

## Cisco Unified Communications Manager Version 6.0

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

Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) is the powerful call-processing component of the Cisco Unified Communications system. It is a scalable, distributable, and highly available enterprise IP telephony call-processing solution. Customer needs are continually evolving, and Cisco Unified Communications Manager evolves to meet those needs. Version 6.0 of Cisco Unified Communications Manager includes features that will benefit enterprise-sized business customers as well as smaller businesses.

### New Features

#### **Simplified Access to Powerful Call Processing and Messaging for Medium-Sized Businesses**

Medium-sized business customers will benefit from the ability to run Cisco Unified Communications Manager and Cisco Unity® Connection on a single Cisco Media Convergence Server. This compact solution offers reduced complexity and management by providing a single server for powerful call control and voice messaging requirements. Targeted for customers requiring support of 150 to 500 users, this solution is designed for simplicity and includes an easy-to-use configuration tool. Cisco Unified Communications channel partners will particularly benefit from the new import/export tool, which allows creation of formulaic configurations that can be duplicated, reducing installation time.

#### **New Telephony Features**

Cisco Unified Communications Manager Version 6.0 includes several new telephony features:

- Do Not Disturb—Allows the end user to turn off the ringer
- Intercom—Provides an administrative assistant the ability to “whisper” to a manager
- Audio Message Waiting Indicator—Increases the accessibility of message indication
- Secure Conferencing—Provides media encryption to those on an Ad-Hoc conference call
- Call Recording—Offers a more efficient method to record calls
- Silent Monitoring—Uses that more efficient method to observe call center agents

### Database Resiliency

Large enterprise customers will benefit from enhancements to database resiliency for features such as Extension Mobility, Call Forwarding and Message Waiting Indication. The resiliency enhancements help ensure that users have access to these important features during an outage. The features improved with this capability include:

- Extension Mobility
- Call Forward All
- Message Waiting Indication
- Privacy
- Device Mobility
- Do Not Disturb (new with Version 6.0)
- Enduser/Appuser Certificate Authority Proxy Function (CAPF) for computer telephony integration (CTI)
- Monitoring
- Hunt Groups

### Mobility Features

For customers with mobile users, Cisco Unified Communications Manager 6.0 includes two enhancements: the integration of the Cisco Mobile Connect feature into Cisco Unified Communications Manager software, and the support of dual-mode devices. Cisco Mobile Connect was previously available as a software application on a Cisco Media Convergence Server. With the Cisco Mobile Connect function integrated into Cisco Unified Communications Manager software, customers will no longer need to purchase the Cisco Mobile Connect application separately, and they will not need an additional server.

Support for dual-mode devices will benefit customers who have mobile users who need to move between campus wireless and external cellular network environments. These devices can manually hand calls from a cellular Global System for Mobile Communications (GSM) network to an 802.11-based wireless LAN.

### New 24-Button Phone

The Cisco Unified IP Phone 7931G is supported in Cisco Unified Communications Manager 6.0. Initially introduced with Cisco Unified Communications Manager Express (formerly known as Cisco Unified CallManager Express) in October 2006, this new phone provides functions that are commonly needed in the commercial and retail environments. It provides 24 lighted line keys and 4 interactive soft keys that guide users through call features and functions. In addition, it provides hard hold, redial, and transfer keys to facilitate simple and rapid call handling. It shares many industrial design features of the highly successful Cisco Unified IP Phone 7900 series portfolio, but has a distinct industrial design to suit specific needs.

### Additional Enhancements

- Hebrew localization is now supported on Cisco Unified Communications Manager 6.0. Phones supported include the Cisco Unified IP Phone 7911G, 7941G, 7961G, 7970G, and 7971G models.
- A new reduced-form-factor Cisco Media Convergence Server is also introduced with Cisco Unified Communications Manager 6.0. This server, the Cisco MCS 7816 Media

Convergence Server, is 1-rack-unit high and will replace the current Cisco MCS 7815 tower-based server.

- Cisco continues to add Session Initiation Protocol (SIP) support throughout the portfolio. With Cisco Unified Communications Manager 6.0, SIP T.38 is now supported for faxing, in addition to the existing support on other protocols such as H.323 and Media Gateway Control Protocol (MGCP). Also, PUBLISH is now supported as an additional SIP Method, making more efficient use of presence applications.
- Features originally introduced with Cisco Unified CallManager 4.2 are now available on the appliance model implementation of Cisco Unified Communications Manager. These features include Hold Reversion, Conference Chaining, and more.
- Starter licensing will allow customers to get started prior to receiving their license file on a new installation.

Cisco offers two versions of Cisco Unified Communications Manager: Version 4.X on the Windows 2000 Operating System, and versions 5.X and 6.0 (planned for availability in first half of 2007) as a Linux-based appliance model implementation. The appliance model implementation introduced with Cisco Unified Communications Manager 5.0 will continue for Cisco Unified Communications Manager 6.0. Existing customers using Cisco Unified CallManager 4.2 will be able to upgrade to the Cisco Unified Communications Manager 6.0 release.

### Cisco Unified Communications Services and Support

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



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