

Cisco Integrated Services Router Unified Communications Bundles

Q. What are the Cisco Integrated Services Router Unified Communications (UC) Bundles?

- A.** Cisco® Integrated Services Router Unified Communications Bundles simplify the deployment of a unified communications solution by packaging a number of needed components in a single part number to make it easy to quote and order.

Two types of UC bundles are offered for the Cisco 1861, 2800, and 3800 Series routers: Voice and Voice + Security.

Voice-only UC bundles include:

- The Integrated Services Router
- Cisco IOS® Software based Routing
- Cisco Unified Communications Manager Express for call processing
- Cisco Unity® Express hardware module and licenses for voicemail, integrated messaging, and interactive voice response
- Digital signal processors (DSPs) for conferencing and connecting to a public switched telephone network (PSTN)
- Phone licenses to deploy Cisco IP phones
- Cisco Unified CallConnector Personal clients for Microsoft Windows desktop integration. This client is offered free of charge as an introductory offer only.

Voice + Security UC bundles also include security features like VPN, Cisco Intrusion Detection System, and Cisco IOS Firewall in addition to all the components in the voice-only UC bundles.

Q. How long is the introductory offer on Cisco Unified CallConnector valid?

- A.** There is no set timeline for expiration of the introductory offer on free Cisco Unified CallConnector Personal clients. Cisco will reevaluate it within a six-month time frame.

Q. Will the existing Cisco Unified Communications Manager Express (CCME) bundles be discontinued due to the introduction of the Unified Communications bundles?

- A.** There is no current plan to discontinue the existing CCME bundles. Cisco will, however, reevaluate this decision in the future, based on the adoption of the Unified Communications bundles.

It is recommended that all new deployments strongly consider the UC bundles instead of the existing -CCME bundles.

Q. What are the benefits of the new UC bundles compared to the CCME bundles?

- A.** The new UC bundles are aimed to simplify deployment of Cisco Unified Communications solutions while enabling customers to start at a lower entry price and pay as they grow. The UC bundles have many benefits over the current CCME bundles:
- UC bundles include a number of components, such as Cisco Unified Communications Manager Express, Cisco Unity Express hardware module and licenses, Cisco Unified

CallConnector Personal Clients, and phone licenses, so that you don't have to order them separately. This makes quoting and ordering much simpler.

- Included phone licenses entitle you to deploy any type of Cisco IP phones, simplifying phone deployment.
- UC bundles start at a base user count, which reduces the entry price for the customers. Additional users can be added at a later time whenever you want to.
- With the UC bundles, deploying a Cisco 3825 or 3845 Integrated Services Router for up to 100 phones becomes more affordable compared to a similar deployment with existing CCME bundles. For example, if you are buying a Cisco 3825 router for deploying 50 phones, you can get a discount of up to 19.9 percent from the list price, compared to buying the Cisco 3825 CCME bundle and then adding Cisco Unity Express, phone licenses, and Cisco Unified CallConnector Personal client licenses to it.
- UC bundles also lower the price gap between solutions using the Cisco 2800 and 3800 Series Integrated Services Routers. This means that, for a little extra initial investment, you can buy a higher-performance router that comes with extra DRAM, supports more phones, and has extra slots for deploying advanced applications such as Wide Area Application Services (WAAS), Network Analysis or Application Oriented Networking and so on
- For Cisco 2801 and 2811 routers, UC bundles include higher number of DSPs compared to the existing CCME bundles to provide better support for hardware conferencing.

Q. Which platforms are the new UC bundles available for?

- A.** The UC bundles are available for the Cisco 1861 Integrated Services Routers, the Cisco 2800 Series (i.e. Cisco 2801, 2811, 2821, and 2851), and the Cisco 3800 Series (i.e. Cisco 3825 and 3845).

Q. What discount do I get with the new UC bundles?

- A.** Discounts for the UC bundles, compared with purchasing the products separately, varies between 16 percent and 47 percent off of the list price

Q. How many users are included in the UC bundles?

- A.** Each UC bundle includes a base set of users with the option to add additional users (CME Feature License, phone licenses and Cisco Unity Express Licensing). The table below has details on each:

| Cisco Part Number | Integrated Services Router | Number of Users (i.e., Number of Cisco Unified Communications Manager Express, Cisco Unity Express, and Phone Licenses) | Number of Cisco Unified CallConnector Personal Licenses |
|--|----------------------------|---|---|
| C1861-UC-4FXO/K9 C1861-UC-2BRI/K9 C1861-4F-VSEC/K9 C1861-2B-VSEC/K9 | 1861 | 8 | 2 |
| C2801-10UC/K9 C2801-10UC-VSEC/K9 | 2801 | 10 | 2 |
| C2811-15UC/K9 C2811-15UC-VSEC/K9 | 2811 | 15 | 5 |
| C2821-25UC/K9, C2821-25UC-VSEC/K9 | 2821 | 25 | 10 |
| C2851-35UC/K9, C2851-35UC-VSEC/K9 | 2851 | 35 | 10 |

| Cisco Part Number | Integrated Services Router | Number of Users (i.e., Number of Cisco Unified Communications Manager Express, Cisco Unity Express, and Phone Licenses) | Number of Cisco Unified CallConnector Personal Licenses |
|-------------------------------------|----------------------------|---|---|
| C3825-35UC/K9 C3825-35UC-VSEC/K9 | 3825 | 35 | 10 |
| C3845-35UC/K9 C3845-35UC-VSEC/K9 | 3845 | 35 | 10 |

Q. How do I add users after I have bought a UC bundle?

A. You can buy UC Bundle upgrade parts to add users. These upgrade part numbers are listed in the table below.

| Part Numbers | Description |
|----------------------|---|
| FL-CCME-UC-5 | Adds Cisco Unified Communications Manager Express, Cisco Unity Express, and phone licenses for up to 5 users |
| FL-CCME-UC-25 | Adds Cisco Unified Communications Manager Express, Cisco Unity Express, and phone licenses for up to 25 users |
| FL-CCME-UC-50 | Adds Cisco Unified Communications Manager Express, Cisco Unity Express, and phone licenses for up to 50 users |

Upgrade parts are cumulative, which means that you can add the user counts from multiple part numbers to get to the desired user count. For example, if you want to add 30 more users to a Cisco 3825 UC bundle, which includes 35 users, you need to buy two upgrade part numbers: one FL-CCME-UC-25 and one FL-CCME-UC-5.

Q. Which Cisco Unity Express module is included in the UC bundles?

A. The Cisco 2801, 2811, and 2821 bundles include the Cisco Unity Express Advanced Integration Module with a maximum support of 50 mailboxes. The Cisco 2851, 3825, and 3845 bundles include the Cisco Unity Express Network Module with a capacity for 250 mailboxes.

Q. When ordering, can I change the Cisco Unity Express module in my Unified Communications bundle?

A. This is not available.

Q. How do I add more Cisco Unity Express mailboxes, general delivery mailboxes (GDMs), or voice ports?

A. The FL-CCME-UC-5, FL-CCME-UC-25, and FL-CCME-UC-50 upgrade part numbers include 5, 25, and 50 Cisco Unity Express user mailboxes, respectively. They also entitle you to extra GDMs and voice ports, depending upon the total number of users you have licensed on your router. See the next question for your entitlement for GDMs and voice ports.

Q. How many GDMs and voice ports do I get?

A. The number of GDMs and voice ports depends upon the total number of users deployed on the router. The table below explains the entitlement.

| Number of Users Licensed | Cisco 1861, 2801, 2811 and 2821 Router Unified Communications Bundle | Cisco 2851, 3825, and 3845 Router Unified Communications Bundle |
|--------------------------|--|---|
| 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 |
| 125 to 150 | | 25 GDMs, 14 voice ports |

| Number of Users Licensed | Cisco 1861, 2801, 2811 and 2821 Router Unified Communications Bundle | Cisco 2851, 3825, and 3845 Router Unified Communications Bundle |
|--------------------------|--|---|
| More than 150 | | 25 GDMs, 24 voice ports |

Q. Is there any other way to add voicemail boxes, voice ports, or GDMs without having to buy the UC upgrade part numbers (FL-CCME-UC-xx)?

A. The only way to add user mailboxes and GDMs is to buy the UC upgrade part numbers. To add voice ports, you can buy Cisco Unity Express voice port licenses, using the part number SCUE-LIC-PORT-2.

Q. Can I upgrade my existing CCME/Survivable Remote Site Telephony (SRST) bundles to UC bundles?

A. No; the UC bundles are meant only for new deployments. There is no option provided to upgrade your existing bundles to the new UC bundles.

Q. What if I need more CUBE SIP or H.323 Trunking Licenses?

A. Additional CUBE SIP or H.323 Trunking licenses can be purchased using Cisco part numbers; FL-CUBE-5 or FL-CUBE-25 for 5 or 25 additional simultaneous connections.

Q. If I don't want Cisco Unity Express, are the UC bundles still the least expensive option?

A. Even if you don't need Cisco Unity Express right now, the UC bundles are still a great deal because of the built-in discounts. Depending on the number of users the solution is for, a UC bundle might cost you only a little extra compared to the current CCME bundles, but for that extra money you will get the simplicity of the UC bundles and future protection for when you might need to add Cisco Unity Express.

Q. In addition to the UC bundles, what do I need for a typical installation?

A. In addition to the UC bundles, you may need to buy analog (FXS) ports to connect analog phones, Power over Ethernet (PoE) module(s) or an external PoE switch, a WAN Interface, and one or more modules to connect to the telephony service provider. Typically, customers use either FXO or T1/PRI in North America and ISDN BRI or PRI in the rest of the world. More and more customers are opting to connect to the service provider over IP trunks, which can be provided over many physical interfaces, such as DSL or T1/E1.

Q. Can I exchange my CCME licenses for the new UC licenses?

A. No; there is no option to exchange existing CCME feature licenses for the UC licenses.

Q. Do I get any investment protection if my business grows beyond the capacity of a Cisco Unified Communications Manager Express system and I move to a centralized Cisco Unified Communications Manager deployment?

A. The UC bundles provide investment protection when upgrading to Cisco Unified Communications Manager. When you move to a centralized deployment using Cisco Unified Communications Manager, the included Cisco Unified Communications Manager Express feature license can be used as an SRST feature license, the included CUBE licenses can be used as is, the phone licenses can be exchanged for Cisco Unified Communications Manager Device License Units (DLUs), and the Cisco Unity Express hardware and licenses can be used for distributed voicemail deployment.

Q. How do the new licenses compare to the recently introduced Cisco Unified Workspace Licensing (CUWL)?

A. The table below provides a comparison.

| Cisco Integrated Services Router Unified Communications Bundles | Cisco Unified Workspace Licensing |
|---|---|
| Applicable to Cisco Unified Communications Manager Express and Cisco Unity Express deployments | Applicable to Cisco Unified Communications Manager deployments |
| Bundles include the ISR router, Cisco Unified Communications Manager Express license, Cisco Unity Express license, Cisco Unified CallConnector licenses, and phone user license | Includes Cisco Unified Communications Manager licenses and applications. Available in Business, Standard, and Professional versions, depending on the applications included |
| Minimum number of users starts at 8 and depends on the platform-specific bundle | Minimum 50 users (CUWL-BE) Minimum 100 users (CUWL-STD and PRO) |
| Separate SMARTnet+SAS-U Contract Optional | UCSS/ESW Subscription Service Required |

Q. Can I convert the UC licenses to Cisco Unified Workspace Licensing (CUWL) licenses when moving to Cisco Unified Communications Manager?

- A.** You can exchange the phone licenses for Cisco Unified Communications Manager DLUs. After that, you need to convert the Cisco Unified Communications Manager DLUs to CUWL licenses. See the CUWL documentation for more details (<http://www.cisco.com/go/cuwl>).

Q. How does the new licensing compare to the licensing for the Cisco Unified Communications 500 Series for Small Business (UC500)?

- A.** The new UC bundle pricing is modeled after the simplicity of the licensing for the Cisco Unified Communications 520 for Small Business (UC520). Like the UC520 bundles, the UC bundles include licenses for Cisco Unified Communications Manager Express, Cisco Unity Express, and phones.

Like the UC520 bundles, the UC bundles offer an option for you to add users by buying upgrade part numbers. Part numbers to add users to the UC bundles are available for 5, 25, or 50 users. The UC520, on the other hand, offers limited upgrade capabilities from 8 to 16 users, from 24 to 32 users, and from 32 to 48 users.

The UC520 comes prepackaged with FXS/PoE and FXO/BRI/T1 ports, whereas with the new UC bundles (except for the Cisco 1861 router bundle), you have to choose those options at the time of ordering or add them later.

Q. How do I buy Cisco Unified IP phones?

- A.** Phones should be purchased from Cisco direct or through Distribution as spares with the Cisco part number of CP-79xx=.

Q. How do I purchase Cisco IP Communicator and Cisco Video Telephony Advantage video camera for deploying with the UC bundles?

- A.** You can purchase Cisco IP Communicator and VTA as spares.

Q. Can I deploy third party SIP Phones with these UC Bundles?

- A.** Today third party SIP phones are not supported with CME on the ISR or UC500 series. Customers wanting to use a third party SIP phone even without TAC support need to purchase a SIP Third Party phone license (SW-CCME-UL-3PSIPM=).



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