber Guest may be ordered through:

- Cisco Unified Workspace Licensing (CUWL). For ordering details please refer to the Cisco Unified Workspace Licensing (CUWL) Ordering Guide. Use top-level PIDs:
  - R-CUWL-STD-K9
  - CUWL-STD-K9
  - CUWL-PRO-K9
- Cisco Unified Communication Manager User Connect Licensing (UCL) should be used for stand-alone Jabber Guest orders. For ordering details, including the Expressway products, please refer to the Cisco Unified Communications Solutions Release Ordering Guide. Use the top-level PID:
  - R-UCL-UCM-LIC-K9
  - UCL-UCM-LIC-K9 [Use for Stand-alone Jabber Guest orders]
- Jabber Guest can be ordered as an option within Cisco Business Edition 6000 using the top-level part number:
  - R-CBE6K-K9
- Cisco Enterprise Agreement (EA) licensing. For ordering details please see the Enterprise Agreement for Collaboration Ordering Guide.

Use the part numbers below to order Jabber Guest as entitled within the CUWL, UCL or EA programs. These part numbers entitle use of Jabber Guest software and SDKs.

**Note:** For each concurrent session of Jabber Guest that requires firewall traversal, one Cisco Expressway Series Rich Media Session on the Cisco Expressway Series E and on the C is necessary (i.e. 2 Rich Media Sessions per Guest Session). To order Expressway Servers and RMS see the CUCM section in the UCL Ordering Guide.

<table>
<thead>
<tr>
<th>Table 12. Cisco Jabber Guest Part Numbers for CUWL and UCL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Number</strong></td>
</tr>
<tr>
<td>JABBER-GUEST</td>
</tr>
<tr>
<td>JAB-GUEST-RTU-K9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Table 13. Cisco Jabber Guest Part Numbers for Enterprise Agreement (EA) Licensing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Number</strong></td>
</tr>
<tr>
<td>JABBER-GUEST-EA</td>
</tr>
<tr>
<td>JABBER-GUEST-EA-K9</td>
</tr>
</tbody>
</table>

**Support and Upgrades:** Entitlement for support and upgrades for Jabber Guest are provided through ESW and UCSS offerings for supported versions of CUCM. There is no need to purchase separate support for Jabber Guest.
8. Cisco Unified Communications IM&P

Note: Starting in Unified Communications Release 9.0, Cisco Unified Presence is no longer sold as a standalone product. The Cisco Unified Presence technology is now integrated within Cisco Unified Communications as the IM and Presence Service and provided as part of the core Cisco Unified Communications ordering. For details on Cisco Unified Communications ordering, please see the Cisco Unified Communications Solutions Ordering Guide.

9. Cisco Jabber SDK

9.1 Purpose, Audience, and Scope
This section describes the pricing and packaging structure and ordering for Cisco Jabber SDK browser add-on.

9.2 Cisco Jabber SDK
The Cisco Jabber SDK is a suite of toolkits that provides developers with the ability to build Cisco UC Capabilities (voice, voice messaging, IM, Presence, conferencing) into web applications and portals.

This suite of toolkits, along with associated documentation and sample code is available for download for free from DevNet: http://developer.cisco.com/web/jabbersdk. Each of the browser add-ons for Windows and for Mac is available for download from Cisco.com.

To leverage the voice capabilities, a browser add-on is required and this browser add-on requires a license, which is described in the following section. This license description does not cover fees and licensing for IM/P, Unified Messaging, or Webex.

9.3 Cisco Jabber SDK Browser Add-on
In order to invoke call capabilities using the Cisco Jabber SDK a browser add-on is required.

It is a lightweight browser add-on and supports IE, Firefox, Chrome and Safari on both Windows and Mac. The add-on enables you to communicate with premises-based Cisco Unified Communications services including basic softphone, mid-call control and desk-phone control directly from your browser.

If you would like to leverage CUCM call capabilities via the Cisco Jabber SDK, you can order the Cisco Jabber SDK browser add-on and select the number of licenses you need according to Table 14.

Note that the same license is used for Windows and Mac versions.

Table 14. Cisco Jabber SDK Part Numbers

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>JABBER-SDK</td>
<td>Jabber Software Development Kit (order under UCL, CUWL, CUWP, BE6K)</td>
<td>$0 (User License)</td>
</tr>
<tr>
<td>JAB-SDK-K9-RTU</td>
<td>Auto-populated: Jabber Software Development Kit RTU (usually one per order)</td>
<td>$0</td>
</tr>
<tr>
<td>JABBER-SDK-HCS</td>
<td>Jabber Software Development Kit For HCS (order under HCS)</td>
<td>$0 (User License)</td>
</tr>
<tr>
<td>JAB-SDK-HCS-K9-RTU</td>
<td>Auto-populated: Jabber Software Development Kit RTU (usually one per order)</td>
<td>$0</td>
</tr>
<tr>
<td>JABBER-SDK-EA</td>
<td>Jabber SDK Client License for EA (order under EA)</td>
<td>$0 (User License)</td>
</tr>
<tr>
<td>JAB-SDK-EA-K9-RTU</td>
<td>Auto-populated: Jabber SDK RTU for EA (usually one per order)</td>
<td>$0</td>
</tr>
</tbody>
</table>

Cisco Jabber SDK is ordered through UCL, Cisco Unified Workspace Licensing (CUWL), CUWP, BE6K, HCS and EA. For more details on these packages, please refer to their respective ordering guides.
10. Cisco Unified Communications with Microsoft

Cisco offers options for customers that are using Microsoft Lync.

- The Cisco Unified Communications Integration for Microsoft Lync can be deployed on the desktop alongside Microsoft Lync to bring Cisco UC capabilities to the desktop when using Microsoft Lync for Instant Messaging and Presence.
- Interdomain presence and instant-messaging federation between Cisco Unified Presence and Microsoft Lync Server.

10.1 Cisco UC Integration for Microsoft Lync Version 9

Cisco UC Integration for Microsoft Lync is a Windows PC application that provides instant access to Cisco Unified Communications services (voice and video calling through Cisco Unified Communications Manager, midcall control, phone presence, visual voicemail, conferencing escalation etc) directly from Microsoft Lync.

Order Cisco UC Integration for Microsoft Lync and select the number of licenses you need according to Table 15.1.

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUCILYNC9-LIC-K9</td>
<td>Cisco UC Integration for Microsoft Lync</td>
<td>$0 (See User License)</td>
</tr>
<tr>
<td>UCILYNC9-LIC</td>
<td>Cisco UC Integration for Lync License (mandatory configuration element - minimum of 1)</td>
<td>$50</td>
</tr>
</tbody>
</table>

10.2 Cisco Unified Communications Manager License Requirements for Cisco UC Integration for Cisco UC Integration for Microsoft Lync

In order to register as a softphone with Cisco Unified Communications Manager 7.x, Cisco UC Integration for Lync requires Device Licenses for applications that connect to it.

With Cisco Unified Communications Manager 7.x, if Cisco UC Integration for Microsoft Lync will be used as a primary phone, then three Device Licenses are required. If Cisco UC Integration for Microsoft Lync will be used as a secondary phone (that is, the user already has a Cisco Unified IP Phone), then one Device License is required.

Table 15. Device Licenses

<table>
<thead>
<tr>
<th>Cisco Unified Communications Manager 6.1(3) and Cisco Unified Communications Manager 7.x</th>
<th>Product Number</th>
<th>Primary Phone</th>
<th>Secondary Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIC-CM-DL-XX</td>
<td>3 units are required per Cisco UC Integration for Microsoft Office Communicator user.</td>
<td>1 unit is required per Cisco UC Integration for Microsoft Office Communicator user.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cisco Unified Communications Manager 8.x</th>
<th>Product Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIC-CUCM-USR</td>
<td>1 Enhanced User License is required per user when Cisco UC Integration for Microsoft Office Communicator is used as a primary phone.</td>
<td></td>
</tr>
<tr>
<td>LIC-ADJ-USRAUDVID</td>
<td>1 Adjunct License is required per user when Cisco UC Integration for Microsoft Office Communicator is used in addition to an existing Cisco IP Phone</td>
<td></td>
</tr>
</tbody>
</table>

Cisco UC Integration for Microsoft Lync is also available through Cisco Unified Workspace Licensing (UWL). For more details please refer to the Ordering Guide for Cisco Unified Workspace Licensing (CUWL).
10.3 Migration Part Numbers for Cisco UC Integration for Microsoft Lync

To migrate from another Cisco UC client to Cisco UC Integration for Microsoft Lync, the Product Upgrade Tool can be used with the part numbers listed below.

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Primary Phone</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUCILYN9-MIG-K9=</td>
<td>Migration from Cisco IP Communicator, Cisco Unified Personal Communicator or Cisco Unified Video Advantage to Cisco UC Integration for Microsoft Lync</td>
<td>$50</td>
</tr>
</tbody>
</table>

10.4 Cisco Presence with Microsoft

Cisco Presence with Microsoft enables the following capabilities in conjunction with the noted Microsoft product(s):

- Phone presence of Cisco Unified IP Phones using Microsoft Lync 2010 and Microsoft Lync Server 2010
- Interdomain presence and instant-messaging federation between Cisco Unified Presence and Microsoft Lync Server 2010

Table 16 identifies the Cisco and Microsoft components to order for each capability noted previously. Cisco product-specific ordering information is referenced as well, and Cisco Unified Workspace Licensing can be used to streamline configuration and ordering where appropriate. For more specific version information, refer to the relevant Cisco product release note or compatibility matrix. More information about Cisco Unified Workspace Licensing is available at: [http://www.in.cisco.com/voice/products/workspace_licensing.shtml](http://www.in.cisco.com/voice/products/workspace_licensing.shtml).

Table 16. Ordering Cisco Presence with Microsoft

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Cisco Component(s)</th>
<th>Ordering Information</th>
<th>Microsoft Component(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone presence from Microsoft Lync</td>
<td>Cisco UC Integration for Microsoft Lync version 9.7 or later (also includes softphone, click-to-call from desktop applications, etc)</td>
<td>Please refer to the Cisco UC Integration for Microsoft Lync section in this document for ordering information</td>
<td>Microsoft Lync 2010 or 2013 Microsoft Lync Server 2010 or 2013</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Communications Manager 8.5.2 or later</td>
<td>See ordering guide for relevant version of Cisco Unified Communications Manager used</td>
<td>Microsoft Lync 2010 Microsoft Lync Server 2010</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified IP Phones</td>
<td>See ordering page for relevant IP Phone(s) supported by the version of Cisco Unified Communications Manager used</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cisco IP Communicator (optional)</td>
<td>Please refer to the Cisco IP Communicator section in this document for ordering information</td>
<td></td>
</tr>
<tr>
<td>Interdomain presence federation</td>
<td>Cisco Unified Presence 8.6.2 or later</td>
<td>Please refer to Cisco Unified Presence chapters in this document for ordering information</td>
<td>Microsoft Lync 2010 Microsoft Lync Server 2010</td>
</tr>
</tbody>
</table>

* Microsoft components are available to customers through Microsoft channel partners and direct from Microsoft. Unified Presence 8.5.2 or later required for Microsoft Lync 2010 and Microsoft Lync Server 2010.

10.5 Cisco Messaging with Microsoft

Cisco Messaging with Microsoft enables the following capabilities in conjunction with the noted Microsoft product(s):

- Unified or integrated messaging with Cisco Unity Connection or Cisco Unity and Microsoft Exchange applications
- ViewMail player for Outlook, text-to-speech access to Outlook/Exchange email, and speech access to Exchange calendar
- Integrated messaging with Microsoft Office Communicator (included with Cisco UC Integration for Microsoft
Office Communicator and for Microsoft Lync

Table 17 identifies the Cisco and Microsoft components to order for each capability noted previously. Cisco product-specific ordering information is referenced as well. For more specific version information, refer to the relevant Cisco product release note or compatibility matrix.

Table 17. Ordering Cisco Messaging with Microsoft

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Cisco Component(s)</th>
<th>Ordering Information</th>
<th>Microsoft Component(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified &amp;/or integrated</td>
<td>Cisco Unity 5.0, 7.0, 8.0&quot;</td>
<td>Please refer to the Cisco Unity chapter in this document for ordering information</td>
<td>Microsoft Outlook/Exchange 2000, 2003, 2007, 2010</td>
</tr>
<tr>
<td>messaging</td>
<td>Cisco Unity Connection 2.x, 7.x, 8.x</td>
<td>Please refer to the Cisco Unified Connection chapter in this document for ordering information</td>
<td>Microsoft Outlook/Exchange 2000, 2003, 2007, 2010</td>
</tr>
<tr>
<td></td>
<td>Cisco UC Integration for Microsoft Lync 9.2 or later</td>
<td>Please refer to the Cisco UC Integration for Microsoft Lync section in this document for ordering information</td>
<td>Microsoft Lync 2010 and 2013 Microsoft Lync Server 2010 and 2013</td>
</tr>
</tbody>
</table>

* ViewMail player for Outlook, text-to-speech & speech access to Exchange 2007 & 2003 require Unity Connection 7.x or later (Unity Connection 8.5 or later is required for Outlook 2010). Unity Connection 8.5 or later supports single-inbox unified messaging with Outlook/Exchange 2010, 2007 & 2003.

10.6 Cisco Contact Center with Microsoft

Cisco Contact Center with Microsoft enables the following capabilities in conjunction with the noted Microsoft product(s):

- Cisco IP Telephony or customer contact center interoperability with Microsoft CRM for screen pops and intelligent customer care, including:
  - Immediate information about inbound and outbound calls
  - Fast and easy "click to dial" functions from customer-relationship-management (CRM) database records
  - Call-duration tracking, information capture, and record creation

Table 18 identifies the Cisco and Microsoft components to order for each capability noted previously. Cisco product-specific ordering information is referenced as well.

Table 18. Ordering Cisco Contact Center with Microsoft

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Cisco Component(s)</th>
<th>Ordering Information</th>
<th>Microsoft Component(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRM-based call handling, e.g. screen pops, click-to-dial</td>
<td>Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x or 8.x (including Business Edition)</td>
<td>See ordering guide for relevant version of Cisco Unified Communications Manager used</td>
<td>Microsoft Dynamics CRM 3.0, 4.0</td>
</tr>
<tr>
<td>OR Cisco Unified Contact Center Express 4.5, 5.x, 6.x, 7.x or 6.x</td>
<td>See ordering guide for relevant version of Cisco Unified Contact Center Express used</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Free download for Cisco Unified CallConnector for Microsoft Dynamics CRM</td>
<td><a href="https://www.cisco.com/cgi-bin/software/FormsManager/forms_generator.pl?pid=103411&amp;lid=10640">https://www.cisco.com/cgi-bin/software/FormsManager/forms_generator.pl?pid=103411&amp;lid=10640</a></td>
<td></td>
</tr>
</tbody>
</table>
11. Cisco IP Communicator 8.6

11.1 Ordering Cisco IP Communicator Using E-Delivery

eDelivery enables partners to order product part numbers and have the entitlement documentation delivered electronically. When an order is placed, an e-mail message is automatically sent containing a link to the eDelivery application. Delivery lead time is 4-6 hours after booking after all product holds are released.

Table 19. eDelivery Part Numbers

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>L-IPCOMM86-SW</td>
<td>E-delivery of Cisco IP Communicator top level part number (1 per order)</td>
<td>$0</td>
</tr>
<tr>
<td>L-IPCOMM86-LIC</td>
<td>E-delivery of Cisco IP Communicator license (1 per end user)</td>
<td>$90</td>
</tr>
</tbody>
</table>

11.2 Cisco IP Communicator Direct Ordering

Table 20. Direct Ordering Part Numbers

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Description</th>
<th>List Price ($US)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICPM86-SW</td>
<td>Cisco IP Communicator top level part number (1 per order)</td>
<td>$0</td>
</tr>
<tr>
<td>ICPM86-LIC</td>
<td>Cisco IP Communicator license (1 per end user)</td>
<td>$90</td>
</tr>
</tbody>
</table>

11.3 Cisco Unified Communications Manager 6.0 or Later Device Licenses for Cisco IP Communicator

- With Cisco Unified Communications Manager 6.0(1) and later, Cisco IP Communicator can be registered as the "primary phone" - meaning the user does not also use any other Cisco Unified IP Phone - or as a "secondary phone" when using Cisco IP Communicator software to augment a user's deskphone experience.
- Configuring Cisco IP Communicator with Cisco Unified Communications Manager 6.0 or later requires one of the following:
  - With Cisco Unified Communications Manager 6.0 or later used as the primary phone, 3 units of LIC-CM-DL-##0 are required.
  - With Cisco Unified Communications Manager 6.0 or later used as a secondary phone, 1 unit of LIC-CM-DL-##0 is required.

11.4 Cisco Unified Communications Manager 8.0 or Later User Licenses for Cisco IP Communicator

- With Cisco Unified Communications Manager 8.0 and later, Cisco IP Communicator can be registered as the primary phone if the end user has an Enhanced User License.
- With Cisco Unified Communications Manager 8.0 and later, if Cisco IP Communicator will be used in addition to a Cisco IP Phone, then the end user requires an Adjunct User License.

12. Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription (UCSS) is a product that allows customers to receive major software version upgrades without cost for the duration of the subscription. It is available as a 1-, 2-, or 3-year subscription. A valid Cisco Unified Communications Operate Services contract must be either in place or purchased with the Cisco Unified Communications Software Subscription. For more information about Cisco Unified Communications Software Subscription, refer to: UCSS.
13. Cisco Unity Connection

Cisco Unity Connection now has a separate ordering guide. Please see the Cisco Unified Communications Solutions Ordering Guide.

14. Cisco Services

14.1 Cisco Unified Communications Services

Gain an accelerated return on investment for Cisco Unified Communications deployments with a resilient, converged network that meets your business needs. Using the Cisco Lifecycle Services approach, Cisco and our channel partners provide a broad portfolio of unified communications services that address all aspects of network deployment, operation, and optimization.


14.2 Cisco Unified Communications Services - Tools for Quoting and Ordering

Cisco Service Contract Center

Cisco Service Contract Center, the next generation of service management, helps you increase profitability and efficiency by simplifying the way you manage and sell your Cisco service contracts.

Now there is one simple and easy-to-use web-based solution you can use to quote and book your service orders and manage your service contracts and renewal opportunities. Cisco Service Contract Center helps you accelerate your business by allowing you to focus your attention on selling and on servicing your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.


15. Cisco Capital Financing

The significant benefits offered by Cisco Unified Communications make it the natural choice to replace traditional PBX systems. As with any technology investment, the question is the affordability of the new system. The answer is financing from Cisco Capital. Whether through flexible repayments matching expenditure to benefit, mitigating cash-flow concerns, or negating capital expenditures with an operating lease, we can give you access to the right unified communications technology for your business, right when you need it.

15.1 Removing Sales Barriers

Typically, Cisco Capital can help remove or reduce the barriers preventing organizations from obtaining the technology that can most benefit their businesses. Cisco Capital can:

- **Remove cash-flow** concerns, allowing the company to spread the cost of its investment over a number of years.
- Offer flexible repayment terms matching expenditure to benefits, meaning that payments can be timed to coincide with business benefits that may be seen later in the project, or deferred to meet a company’s budget cycle.
- Turn capital expenditures into operating expenses through an operating lease that enables companies to benefit from the residual value of the technology from the beginning and because no one knows Cisco equipment like Cisco, you can be sure of market-leading residuals.
- Provide a sale and lease-back arrangement (where available) that softens the initial costs by taking on
existing commitments that may be attached to older equipment.

15.2 Tips for Taking Advantage of Financing to Accelerate and Close More Business

Consider financing early in the deal cycle: This step will save time later and help get you paid faster.

Get your customer preapproved for a credit line with Cisco Capital: By showing customers they can afford more than they thought they could, you can pave the way early on for growing the deal size. It is recommended you do this as early as possible in the customer discussions and deal cycle.

Provide a lease quote with every proposal: You can do this by contacting your local Cisco Capital team. And, in some markets, web-based tools are available so you can quickly generate your own lease quotes.

15.3 For More Information about Cisco Capital Financing

For Channel Partners, please visit:

For Cisco Field, please visit:
http://wwwin.cisco.com/FinAdm/csc/.