



Q&A

Cisco Unified MobilityManager and Cisco Mobile Connect

Q. What is Cisco® Unified MobilityManager?

- A.** Cisco Unified MobilityManager is an enterprise mobility application that works with Cisco Unified CallManager to deliver services such as the Cisco Mobile Connect service for single number reachability. The Cisco Unified MobilityManager is a Java Telephony Application Programming Interface (JTAPI) application, and it runs on a separate Linux appliance.

Q. What is Cisco Mobile Connect?

- A.** Cisco Mobile Connect is an enterprise mobility service that associates your desktop IP phone number with up to four remote phone destinations such as your mobile phone to allow enterprise mobile workers to receive all phone calls to their IP phone number at multiple phone destinations simultaneously. There is no dependency on the type of phone or service provider used to reach the remote phone destination.

Q. What is the expected release date of Cisco Mobile Connect?

- A.** Cisco Unified MobilityManager 1.1 was released to production in October 2005. Cisco Unified MobilityManager 1.2 was released to production in April, 2006 and is the most current version of the product.

Q. What is new with the Cisco Unified MobilityManager 1.2 release?

- A.** Cisco Unified MobilityManager 1.2 adds the following important features to the 1.1 release:

- All Cisco MCS 7800 Media Convergence Servers will now run Cisco Unified MobilityManager.
- Cisco Unified CallManager 5.0 is supported.
- Cisco Security Agent is supported.

The Cisco Disaster Recovery System (DRS), a backup and restore utility, is included. Cisco Mobile Connect user capacity is increased with some of the media convergence servers. Refer Tables 1 through 4.

Q. What do I need to purchase to get Cisco Mobile Connect?

- A.** You need the following three products:

- Cisco MCS 7815, 7825, 7835, or 7845 Media Convergence Server
- Cisco Unified MobilityManager Server software
- Cisco Mobile Connect user license

Additional Cisco Mobile Connect users can be supported by purchasing additional Cisco Mobile Connect user licenses for each user. For pricing information, please visit the Cisco Employee Connection Website under Cisco Unified MobilityManager.

The orderable part numbers follow:

- MM1.2-K9= Cisco Unified MobilityManager Release 1.2 (Cisco MCS 7815, 7825, 7835, and 7845 support)
- LIC-MM-MC= Cisco Unified MobilityManager user license
- MCS server p/n#s Cisco MCS 7800 server appliance (same media convergence server part numbers used for Cisco CallManager)

Q. What is the Cisco Mobile Connect user capacity for the different Cisco MCS 7800 servers running Cisco Unified MobilityManager?

A. The Cisco Mobile Connect user capacity is based the Cisco MCS 7800 server running Cisco Unified CallManager and the other computer-telephony-integration (CTI) applications running in addition to Cisco Unified MobilityManager. The Cisco Mobile Connect user capacities given in Tables 1 through 4 assume no other CTI applications running with the Cisco Unified CallManager. Cisco Unified MobilityManager Release 1.1 supports only the Cisco MCS 7815. Cisco Unified MobilityManager Release 1.2 supports the Cisco MCS 7815, 7825, 7835, and 7845 servers.

Table 1. Cisco Mobile Connect User Capacity for Cisco Unified MobilityManager on a Cisco MCS 7815 Server

Cisco CallManager Cisco MCS 7800 Server Installed	Phones Supported on Cisco Unified CallManager (with no CTI)	Cisco CallManager CTI Observers (per Server/per Cluster)	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Server)*	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Cluster)*
Cisco MCS 7815	300	800/3200	300 (1)	1000 (2)
Cisco MCS 7825	1000	800/3200	640 (3)	1000 (2, 4)
Cisco MCS 7835	2500	800/3200	640 (3)	1000 (2, 4)
Cisco MCS 7845	7500	2500/10,000	1000 (4)	1000 (4)

Table 2. Cisco Mobile Connect User Capacity for Cisco Unified MobilityManager on a Cisco MCS 7825 Server

Cisco CallManager Cisco MCS 7800 Server Installed	Phones Supported on Cisco Unified CallManager (with no CTI)	Cisco CallManager CTI Observers (per Server/per Cluster)	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Server)*	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Cluster)*
Cisco MCS 7815	300	800/3200	300 (1)	1500 (2)
Cisco MCS 7825	1000	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7835	2500	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7845	7500	2500/10,000	1500 (4)	1500 (4)

Table 3. Cisco Mobile Connect User Capacity for Cisco Unified MobilityManager on a Cisco MCS 7835 Server

Cisco CallManager Cisco MCS 7800 Server Installed	Phones Supported on Cisco Unified CallManager (with no CTI)	Cisco CallManager CTI Observers (per Server/per Cluster)	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Server)*	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Cluster)*
Cisco MCS 7815	300	800/3200	300 (1)	1500 (2)
Cisco MCS 7825	1000	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7835	2500	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7845	7500	2500/10,000	1500 (4)	1500 (4)

Table 4. Cisco Mobile Connect User Capacity for Cisco Unified MobilityManager on a Cisco MCS 7845 Server

Cisco CallManager Cisco MCS 7800 Server Installed	Phones Supported on Cisco Unified CallManager (with no CTI)	Cisco CallManager CTI Observers (per Server/per Cluster)	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Server)*	Cisco Mobile Connect Users Supported (per Cisco Unified CallManager Cluster)*
Cisco MCS 7815	300	800/3200	300 (1)	1500 (2)
Cisco MCS 7825	1000	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7835	2500	800/3200	640 (3)	1500 (2, 4)
Cisco MCS 7845	7500	2500/10,000	1500 (4)	1500 (4)

Notes:

* These numbers are based on one remote destination per line appearance. Outgoing port to shared-line CTI port ratio is assumed to be 1:5. (Outgoing CTI ports = One-fifth of shared-line CTI ports.)

- (1) Cisco Mobile Connect capacity limit due to Cisco Unified CallManager.
- (2) Requires four Cisco Unified CallManager MCS 7815 servers per cluster, or two Cisco Unified CallManager MCS 7825 servers per Cisco Unified CallManager cluster, or two Cisco Unified CallManager MCS 7835 servers per cluster, or one Cisco Unified CallManager MCS 7845 server.
- (3) Cisco Mobile Connect capacity limit due to the Cisco Unified CallManager CTI port limitation. Because only 800 CTI ports are supported, a maximum of 640 ports or shared lines are possible. The remaining 160 CTI ports are used as outgoing ports.
- (4) Cisco Mobile Connect capacity limit due to Cisco Unified MobilityManager capacity for media convergence server.

Q. Can multiple Mobility Manager servers be configured with a single CCM cluster?

- A.** Yes, up to three Mobility Manager servers can be configured per Call Manager cluster (with specific configuration) which can take the scalability up to 4500 users.

Q. Will Cisco Mobile Connect affect Cisco Unified CallManager performance?

- A.** Cisco Mobile Connect uses CTI to share lines with users' desk phones, and to make outbound calls. There is a per-server and per-cluster limitation to the number of CTI ports that can be configured, and those limitations apply to Cisco Mobile Connect. Please see Table 1 for more details.

Q. Can you cluster Cisco Unified MobilityManager on the media convergence servers?

- A.** No. Each Cisco Unified MobilityManager application runs independently on each media convergence server. However, multiple Cisco Unified MobilityManagers can be configured to a single Cisco Unified CallManager server cluster.

Q. Can you configure a single Cisco Unified MobilityManager across multiple Cisco Unified CallManager clusters?

- A.** No. Each Cisco Unified MobilityManager can be configured to work with only a single Cisco Unified CallManager cluster.

Q. Can Cisco Unified MobilityManager be installed co-resident with Cisco Unified CallManager?

- A.** No. Cisco Unified MobilityManager is a Linux appliance and cannot run co-resident with Cisco Unified CallManager.

Q. Which Cisco Unified CallManager version is required for the Cisco Unified MobilityManager and Cisco Mobile Connect?

- A.** Cisco Unified MobilityManager 1.1 and 1.2 require Cisco Unified CallManager 4.0(2a) and above. Cisco Unified MobilityManager 1.2 also adds support for Cisco CallManager 5.0.

Q. What Cisco media convergence servers are supported for Cisco Unified MobilityManager?

- A.** In Release 1.1, the Cisco Unified MobilityManager will run only on the Cisco MCS 7815 server platform. In Release 1.2, the Cisco Unified MobilityManager will run on the Cisco MCS 7815, 7825, 7835, and 7845 servers.

Q. What operating system does Cisco Unified MobilityManager support?

- A.** Linux. Cisco Unified MobilityManager 1.1 and 1.2 releases are customer-installed Linux appliances.

Q. Is Cisco Security Agent support available for Cisco Unified MobilityManager?

- A.** Cisco Security Agent support is available with Cisco Unified MobilityManager 1.2.

Q. Will Cisco Mobile Connect work with traditional private branch exchanges (PBXs)?

- A.** No. It is designed to work only with the Cisco Unified CallManager.

Q. What components are required to integrate Cisco Mobile Connect with Cisco Unified CallManager?

- Cisco Unified CallManager users for both shared lines and outgoing CTI ports
- Cisco Unified CallManager CTI ports configured as shared lines to users' desk phones
- Cisco Unified CallManager outgoing CTI ports for reaching remote destinations
- Cisco Unified CallManager route point to facilitate caller ID
- H.323 gateway with Voice Extensible Markup Language (VoiceXML) capability (required for Cisco Mobile Connect voice access)
- Inbound Primary Rate Interface (PRI) for caller ID support
- One direct-inward-dialing (DID) number for the Cisco Mobile Connect voice access number

Feature	Hardware/ Subscription Required
G711 to G729 calls with Centralized Call processing	<ul style="list-style-type: none">• Transcoder
Message Waiting Indicator on Remote Destinations for Enterprise Voice mails	<ul style="list-style-type: none">• SMPP (Short Message Peer-to-Peer Protocol) connection from Unity Server to SMPP provider• Subscription to SMS gateway

Q. Are Cisco Unified MobilityManager and Cisco Mobile Connect available from the factory preloaded?

A. Installation of both the Linux operating system and Cisco Unified MobilityManager can be done from a single DVD.

Q. Is the administrator required to configure each user's settings?

A. No. Cisco Mobile Connect has a user page allowing users to administer their own call filtering and remote destinations, if allowed by the system administrator.

Q. Where can I get more information about Cisco Unified MobilityManager and Cisco Mobile Connect?

A. Please visit the internal Voice Technology Group (VTG) Website.

Q. What is the internal Cisco Systems® customer support alias for technical questions about Cisco Unified MobilityManager and Cisco Mobile Connect?

A. The e-mail alias is cs-mobile-connect@cisco.com.



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