

Cisco UC Integration™ for Microsoft Office Communicator 7.1

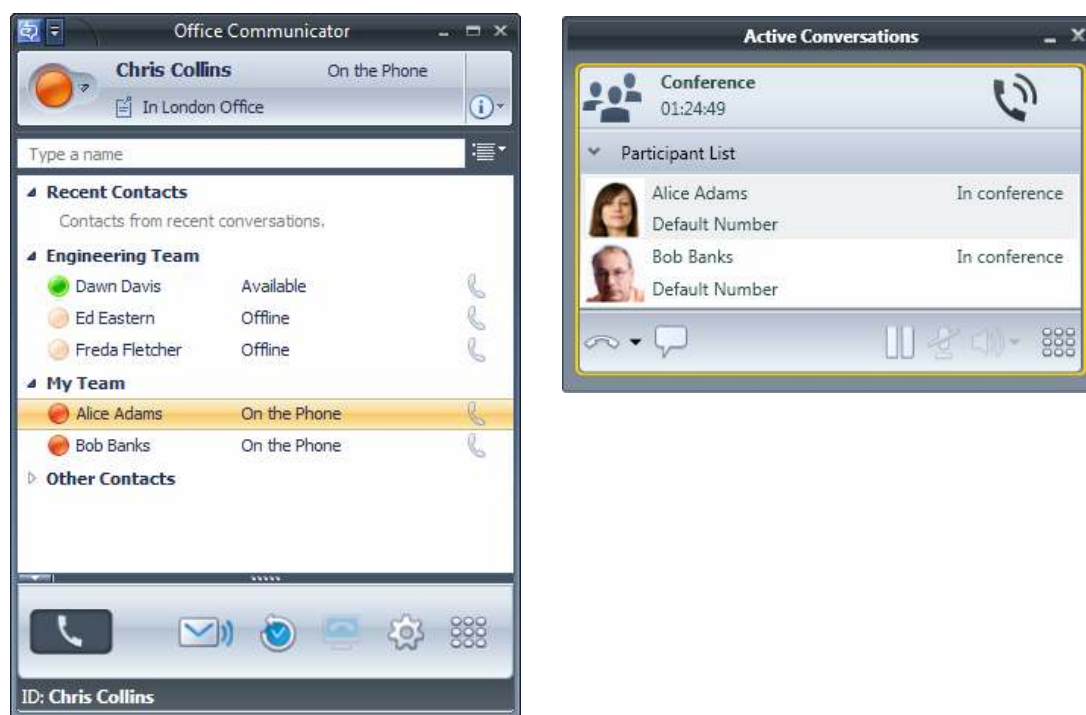
Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time, from any workspace.

Product Overview

Cisco UC Integration™ for Microsoft Office Communicator is an easy-to-deploy desktop integration that provides instant access to enhanced Cisco Unified Communications from Microsoft Office Communicator 2007 (Figure 1). With this tight integration you can have a transparent collaboration experience with Cisco Unified Communications services—softphone, mid-call control, messaging, conferencing, desk-phone control, and phone presence—directly from your PC.

This desktop integration is an addition to the Cisco Unified Communications with Microsoft solution portfolio for customers and partners seeking to enable interoperability communications between Cisco and Microsoft technology components. It augments existing presence and instant messaging capabilities of Microsoft Office Communicator with a broad set of Cisco Unified Communications services while providing the benefits of investment protection and reduced complexity delivered by a single call-control solution.

Figure 1. Cisco UC Integration™ for Microsoft Office Communicator



Benefits of Cisco UC Integration™ for Microsoft Office Communicator

This tight integration for Microsoft Office Communicator takes full advantage of a common unified client services framework to:

- Increase productivity: Instantly connect with colleagues, partners, and customers from anywhere and have a business-class communication experience with an integrated Cisco IP softphone.

- Streamline communications: View telephony presence status, access corporate voicemail and communications history, or simply click to call through your Cisco Unified IP Phone directly from your desktop.
- Enhance collaboration: Initiate multiparty conference calls and quickly add more participants as needed.
- Reduce complexity: Extend proven attributes of Cisco Unified Communications Manager directly to your desktop with an easy-to-deploy integration and benefit from reduced management complexity of a single call-control architecture.
- Protect investments: Enjoy an immediate business benefit with interoperable Cisco Unified Communications while protecting your investments in existing desktop applications.

Features of Cisco UC Integration™ for Microsoft Office Communicator

Cisco UC Integration™ for Microsoft Office Communicator is intuitively designed and easy to use, and it delivers convenient access to a broad range of features from the toolbar, including a phone icon where you can select a contact from your buddy list to initiate a phone call and a voicemail button for one-click access to the Voicemail telephony user interface (TUI) with a visual indicator when you have new voicemail messages (softphone mode). You also can view your conversation history, switch between softphone mode and desk-phone control mode, set options such as call forwarding, and bring up a dial pad to enter any phone number to call.

Table 1 lists the features and benefits of Cisco UC Integration™ for Microsoft Office Communicator.

Table 1. Features and Benefits

Call Setup	
Feature	Benefit
Right click to call or conference from buddy list or IM session	Check the presence of the person you want to call, and then initiate a phone call to that person quickly by right clicking and selecting "Place a Call".
Drag-and-drop calling	Simply drag and drop a contact from your buddy list to the phone icon to make a call to that person's phone number.
Call from Microsoft Office Communicator search	Search for anyone in your address book and initiate a call to that person, or simply type a phone number and then right click to initiate the call.
Direct dial from dial pad	Use the dial pad to enter a phone number to call.
Inbound call notification	You can receive incoming call alerts with the option to answer the call or divert the call to your voicemail. With Microsoft Office Communicator, you can answer phone calls no matter where you are using your laptop or PC.
Click to call from Microsoft Office applications and browsers	You do not need to leave the application you are currently using to make phone calls. You can click to call directly from Mozilla Firefox; Microsoft Internet Explorer; Microsoft Office Excel, PowerPoint, and Word; and Microsoft Outlook and SharePoint applications.*
Call history display	You can reference missed, placed, and received phone calls directly from Microsoft Office Communicator.
Call forwarding	When not using Microsoft Office Communicator, you can have all your phone calls sent to another number, for example to a cell phone.
In-Call Features	
Conversation information	You have visual access to information about your current conversation, including calling name and number display; call status; and information about participants, including presence and duration counter. You can readily access mid-call control features directly from the conversation.
Call control	The solution provides proven and reliable call-control features of Cisco Unified Communications Manager, including dual tone multifrequency (DTMF), call waiting, mute, transfer, conference, redial, hold, hang up, merge, park, and the capability to adjust the volume of your calls.
Escalate to IM	You can launch an IM session from your conversation window for sending text such as URLs.
Operation Modes	
Softphone mode (Session Initiation Protocol [SIP]-based)	You can make and receive phone calls from anywhere you can access the corporate network with your PC or laptop.
Desk-phone control (computer telephony integration [CTI]-based)	You can control your desk phone from your PC or laptop while in your office.

User switch between modes	You can switch between desk-phone and softphone mode as you move around with your PC or laptop.
Audio Support	
Codecs G.722, G.711, G.729a, and Internet Low Bitrate Codec (iLBC) voice codecs	Standards-based audio codecs deliver an enterprise-class quality experience.
Secure Real-Time Transport Protocol (SRTP)	Audio is secure.
Audio tuning wizard	You can set headset and audio preferences from the Microsoft Office Communicator audio tuning wizard. .
Presence and Availability	
Microsoft Office Communicator Server-based presence	When you make or receive phone calls from Microsoft Office Communicator, your presence is communicated to Microsoft Office Communicator Server so that anyone else looking at your status will see that you are on the phone. (No Cisco Unified Presence Server is required.)
Do not disturb	You can set the do-not-disturb feature through Microsoft Office Communicator or through your IP phone.
Call History	
View recent phone activity	You can view your recent placed calls, missed calls, and received calls and initiate a new call or view the contact card of the other party.
Integration with Microsoft Outlook	You can view your call history in Microsoft Outlook.
Mobility Features	
Single number reach	People can reach you with one phone number no matter what device you are using.
Mobile handoff	You can divert your phone call to your cell phone when you need to close up your laptop (softphone mode).
Extension mobility	You can log in to another IP phone to use with Microsoft Office Communicator when away from your usual office.
User and Support Tools	
Call statistics	You can view details of your current conversation (for example, voice codec being used, packets lost, and jitter data).
Server health tool	You can check your connection to Cisco Unified Communications Manager and Microsoft Active Directory.
Error reporting tool	It is easy to create diagnostic information to troubleshoot if necessary.
Survivability	
Call survival	If the connection between Microsoft Office Communicator and Office Communications Server becomes unavailable, you can still make and receive phone calls with the Cisco UC Integration™ for Microsoft Office Communicator.
Deployment	
Push to deploy	You can deploy the solution with desktop management tools, including AD group policy, Short Message Service (SMS) or Altris push, or self-extracting executable.
Localization	
Language availability	You can deploy the solution in the language of choice, including English, French, Japanese, Spanish, German, Italian, Portuguese (Brazilian), Dutch, Swedish, Russian, Danish, Chinese (simplified), Chinese (traditional), Korean, and Arabic.
Additional Features	
Voicemail message waiting indicator (softphone only) and one-click access to voicemail system	Your voicemail system is easily accessible, and you receive alerts when new voicemail messages are available.
Coexistence with other Microsoft Office Communicator tabs	You can use the application alongside other third-party Microsoft integrations.
Interoperability with Cisco Unified Video Advantage	You can include video when in desk-phone control mode.

Note: * Refer to the release notes for desktop application and web browser compatibility.

System Requirements

Recommendations for **minimum requirements** are based on Cisco UC Integration™ for Microsoft Office Communicator running on a system that is not running other applications and services that are not part of the base operating system image. Administrators should account for other applications on the workstation to determine

whether the system configuration—the CPU speed and RAM in particular—can perform adequately with other applications running concurrently on the PC that could affect application performance.

Table 2 lists system requirements.

Table 2. System Requirements

Platform	Description
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Cisco Unified Communications Manager: • Cisco Unified Communications Manager 6.1: 6.1(4) or later • Cisco Unified Communications Manager 7.0: 7.0(2a)SU1 or later • Cisco Unified Communications Manager 7.1: 7.1(2) or later <p>Note: For adjunct mode use of the Cisco UC Integration™ for Microsoft Office Communicator, Cisco Unified Communications Manager 6.1(4) or later is required in order for 1 Device License Unit to be consumed.</p> <p>Note: Cisco Unified Communications Manager Lightweight Access Directory Protocol (LDAP) Directory Integration for directory synchronization and user authentication is recommended. Without LDAP Directory Integration, the user's LDAP and Cisco Unified Communications Manager credentials must match.</p>
Server software	Microsoft Office Communications Server 2007 or Microsoft Office Communications Server 2007 Release 2
Client software	Microsoft Office Communicator 2007 or Microsoft Office Communicator 2007 Release 2
Operating system	Microsoft Windows Operating System: XP SP3 (32-bit) or Vista SP1 (Ultimate, Enterprise, or Business 32-bit)
Minimum desktop PC and laptop recommended requirements	CPU speed: 1.8 GHz (dual core), with 1 Gb of RAM; for Windows Vista, 2 Gb of RAM is recommended

Ordering Information

Table 3 provides ordering information for Cisco UC Integration™ for Microsoft Office Communicator.

This product is part of Cisco Unified Workspace Licensing, which is the recommended way to license this product. Please visit http://www.cisco.com/go/workspace_licensing for more information.

Table 3. Ordering Information for Cisco UC Integration™ for Microsoft Office Communicator

Product Name	Part Number
Cisco UC Integration™ for Microsoft Office Communicator	UCIMOC-7.1-K9

Please refer to the Cisco Unified Communications Applications Ordering Guide for additional details about Cisco Unified Communications part numbers and prices.

To place an order, visit the [Cisco Ordering Home Page](#). To download software, visit the [Cisco Software Center](#).

Cisco Unified Communications Services

Cisco Unified Communications Services allow 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 lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

For More Information

For more information about the Cisco Unified Communications Integration™ for Microsoft Office Communicator, visit www.cisco.com/go/ucintegrationmicrosoft or contact your local Cisco account representative.



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