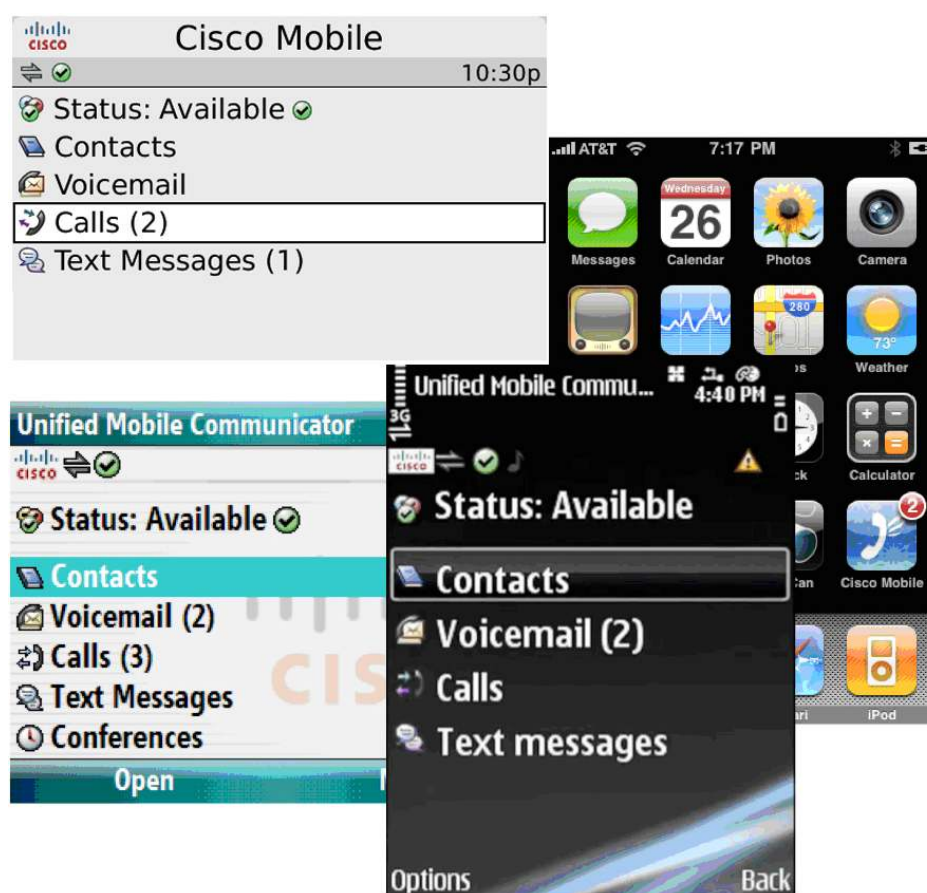


## Cisco Unified Mobile Communicator

### Product Overview

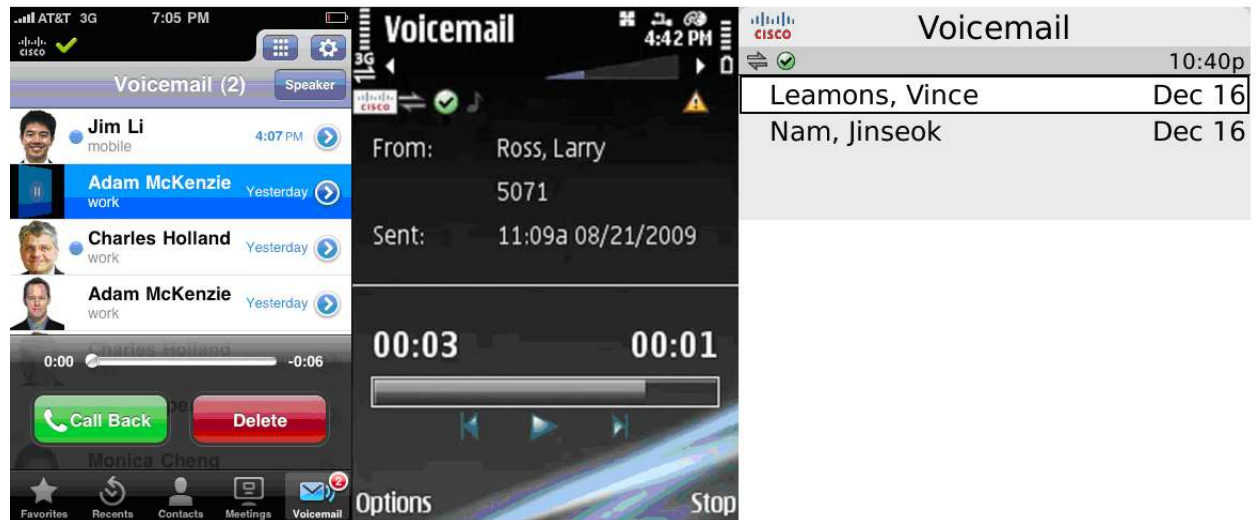
Cisco® Unified Mobile Communicator is an easy-to-use software application that securely extends unified communications to smartphones. It delivers measurable cost savings by routing mobile calls through the corporate telephony infrastructure and productivity enhancements with mobile presence, visual voicemail, corporate directory access, and access to office call logs (Figure 1).

**Figure 1.** Cisco Unified Mobile Communicator



### Improved Productivity

According to Forrester Research, inefficient communications - specifically the inability to quickly reach mobile and remote colleagues - is the cause of internal decision delays. Time-sensitive concerns depend on reaching people and resources quickly and efficiently. With Cisco Unified Mobile Communicator, your mobile users are more connected and have real-time access to critical information. Mobile users get alerted to missed office calls and new voice messages. Visual voicemail enables workers to prioritize messages and respond to calls faster and more efficiently (Figure 2). Presence on the smartphone eliminates failed attempts to reach someone, and helps find an available resource to get help quickly.

**Figure 2.** Visual Voicemail on iPhone and Nokia and BlackBerry

## Mobile Privacy

In combination with Mobile Connect, Cisco Unified Mobile Communicator allows your users to use a mobile device while appearing to receive and make calls from their desk phones. Especially executives benefit from this feature, because they often want to keep their mobile number private when placing calls.

## Lower Mobility Costs

Cisco Unified Mobile Communicator takes advantage of your corporate Cisco Unified Communications Manager call-routing capabilities with the Dial via Office function (Figure 3). Mobile users can help reduce cellular costs by placing costly calls through Cisco Unified Communications Manager, thereby avoiding toll and roaming charges. Frequent travelers have easy access to turn Mobile Connect, which provides single-number-reach, off when travelling internationally, thereby avoiding cellular roaming charges.

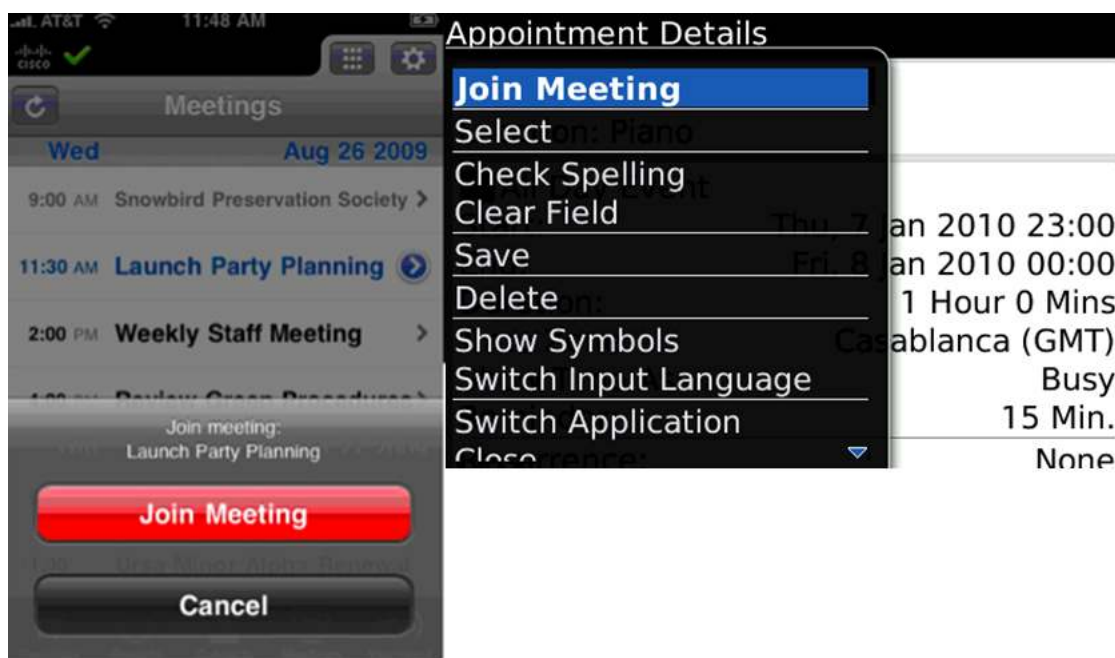
**Figure 3.** Dial via Office

## Quick Access to Cisco Unified MeetingPlace Meetings

Cisco Unified Mobile Communicator provides a quick view into the Cisco Unified MeetingPlace® solution-enabled meetings separate from the calendar application. In addition, the new iPhone client and BlackBerry client enable Call Me (a single click to join the audio for all your Cisco Unified MeetingPlace meetings). (Refer to Figure 4.)

Please note that the Call Me feature is currently available only on the iPhone and Blackberry.

**Figure 4.** Call Me support for Cisco Unified MeetingPlace Solution on BlackBerry and iPhone



## Secure Mobile Solution

Cisco Unified Mobile Communicator is a client-server solution with two main software components: Cisco Unified Mobility Advantage and Cisco Unified Mobile Communicator. Cisco Unified Mobility Advantage sits behind the enterprise firewall and connects mobile users to Cisco Unified Communications Manager, groupware, directory services, and other company resources. The connection between the mobile device and the corporate infrastructure uses industry-standard Secure Sockets Layer (SSL) and Transport Layer Security (TLS) encryption to protect transmission of data between mobile phones and the corporate infrastructure.

Additionally, enterprise-grade security is provided by the Cisco Adaptive Security Appliance (ASA), which proxies sessions between mobile phones on external networks and the Cisco Unified Mobility Advantage server. If a smartphone is lost or stolen, Cisco Unified Mobile Communicator allows you to remotely deactivate the device and erase sensitive company information.

## Handset Support

Cisco Unified Mobile Communicator is currently available on the following mobile platforms:

- Apple iPhone 3G and 3GS
- BlackBerry OS (most models except for touch devices)
- Nokia N series and E series (most models)
- Windows Mobile 6.0 and 6.1 Standard Edition

## Features and Benefits

Table 1 lists the features and benefits of Cisco Unified Mobile Communicator.

**Table 1.** Features and Benefits of Cisco Unified Mobile Communicator

| Feature                                     | Benefit  |
|---|--|
| <b>Mobile Connect (single number reach)</b> | Mobile Connect turns your office number into the only phone number you need to give out. Your contacts can reach you even when mobile, and you have the flexibility to answer the calls that are most important to you at a given time. Enable or disable single number reach (Cisco Unified Mobility Mobile Connect setting) with a simple click of a button.   |
| <b>Dial via Office</b>                      | Place business calls from your mobile device but appear as if you are calling from your office. Dial via Office allows you to keep your mobile number confidential when making business calls. It also lets you reduce your mobile phone bill by using your corporate communications network. Two versions of Dial via Office are currently supported:<br><br>Dial via Office - Reverse is supported on BlackBerry, Nokia Symbian and Windows Mobile Standard Edition (Cisco Unified Communications Manager dials the mobile device and receiving party).<br><br>Dial via Office - Forward is supported on BlackBerry and iPhone (iPhone dials into Cisco Unified Communications Manager, and Cisco Unified Communications Manager dials the receiving party). |
| <b>Call logs</b>                            | Access your desk phone call logs from your mobile device and get alerts for calls you missed on your desk phone.   |
| <b>Visual voice messages</b>                | Get alerted to new voicemail messages and get access to a visual representation of your office voicemail box. You can select, play back, or delete your messages in any order.   |
| <b>Directory access</b>                     | Search your corporate directory (Microsoft Active Directory) and personal contacts (Microsoft Exchange where installed) from one, easy-to-use interface to locate contacts quickly. Simply select a name to call.  |
| <b>Presence</b>                             | Manage your presence information and view the presence status of contacts (buddies) from your smartphone. Single aggregate presence information from Cisco Unified Presence streamlines communication processes, helping you work smarter and faster.  |
| <b>Secure text messaging</b>                | Send and receive secure text messages with other Cisco Unified Mobile Communicator users. Text messages are conveniently grouped by person, and they display a priority.   |
| <b>Meeting list</b>                         | View a comprehensive list of meetings that you can join through the Cisco Unified MeetingPlace application.  |
| <b>Call Me</b>                              | Join the audio bridge of a Cisco Unified MeetingPlace meeting with the simple click or tap of a button.  |
| <b>Broad operator and device support</b>    | Cisco Unified Mobile Communicator works across a wide variety of mobile operators, networks, and smartphones. Pick the operator and smartphone that fits your needs best. Refer to: <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/cuma/CUMA_CUMC_Compatibility_Matrix.html#wp77438">http://www.cisco.com/en/US/docs/voice_ip_comm/cuma/CUMA_CUMC_Compatibility_Matrix.html#wp77438</a> for more information.  |
| <b>Enterprise-grade security</b>            | The Cisco Unified Mobile Communicator solution uses industry-standard SSL and TLS encryption to protect the transmission of the data between your smartphone and the corporate infrastructure. It connects to the Cisco Unified Mobility Advantage server, which is securely deployed behind the corporate firewall. The Cisco 5500 Series Adaptive Security Appliance proxies sessions between the smartphone and the Cisco Unified Mobility Advantage server and enterprise infrastructure. It also applies other security services such as deep packet inspection of protocols and content. You can remotely deactivate and erase sensitive information from lost or stolen mobile devices.   |
| <b>System administrator management</b>      | A web-based administrator portal allows IT staff to manage user activation, configuration, and administration; set system privileges and security; report statistics; and manage devices.  |
| <b>Bulk configuration</b>                   | Administrators have the ability to quickly add or remove large numbers of users and devices with Cisco Unified Mobility Advantage's bulk administration capabilities.  |
| <b>End-user account management</b>          | A web-based end-user portal allows provisioning, directory management, and configuration of user preferences for mobile devices (optional for most mobile platforms).  |

Table 2 lists the features available on the different platforms.

**Table 2.** Platform Feature Availability

|  | BlackBerry (all nontouch devices with BlackBerry OS 4.3 or later; BlackBerryEnterprise Server 4.1.3.16 to 4.1.7) | iPhone (3G and 3GS, OS 3.0 or later) | Nokia Symbian S60 3rd Edition Feature Pack 1 and 2 | Windows Mobile 6.0 and 6.1 Standard Edition (Windows Mobile Professional is not supported) |
|--|--|--------------------------------------|--|--|
| <b>Cisco Unified Mobile Communicator Version</b>       | 7.1  | 7.1                                  | 7.0  | 7.0  |
| <b>Mobile Connect on/off</b>                           | ✓  | ✓                                    | ✓  | ✓  |
| <b>Dial via Office (DVO)</b>                           | ✓ Forward and Reverse  | ✓ Forward                            | ✓ Reverse  | ✓ Reverse  |
| <b>Enterprise call logs</b>                            | ✓  | ✓                                    | ✓  | ✓  |
| <b>Consolidated enterprise and mobile call logs</b>    | ✓  | -                                    | ✓  | ✓  |
| <b>Enterprise visual voicemail</b>                     | ✓  | ✓                                    | ✓  | ✓  |
| <b>Directory access</b>                                | ✓  | ✓                                    | ✓  | ✓  |
| <b>Presence</b>  | ✓  | -                                    | ✓  | ✓  |
| <b>Secure text messaging</b>                           | ✓  | -                                    | ✓  | ✓  |
| <b>Meeting list</b>                                    | ✓  | ✓                                    | ✓  | ✓  |
| <b>Call Me for Cisco Unified MeetingPlace meetings</b> | ✓  | ✓                                    | -  | -  |

## System Requirements

Table 3 lists the dependencies of other Cisco Unified solution components. Most Cisco Unified Mobile Communicator features are optional; that is, the feature is disabled if the required Cisco Unified solution component that allows for customization of the solution is not present, or if a staggered rollout approach is used, where additional functions are enabled over time.

**Table 3.** Supported Solution Components

| Feature                             | Supported Product Version(s) and Details  | Cisco Unified Mobility Advantage Version    | Cisco Unified Mobile Communicator Version | Optional Feature for Solution |
|-------------------------------------|---|---|---|-------------------------------|
| <b>Call-log integration</b>         | Cisco Unified Communications Manager 4.0 or later   | 3.0 or later                                | 3.0 or later                              | ✓                             |
| <b>Dial via Office - Reverse</b>    | Cisco Unified Communications Manager 7.0(1) or later with Cisco IOS Software Release 12.2(14)SU1 or later                     | 7.0 or later                                | 7.0 or later                              | ✓                             |
| <b>Dial via Office - Forward</b>    | Cisco Unified Communications Manager 7.1(3) or later  | 7.1(3)                                      | 7.1                                       | ✓                             |
| <b>Visual voicemail</b>             | Cisco Unity® 4.0, 5.0, and 7.0 (both unified and integrated messaging are supported) with Cisco Unity Connection 7.0 or later | 3.0 or later                                | 3.0 or later                              | ✓                             |
| <b>Secure messaging (voicemail)</b> | Cisco Unity 7.0 and Cisco Unity Connection 7.0 and later  | 3.0 or later                                | 3.0 or later                              | ✓                             |
| <b>Directory integration</b>        | Microsoft Active Directory 2000, 2003, and 2008   | 3.0 or later<br>7.1(3) required for AD 2008 | 3.0 or later                              |                               |
| <b>Personal contact integration</b> | Microsoft Exchange 2000, 2003, and 2007   | 3.0 or later                                | 3.0 or later                              | ✓                             |

|   |   |  |  |  |
|---|---|--|--|--|
| <b>Presence (not available on iPhone)</b>       | Cisco Unified Presence 7.0.2 or later   | 7.0 or later                                     | 3.0 or later (7.0 required for full support) | ✓  |
| <b>Text messaging (not available on iPhone)</b> | Cisco Unified Mobility Advantage 7.0 or later   | 3.0 or later                                     | 3.0 or later                                 |  |
| <b>Meeting list</b>                             | Cisco Unified MeetingPlace 6.0 and 7.0, and Microsoft Exchange 2000, 2003, and 2007   | 7.1 (limited support starting with 3.0 or later) | 3.0 or later (7.1 required for full support) | ✓  |
| <b>Call Me (BlackBerry and iPhone)</b>          | Cisco Unified MeetingPlace 6.0 and 7.0  | 7.1  | 7.1  | ✓  |
| <b>Security</b>                                 | Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4 (Cisco ASA 5500, 5505, 5510, 5520, 5540, 5550, and 5580 Series models) | 7.0 or later                                     | 3.0 or later                                 | Optional. Connect through BlackBerry MDS/BES using Cisco Unified Mobile Communicator v7.1 for BlackBerry devices |
| <b>Cisco Media Convergence Server</b>           | Cisco MCS 7845 and 7825 Media Convergence Servers   | 7.0 or later                                     | -  | Equivalent servers are also supported  |

## Ordering Information

Table 4 provides ordering information for Cisco Unified Mobile Communicator and Cisco Unified Mobility Advantage. These products are part of Cisco Unified Workspace Licensing. Please visit <http://www.cisco.com/go/workspacelicensing> for more information.

**Table 4.** Ordering Information

| Description  | Product Number   |
|--|--|
| <b>Top Level Server and Client Software SKU</b>  | CUMC-K9-V7   |
| <b>Cisco Unified Mobility Advantage server software (Note: automatically included when CUMC-K9-V7 is selected)</b>   | CUMA-LINX-K9-V7  |
| <b>Cisco Unified Mobile Communicator Software for BlackBerry OS, Symbian OS or Windows Mobile OS SKUs (not Apple iPhone OS software is available via the Apple App Store)</b>  | CUMC-BB-K9-V7<br>CUMC-SYM-K9-V7<br>CUMC-WM6-K9-V7  |
| <b>Cisco Unified Mobile Communicator Client Access License for iPhone OS, BlackBerry OS, Symbian OS or Windows Mobile OS SKUs</b>  | CUMC-IPH-CAL<br>CUMC-BB-CAL<br>CUMC-SYM-CAL<br>CUMC-WM6-CAL  |
| <b>Cisco MCS 7845 Media Convergence Server (max 1000 users) SKUs</b><br><b>Cisco MCS 7825-H4/I4 Media Convergence Server (max 500 users) SKUs</b><br><b>Cisco MCS 7825-H3/I3 Media Convergence Server (max 250 users) SKUs</b> | MCS-7845-H2-MOB1<br>MCS-7845-I2-MOB1<br>MCS-7825-H3-RC1<br>MCS-7825-I3-RC1<br>MCS-7825-H4-MOB1<br>MCS-7825-I4-MOB1 |
| <b>Cisco ASA</b>   | ASA 5505, 5510, 5520, 5540, 5580   |

## Cisco Services

Using the Cisco Lifecycle Services approach, Cisco and our partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP Communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruptions during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and our partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



## For More Information

For more information about Cisco Unified Communicator, visit: <http://www.cisco.com/go/mobilecommunicator>. For more information about Cisco Mobile for iPhone, visit <http://www.cisco.com/go/ciscomobile> or contact your local Cisco account representative.



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