# Cisco UC Integration™ for Microsoft Office Communicator 8.0
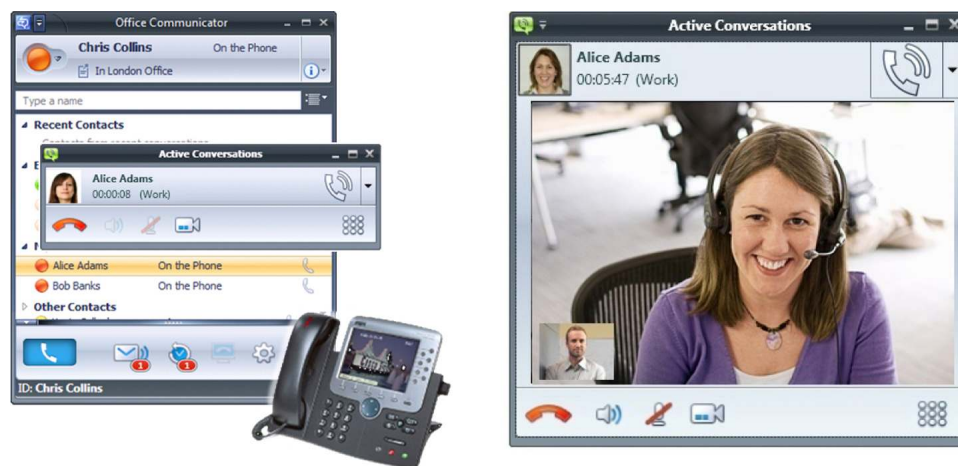
Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time, from any workspace.

## Product Overview

Cisco UC Integration™ for Microsoft Office Communicator is a desktop integration that provides access to Cisco Unified Communications services from Microsoft Office Communicator (Figure 1). The solution extends the presence and instant messaging (IM) capabilities of Microsoft Office Communicator (MOC) by providing access to a broad set of Cisco Unified Communications services, including soft-phone standards-based video, unified messaging, audio, video and web conferencing, desk-phone control, and phone presence.

Cisco UC Integration™ for Microsoft Office Communicator is tightly integrated with Microsoft Office Communicator to deliver a consistent and compelling user experience while providing the benefits of enhanced collaboration capabilities, improved productivity, reduced infrastructure complexity, and a lower total cost of ownership (TCO).

**Figure 1.**    Cisco UC Integration™ for Microsoft Office Communicator



## Features and Benefits

### Increase Productivity with Advanced Cisco Unified Communications Capabilities

Cisco UC Integration™ for Microsoft Office Communicator lets you easily add Cisco Unified Communications services to the IM and presence capabilities of MOC. The solution uses Cisco Unified Communications Manager to deliver a scalable, highly available enterprise IP telephony call-processing solution. Using Cisco Unified Communications Manager also lets users benefit from the highest voice and video quality for business communications. The solution adds an integrated Cisco IP soft phone, which lets you instantly connect and have a business-class communication experience with colleagues, partners, and customers. You can streamline communications with additional capabilities, including telephony presence so you can see when users are on the phone; visual voicemail, which makes it easy to view, play, and respond to voice messages; communications history; and desk-phone control, which lets you place and receive calls on your Cisco Unified IP Phone directly from your desktop.

**Enhance Collaboration with Standards-Based Video and Multiparty Conferencing**

Cisco UC Integration™ for Microsoft Office Communicator includes standards-based, high-definition video capabilities so you can easily share video with this application or other standards-based video offerings, such as Tandberg and Polycom endpoints. The solution is integrated with Cisco conferencing solutions so you can instantly initiate and conduct multiparty audio, web, and video conferences.

**Minimize Complexity, Deliver High-Quality Audio, and Lower Costs**

The Cisco UC Integration™ for Microsoft Office Communicator lets you use Cisco Unified Communications Manager for enterprise voice and video communications, while Microsoft Office Communications Server provides instant messaging and presence. The solution also minimizes costs by reducing management overhead, simplifying infrastructure complexity, and lessening licensing fees associated with deploying a dual call-control architecture. Cisco can also offer an end-to-end unified communications solution that encompasses the software application and network infrastructure to provide increased control over voice quality and more robust tools for administrators to manage a mix of voice, video, and high-priority data traffic.

Cisco Unified Communications also uses industry-standard audio and video codecs, minimizing the need for transcoding gateways. And with Cisco Unified Communications Manager you can use Cisco Unified Survivable Remote Site Telephony (SRST) to simply and cost-effectively provide survivable telephony from the MOC client in branch offices.

**Enjoy Consistent Microsoft Office Communicator User Experience**

Cisco UC Integration™ for Microsoft Office Communicator delivers an intuitive experience. Deployed as an extension to the MOC interface, it delivers convenient access to Cisco Unified Communications capabilities. The application pane includes a phone icon where you can drag contacts to initiate calls or conferences; a button to display and access voicemail messages; a conversation history button that provides a list of missed, placed, and received calls; a button to access and manage preferences; and a keypad that you can use to dial a number.

**Enjoy Investment Protection**

Enjoy an immediate business effect by providing access to industry-leading Cisco Unified Communications capabilities while protecting your investments in Microsoft Office Communicator instant messaging.

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

**Table 1.**     Features and Benefits

| Feature | Benefit |
|---------|---------|
| **Call Setup** | |
| **Right click to make an audio or video call or start a conference from contact list or IM session** | Check the presence of the person you want to call, and then initiate an audio-only or a video phone call to that person quickly by right clicking and selecting "Place a Call" or "Place a Video call". |
| **Drag-and-drop audio or video calling** | Simply drag and drop a user from your contact list to the phone icon to make an audio or video call to that person. |
| **Audio or video call from MOC 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 place an audio or video call. |
| **Inbound call notification** | Receive incoming call alerts with the option to answer with audio only or with video, or divert the call to your voicemail. |
| **Click to call from Microsoft Office applications and browsers** | Streamline processes by placing calls from the application you are currently using. You can click to call, or video call, directly from Mozilla Firefox; Microsoft Internet Explorer; Microsoft Office Excel, PowerPoint, and Word; and Microsoft Outlook and SharePoint applications.* |
| **Call history display** | Reference missed, placed, and received phone calls directly from Microsoft Office Communicator. |
| **Call forwarding** | Receive phone calls when you are away from your desk by having your calls sent to another number; for example, to a cell phone. |

| Feature | Benefit |
|---|---|
| **In-Call Features** | |
| **Conversation information** | You have visual access to information about your active conversations, including calling name and number display; call status; and information about participants, including presence and duration counter. You can control your phone call directly from the conversation window. |
| **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. |
| **Launch a chat** | You can launch chat from your conversation window for sending text such as URLs. |
| **Start a meeting** | You can start a point-to-point or multipart voice, web, and video meeting so that you can share documents, as well as see and talk to your contacts. |
| **Operation Modes** | |
| **Soft-phone 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- and soft-phone mode as you move around with your PC or laptop. |
| **Audio Support** | |
| **G.722, G.711, G.729a, Internet Low Bitrate Codec (iLBC), and Internet Speech Audio Codec (iSAC) voice codecs** | Standards-based and wideband audio codecs deliver an enterprise-class quality experience. |
| **Secure Real-Time Transport Protocol (SRTP)** | Audio traffic is encrypted to ensure communications security. |
| **Audio tuning wizard** | You can set headset and audio preferences from the Microsoft Office Communicator audio tuning wizard. |
| **Video support** | |
| **Codec H.264** | Standards-based H.264 video provides a high level of interoperability with other video endpoints and conferencing systems. |
| **High-definition video** | You can make and receive high-quality video calls using 1280 x 720 pixels (720p). |
| **Multipoint video** | You can join or initiate multiparticipant video calls at QCIF, CIF, VGA, or HD resolution with the addition of Cisco Unified Video Conferencing or the Cisco Unified MeetingPlace® meeting application. You can conduct video calls with a variety of standards-based endpoints from third parties and Cisco, including Cisco TelePresence™ conferencing. |
| **Video setup** | You can set up your web camera preferences from the Microsoft office Communicator audio and video tuning wizard. |
| **Presence and Availability** | |
| **Microsoft Office Communicator Server-based presence** | When you make or receive phone calls from MOC, 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. (Cisco Unified Presence is not required.) |
| **Do not disturb** | You can set the do-not-disturb feature through MOC 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. |
| **Voicemail Features** | |
| **View voicemail messages** | Receive an alert when you have a new voicemail message, see how many new voicemail messages are waiting for you, view a list of voicemail messages, or play back messages in the order you wish to listen to them instead of sequentially. |
| **Filter voicemail messages** | View your voicemail messages based on heard, unheard, urgent, or private status. Filter your voicemail messages so that you can see all of today's messages, all of yesterday's messages, all the messages for the last week, or all the messages for the last 30 days. |
| **Respond to voicemail messages** | Respond to voicemail messages by clicking to call, making a video call, or sending an IM to the person who left you the message. |
| **Voicemail message waiting indicator (soft phone only) and one-click access to voicemail system** | As an alternative to unified messaging, your voicemail system is easily accessible, and you receive alerts when new voicemail messages are available. |

| Feature | Benefit |
|---|---|
| **Cisco Conferencing Features** | |
| **Screen sharing** | From an existing conversation, click to share your screen with the person(s) you are talking to. |
| **Start an online conference** | Start a Cisco Unified MeetingPlace audio, video, or web conference with Cisco Unified MeetingPlace 7.0 screen sharing or Cisco WebEx™ screen sharing by selecting contacts in the contact list, or turn an online chat into a Cisco Unified MeetingPlace meeting. |
| **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 a phone call to your cell phone when you need to leave your computer during a conversation. |
| **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 or video codec being used, packets lost, jitter data, video resolution being used, and video frame rate per second). |
| **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 when the server connection is lost** | 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. |
| **Cisco Unified Communications Manager call survival** | If the connection to Cisco Unified Communications Manger is lost, Cisco Unified SRST rolls calls over to the backup branch-office call-control system so that you can still make and receive phone calls with the Cisco UC Integration™ for Microsoft Office Communicator. |
| **Deployment** | |
| **Push to deploy** | |
| **Language availability** | You can deploy the solution in any of the following languages: English, French, Japanese, Spanish, German, Italian, Portuguese (Brazilian), Dutch, Swedish, Russian, Danish, Chinese (simplified and traditional), Korean, and Arabic. |
| **Additional Features** | |
| **Coexistence with other Microsoft Office Communicator tabs** | You can use the application alongside other third-party Microsoft integrations. |

**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 running only applications and services that are 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** | • Cisco Unified Communications Manager<br>• Cisco Unified Communications Manager 6.1: 6.1(4) or later<br>• Cisco Unified Communications Manager 7.0: 7.0(2a)SU1or later<br>• Cisco Unified Communications Manager 7.1: 7.1(2) or later<br>**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 one Device License Unit to be consumed.<br>**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.<br>• Cisco Unified Communications Manager 8.0: 8.0.1 or later |
| **Server software** | • Microsoft Office Communications Server 2007 or Microsoft Office Communications Server 2007 Release 2 |

| Platform | Description |
|---|---|
| **Client software** | • Microsoft Office Communicator 2007 or Microsoft Office Communicator 2007 Release 2 |
| **Operating system** | • Microsoft Windows Operating System: Windows XP SP3, 32-bit, or Vista SP2 (Ultimate, Enterprise, or Business), 32-bit or 64-bit*; Windows 7.0 (Pro, Enterprise, or Ultimate), 32-bit or 64-bit*<br>• * The integration runs as a 32-bit application in 64-bit editions of Windows. Desk-phone video is not supported on 64-bit editions of Windows; that is, soft-phone video only is supported. |
| **Cisco Unified MeetingPlace\* conferencing** | • For conference calls with video:<br>  ◦ 8.0 or later<br>  ◦ 7.0 or later<br>  ◦ Cisco Unified MeetingPlace Express VT 2.0<br>• For meetings:<br>  ◦ 8.0 or later<br>  ◦ 7.0 or later<br>**Note:** Cisco WebEx Meeting Center is supported only when integrated with the Cisco Unified MeetingPlace application. |
| **Cisco Unified Videoconferencing Multiple Control Unit (MCU)\*** | • 7.0<br>• 5.6 |
| **Cisco Unified SRST** | • 8.0 with Cisco Unified Communications Manager Release 8.0<br>• 7.1 with Cisco IOS® Software Release 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2)<br>• 7.0 with Cisco IOS Software Release 12.4(20)T with Cisco Unified Communications Manager Release 7.0(1)<br>• 4.2 with Cisco IOS Software Release 12.4(11)XW5 with Cisco Unified Communications Manager 6.1(3) |
| **Click to Call from Microsoft Office Applications\*** | • Microsoft Outlook 2007 SP1<br>• Microsoft Outlook 2003<br>• Microsoft Word 2007<br>• Microsoft Word 2003<br>• Microsoft Excel 2007<br>• Microsoft Excel 2003<br>• Microsoft PowerPoint 2003<br>• Microsoft Internet Explorer 6.0 or later<br>• Mozilla Firefox 3.2 or later<br>**Note:** Click to Call is supported on 32 bit Office Applications and not at this time on 64 bit Office Applications. |

\* Optional

Table 3 lists the hardware requirements for desktop and laptop computers for audio and video in various modes.

**Table 3.** Cisco UC Integration™ for Microsoft Office Communicator Hardware Requirements for Desktop and Laptop Computers for Audio and Video in Various modes.

| Item | Audio Only | QCIF | CIF | VGA | 720 HD |
|---|---|---|---|---|---|
| **Memory** | 1 GB | 1 GB | 1 GB | 1 GB | 2 GB |
| **Available disk space before the application is started** | 350 MB | 350 MB | 350 MB | 350 MB | 500 MB |
| **Available disk space** | 1 GB | 1 GB | 1 GB | 1 GB | 1 GB |
| **Minimum Windows Experience Index (WEI) processor score** | 2.0 | 4.0 | 4.0 | 4.8 | 5.9 or a system with 4 or more CPU cores |
| **Video card: A direct 9-compatible graphics card with the following video RAM:** | | | | | |
| **Windows XP** | - | 128 MB | 128 MB | 128 MB | 256 MB |
| **Windows Vista** | - | 256 MB | 256 MB | 256 MB | 256 MB |
| **Windows 7** | - | 256 MB | 256 MB | 256 MB | 256 MB |
| **I/O ports** | When using USB audio and video, USB 2.0 is required. | | | | HD-capable USB 2.0 web camera, or HDMI capture card and HD camera |

**Tested Video Devices**

| Cisco cameras | • Cisco VT Camera II<br>• Cisco VT Camera III<br>• Tandberg Precision HD |
|---|---|
| Logitech cameras | • Logitech QuickCam Pro 5000<br>• Logitech QuickCam Pro for Notebooks<br>• Logitech QuickCam Deluxe for Notebooks<br>• Logitech QuickCam Fusion<br>• Logitech QuickCam Ultra Vision |
| Microsoft cameras | • Microsoft LifeCam Cinema<br>• Microsoft LifeCam NX-6000<br>• Microsoft LifeCam VX-6000 |
| Sony cameras | • Sony HDR-CX12<br>• Sony PCSACHG90 |
| Computers with built-in video cameras | • Dell Latitude E6500<br>• Dell XPS M1330<br>• HP Compaq 2710p Notebook PC<br>• HP Compaq 2710p Notebook<br>• Lenovo ThinkPad X200<br>• Lenovo ThinkPad T400<br>• Lenovo ThinkPad T500,<br>• Lenovo ThinkPad W500<br>• Song Vaio VGN-CS290 |

**Tested Audio Devices**

| ClearOne | • Chat 50 USB |
|---|---|
| Polycom | • XC100 Speakerphone USB |
| Jabra | • GN8110 USB<br>• GN8120 USB<br>• GN2100<br>• GN2000<br>• GN9350<br>• GN5390 |
| Plantronics | • Voyager 510SL Bluetooth USB<br>• CS60<br>• DA60 USB<br>• DSP-400<br>• DA55 USB<br>• H251<br>• H261<br>• H361<br>• H81 |
| Clarisys | • I750 |

## Ordering Information

Table 4 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 4.** Ordering Information for Cisco UC Integration™ for Microsoft Office Communicator

| Product Name | Part Number |
|---|---|
| **Cisco UC Integration™ for Microsoft Office Communicator** | UCIMOC8-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 http://www.cisco.com/go/ucintegrationmicrosoft or contact your local Cisco account representative.

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