

# Cisco Integrated Service Router Unified Communications Bundles

## Product Overview

Cisco® Unified Communications brings voice, video, data, and mobility to help employees communicate effectively no matter where they work or what devices they use. The solution streamlines business processes, helps employees reach the right resource the first time, and increases profitability.

Cisco Integrated Service Router Unified Communications Bundles combine award-winning hardware and software components from Cisco to provide a unified communications solution expressly for small and medium-sized businesses (SMBs) and enterprise branch offices. The solution delivers integrated data, IP telephony, voicemail, and automated-attendant functions, allowing customers to deploy one device to address all their business needs, thereby simplifying management, maintenance, and operations and delivering a lower total cost of ownership (TCO).

The Unified Communications bundles combine, in a single part number, the Cisco Integrated Services Router hardware platform, Cisco IOS® Software features including routing and Security, Cisco Unified Communications Manager Express for call processing, Cisco Unity® Express for voicemail and auto-attendant features, Cisco Unified Border Element for connecting to Session Initiation Protocol (SIP) telephony providers, Cisco Unified CallConnector Personal Edition for Microsoft Windows desktop integration, and phone user licenses for Cisco IP phones. This makes it easy for a SMB or enterprise branch customer to order a complete Cisco Unified Communications solution.

Productivity-enhancing applications are on the top of most customers' minds today. In addition to the data, voice and video features, the Unified Communications bundles also include Cisco Unified CallConnector for Microsoft Windows Personal Edition providing integration toolbar for Microsoft Outlook and Internet Explorer, click-to-dial functionality for desktop applications, automatic searching of phone numbers on Webpages open with Internet Explorer, and screen pops for incoming calls with caller ID and call handling tools. Cisco Unified CallConnector Personal Edition can be deployed along with Cisco Unified CallConnector Server and Unified CallConnector Mobility to provide presence and mobility features.

The Cisco Integrated Services Router Unified Communications Bundles start at a base user count, which reduces the entry price for customers. This enables customers to purchase a higher-end solution at a reduced cost with room for growth as their business and network needs change.

The Unified Communications bundles also provide separate part numbers for customers that want to deploy advanced security features like Firewall, Intrusion Detection and VPN along with the Unified Communications features on the same hardware. This provides customers greater choice and flexibility of security options for their network.

## Product Specifications

Cisco Integrated Service Router Unified Communications Bundles include the components shown in Table 1.

**Table 1.** Components of the Cisco Integrated Services Router Unified Communications Bundles

Component	Description
<b>Cisco Integrated Services Router</b>	Unified Communications bundles are available for the Cisco 1861 router, all of the Cisco 2800 Series routers, and all of the Cisco 3800 Series routers.
<b>Cisco Unified Communications Manager Express</b>	Cisco IOS Software module that provides call processing for attached Cisco IP Phones, Cisco Video Endpoints and analog phones. Cisco Unified Communications Manager Express also includes advanced features such as hunt groups, call queuing, conferencing, and mobility.
<b>Cisco Unity Express</b>	Hardware module and software that provides voicemail, automated attendant, and interactive voice response (IVR) features. Depending on the bundle, either the Cisco Unity Express Advanced Integration Module or the Cisco Unity Express Network Module is included, along with Cisco Unity Express software licenses.
<b>Packet Voice Digital Signaling Processor Module v2 (PVDM2)</b>	Digital signal processor module for Cisco Integrated Services Routers that is used for hardware-based conferencing, analog and PSTN connectivity, and transcoding between different voice codecs.
<b>Cisco Unified CallConnector for Microsoft Windows Personal Edition</b>	Each UC Bundles includes few Cisco Unified CallConnector Personal Edition licenses for installation with Microsoft Windows desktop. This provides click-to-dial functionality, screen pops for incoming calls, and an integration toolbar within Microsoft Outlook and Internet Explorer.  When deployed with Cisco Unified CallConnector Server and Mobility additional services are available including presence, instant messaging, shared directory services and single number reach.
<b>Cisco Unified IP Phone User Licenses</b>	Cisco offers a broad range of wired and wireless IP phones for diverse customer needs. Unified Communications bundles include user licenses required for connecting any Cisco IP phones to the Unified Communications system.
<b>Cisco Unified Border Element</b>	Cisco IOS Software license used to provide connectivity to SIP Service Providers or to connect systems via H.323 or SIP.
<b>Cisco IOS Software Security (Optional)</b>	Cisco IOS Software Security Feature set includes VPN, IPSec, IP Firewall, and Intrusion Detection System (IDS).

## Ordering Information

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

Table 2 lists the part numbers for the basic Unified Communications bundles.

**Table 2.** Ordering Information for the Cisco Integrated Service Router Unified Communications Bundles

Product Name	Part number
Cisco 1861 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS SP Services software, 8-user CME, CUE, and phone licenses, 4 FXS ports, 4 FXO ports, 8 Power over Ethernet ports, and 2 Unified CallConnector Personal Edition licenses	C1861-UC-4FXO-K9
Cisco 1861 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS SP Services software, 8-user CME, CUE, and phone licenses, 4 FXS ports, 2 BRI ports, 8 Power over Ethernet ports, and 2 Unified CallConnector Personal Edition licenses	C1861-UC-2BRI-K9
Cisco 2801 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS SP Services software, PVDM2-32, AIM-CUE, 10 -user CME, CUE and phone licenses, 2 Unified CallConnector Personal Edition licenses and 2 CUBE licenses	C2801-10UC/K9
Cisco 2811 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS SP Services software, PVDM2-32, AIM-CUE, 15-user CME, CUE, and phone licenses, 5 Unified CallConnector Personal Edition licenses, and 3 CUBE licenses	C2811-15UC/K9
Cisco 2821 Integrated Services Router with 128 MB Compact Flash/256 MB DRAM, IOS SP Services software, PVDM2-32, AIM-CUE, 25-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 5 CUBE licenses	C2821-25UC/K9
Cisco 2851 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS SP Services software, PVDM2-48, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C2851-35UC/K9

Product Name	Part number
Cisco 3825 Integrated Services Router with 128 MB compact flash/512 MB DRAM, IOS SP Services software, PVDM2-64, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C3825-35UC/K9
Cisco 3845 Integrated Services Router with 128 MB compact flash/512 MB DRAM, IOS SP Services software, PVDM2-64, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C3845-35UC/K9

Table 3 lists the part numbers for the Unified Communications bundles with advanced security.

**Table 3.** Ordering Information for Cisco Integrated Service Router Unified Communications Bundles with Advanced Security

Product Name	Part Number
Cisco 1861 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, 8-user CME, CUE and phone licenses, 4 FXS ports, 2 BRI ports, 8 Power over Ethernet ports and 2 Unified CallConnector Personal Edition licenses	C1861-2B-VSEC/K9
Cisco 1861 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, 8-user CME, CUE and phone licenses, 4 FXS ports, 4 FXO ports, 8 Power over Ethernet ports and 2 Unified CallConnector Personal Edition licenses	C1861-4F-VSEC/K9
Cisco 2801 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, PVDM2-32, AIM-CUE, 10-user CME, CUE, and phone licenses, 2 Unified CallConnector Personal Edition licenses, and 2 CUBE licenses	C2801-10UC-VSEC/K9
Cisco 2811 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, PVDM2-32, AIM-CUE, 15-user CME, CUE, and phone licenses, 5 Unified CallConnector Personal Edition licenses, and 3 CUBE licenses	C2811-15UC-VSEC/K9
Cisco 2821 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, PVDM2-32, AIM-CUE, 25-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 5 CUBE licenses	C2821-25UC-VSEC/K9
Cisco 2851 Integrated Services Router with 128 MB compact flash/256 MB DRAM, IOS Advanced IP Services software, PVDM2-48, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C2851-35UC-VSEC/K9
Cisco 3825 Integrated Services Router with 128 MB compact flash/512 MB DRAM, IOS Advanced IP Services software, PVDM2-64, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C3825-35UC-VSEC/K9
Cisco 3845 Integrated Services Router with 128 MB compact flash/512 MB DRAM, IOS Advanced IP Services software, PVDM2-64, NME-CUE, 35-user CME, CUE, and phone licenses, 10 Unified CallConnector Personal Edition licenses, and 7 CUBE licenses	C3845-35UC-VSEC/K9

To add users to the Unified Communications bundles, three upgrade parts are available. These upgrade parts are listed in Table 4.

**Table 4.** Upgrade Parts Ordering Information

Product Name	Part Number
5-user CME, CUE, and phone licenses, 1 CUBE license	FL-CCME-UC-5
25-user CME, CUE, and phone licenses, 5 CUBE licenses	FL-CCME-UC-25
50-user CME, CUE, and phone licenses, 10 CUBE licenses	FL-CCME-UC-50

Cisco Unity Express included in the Unified Communications bundles has multiple voice ports to provide simultaneous access to voicemail, automated attendant, and interactive voice response. Cisco Unity Express also provides General delivery mailboxes (GDMs) which are shared voice mailboxes for voice messaging for a group of users.

The number of voice ports and GDMs that a customer is entitled to use with the Unified Communications bundles depends on number of users licensed for the Unified Communications bundle. Table 5 explains the relationship:

**Table 5.** Number of Voice Ports and GDMs for the Unified Communications Bundles

Number of Users licensed	Unified Communications bundle for Cisco 1861, 2801, 2811 and 2821	Unified Communications bundle for Cisco 2851, 3825 and 3845
Up to 25	10 GDMs, 6 voice ports	10 GDMs, 8 voice ports
26 to 50	15 GDMs, 6 voice ports	15 GDMs, 8 voice ports
51 to 75		20 GDMs, 8 voice ports
76 to 100		20 GDMs, 10 voice ports
101 to 125		25 GDMs, 12 voice ports
126 to 150		25 GDMs, 14 voice ports
More than 150		25 GDMs, 24 voice ports

## Cisco Services

Cisco Services offer a flexible suite of support services designed to help maintain high-quality network performance while controlling operational costs. With a Cisco technical services contract, you can gain access to Cisco technical experts, as well as industry-leading Cisco tools and resources to help you increase your operational efficiency, control costs, and maintain optimal network performance and reliability. These services cover hardware support as well as applications support.

## Targeted Solution for Your Unified Communications Needs

As you strive to better support your customers and enhance your profitability, you can expect to continue relying on Cisco Unified Communications tools as your business grows. With so much depending on your communication capabilities, you need to make sure that you have the right tools and a reliable and highly secure infrastructure, with high uptime. Cisco Integrated Services Router Unified Communications Bundles provide you the right infrastructure that is easy to manage and operate along with productivity enhancing applications to help you get the most out of your unified communications system.

## For More Information

For more information on the products included in the Unified Communications bundles please visit <http://www.cisco.com/go/ccme>, <http://www.cisco.com/go/cue> and <http://www.cisco.com/go/unifiedcallconnector>.



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