

Cisco Unified Communications Manager Business Edition 8.0

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 Unified Communications Manager Business Edition is an easy-to-manage solution that integrates the benefits of media processing (for voice and video calling and mobility) and unified messaging on a single appliance. Consolidating these applications on a single server creates a cost-effective solution that is simple to set up, manage, and use, thereby lowering total cost of ownership (TCO) and providing a smooth migration from older, outdated telephony systems to unified communications.

Cisco Unified Communications Manager Business Edition is designed to deliver enterprise-level unified communications and collaboration performance to your employees to help you serve your customers and achieve your long-term business goals. Designed for medium-sized organizations with smaller IT staffs, the solution provides investment protection with the capacity to grow to up to 500 employees and 20 total sites (19 remote sites).

Cisco Unified Communications Manager Business Edition Version 8.0 incorporates many capabilities specifically designed to meet the needs of medium-sized businesses for improved collaboration across the value chain.

Product Overview

Cisco Unified Communications Manager Business Edition 8.0 consists of the following foundational elements:

- Cisco Unified Communications Manager Version 8.0
- Cisco Unity® Connection Version 8.0
- Cisco MCS 7828 Unified Communications Manager Business Edition Appliance

Based on the Cisco Unified Communications appliance platform model, Cisco Unified Communications Manager Business Edition supports the world-class Cisco Unified Communications Manager media processing (voice and video calling and mobility) engine and Cisco Unity Connection unified messaging application. The applications are preloaded on the highly reliable one-rack unit (1RU) Cisco media convergence server platform. The software preloaded on the server consists of a single firmware image that includes the underlying server operating system as well as the media processing and unified messaging applications. By using a common set of system management and serviceability tools across the operating system and the applications, the Cisco Unified Communications Manager Business Edition platform provides a consistent interface to streamline the ongoing management and operation of the system.

The Cisco Unified Communications Manager 8.0 software is the media processing engine of Cisco Unified Communications Manager Business Edition. Cisco Unified Communications Manager extends telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified Communications Manager open telephony application programming interfaces (APIs).

Cisco Unified Communications Manager has a suite of integrated voice tools and utilities, including an impromptu conferencing application, the Cisco Bulk Administration Tool, the Cisco Unified Communications Manager Call Detail Records (CDR) Analysis and Reporting Tool, the Cisco Unified Communications Manager Real-Time Monitoring Tool, and the Cisco Unified Communications Manager Assistant application.

In addition to the standard call-processing features, Cisco Unified Communications Manager software includes features that improve the productivity of mobile employees when they are out of the office. Called Cisco Unified Mobility, this feature set provides a single business voice mailbox and a single-number-reach application that intelligently manages, filters, routes, and connects calls between a worker's IP desk phone and mobile cellular or home phone.

Cisco Unity Connection 8.0 is the unified messaging application in Cisco Unified Communications Manager Business Edition. It transparently integrates messaging and voice-recognition functions with Cisco Unified Communications Manager Business Edition to provide continuous global access to calls and messages. Cisco Unity Connection advanced convergence-based communication services allow you to use natural-language voice commands to place calls or listen to messages in hands-free mode and to check voice messages from your desktop, either through integration with your email inbox or by using a web browser. Cisco Unity Connection also provides robust Automated-Attendant functions, including intelligent routing for incoming calls and easily customizable call-screening and message-notification options.

Features and Benefits

Cisco Unified Communications Manager Business Edition inherits all the core features and functions of the Cisco Unified Communications Manager and Cisco Unity Connection applications. Some of these core capabilities are highlighted here. For more detail, please refer to:

- Cisco Unified Communications Manager Version 8.0 data sheet:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_data_sheets_list.html
- Cisco Unity Connection Version 8.0 data sheet:
http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html

Medium-sized businesses can save money, reduce power consumption, and use less space by reducing the number of communications servers required. Deploying fewer servers saves money on electricity and cooling and saves rack space in the equipment room, wiring closet, or data center. In addition to saving money, using less equipment and power also supports a company's green initiatives and goals for protecting the environment.

Call Control

In addition to standard telephony features such as call coverage, call transfer, call waiting, hold, conference, park, and pickup, Cisco Unified Communications Manager Business Edition delivers a powerful set of telephony features for medium-sized businesses: for instance, intercom with whisper page, do not disturb, hold reversion, immediate divert to voicemail, and hunt groups. It also offers:

- Session Initiation Protocol (SIP) support: SIP support is available in Cisco Unified Communications Manager with support of line-side devices, including IETF RFC 3261-compliant devices available from Cisco and other manufacturers.
- Call Admission Control (CAC): CAC helps ensure that voice quality of service (QoS) is maintained across constricted WAN links, and it automatically diverts calls to alternate public-switched-telephone-network (PSTN) routes when WAN bandwidth is not available. A web interface to the configuration database allows remote device and system configuration. HTML-based online help is available for users and administrators. Now medium-sized businesses can save significant costs by using their IP WAN connections for their site-to-site calling instead of using more expensive PSTN trunks.
- Cisco Unified Survivable Remote Site Telephony (SRST): Cisco Unified Communications Manager Business Edition supports up to 20 Cisco Unified SRST sites using a centralized call-processing model. It also can support a multisite distributed call-processing deployment model that allows for connection of an autonomous Cisco Unified Communications Manager Business Edition system to other autonomous Cisco Unified

Communications Manager Business Edition sites or autonomous Cisco Unified Communications Manager clusters. Connection is through intercluster or SIP trunks or to Cisco Unified Communications Manager Express sites with H.323 or SIP trunks, in a manner that is consistent with the maximum number of voice gateways and trunks supported in a Cisco Unified Communications Manager Business Edition System.

- **Powerful Cisco Unified Mobility capabilities:** Cisco Unified Mobility provides powerful capabilities previously available only to larger organizations. Cisco Unified Mobility provides the capability to have up to four devices ring when a call comes into a user's IP phone. Whether you are working from home or in a hotel room while traveling for business, your calls can now follow you anywhere. Cisco Unified Communications Manager also supports dual-mode devices, benefiting customers who have mobile employees 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 IEEE 802.11-based wireless LAN. Wireless phone support is also included for Cisco Unified Wireless IP Phone 7921G and 7925G models.

Voice Messaging

Cisco Unified Communications Manager Business Edition includes a powerful voice-messaging system, Cisco Unity Connection, which provides many advanced capabilities that can be customized to increase individual and team productivity. Employees can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for them.

The flexible user interface makes messaging more efficient for both intensive and occasional voicemail users. For example, the telephone user interface (TUI) and touchtone mappings for each user can be customized to make migration from traditional voicemail systems much easier.

Speech-Enabled Messaging and Automated Attendant

To maximize the productivity of mobile workers, Cisco Unity Connection offers a natural and robust speech-activated user interface that allows you to browse and manage your voice messages using simple, natural speech commands. In addition, the Speech Connect for Cisco Unity Connection feature is a built-in speech-enabled Automated Attendant that enables you to call other Cisco Unity Connection users or personal contacts by simply using your voice.

To learn more about Speech Connect for Cisco Unity Connection, please refer to the data sheet at:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps6509/data_sheet_c78-575232.html.

Powerful Desktop Message Access

You can manage your voice messages from a variety of devices and locations, whichever best suits the way you work.

- Cisco Unified Personal Communicator voicemail integration
 - You can access your voice messages directly from the Cisco Unified Personal Communicator client.
 - You can use the integrated media player to play and delete messages.
 - You can easily access presence and availability information about the person you are calling in the Cisco Unified Personal Communicator client; then you can click to call the person back and escalate to web chat, video, or other multimedia session.
- Cisco Unity Connection Inbox web browser interface to voice messages [[pls align sub bullets]]
 - You can view, sort, play, compose, forward, and reply to voice messages.
 - You can use the digital video recorder (DVR)-style interface to play, rewind, pause, or fast forward messages.

- You can easily address messages to multiple recipients and distribution lists.
- Voice messages in the Cisco Unity Connection Inbox are synchronized with the message-waiting indicator (MWI) on your telephone.
- Web browser-based tools are supported on Internet Explorer, Firefox, and Safari.
- Internet Message Access Protocol (IMAP)-based email client to access voice messages
 - You can access email and voicemail messages and play and delete voice messages from within the same desktop email client using the built-in ViewMail for Outlook or ViewMail for Notes player.
 - Voice messages in your email inbox are synchronized with the MWI on your telephone.
 - Various standards-based desktop email clients are supported, including Microsoft Outlook, Lotus Notes, and Entourage for Mac.
 - You can compose, reply to, and forward messages by using IMAP clients.
- Visual voicemail on your Cisco Unified IP Phone
 - You can view, sort, play, compose, forward, and reply to voice messages from the screen on your IP phone without having to dial in to the system.

Personal Web Administration

Cisco Unity Connection allows you to customize your personal settings from a web browser using the Cisco Unity Connection Assistant, a dynamic interface in the browser-based Cisco Personal Communications Assistant (PCA). You can quickly and easily establish or change personal settings such as your voicemail options, security codes, personal distribution lists, and message-delivery options. You can also use the web administration interface to define and manage personal call-transfer rules to customize the delivery of incoming calls based on caller, time of day, or calendar status.

Simplified Installation, Configuration, and Maintenance

Running on the Cisco Linux-based appliance platform, Cisco Unity Connection uses a common set of management and serviceability tools designed to provide a consistent experience and to streamline the ongoing management and operation of a Cisco Unified Communications System.

Cisco Unity Connection 8.0 can be networked with Cisco Unity 8.0, allowing both solutions to work transparently together as a single system. Administrators have a single view of Cisco Unity Connection and Cisco Unity voicemail boxes regardless of which server the voicemail box resides on. Distribution lists, locations, and search spaces can all be shared, and cross-box features such as logins and transfers are also supported between the two systems.

A centralized Cisco Unity Connection 8.0 application combined with the Cisco Unified Messaging Gateway 8.0 and a Cisco Unity Express 8.0 messaging solution at a branch-office location allows you to enable Cisco Unified Survivable Remote Site Voicemail. This solution uses Cisco Unity Express at the branch office to manage voice messages if the WAN to the centralized Cisco Unity Connection solution is down. Then, Cisco Unified Survivable Remote Site Voicemail restores voice messages to the central server when WAN service returns. For more information about Cisco Unified Survivable Remote Site Voicemail, please refer to the data sheet at: www.cisco.com/go/srsv.

Specifications

Platform

- The Cisco Unified Communications Manager Business Edition software suite is supported on the Cisco MCS 7828 Unified Communications Manager Business Edition Appliance. For more information, please refer to the data sheet located at: http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html.

System Capacity

Table 1 lists the system capacities supported by Cisco Unified Communications Manager Business Edition. For detailed design guidance, please refer to the Solutions Reference Network Design (SRND) guides located at <http://www.cisco.com/go/srnd>.

Table 1. System Capacity

Attribute	Capacity
Maximum number of users	500
Maximum number of mailboxes and voicemail ports	500 mailboxes and 24 voicemail ports
Number of remote sites	20 (centralized call processing, with Cisco Unified SRST)

User and Administrator Features

For a summary of user and administrator features, please refer to the Cisco Unified Communications Manager 8.0 and Cisco Unity Connection 8.0 data sheets:

- Cisco Unified Communications Manager Release 8.0 data sheet:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_data_sheets_list.html
- Cisco Unity Connection Release 8.0 data sheet:
http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html

What's New in Release 8.0

Cisco Unified Communications Manager Business Edition Version 8.0 adds numerous capabilities to the product. Some of the main features follow:

- A component of the Cisco Intercompany Media Network delivers boundaryless communications between business partners, resulting in cost savings.
- User experience is enhanced with support for new Cisco Unified IP Phones 6900, 8900, and 9900 Series models.
- Cisco Unified Communications systemwide troubleshooting tools offer Analysis Manager functions within the Real Time Monitoring Tool.
- For information about configuring, pricing, and licensing, please refer to the ordering guide, available through a Cisco partner login credential at:
http://www.cisco.com/web/partners/sell/technology/ipc/uc_tech_readiness.html.

Localization

Cisco Unified Communications Manager Business Edition supports the following core languages for user locales, the voicemail TUI, and administration of the GUI:

- Arabic (no Text-to-Speech [TTS] support)
- Chinese (Mandarin TUI with simplified and traditional Chinese GUI; simplified Mandarin TTS; no traditional Mandarin TTS)
- Czech
- Danish
- Dutch
- English (U.S., U.K., and Australian, but no Australian TTS support)
- French (European and Canadian)
- German

- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Polish
- Russian
- Spanish (European and Latin American)
- Swedish
- Turkish

In addition to these languages, the Cisco Unified Communications Manager media processing application supports the following user localizations: Norwegian, Catalan, Croatian, Bulgarian, Slovak, Slovenian, Romanian, Serbian, and Hebrew.

The following network localizations (tones and cadences) are supported: Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Colombia, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Lebanon, Luxembourg, Malaysia, Mexico, Nepal, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United States, Venezuela, and Zimbabwe.

Licensing

- Application and phone software licenses are enforced. Two different types of licenses are available with Cisco Unified Communications Manager Business Edition. Cisco User Connect Licensing allows you to license most Cisco Unified Communications 8.0 products* and future releases, including Cisco Unified Communications Essential Operate Service, on a per-user basis. With User Connect Licensing, all right-to-use (RTU) fees, device-license-unit (DLU) fees, port licenses, etc. are now converted to a single Cisco User Connect License. As a result, customers have more flexibility to cost-effectively license unified communications products. In addition, Cisco User Connect Licensing can be mixed with Cisco Unified Workspace Licensing, making it easier to do business with Cisco.
- Cisco Unified Workspace Licensing Business Edition offers an easy and affordable way for customers to procure and deploy a broad range of Cisco Unified Communications applications and services using a single per-user license. Cisco Unified Workspace Licensing Business Edition includes all the client, server software licenses, service, and software subscriptions that facilitate consistent deployment of multiple applications to all users in their workspaces.

Ordering Information

You can now order Cisco Unified Communications Manager Business Edition in two ways: a la carte using Cisco User Connect Licensing or as part of a workspace bundle using Cisco Unified Workspace Licensing.

Cisco Unified Workspace Licensing

The Cisco Unified Communications Manager Business Edition Workspace Bundle packages the traditional base platform along with 50 Cisco Unified Workspace Licensing Business Edition licenses, including the Cisco MCS 7828 Unified Communications Manager Business Edition Appliance hardware; Cisco Unified Communications Manager Business Edition software; Cisco Unified Presence software; your choice of Cisco Unified Personal Communicator,

Cisco UC Integration™ for Microsoft Office Communicator, or Cisco Unified IP Communicator with Cisco Unified Video Advantage software; and all the client-server software, Cisco Unity Connection Advanced User Licenses, and Cisco Unified IP Phone licenses for these first 50 users to facilitate consistent deployment of multiple applications to their workspaces. Cisco Unified Workspace Licensing Business Edition includes licenses for presence, mobility, basic and advanced voice messaging, phones, and media processing.

To order, select the top-level part number (CMBE-WRKSP-BDL) and then select from the options in Table 2.

Table 2. Ordering Information: Workspace Bundle Method

Product Number	Description
MCS7828I4-K9-WL	CUCMBE, 7828-I4 appliance, CUWL BE 50 Users

In addition to the initial 50 users included in the workspace bundle, you can add more by choosing appropriate options under the top-level part number.

Please visit http://www.cisco.com/go/workspace_licensing for more information about Cisco Unified Workspace Licensing Business Edition, and to determine whether Cisco Unified Workspace Licensing is right for you.

Complementary licenses for required Cisco Unified Communications Essential Operate Service (ECD) provide maintenance and minor updates. Cisco Unified Communications Software Subscription (UCSS) is also available.

Cisco User Connect Licensing

You can order Cisco Unified Communications Manager Business Edition a la carte using a single top-level part number. The top-level part number allows you to configure the entire system, including hardware, software, and user licenses.

The Cisco Unified Communications Manager Business Edition starter package bundles the Cisco MCS 7828 Unified Communications Manager Business Edition Appliance with a preloaded software suite and Cisco User Connect Licenses for the first 50 users. The user licenses included in the base package cover the server licenses, voice mailboxes, and ports needed for the initial system.

In addition to the initial 50 users included in the Cisco User Connect License bundle, you can add more users by choosing appropriate options under the top-level part number.

Cisco Unified Communications Manager Business Edition is available only on Cisco MCS 7828 Media Convergence Servers.

Table 3 lists the part numbers for ordering Cisco Unified Communications Manager Business Edition.

Table 3. Ordering Information: Traditional Method

Top-Level Part Number	Description
UNIFIED-CMBE	Unified Communications Manager Bus Ed - Top Level

To place an order, contact your local Cisco representative; visit the [Cisco Partner Locator](#) tool on the Cisco website [Partner Locator - Cisco Systems](#), and search on Advanced Unified Communications or on Cisco Authorized Business Edition Reseller to find a certified unified communications partner in your local area.

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution on your network. Delivered by Cisco and our certified partners, our portfolio of deployment and technical support services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to these services can enhance your technology experience to enable powerful new ways to collaborate with co-workers, partners, and customers across any workspace to accelerate business advantage.

To learn more, please visit www.cisco.com/go/ucservices.

For More Information

For more information about Cisco Unified Communications Manager Business Edition, please visit <http://www.cisco.com/go/cmbe>.

For more information about Cisco's complete solution offering for small and medium-sized businesses, please visit: <http://www.cisco.com/go/smb>.

Cisco channel partners and resellers looking for ordering information should refer to the Cisco Unified Communications Manager Business Edition ordering guide available with log-in to the Cisco partner site at: <http://www.cisco.com/go/partner>.



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