

Cisco Unity Connection 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.

Product Overview

Cisco Unity® Connection is a feature-rich voice messaging platform based on the same Linux Unified Communications Operating System as Cisco Unified Communications Manager. With Cisco Unity Connection, you can access voice messages using Cisco Unified Personal Communicator, or use the display on your Cisco Unified IP Phone to view, search, sort, and play messages. Cisco Unity Connection also provides robust Automated-Attendant functions that include intelligent call routing and easily customizable call-screen and message-notification options.

Features and Benefits

Powerful Voice Messaging

At its core, Cisco Unity Connection is a powerful voice messaging system with many advanced capabilities that you can customize to maximize your individual and team productivity. You can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for you. The flexible user interface makes messaging more efficient for "power users" and occasional voicemail users alike. For example, you can even customize your telephone user interface (TUI) and touchtone mappings 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:

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

Powerful Desktop Message Access

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 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
 - 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 may 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.

Table 1 lists more features and benefits of Cisco Unity Connection 8.0.

Table 1. Features and Benefits

New Features for Cisco Unity Connection Version 8.0	
<ul style="list-style-type: none"> • Cisco Unity Connection supports digital networking for up to 100,000 users within an enterprise and up to 20 servers or active-active cluster server pairs, including cross-server login, cross-server transfer, and cross-server live replay. 	
<ul style="list-style-type: none"> • Cisco Unity Connection is scalable to 250 ports and 20,000 users per server. Refer to the Cisco Unity Connection Supported Platforms List for details at: http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html. 	
<ul style="list-style-type: none"> • Achieve high availability through an active-active redundancy configuration, which also supports up to 500 ports in the server pair. 	
<ul style="list-style-type: none"> • You can utilize advanced Cisco Unity Connection to Cisco Unity networking to allow both solutions to be networked seamlessly together. 	
<ul style="list-style-type: none"> • Speech Connect for Cisco Unity Connection, a speech-enabled Automated Attendant for the enterprise, allows people to connect quickly with their colleagues using only their voice (available with Cisco Unity Connection v7.1.3 and later). 	
<ul style="list-style-type: none"> • Cisco Unity Connection integrates with Cisco Unified Communications Manager and Cisco Integrated Services Routers using the Q Interface Signaling Protocol (QSIG). 	
<ul style="list-style-type: none"> • Cisco Unity Connection supports additional recording codec options with the addition of the Global System for Mobile Communications (GSM) 6.10 audio codec. 	
<ul style="list-style-type: none"> • With Cisco Unity Connection Version 8.0 you can perform a supervised transfer for individual alternate contact numbers. 	
<ul style="list-style-type: none"> • You can customize directory handlers with a voice greeting. 	
<ul style="list-style-type: none"> • Representational State Transfer (REST)-based application programming interfaces (APIs) for provisioning and messaging allow integrations with existing corporate provisioning tools or messaging clients. 	
<ul style="list-style-type: none"> • You can create folders within a mailbox for inbox, deleted items, sent items, and draft items. 	
<ul style="list-style-type: none"> • You can set message aging policies on a per-user basis. 	
<ul style="list-style-type: none"> • If a call is dropped while you are recording a message, Cisco Unity Connection saves a draft message and you can continue recording where you left off during your next session. 	
Message Access from the TUI	
<ul style="list-style-type: none"> • You can play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, or skip to the next message). 	
<ul style="list-style-type: none"> • You can reverse, pause, or fast forward messages during playback. 	
<ul style="list-style-type: none"> • You can control volume and speed during message playback. 	
<ul style="list-style-type: none"> • You can pause or resume during message recording. 	
<ul style="list-style-type: none"> • You can address messages to multiple recipients. 	
<ul style="list-style-type: none"> • With the message locator, you can search for messages by caller ID, name, or extension in saved messages. 	
<ul style="list-style-type: none"> • You can record messages and mark them as regular, urgent, private, or secure. 	
<ul style="list-style-type: none"> • You can record messages and request a return receipt. 	
<ul style="list-style-type: none"> • You can record a live conversation with a caller and have the recording sent to your mailbox. 	
<ul style="list-style-type: none"> • You can switch between spelling name and extension when addressing a message. 	
<ul style="list-style-type: none"> • With live reply, you can immediately reply to messages from other users. 	
<ul style="list-style-type: none"> • You can access email messages over the phone using the Text to Speech (TTS) feature (for Microsoft Exchange 2003 and 2007). 	
<ul style="list-style-type: none"> • When TTS is enabled, a conversation tells you if the message has attachments; when an attachment is in a playable or readable format, the attachment is played or read. 	
<ul style="list-style-type: none"> • You can view, listen, respond to, and play back messages using the Cisco Unified Communications Widget for Visual Voicemail on Cisco Unified IP Phones. Learn more about Visual Voicemail at: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6882/ps9156/at_a_glance_c45-487475.pdf. 	
<ul style="list-style-type: none"> • Access Microsoft Exchange calendar through speech or the TUI; browse the calendar and accept, decline, or cancel an Outlook appointment. 	
Speech-Enabled Messaging*	
<ul style="list-style-type: none"> • Speech Connect for Cisco Unity Connection, a speech-enabled Automated Attendant for the enterprise, allows people to connect quickly with their colleagues using only their voice (available with Cisco Unity Connection v7.1.3 and later). 	
<ul style="list-style-type: none"> • You can speak your voicemail password. 	
<ul style="list-style-type: none"> • You can speak dates and times. 	
<ul style="list-style-type: none"> • You can use speech commands to play and process messages (play, record, reply, forward, delete, save, etc.). 	
<ul style="list-style-type: none"> • You can use speech commands to edit and manage your personal greetings. 	
<ul style="list-style-type: none"> • You can use speech commands to address messages to private distribution lists. 	
<ul style="list-style-type: none"> • You can use speech commands such as pause, resume, speed up, slow down, skip ahead, and skip back to provide rich and granular control of messages and prompts. 	

<ul style="list-style-type: none"> • Speech-enabled directory handlers allow outside callers to use voice commands to reach Cisco Unity Connection users.
<ul style="list-style-type: none"> • You can temporarily use touch tones to change setup options, and then return to speech-recognition mode.
<ul style="list-style-type: none"> • A speech command tutorial is available.
* Speech-enabled messaging is available for U.S. English only.
Call Transfer Rules
<ul style="list-style-type: none"> • You can define rules to route incoming calls by caller.
<ul style="list-style-type: none"> • You can define rules to route incoming calls by time of day.
<ul style="list-style-type: none"> • You can define rules to route incoming calls by your calendar free or busy status (Microsoft Exchange only).
End-User Features
<ul style="list-style-type: none"> • You can customize message-notification options, manage personal greetings, or change passwords with Cisco Unity Connection Assistant (the Cisco web browser-based personal administrator).
<ul style="list-style-type: none"> • You can select the conversation type: full or brief prompts.
<ul style="list-style-type: none"> • You can record and then address a message, or address and then record a message.
<ul style="list-style-type: none"> • You can record a message for future delivery.
<ul style="list-style-type: none"> • You can record up to five personal greetings (alternative, busy, internal, off hours, or standard).
<ul style="list-style-type: none"> • You can manage an alternative greeting; set the expiration date or time, notify users when an alternative greeting is set, or require callers to listen to the full alternative greeting.
<ul style="list-style-type: none"> • You can forward calls directly to an alternative greeting (or other personal greeting) without ringing the phone.
<ul style="list-style-type: none"> • You can specify an after-greeting action; after a user greeting, callers can leave a message, sign in, or hang up, or they can be sent to call handlers, directory handlers, interview handlers, or other users.
<ul style="list-style-type: none"> • You can use flex stack to specify the order in which messages are presented over the phone: by urgency and then by last in, first out (LIFO) or first in, first out (FIFO).
<ul style="list-style-type: none"> • You can create private distribution lists and address messages to them through the TUI or GUI.
<ul style="list-style-type: none"> • You can provide message notification for new messages through devices such as Simple Mail Transfer Protocol (SMTP), Short Message Service (SMS), text pagers, and phone destinations.
<ul style="list-style-type: none"> • With a cascade message-notification feature, you can send additional notification types if a message is not retrieved.
<ul style="list-style-type: none"> • You can send notifications for messages from a particular user or phone number.
<ul style="list-style-type: none"> • You can select whether message counts are announced; totals, saved, and new counts are available.
<ul style="list-style-type: none"> • You can specify whether Cisco Unity Connection announces a transferred call.
<ul style="list-style-type: none"> • You can perform a supervised transfer for individual alternate contact numbers.
<ul style="list-style-type: none"> • You can view and play back messages using Visual Voicemail on Cisco Unified IP Phones. You can use softkeys on Cisco Unified IP Phones to access all messages, new messages, or messages from a specific subscriber or outside caller.
<ul style="list-style-type: none"> • You can use a Really Simple Syndication (RSS) reader to retrieve voice messages.
<ul style="list-style-type: none"> • You can perform a "live reply" to someone who left a message from an external telephone.
<ul style="list-style-type: none"> • With ViewMail for Microsoft Outlook (VMO) and ViewMail for IBM Lotus Notes (VMN) plug-ins, you can compose, reply to, forward, play, rewind, or pause messages directly from within the Outlook or Notes email client.
<ul style="list-style-type: none"> • You can compose, reply to, and forward messages by using IMAP clients.
<ul style="list-style-type: none"> • Through calendar integration with Cisco Unified MeetingPlace® 7.0, you can join a meeting that is in progress, hear a list of participants for a meeting, send a message to the meeting organizer or participants, and set up an immediate meeting.
<ul style="list-style-type: none"> • You can dispatch a message to a group, with the message being assigned to the first member of the group to listen to the message. When the message is assigned, it is deleted from all other users' inboxes and becomes a normal message in the assignee's mailbox.
<ul style="list-style-type: none"> • You have flexibility with support for partitions, search spaces, and search scopes.
<ul style="list-style-type: none"> • You can receive and forward fax messages through integration with the Cisco Fax Server.
<ul style="list-style-type: none"> • You can customize subject lines for messages received in any visual client that displays the subject message, such as an IMAP or RSS client.
<ul style="list-style-type: none"> • You can use a single phone number for both voice calls and fax transmissions.
<ul style="list-style-type: none"> • With the Voice Message Store and Forward feature, administrators, on a per-user basis, can forward voice messages to an external mailbox, making it easier for you to access voice messages on a mobile device.
System Administration Overview
<ul style="list-style-type: none"> • High-availability support is achieved through an active-active redundancy configuration, which also supports up to 500 ports in the server pair.
<ul style="list-style-type: none"> • Cisco Unity Connection supports the synchronization of user information using Lightweight Directory Access Protocol (LDAP) with Microsoft Active Directory 2000, 2003, and 2008; Sun One; Sun iPlanet; and Netscape Directory Server, enhancing your deployment and administrative options.

<ul style="list-style-type: none"> • Cisco Unity Connection allows for separation of an active-active pair across data centers (geospatial separation), providing greater deployment options for the enhanced reliability of high availability across the WAN.
<ul style="list-style-type: none"> • Cisco Unity Connection supports Voice Profile for Internet Messaging Version 2 (VPIMv2), which allows networking of up to 10 Cisco Unity, Cisco Unity Express, or third-party voicemail systems, allowing users on each of these systems to transparently reply to, forward, and exchange voice messages.
<ul style="list-style-type: none"> ◦ Phone system integrations include any phone system that provides a serial data link (Simplified Message Desk Interface [SMDI], Message Center Interface [MCI], or MD-110 protocol) to the master private branch exchange (PBX) IP media gateway (PIMG) unit (serial integration through analog PIMG or T1 IP media gateway [TIMG] units). ◦ Use TIMG units for in-band integration with Avaya Definity G3. ◦ Use TIMG units for in-band integration with Avaya S8500/S8700.
<ul style="list-style-type: none"> • Cisco Unity Connection integrates with Cisco Unified Communications Manager and Cisco Integrated Services Routers using QSIG.
<ul style="list-style-type: none"> • Cisco Unity Connection integrates with Cisco Unified Communications Manager and leading traditional telephone systems, even simultaneously (using the PIMG or TIMG).
<ul style="list-style-type: none"> • Cisco Unified Communications Manager 4.3 and higher, Cisco Unified Mobility Advantage, and Cisco Unified Mobile Communicator are supported.
<ul style="list-style-type: none"> • Cisco Unity Connection natively supports Session Initiation Protocol (SIP) proxy servers, designated SIP phones and clients, and SIP-capable access gateways.
<ul style="list-style-type: none"> • Cisco Unity Connection provides a browser-based system administration console and tools for easy installation and maintenance.
System Administration Features
<ul style="list-style-type: none"> • Alternate extensions are configurable by the system administrator or user.
<ul style="list-style-type: none"> • Alternate key mappings for message retrieval can help users transition from traditional voicemail systems.
<ul style="list-style-type: none"> • Custom keypad mapping allows administrators to create TUIs for specific user needs.
<ul style="list-style-type: none"> • Automatic gain control provides consistent message volume playback levels.
<ul style="list-style-type: none"> • Handlers provide building blocks for Automated-Attendant and intelligent call-routing functions. • Call handlers accept calls, play recorded prompts, route calls, and accept messages. • Directory handlers manage the way that callers search the directory. • Interview handlers collect and record input from callers.
<ul style="list-style-type: none"> • You can customize directory handlers with a voice greeting.
<ul style="list-style-type: none"> • You can configure per-user message-handling actions to determine how messages of specific types are handled in the system, such as "accept the message", "reject the message", or "relay the message".
<ul style="list-style-type: none"> • Caller ID is supported.
<ul style="list-style-type: none"> • Call screening is configurable.
<ul style="list-style-type: none"> • Class of service (CoS) controls user access to features.
<ul style="list-style-type: none"> • Administrators can create users individually or in bulk.
<ul style="list-style-type: none"> • Administrators can import users from Cisco Unified Communications Manager.
<ul style="list-style-type: none"> • Messages are day and time stamped.
<ul style="list-style-type: none"> • You can perform a directory search by spelling a username; you can enter up to 24 letters.
<ul style="list-style-type: none"> • You can log in to the TUI without entering your ID.
<ul style="list-style-type: none"> • REST-based APIs for provisioning and messaging allow integrations with existing corporate provisioning tools or messaging clients.
<ul style="list-style-type: none"> • Encrypted Skinny Client Control Protocol (SCCP), Secure Real-Time Transport Protocol (SRTP), and Transport Layer Security/SRTP (TLS/SRTP) for SIP facilitates Cisco Unified Communications Manager integration.
<ul style="list-style-type: none"> • SIP support includes the following: <ul style="list-style-type: none"> ◦ TLS/SRTP: Cisco Unified Communications Manager SIP trunk integrations support authentication and encryption of the Cisco Unity Connection voice messaging ports. ◦ Keypad Stimulus Protocol (KPML): For Cisco Unified Communications Manager SIP trunk integrations, administrators can configure the integration to send dual tone multifrequency (DTMF) keystrokes in the Real-Time Transport Protocol (RTP) media stream (in-band) or in a SIP message (out-of-band). ◦ Port multiplexing: SIP integrations (such as for PIMG, TIMG, or Cisco SIP Proxy Server) can share the same SIP port on the Cisco Unity Connection server.
<ul style="list-style-type: none"> • Simple Network Management Protocol (SNMP) Versions 1, 2, and 3 are supported.
<ul style="list-style-type: none"> • Event logging is supported.
<ul style="list-style-type: none"> • Full mailbox warning is supported.
<ul style="list-style-type: none"> • You can create folders within a mailbox for inbox, deleted items, sent items, and draft items.
<ul style="list-style-type: none"> • Installation is simple and quick.
<ul style="list-style-type: none"> • A list of observed holidays is configurable.

• You can configure how Cisco Unity Connection handles messages that are interrupted by disconnected calls.
• MWI is supported, including enhanced MWI that displays a constant message count on certain Cisco Unified IP Phones.
• Multiple administrative levels allow you to control access to pages in the system administration GUI by CoS (read, modify, or delete rights).
• Music on hold (MOH) is supported.
• Nondelivery or delivery receipt reason details are presented in the GUI inbox.
• You can specify the public distribution lists to which new users will be added.
• Restriction tables are configurable.
• You can exclude return receipts.
• The system schedule is configurable.
• Self-enrollment allows you to set your password, record your voice name, and specify your directory listing.
• A status monitor allows for real-time administrator status of telephone ports, reports in progress, and system configuration.
• System broadcast messages for officewide announcements are supported.
• System greetings are configurable.
• The system offers 12- and 24-hour clock support for time stamps.
• The system time clock adjusts automatically for Daylight Savings Time.
• A TUI greetings administrator (Cisco Unity Connection Greetings Administrator) is supported.
• LDAP directory integration allows users to be quickly imported, synchronized, and authenticated within the directory.
• You can create up to nine mailbox stores in addition to the default mailbox store that is created when Cisco Unity Connection is installed.
• You can simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes.
Security
• A host intrusion prevention system, the Cisco Security Agent standalone agent, protects Cisco Unity Connection servers from worm and virus attacks; an optional Cisco Security Agent management console is available.
• Password and personal-identification-number (PIN) security policy options to enforce expiration, complexity, reuse, and lockout are supported.
• Call-restriction tables to prevent toll fraud are supported.
• Security event logging and reports of failed login and account lockouts to help prevent unauthorized PIN use are supported.
• Secure, private messaging prevents the playing of private messages accidentally forwarded outside the enterprise.
• A message aging policy for secure messages automatically deletes all secure messages that are older than the specified number of days.
• Message aging policies can be set on a per-user basis.
• Secure RTP and signaling encryption provides for secure communication between Cisco Unity Connection and Cisco Unified Communications Manager.
• A user telephone PIN reset feature in Cisco Unity Connection Assistant reduces help-desk calls and operating expenses.
• Support for HTTPS provides for secure web access to Cisco Unity Connection and allows for playback of secure messages within Microsoft Outlook.
Voice Quality
• G.722 and Internet Low Bitrate Codec (iLBC) voice codecs are supported (advertised or “on the line”). G.711 mu-law, G.711 a-law, and G.729 are also supported.
• System-level recording is available for linear pulse code modulation (PCM), GSM 6.10, G.711 mu-law, G.711 a-law, G.729a, and G.726 through system-based transcoding resources.
Reports
• Call Handler Traffic Report
• Distribution Lists Report
• Events Report
• Outcall Billing Report
• Port Usage Report
• Users Report
• User Message Activity Report
• System Configuration Report
• Transfer Call Billing Report

• User Access Activity Report
• User Lockout Report
• Message Traffic Report
• Port Activity Report
• Mailbox Store Report
• Dial Plan Report
• Dial Search Scope Report
• For a full list and description of reports, refer to the Cisco Unity Connection System Administration Guide at: http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html .
Localization
<ul style="list-style-type: none"> • The Cisco Unity Connection TUI, end-user GUI, and TTS engine are available in the following languages: • Arabic (no TTS) • Chinese (Mandarin TUI with simplified and traditional Chinese GUI, simplified Mandarin TTS, but no traditional Mandarin TTS) • Czech • Danish • Dutch • English (U.S., U.K., and Australian) • English TTY • French (European and Canadian) • German • Greek • Hungarian • Italian • Japanese • Korean • Polish • Portuguese (Brazilian and European) • Russian • Spanish (European and Latin American) • Swedish • Turkish (no TTS)

Licensing

All user and interoperability functions are offered under a single, low-cost user license that you can use for either voicemail or integrated messaging. Port capacity, failover and redundancy licensing, and Speech Connect for Cisco Unity Connection are included in this base license.

System Requirements

The Cisco Unity Connection system runs on the Cisco media convergence servers, or their equivalents. You can mix Cisco Unity Connection Inbox, IMAP, and Cisco Unified Personal Communicator message access in a single deployment. Refer to the Cisco Unity Connection Supported Platform List for hardware configuration and scalability requirements: http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

For a full, updated list of supported email clients, web browsers, and desktop operating systems for use with Cisco Unity Connection, please visit:

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Ordering Information

To place an order, visit the Cisco Ordering Home Page <http://www.cisco.com/en/US/ordering/index.shtml> and refer to Table 2. To download software, visit the Cisco Software Center at: <http://www.cisco.com/public/sw-center/index.shtml>.

Table 2. Ordering Information

Product Name	Part Number
Cisco Unity Connection Release 8.0	UNITYCN8-K9

Please refer to the Cisco Unity Connection Ordering Guide for detailed information about part numbers, descriptions, and packaging options (Cisco Partner access required):

http://www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs2_og.pdf.

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Cisco Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying 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 lifestyle approach to services can enhance your technology experience to accelerate true business advantage.



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