



Cisco Unified Communications Manager 7.0



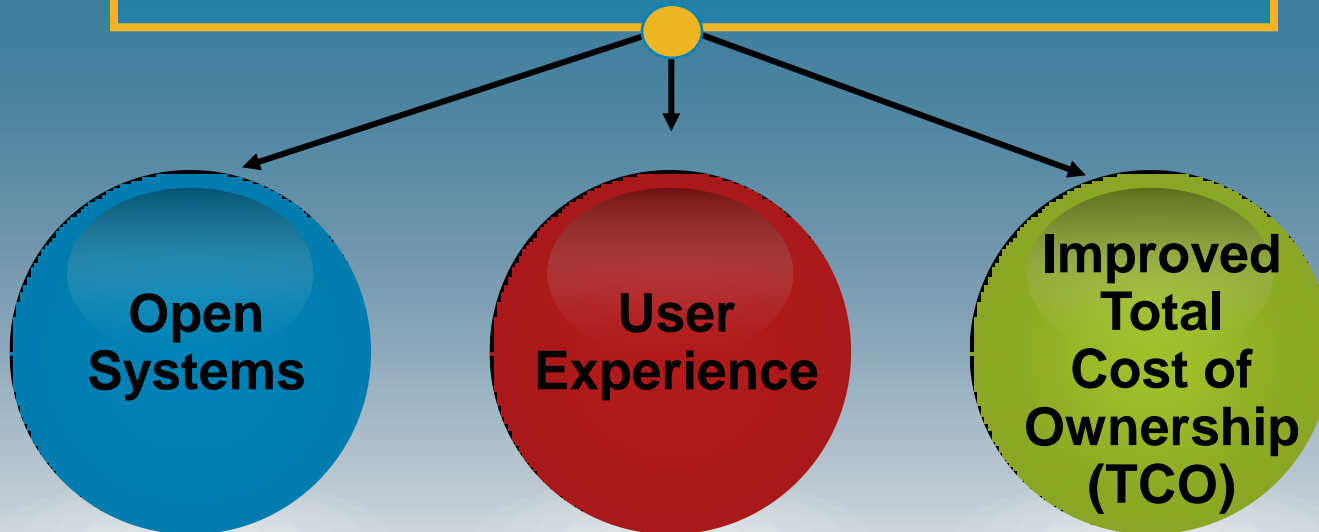
SE Presentation
September 2008

Session Overview

- Cisco Unified Communications Manager Enhancements
- Cisco Unified Communications Sizing Tool
- Cisco Unified Communications Manager Business Edition Improvements
- MCS Server and Unified IP Phone Updates
- Upgrade Strategy
- Ordering and Pricing

Cisco Unified Communications Manager 7.0(1) Priorities

To empower people in the Human Network to collaborate effectively and elegantly—every time, everywhere, everyone's included



So What's New In Unified CM 7.0?



New!

- **TCO:** Focus on making administration simpler through features such as Local Route Groups, Called Party Normalization and inclusion of “+” dialing and E.164.
- **Open Systems:** Broadens our interoperability standards foundation by adding SIP support to even more line side features, trunks and endpoint devices. Includes ‘click to conference’ with IBM Sametime and remote destination for Microsoft Office Communicator for MobileConnect (simultaneous ring feature).
- **User Experience:** Expands call control to mobility with Dial via Office and Time of Day support for MobileConnect.



Unified Communications Manager 7.0



Unified CM 7.0 Features - Summary

	Feature Description
1	Upgrade Path to Unified CM 7.0: Windows to Appliance: from 4.3, 4.2, 4.1 Appliance to Appliance: from 6.1, 5.1
2	T.38 Fax interoperability w/ MS Exchange
3	Click to Conference support for CUPS w/ Sametime
4	WebDialer click to dial support for WebEx
5	MobileConnect URI support
6	SIP - Single button barge
7	SIP - Join across lines
8	SIP - Conference Chaining
9	SIP - E.164, “+” and Calling Party Normalization
10	SIP - BLF Pickup
11	SIP - Programmable Line Keys
12	SIP - Malicious Call ID
13	SIP - Call Loop Prevention

Unified CM 7.0 Features

	Feature Description
14	SIP - Single call per line user experience
15	Calling Party Number (CPN) Normalization
16	E.164 Dialing (includes “+”)
17	Local Route Groups and Transformation
18	Mobility - Dial via Office
19	Mobility - Time of Day access list
20	Intelligent Bridge Selection
21	Directed Call Pickup
22	DND – Call Reject (SCCP and SIP)
23	DoD – Assured Services SIP (AS-SIP) including VoSIP/DVX V.150
24	DoD – VoSIP/DVX G.Clear
25	Network Virtualization (Trusted Relay Point)

Unified CM 7.0 Features

	Feature Description
26	New version of the OS
27	G.729 SIP trunk with MTP
28	sRTP over SIP Trunk
29	SIP PAI
30	Norwegian Defense – Secure Indication Tone
31	Key extension module, SIP version
32	Subscription Optimization, SIP only
33	Fresh install of Unified CM standalone on a 7828
34	LDAP Directory Sync and Authentication on Unified CM Business Edition
35	Cisco Security Agent new version 5.2.0 support
36	New Mobility Model Device Type
37	Support 7835/45 servers with 146GB HDD

Unified CM 7.0 Features

	Feature Description
38	Reduce Tracefile Output by Compression
39	Extension Mobility Feature Safe
40	Baltic Languages
41	DB Replication Improvement
42	Cisco Emergency Responder (CER) Location Management UI
43	Alerting Subsystem in UC OS
44	Support VG202/VG204 Gateways
45	Phone Services Provisioning Update
46	Active Directory 2008 testing for Unified CM 7.0



Dial Plan Improvements

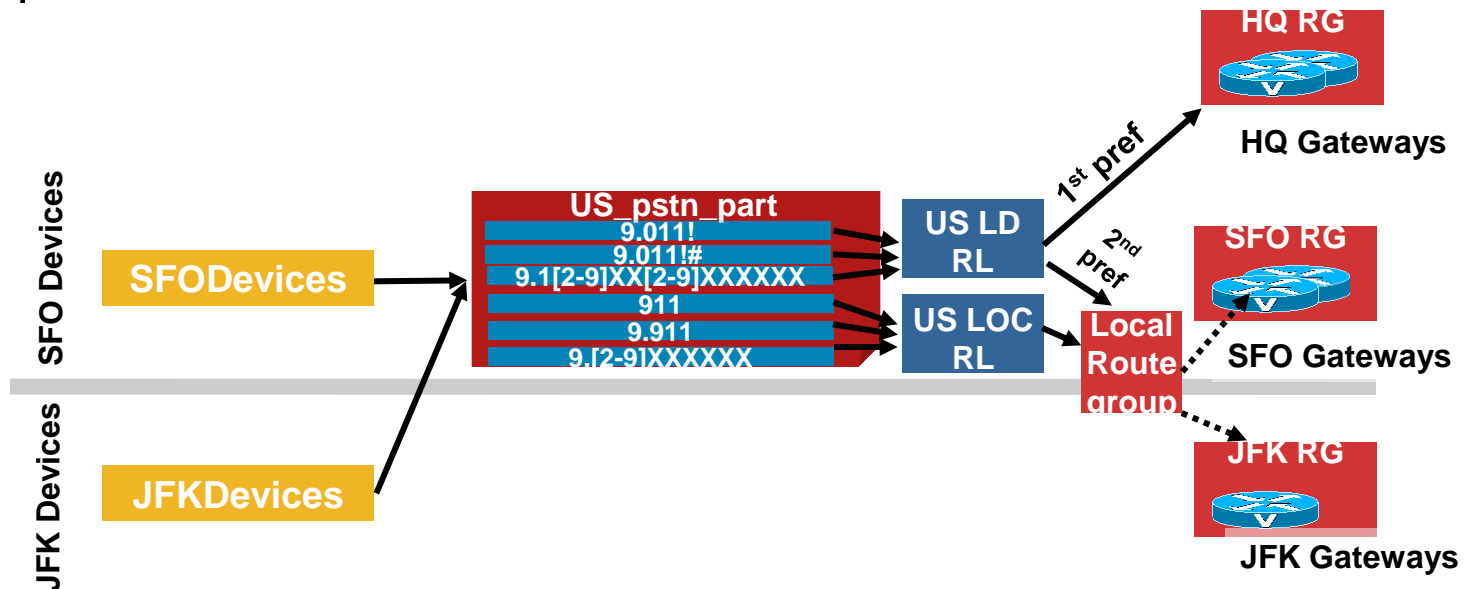


Current Multisite Configuration

- **Providing site-specific routing of patterns requires:**
 - 1 route pattern per pattern per site**
 - 1 partition per site (assuming flat addressing)**
 - 1 calling search space per site (for call routing (device CSS), assuming the line-device approach)**
 - At least 1 route list per site (more if some patterns use centralized gateways or GK)**
 - At least 1 route group per site (perhaps more)**
- **For 1000 sites and 6 patterns, we need 6000 route patterns, 1000 partitions, 1000 CSS's, 1000 route lists, and 1000 route groups: 10,000 things**

Local Route Group

- A local route group is a non-specific gateway designation that will route calls out a site specific gateway
- Allow common dial patterns to be routed out site-specific gateways based on the calling device's location (as derived from device pool)
- In practical terms, most off-net route patterns are no longer site-specific, and can be used for callers of different sites

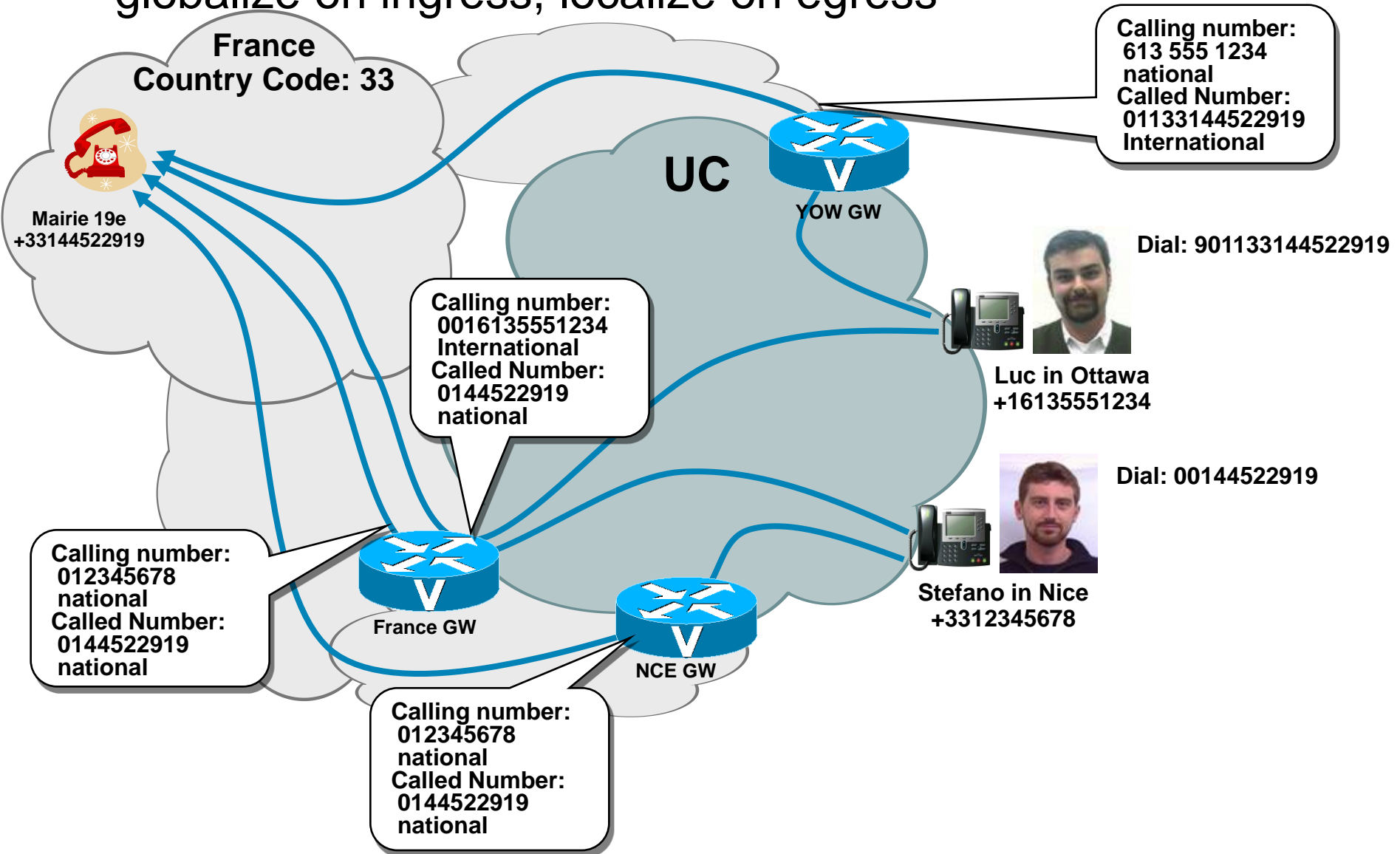


E.164: “+” Sign Support

- E.164 support includes the use of + to “wildcard” international access codes.
- From “anywhere”, by sending +33144522919, into a network that can digest it. E.g.: most mobile GSM carriers, and now, our UC system 7.0
- Phones do not support the + sign for keypad entry, but support the + sign in display and missed/received calls menus

The Big Picture of Global Dial Plans

globalize on ingress, localize on egress



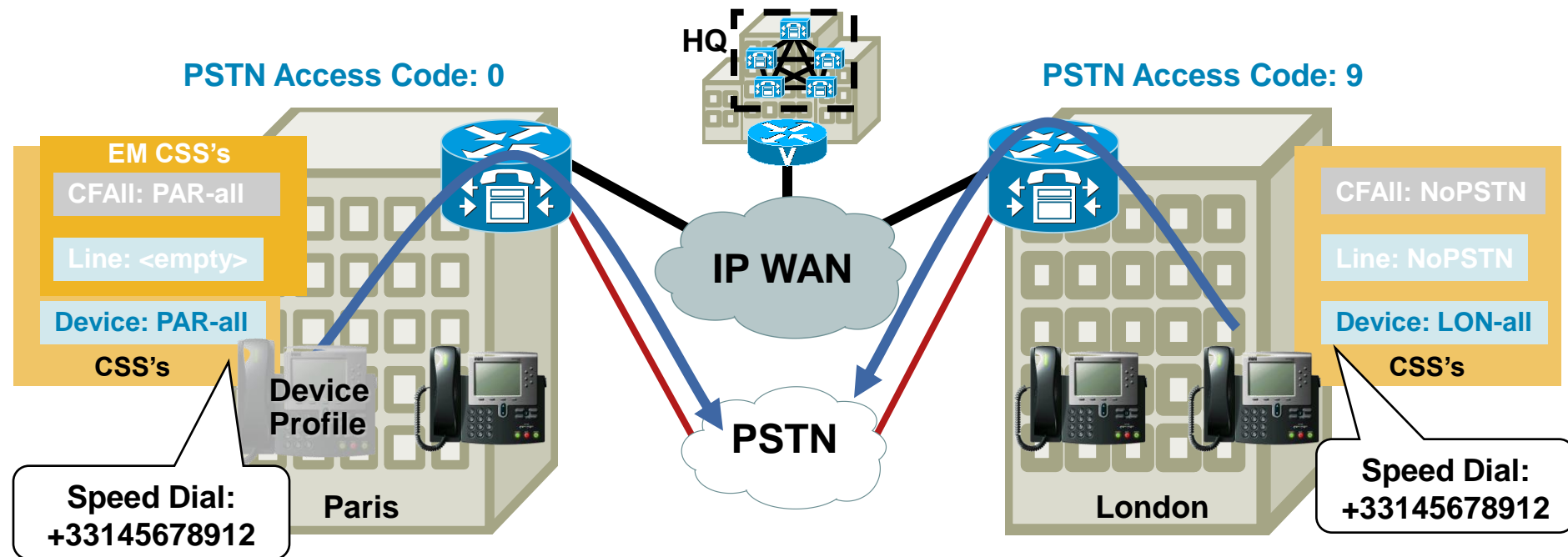
Combined Benefits:

Cisco Emergency Responder Local Failover

- When both Cisco Emergency Responder (CER) servers in a CER group are down, pre-7.0 systems fall into a “one size fits all” default route
 - 112 CTI route point CFNA/CFB to 113 CTI route point
 - 113 CTI route point CFNA/CFB to 112, through a *single, cluster-wide* CSS
 - That CSS points to one gateway
- Now: place an emergency route pattern (e.g., 112, 911) that route calls through the **local route group** in that CSS, and you have site-specific local failover for CER.

Combined Benefits:

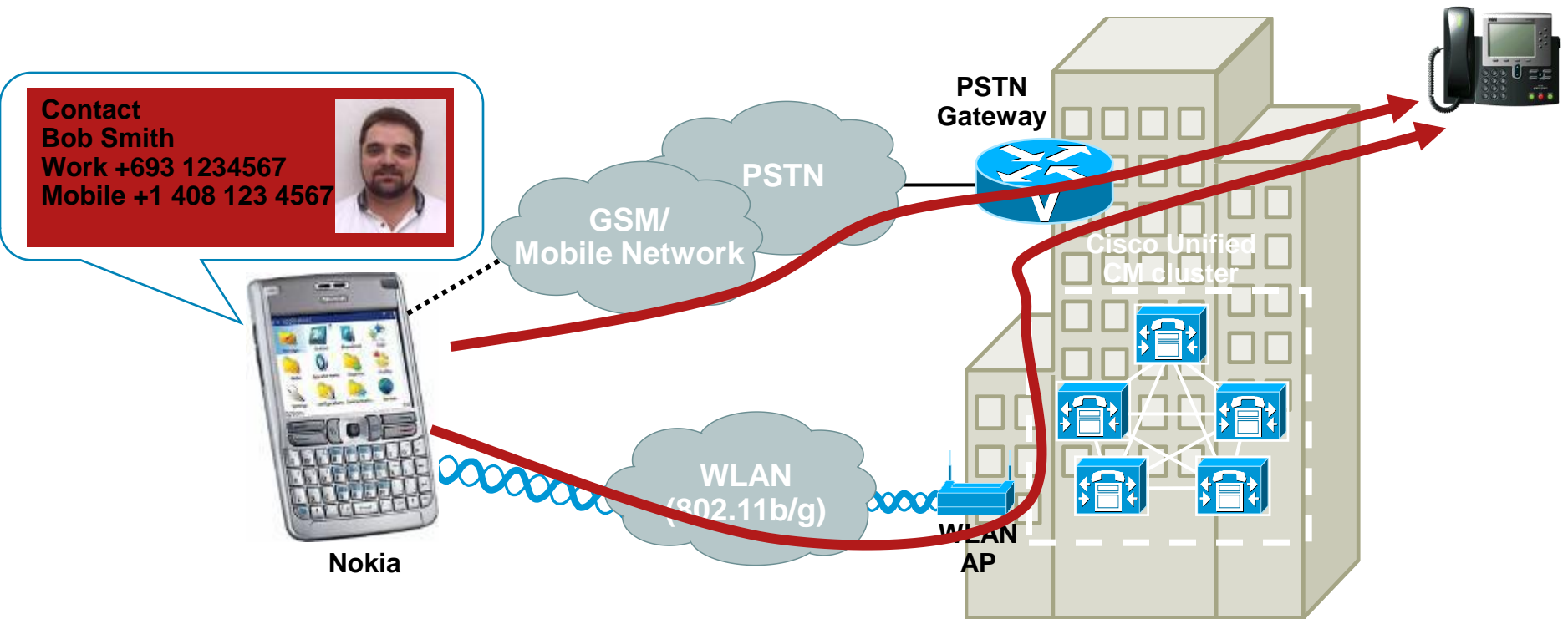
Extension Mobility and Speed Dials



- Put speed dials in using E.164 notation, as many mobile phone users know how to do today
- The pattern needs to be capable of being dialed any dial plan you visit

“+” Sign Support

Dial by Contact – GSM or IP network Call Routing



Dual-mode phones provide the ability to use either PSTN/GSM or WLAN connectivity for making and receiving calls

- The GSM network can accept + signs
- The IP network now can accept + signs



Mobility





Mobility Time of Day

- Time of Day routing will either allow or deny calling to a remote destination based on a defined time schedule
- Uses Access Control Lists to include/exclude calls
- User or administrator can configure time schedule for each remote destination
- Default time of day call routing behavior is same as Unified CM 6.x

Selecting Day and Time Range

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go
CCMAdministrator | About | Logout

System Call Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

Remote Destination Configuration Related Links: Back To Find/List Go

Save Delete Copy Add New

When Mobile Connect is Enabled

Ring Schedule:

- All the time
- As specified below

<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Wednesday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Thursday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> All Day	06:00	to	22:00
<input type="checkbox"/> Saturday	<input type="checkbox"/> All Day	No Office Hours	to	No Office Hours
<input type="checkbox"/> Sunday	<input type="checkbox"/> All Day	No Office Hours	to	No Office Hours

Time Zone* Pacific Standard/Daylight Time

When receiving a call during the above ring schedule:

- Always ring this destination
- Ring this destination only if caller is in **Important-Callers** [View Details](#)
- Do not ring this destination if caller is in **-- Not Selected --** [View Details](#)

Select Day

Hours of Day

Time Zone

ACL

Mobility Directed Call Park

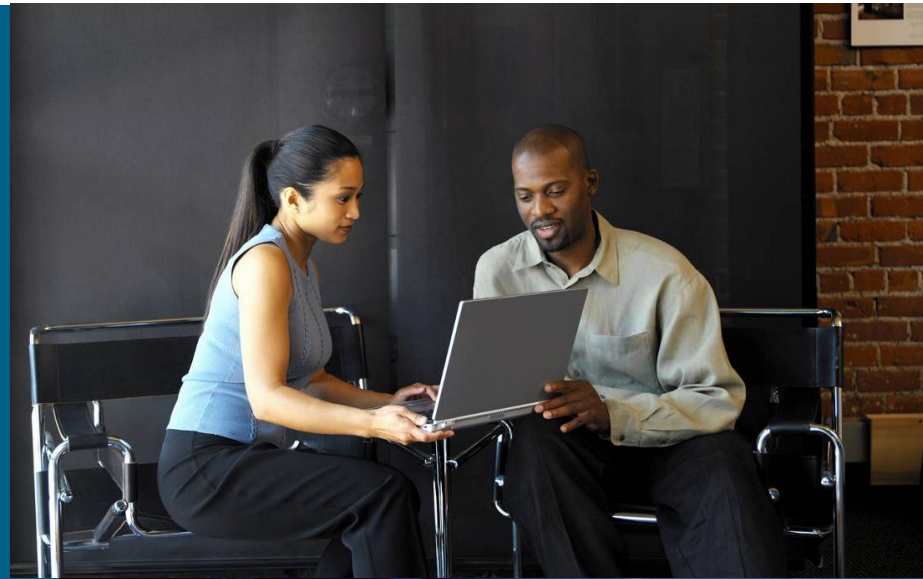
- This feature allows a cell phone user to park the call by transferring the calling party to a park code and retrieved later
- The feature is combination of Directed Call Park feature and DTMF feature
- When the cell phone user is on an active call, by using DTMF transfer feature, the user can park the call by transferring the calling party to the park code
- Typically used with a Smart mobile client

MobileConnect SIP URI Dialing

- This feature is to support SIP URI as an additional type of Remote Destination for mobility
- When the DN is called, mobility will extend the call to a SIP trunk selected with the SIP URI in the To: header
- This feature can only route based on the domain name not the full SIP URI
- This feature does not support Mobility features with this type of Remote Destination, such as 2 stage dialing, transforming to DN number when calling into CM or IVR support, Caller ID match and DTMF Xfer/Conference



Database





What is IMDB?

- IMDB stands for In Memory Database
 - Improve Scalability and Maintainability
 - Improve Speed and reliability
 - Provide consistent Cisco Unified Communications Manager (Unified CM) interaction with database
 - Reduce Unified CM memory usage
- IMDB does **NOT** alter the database write or change notification operations
- Administrators will not notice any difference since change is internal to Unified CM

Observable Changes for IMDB

- Faster initialization times

A 25,000 phone system using Unified CM 6.x database lookup took 18 minutes to initialize. Using IMDB, system was available in 3 minutes

- Improved system scalability

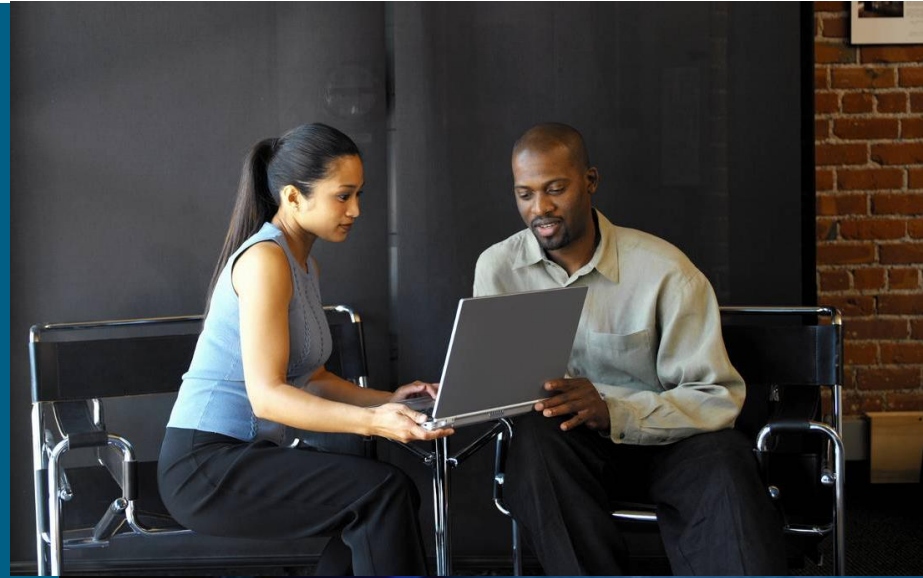
500 locations/region limit removed

- Less trace output (fewer SDL messages)

- Less Memory usage



Management



Disaster Recovery Service Changes



- DRS uses native Informix backup instead of CSV
- The backup includes both the Unified CM and the CAR databases. The impacts are:
 - CAR services automatically stopped and started during backup
 - Backup performed with concurrent database changes
 - Size of the backup is much smaller
 - Less time to back up Unified CM and CAR databases
 - Binary format is not readable or modifiable directly

Import/Export enhancements



- In Unified CM 6.0, Import/Export tool was introduced with support for only 28 configuration items; In Unified CM 7.0, this has been extended to support all configurable database items
- Added new option to Validate the import tar file

Validate Import File

- Provides option to validate the file prior to actual import transaction
- Validate option would,
 - ✓ Check if the tar file has a header file
 - ✓ Check if all files listed in the header file are actually present in the tar file
 - ✓ Check if all files in the tar file are listed in header file
 - ✓ Check if the filenames are as expected by BAT
 - ✓ Check if record length in each file matches the corresponding file format
- Include no validations for relational dependencies like fk/tk fields and no field level validations (data types, invalid characters etc)

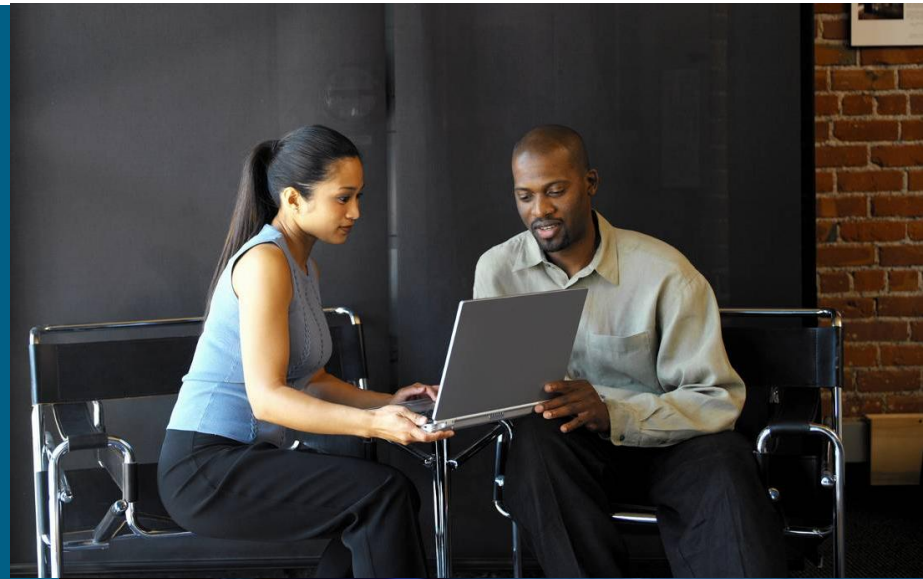


Trace File Compression

- Reduce disk-head movement by 90% for trace files
- **Greatly** reduce disk storage requirements
- Increased CPU utilization by 2-10% (depending on hardware and other factors)
- Files can be viewed using WinZip or gzip



Media Resources





Intelligent Bridge Selection

- What is Intelligent Bridge Selection?

Intelligent Bridge selection is the ability for Unified CM to select an audio or video bridge based upon capabilities of the participant

- Conferences that use Intelligent Bridge Selection

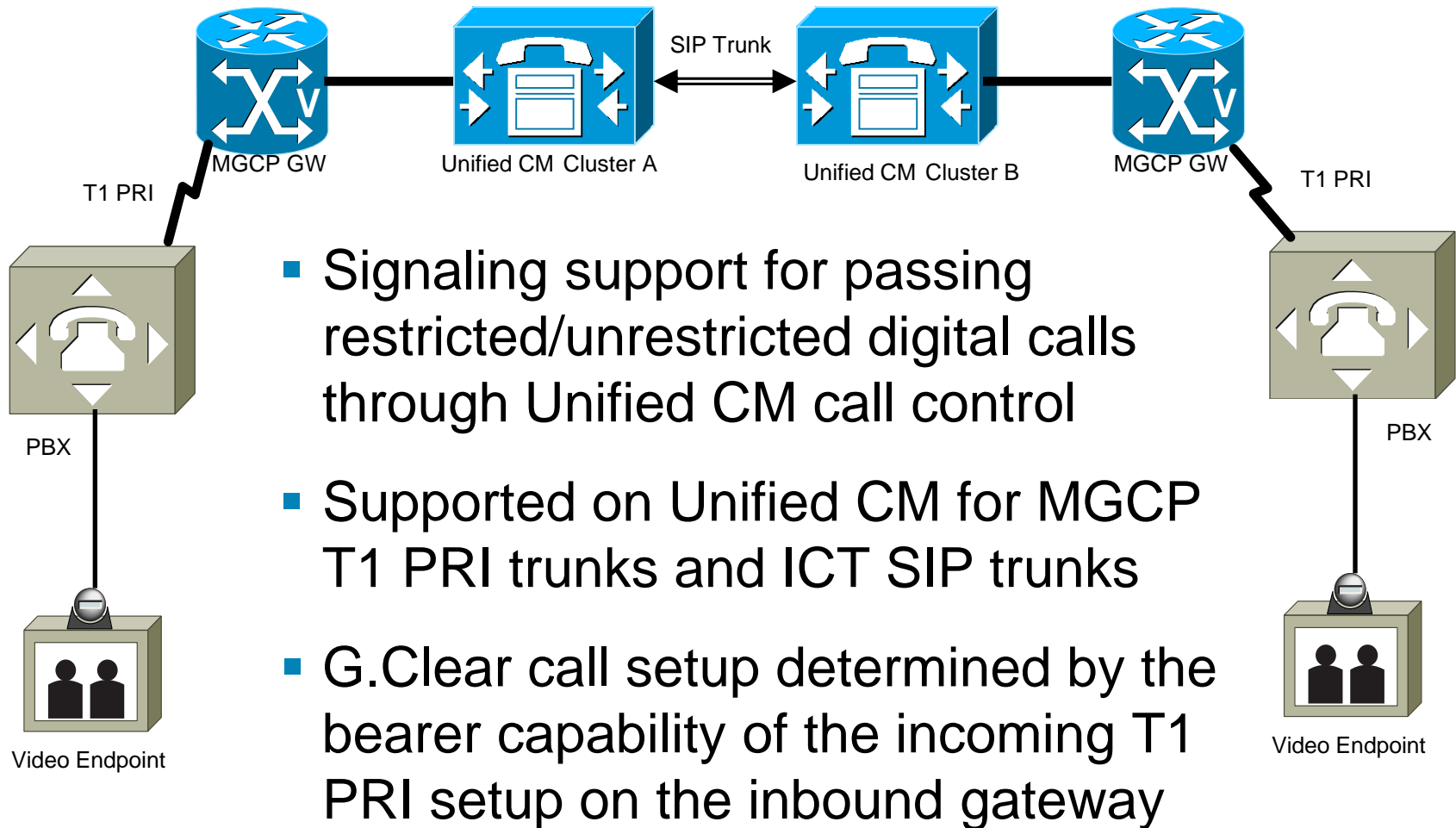
All ad-hoc conferences (confrn, join and cBarge) support Intelligent Bridge selection

A video conference bridge will be selected based upon the initiator's media resource list

Intelligent Bridge Selection Limitations

- Meet-Me and phone based barge **will NOT** support Intelligent Bridge selection
- When creating a conference between H323/SIP devices (ICT or endpoint), the conference will be audio only even though both other endpoints might be able to do video

Unified CM Support for G.Clear Codec

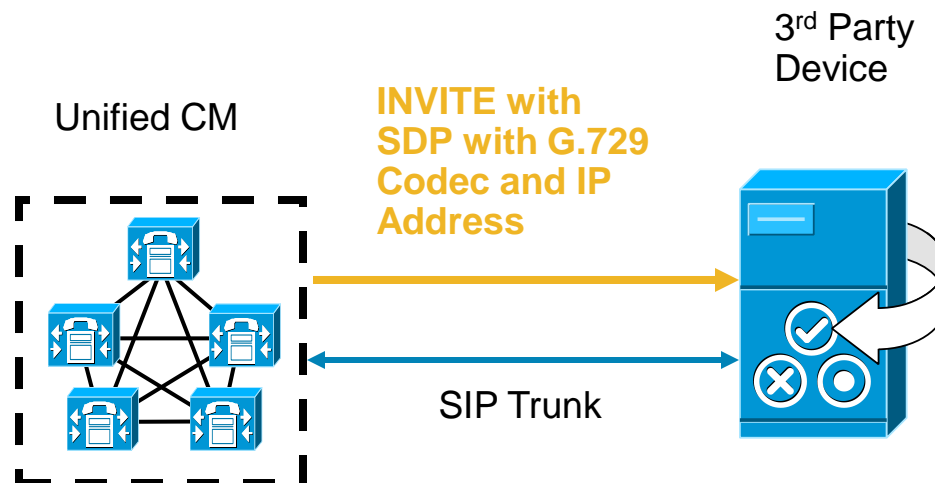


G.Clear Limitations/Caveats

- **NOT** supported on non-ICT SIP trunks, SCCP or H.323 devices/trunks
- G.Clear SIP trunk does not work in conjunction with MTP (for RFC2833 support)
- All GW clocking must be from common source (recommended to use network as clocking source)
- Unified CM and gateway do not support B-channel bonding and must be handled at the application level

What is G.729 MTP for SIP

- Support for G.729a and G.729b on SIP invite
- On SIP trunks, there are 2 types of media setup, early offer and delayed media
- Early offer requires a destination port/IP be provided at the time of the SIP Invite message





Security

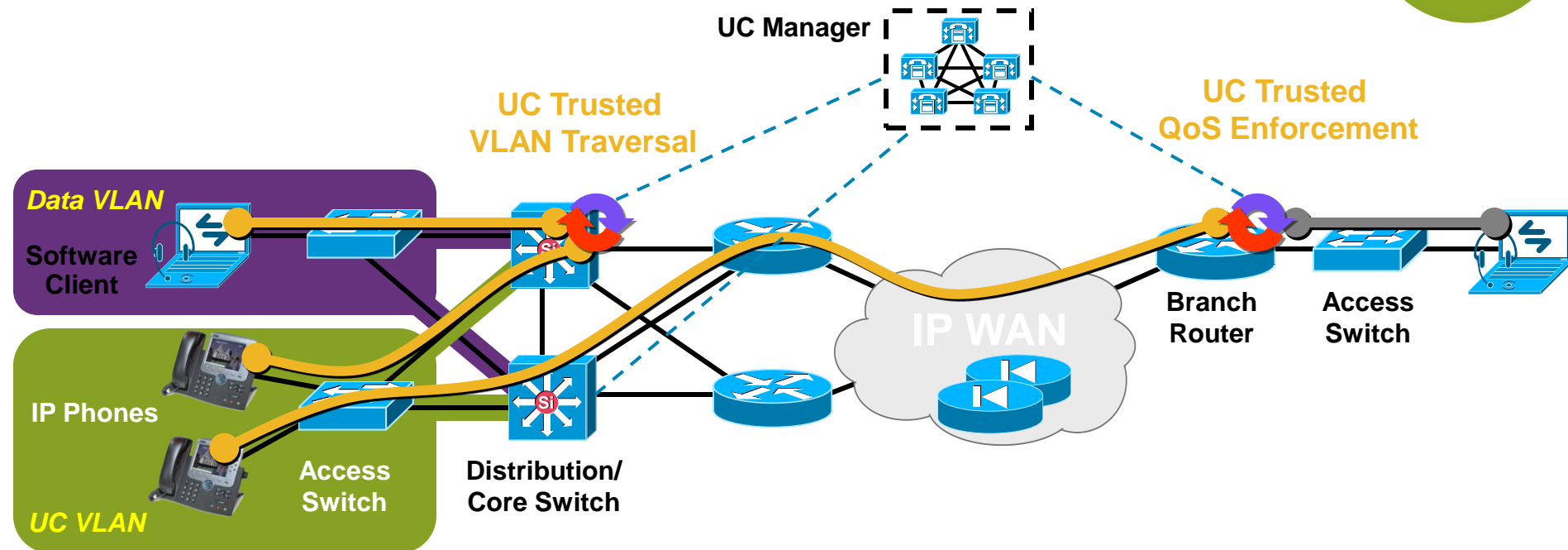


Host Firewall

- Unified CM Port list accessible from Platform Web interface
- Restrict IPv4 traffic to and from the server
- Dynamic rules define the behavior of the firewall
- Uses cluster node list maintained by Cluster Manager
- ipprefs is new service that updates firewall
- Administration remains the same, but maintenance changes

Improved
Total
Cost of
Ownership
(TCO)

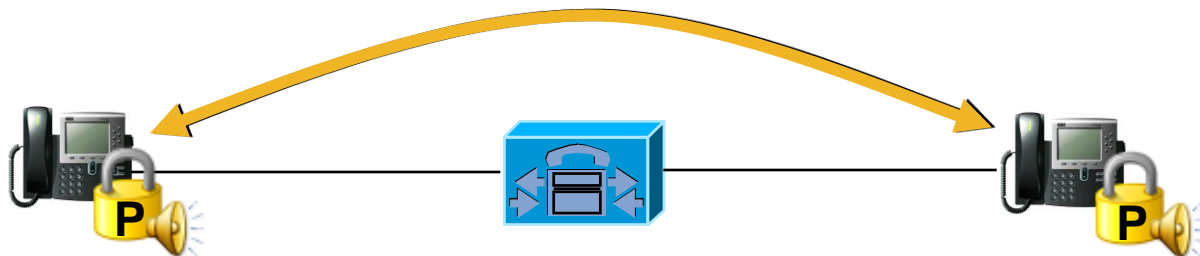
Trusted Relay Point (TRP)



- Software function that runs on Cisco network devices such as campus switches and routers (*similar to an MTP*)
- Inserted in the call flow by Unified CM 7.0 (or Unified CME 7.0) based on config
- Provides trusted anchoring point for media to enable several functionalities (QoS enforcement, Trusted VLAN traversal, ...)

Secure Tone

- Calls between protected phones trigger a two second secure indication tone at the beginning of the call
- SCCP and SIP phones can be designated as “protected”
- Calls will fail if either endpoint can't establish encrypted media
- Multi-line supplementary services such as call transfer, conference, and call waiting as well as are disabled on protected phones
- Shared line configuration is not available on protected phones
- Hold/Resume and CallForwardAll are supported for protected calls



Unified CM Unmanaged Cisco Security Agent

- Upgrade Cisco Security Agent Engine to 5.2
- Output events to syslog
- Prevent Tomcat applications from reading and writing sensitive system files

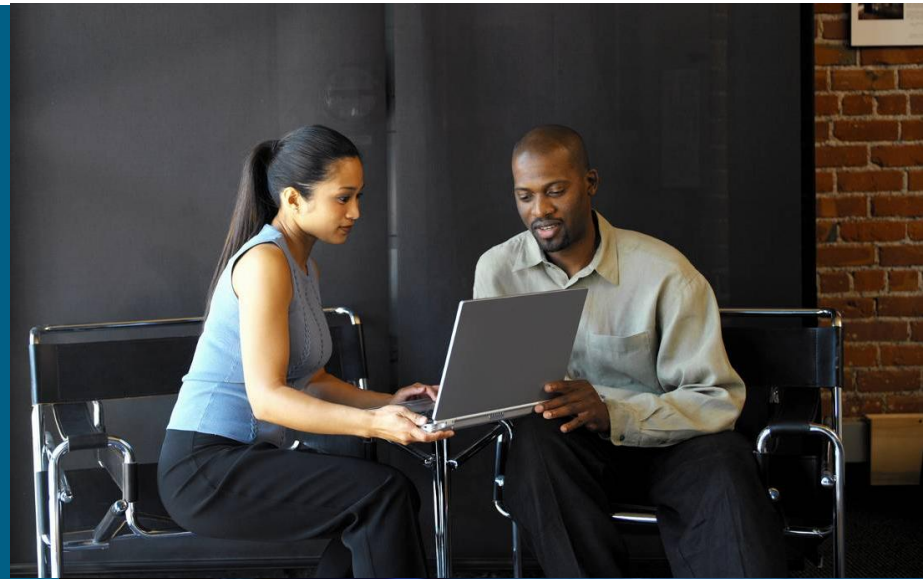
Security Enhancements to SIP Trunks

A blue circular logo with the text "Open Systems" in white, positioned in the top right corner of the slide.

- **SRTP support on SIP Trunks**
 - Secure Conferencing is supported
 - Dynamically inserted pass-thru MTPs support SRTP
 - SIP Trunk Security Profile defines if status is sent
 - Fall back to RTP if SRTP cannot be negotiated
- **MLPP services supported over SIP trunk**



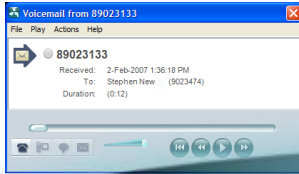
Cisco Unified Communications Sizing Tool



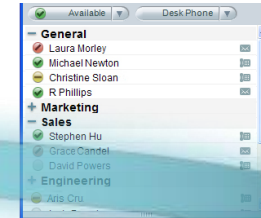
Cisco Unified Communications Sizing Tool

User Experience

Cisco Unity



Cisco Unified Presence

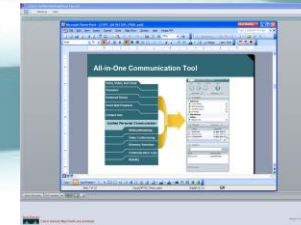


PSTN & VXML Gateways

Cisco Unified Contact Center



Cisco Unified Communications Manager
IP Communications System



Cisco Unified MeetingPlace
Web conferencing

- Single tool which assists users with sizing of large and/or complex IP Telephony or Contact Center systems; Supports sizing solutions outside of bounds of Solution Expert
- System sizing tool, which understands how one component affects other components in the system
- Sizing for green field as well as existing deployments starting with Unified Communications system version 5.1
- Dynamic updates to sizing results as input parameters change

Key Benefits





Cisco Unified Communications Manager Business Edition Update



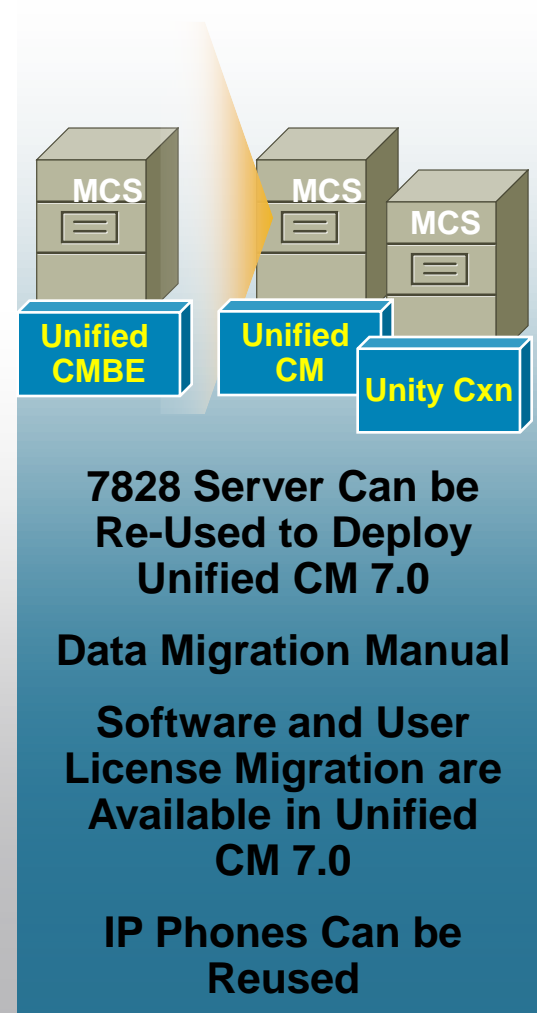
Unified Communications Manager Business Edition

Improved
Total
Cost of
Ownership
(TCO)

- Based on Unified CM 7.0(1) and Unity Connection 7.0(1)
- Trunking support between Unified CMBE and Unified CMBE, Unified CM, or Unified CME
- Remote site support increase to 20 Unified SRST sites
- LDAP Synch and Authentication
- Voicemail player within Microsoft Outlook
- Unity Connection v7.0 for Calendaring
 - TUI/VUI to Unified MeetingPlace 7.0 and Unified MeetingPlace Express 2.x
 - Microsoft Exchange 2003/2007
 - Calendar Browsing, Scheduling, Joining and Notifications



Unified Communications Manager Business Edition Migration Paths





Cisco Unified Communications Manager Server Hardware Update



MCS Server Changes

- New 7835/45 H2 and I2 will come with 146GB HDD.
- To field upgrade HDDs (not necessary to run 7.0), use the following steps:
 - 1) backup the old system
 - 2) swap out the drives
 - 3) reinstall the system
 - 4) restore from backup

- Obsolete servers

Server Model	CPU Speed
7825H	2266 MHz
7835H	2400 MHz
7835I	2400 MHz
7845H	2400 MHz



Phone Hardware Update



Cisco Unified Wireless IP Phone 7925G

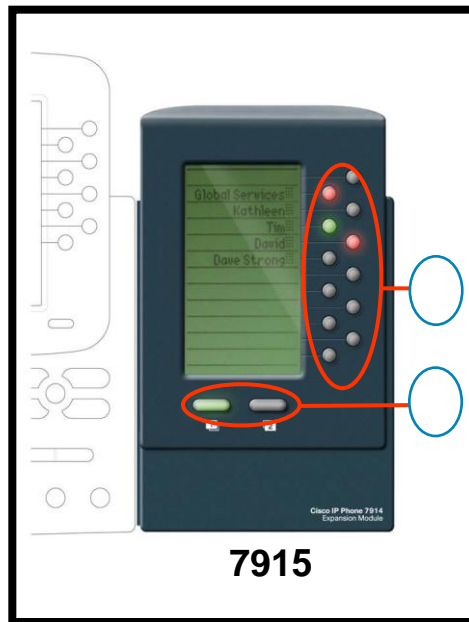
- New 802.11 a/b/g phone
- Rugged and compact handset designed for users across wide range of vertical markets
- Ideal for demanding environments such as Healthcare, Retail, Manufacturing
- Hermetically sealed
- Dust Protected
- Water Resistant
- Higher drop specification
- Designed to meet the Military's toughest standards



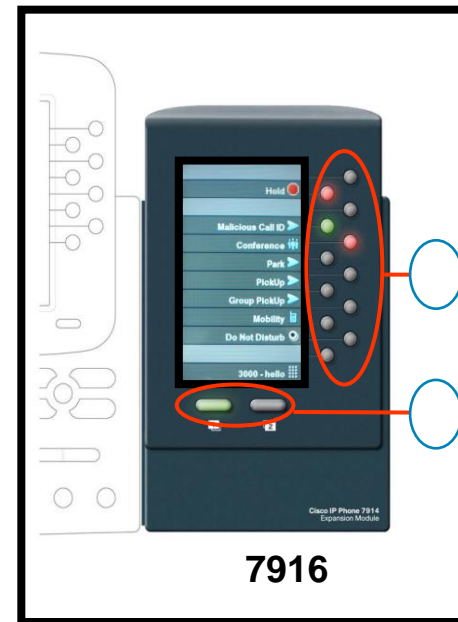
Cisco Unified IP Phone Expansion Modules 7915 and 7916

User
Experience

- Key Expansion Module for Unified IP Phones 7962, 7965, 7975
- Add up to 24 additional speed dial/line/feature key
- Features 12 Line keys and 2 page buttons



7915
Grayscale LCD



7916
Color LCD

Key Expansion Module Features

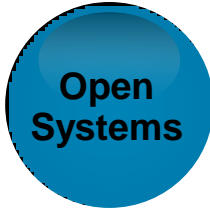
- Power save synchronized with base phone
- Multi-language support consistent with base phone
- Page activity indication
- Two Key Expansion Modules can be daisy chained



Unified IP Phone Feature Update



Features Now Available in SIP



- **Busy Lamp Field Call Pick up and Alerting**
- **Call Loop Prevention**
- **Conference Chaining**
- **Directed Call Pick-up**
- **Do Not Disturb- Call Reject**
- **Join Across Lines**
- **Malicious Call ID**
- **Programmable Line Keys**
- **Single Call per Line User Experience**
- **Single Button Barge**
- **Unified IP Phone 7931G**

SIP Registration Improvements



- Reduced messaging for Cisco Unified Phones running SIP protocol
 - Registration, Initial status updates, Subscriptions
- In Unified CM 6.1 and earlier, models with high line counts and/or Busy Lamp Field buttons were not supported in SIP mode
 - Cisco Unified IP Phone 7931
 - Cisco Unified IP Phone Expansion Module 7914, 7915 and 7916
- Reduces messaging from hundreds of messages to less than 10 during initial registration, Failover, Fallback



Feature Enhancements

- **Busy Lamp Field Alerting Line State**
Adds alerting (ringing) to the detectable line states
- **Busy Lamp Pickup**
Speed dial acts as call pickup if line is ringing and speed dial if line is idle
- **Directed Call Pickup**
Group pickup of a specific extension
- **Do Not Disturb**
Adds 'call reject' as DND option
DND setting is device based will not extend call to device



Feature Enhancements

- Call Forward all Loop Prevention
 - When setting CFA from phone, error returned if a loop is found
- Call Forward All Loop Breakout
 - If a loop is detected, Unified CM overrides the CFA
- Conference Chaining
 - Now supports SIP phones



Phone Designer for Unified IP Phones

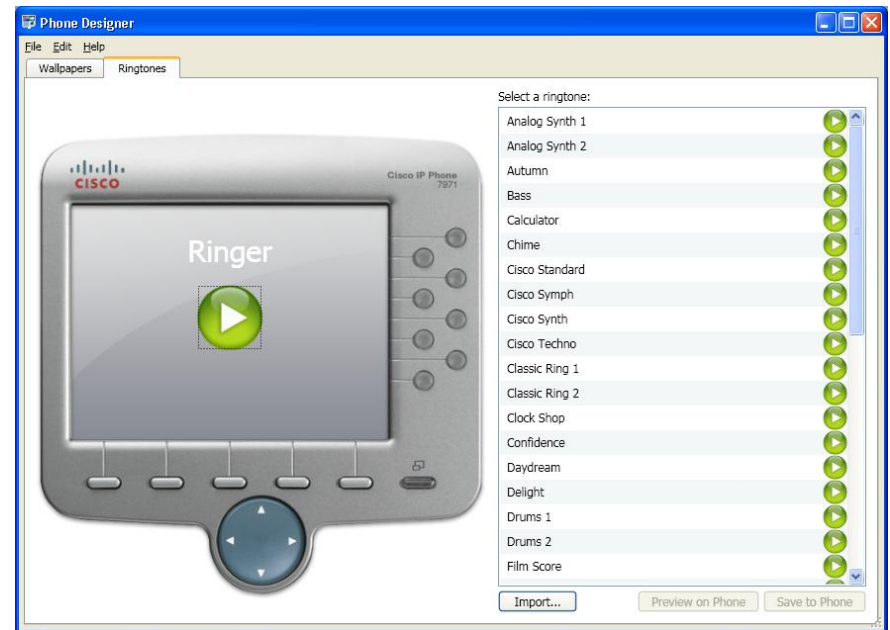


Phone Designer



Choose and Edit your own **ring-tones** from the supplied tones or from MP3 files

Use your own pictures as **wallpaper** on your Cisco Unified IP Phone



Part of Cisco Unified Communications Widgets family



Upgrading to Cisco Unified Communications Manager 7.0(1)



Upgrade Paths

Start	To 7.0(1)	Supported Path
3.3(5), 4.0(x), 4.1(1), 4.1(2)	Not supported	Via 4.1(3)
4.1(3)	Supported	
4.2(1), 4.2(2)	Not supported	Via 4.2(3)
4.2(3)	Supported	
4.3(1)	Not supported	Via 4.3(2)
4.3(2)	Supported	
5.0(x), 5.1(x)	Not supported	Via 5.1(3)
5.1(3)	Supported	
6.0(1), 6.0(1a)	Supported	
6.1(1)	Supported	
6.1(2)	Supported	

Cisco Unified Communications Manager

Release Availability Lifecycle Planning Info

	End of Life Announce	End of Sale	Last Ship Date	End of SW Maintenance	End of New Service Attachment	End of Service Contract Renewal	Last Date of Support
3.3	Jan 22, 2007	Jul 23, 2007	Oct 21, 2007	Jul 22, 2008	Jul 22, 2008	Oct 18, 2009	Jul 22, 2010
4.0	Nov 15, 2007	May 15, 2008	Aug 13, 2008	May 15, 2009	May 15, 2009	Aug 11, 2010	May 15, 2011
4.1	Nov 15, 2007	May 15, 2008	Aug 13, 2008	May 15, 2009	May 15, 2009	Aug 11, 2010	May 15, 2011
4.2	Nov 15, 2007	May 15, 2008	Aug 13, 2008	May 15, 2009	May 15, 2009	Aug 11, 2010	May 15, 2011
5.0	Dec 31, 2007	May 30, 2008	Sep 30, 2008	May 30, 2009	Sep 30, 2008	Sep 26, 2010	May 30, 2011
5.1	Aug 15, 2008	Feb 13, 2009	May 14, 2009	Feb 13, 2010	Feb 13, 2010	May 12, 2011	Feb 13, 2012

See http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_eol_notices_list.html

How to Stay Current

- Cisco Unified Workspace Licensing
 - Take full advantage of Unified Communications while maximizing Total Cost of Ownership
- Cisco Unified Communications Software Subscription
 - Stay current, competitive and cost-effective with new software and features
- Financing with Cisco Capital
 - Conserve resources and gain business benefits with no payments or interest
- Fast Track Migration Service
 - Streamlined set of IT services offered by Cisco and our partners



“ The entire upgrade [to Cisco Unified Communications Manager 7.0] took just three hours, including testing. We just downloaded the software, verified a few settings, and then performed the upgrade. ”

Ben Morris

**Senior Partner, Director of OgilvyWest IT
Ogilvy & Mather**

“ Migrating to Cisco Unified Communications Manager 7.0 from version 6.0 only took one hour, with almost no business disruption. ”

Mike DeDecker

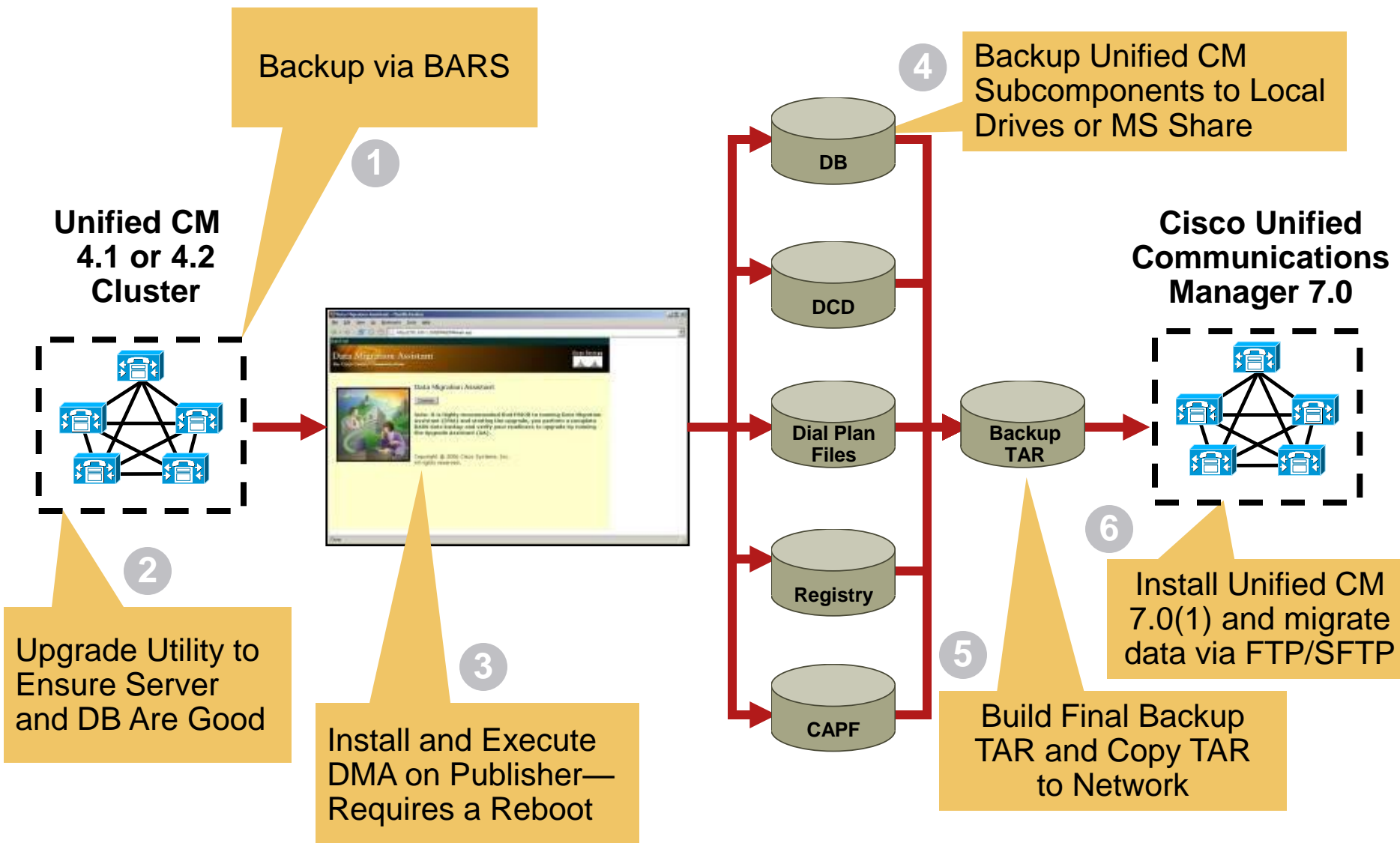
**Network Engineer
Activision Publishing, Inc.**



Upgrade Process from Cisco Unified Communications Manager 4.x



Unified CM 4.1 or 4.2 or 4.3 Data Migration



DMA Considerations

- Save before upgrade and re-apply after the upgrade
 - Custom MOH files
 - Phone specific firmware
 - Background pictures
- Copy Attendant Console files from Sub to Pub before running DMA
- Copy Security related files like CTL and CAPF from Sub to Pub before backing up via DMA
- Purge CAR data to minimize DMA run time

Data Backed-Up by DMA

www.cisco.com/en/US/docs/voice_ip_comm/cucm/dma/7_0_1/dmaug701.html

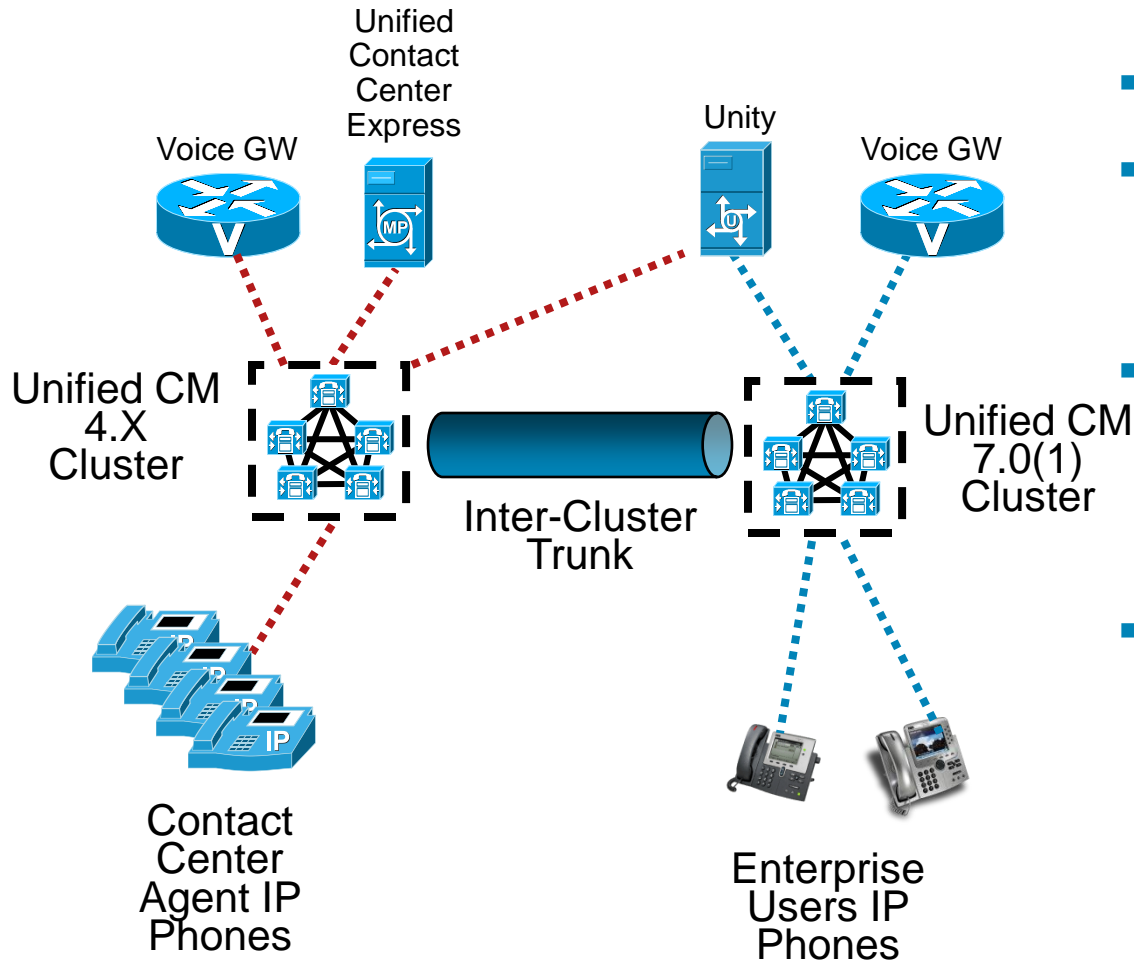
Server and Cluster Upgrade Strategy

- Server hardware requirements for 7.0(1) are different than 4.X
 - CPU \geq 2.4 GHz
 - Memory = 2 GB or 4 GB
 - HD \geq 72 GB
- Recommended Cluster Migration Strategy in preferred order:
 - New Server – Migration
 - New Server – Flash Cut
 - In-Place Server – Hybrid Migration

Cisco Unified Communications Manager Server Support Matrix

www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html

New Server — Migration



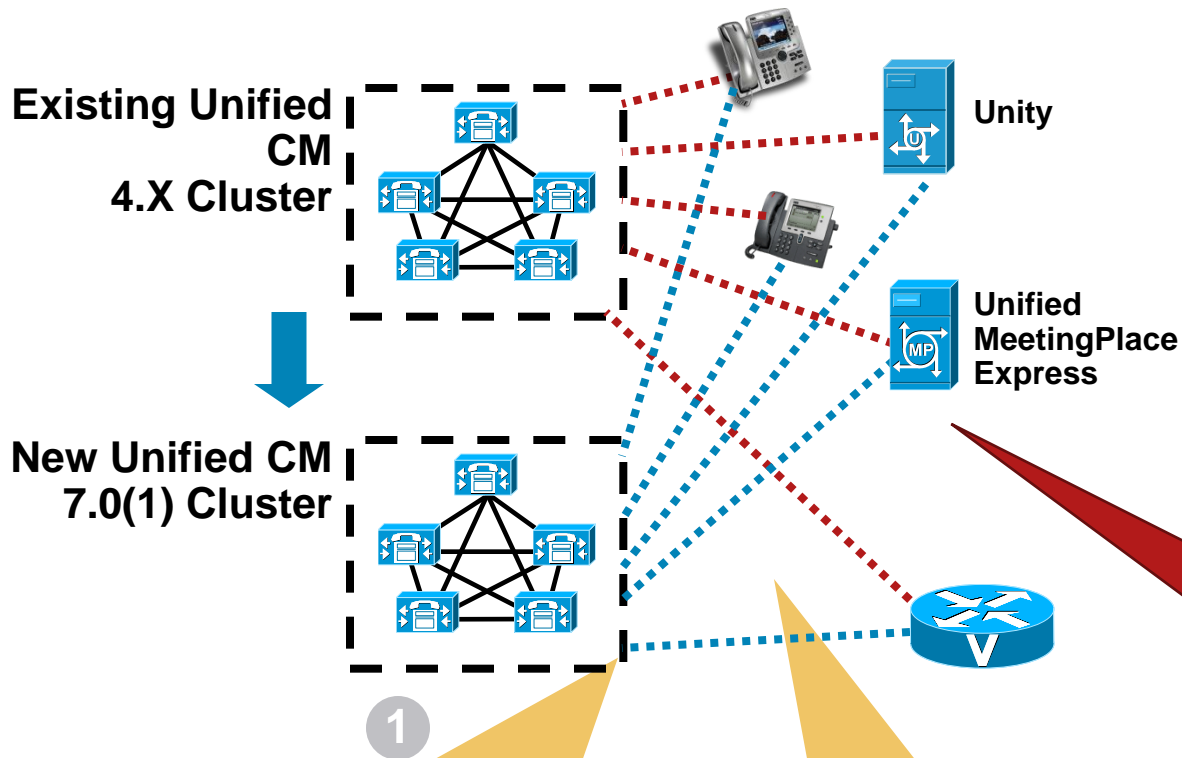
- Build new Unified CM cluster
- Build inter-cluster trunk between the existing and new cluster
- Leverage CSS/Partitions to route calls to the appropriate devices (phones, applications, etc)
- Break UC application dependencies from Unified CM compatibility

Minimize upgrade duration.

Migrate as the organization needs it.

Migrate applications that are not cluster aware at the desired pace.

New Server — Flash Cut



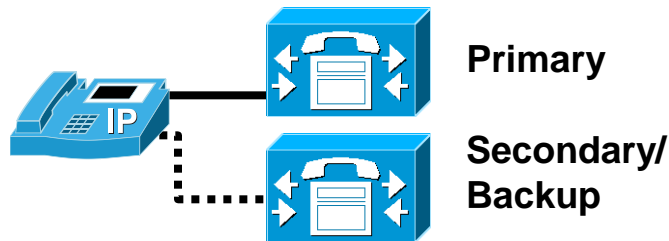
1. Update phone load on 4.x to match 7.0
2. Use DMA file to build new Unified CM 7.0 Publisher in lab using same IP address
3. Upload the Node and Device license file to cluster and start services
4. Install Subscribers

1. Disconnect existing Unified CM servers
2. Plug in new servers into production environment

Revert

1. Disconnect new 7.0 servers from network
2. Reconnect Unified CM v4.x servers back into production.

In-Place Server — Hybrid Migration



2,500 IP Phones
(5,000 Device Units)

Cisco MCS 7835



Publisher and
TFTP Server (Not
Req. < 1,000)

Primary
1 to 2,500

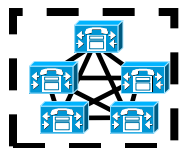


Backup



- Use spare servers in existing clusters to convert to Unified CM 7.0(1) servers..
- Upgrade as many backup Subscribers to Unified CM 7.0(1) as possible to support the phones, GWs, etc. in the order shown
 1. Unified CM 7.0(1) Pub
 2. Unified CM 7.0(1) TFTP
 3. Unified CM 7.0(1) Subscribers
- Try to retain as many Unified CM 4.X servers in case downgrade is needed
- Save Unified CM 4.X Pub as last upgraded server

Unsupported Gateways



Unified CM 4.X

Non-Compatible HW

Cisco DT-24+ Cisco DE-30

Cisco AS and AT GW



Unified CM 7.0(1)

Compatible HW

ISR - PVDM2 + VWIC

ISR - PVDM2 + VIC



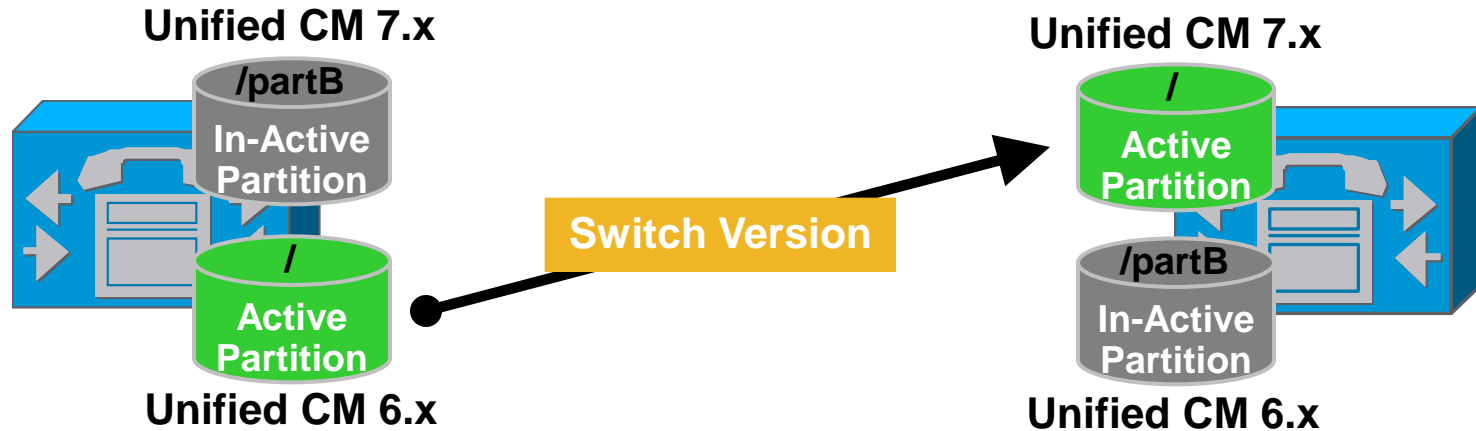


Upgrade Process from Cisco Unified Communications Manager 5.x and 6.x



Cisco Unified Communications Manager v5.x and 6.x Upgrade to 7.0(1)

Improved
Total
Cost of
Ownership
(TCO)



- Upgrade images downloaded DVD, FTP and SFTP
- Upgrade or ES software is installed on /PartB (inactive partition) of the CUCM 6.1 servers
- Software Upgrade should be performed during off hours to avoid impact on server resources
- After upgrade complete, server needs to be switched to new version



Ordering



Ordering Guides

- New all-in-one Ordering Guide includes:
 - Cisco Unified Communications Manager 7.0
 - Cisco Media Convergence Servers 7800
 - Cisco Emergency Responder 7.0
 - Cisco Unified Business and Department Attendant Consoles
- Cisco Unified Communications Manager Business Edition Ordering Guide is stand-alone
- Cisco Unified Workspace Licensing SKUs do not change with release
- Cisco Unified Software Subscription SKUs do not change with release

Ordering

- New systems

 - Top level SKU used with DCT: UNIFIED-CM-7.0

 - Example of Appliance SKU: MCS7835H2-K9-CMC1

- Upgrades

 - Upgrades from Unified CM 6 to 7 have specific SKUs

 - Example: CM7.0-U-K9-7825=

 - Upgrades from Unified CM 4 or 5 to 7: order new SKUs

 - Disk with tar file (Unified CM 5 upgrades only) included in new kits

 - Download DMA fro CCO

 - Same price as new install, no migration SKU necessary if changing servers

- Upgrades from Unified CM 3.x to Unified CM 6.1 available soon

Summary

- New User experience features increase productivity
- Improvements to Unified Communications server leading to increased reliability of servers
- Expanding SIP line side and trunk functionality for greater interoperability
- Reduces overall TCO of Cisco UC solutions
- Improves both customer and end-user satisfaction



Resources

- Cisco.com

 - www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/data_sheet_c78-485333.html

 - www.cisco.com/en/US/products/sw/voicesw/ps556/index.html

 - www.cisco.com/en/US/products/ps7273/index.html

 - www.cisco.com/en/US/products/sw/voicesw/index.html

 - www.cisco.com/en/US/partner/products/hw/phones/ps379/index.html

- Ordering

 - www.cisco.com/web/partners/downloads/sell/technology/storage/unifiedcomm/ucs1_og.pdf

- SRND

 - www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/uc7_0.html

- Case studies

 - www.cisco.com/en/US/products/sw/voicesw/products_category_customer_case_studies.html

- Demos and Podcasts

 - www.cisco.com/en/US/partner/prod/voicesw/networking_solutions_products_genericcontent0900aecd8062c115.html

 - www.cisco.com/en/US/partner/prod/voicesw/product_generic_uc_podcast_series.html

 - www.cisco.com/web/learning/le21/le39/featured.html#technology_broadcasts_uc

