



# Cisco Small and Medium Business Product Guide





# Purpose Built SMB Solutions

This guide is designed to help you determine the best solutions to recommend to your customers. Other resources you may want to review include the [IDC Smart Business Roadmap Discovery Guide](#) and the [Solutions Recommendations Guide](#).

## Small and Medium-Sized Business Customers Face Unique Challenges

The role of technology is changing for today's small and medium-sized businesses (SMBs). As organizations and competitors become more global, they are turning to network technology to better connect with customers, suppliers, and employees.

To remain competitive and to thrive, companies must deploy technology and network solutions that help solve critical business challenges—both today and for the future. To keep pace with these challenges, businesses require a forward-looking technology plan—one that not only addresses current problems, but will also scale easily and effectively as needs change. To implement the solution, they need a trusted IT partner that can help them plan and control the evolution of their company, closely aligning a technology strategy to their business needs.

## Selling to SMBs: Cisco Smart Business Communications

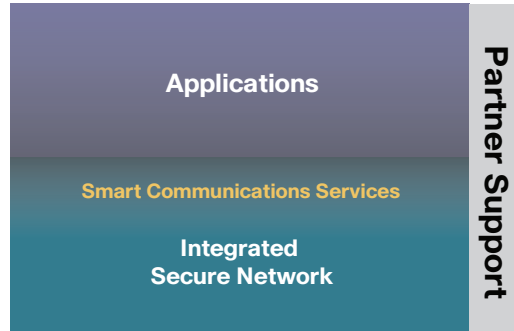
A common situation when selling into the SMB market is bridging the communications gap between the technical and business decision makers within the customer's organization. Cisco® has developed the Smart Business Communications System and the Smart Business Roadmap to help businesses bridge this gap.

Cisco Smart Business Communications gives organizations a *smart* platform, with intelligence built into the IT systems. It provides secure, immediate, and flexible access to company and customer data—anytime, anywhere—allowing customers to build closer relationships with their customers, suppliers, and employees.

The architectural framework of Cisco Smart Business Communications architectural framework (Figure 1) guides customers' IT evolution. The architecture has two layers: an integrated secure network layer with embedded smart communications services and an applications layer that is connected to the network for faster deployment and maximum utilization. Both layers are supported by Cisco Specialized Partners as they design, install, maintain, or host customer IT systems.

# Cisco Smart Business Communications Architecture

Figure 1. Cisco Smart Business Communications Architecture



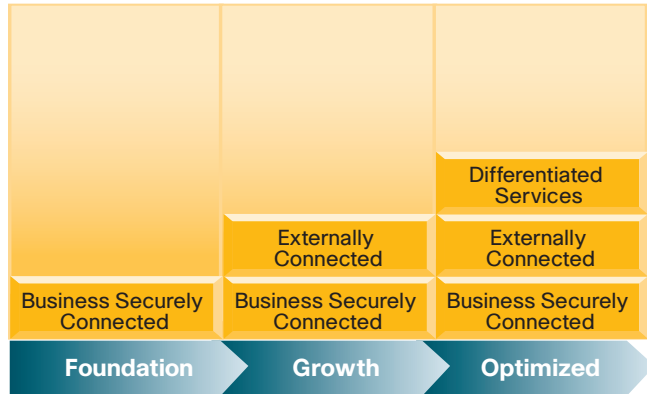
The Smart Business Communications architecture is a tested guide for implementing technologies for SMB customers. Cisco has validated network design guides for four typical network environments, making it easier for partners to design and install customer networks because they are tested by our systems engineers.

# Cisco Smart Business Roadmap

## Cisco Smart Business Roadmap

The Cisco Smart Business Roadmap (Figure 2) is designed to help you improve the way you sell to your customers. Using the Smart Business Roadmap, you can elevate the discussion with your customers from point products to the resolution of business challenges.

Figure 2. Cisco Smart Business Roadmap



The roadmap enables you to help your customers resolve their business challenges with a technology strategy. You work with customers to develop a plan that addresses their current challenges while setting them up for long-term success. The customized plan is designed to be implemented over time at a pace that is right for the customer, helping you develop long-term relationships.

The roadmap helps shorten the sales cycle, increase deal size and attachment rate, and improve customer relationships by enabling you to sell on business challenges that are resolved through technology: for example, you can sell on value.

## Cisco Offerings

Cisco offers a comprehensive line of technology solutions to meet customer needs. These offerings include routers, switches, security devices, VPNs, wireless LANs, IP communications solutions, and the software necessary to integrate each element into a secure, productive, reliable, and easy-to-manage network. The unique Cisco end-to-end networking solutions enable organizations to communicate, collaborate, and compete more effectively by providing real-time access to information, enhanced communications, and improved business processes for today while helping companies evolve to meet constantly changing business requirements.

Cisco solutions offer:

- **Integrated, end-to-end security:** To safeguard confidential business data, a Cisco network provides enhanced security that helps protect the network from internal and external threats. An integrated security solution also simplifies security management and greatly reduces the total cost of network ownership.
- **High network availability:** A Cisco network helps ensure the reliable network access and maximum uptime that companies depend on to support new users, open new offices, deploy new services, extend their networks to customers and partners, support a more mobile workforce, and more. Cisco switches and routers include support for network and link redundancy, dynamic routing, automatic failover, and redundant power for improved fault tolerance and network availability.
- **Predictable performance:** Intelligent, end-to-end network management maximizes the availability and performance of critical applications. Cost-conscious SMBs can increase WAN bandwidth to serve more users and conduct more business over the Internet without upgrading to more expensive WAN facilities.
- **Ease of use:** Intuitive, end-to-end Web-based management helps keep administrative expenses down, even as the network expands.
- **Cost effectiveness:** An end-to-end solution approach reduces complexity and network management costs. Modular and scalable products help reduce costs of future expansion. The Cisco Smart Business Roadmap facilitates growth with technology planning advice that brings together tailored technology solutions, a lifecycle services approach, and flexible financing options.
- **Investment protection:** Customers can receive trade-in value for existing Cisco products against the purchase of new Cisco products. The breadth of Cisco solutions and the capability of Cisco to work closely with companies to help them plan their evolution with a lifecycle services approach can help companies evolve quickly to meet new challenges.

## Cisco Technology Solutions for SMBs

The Cisco Secure Network Foundation provides a flexible communications platform that serves as the cornerstone for a business's evolution and as the foundation for other networking solutions. The Cisco Secure Network Foundation delivers integrated security and maximizes reliability, helping ensure that data is protected and that applications function as promised. The Cisco Secure Network Foundation protects an organization's communications by identifying, preventing, and adapting to threats from both internal and external sources. With this protection, organizations are better prepared to take advantage of their network resources—improving business processes and cutting costs.

- The **Cisco Unified Communications Solution** is the industry's first integrated voice, video, data, and wireless communications system designed and priced for SMBs. This innovative system approach to security, connectivity, and communications enables organizations to grow and optimize their businesses. The Cisco Unified Communications Solution is smart, simple, and secure. It provides an intelligent, resilient, adaptable infrastructure that enables companies to enhance the way they do business and build a competitive edge.

- **Cisco Mobility Solutions** enhance productivity by making information and applications more readily available to employees in the office, on the road, and at home. With Cisco wireless LAN (WLAN) solutions, companies can set up standalone or controller-based WLANs in buildings, branch offices, kiosks, or wherever they need connectivity. They can transmit data, voice, and video between buildings and provide site-to-site links that cost less than leased lines. Cisco wireless products deliver the same level of security, scalability, and manageability that a business has with a wired LAN.
- **Service and support through local partners** provides the technical expertise and customer services needed to successfully deploy and operate the network. No matter what phase an organization is in—preparation, planning, design, implementation, operation, or optimization—Cisco and its certified, local partners have a specific support strategy that can help accelerate the success of technology deployments and provide ongoing support.

For more information, visit [www.cisco.com/go/smbpartner](http://www.cisco.com/go/smbpartner).

# Cisco Smart Business Communications System for Small Business

The Cisco Smart Business Communications System offers a new way for small businesses to reach, serve, and retain customers. Having secure access—anytime, anywhere—to voice, video, and wireless networking enables more effective and efficient communication with customers and employees. Cisco Unified Communications solutions give you the right mix of communications, productivity, and business operations applications, designed to work together so they are easier to deploy, operate, and manage. The Cisco Smart Business Communications System lets you integrate your voice, video, and wireless communications in an affordable, complete system, complemented by award-winning support and easy financing, all delivered through trusted local partners.

## New Cisco Smart Business Communications System for Small Business

The Cisco Smart Business Communications System supports up to 48 IP phones and includes multiple components:

- Cisco Unified Communications 500 Series for Small Business
  - Wireless integrated option on specific versions
- Cisco Catalyst® Express 520 Series switch
- Cisco Mobility Express
  - Cisco 500 Series Wireless Express Access Point
  - Cisco 500 Series Wireless Express Mobility Controller
- System management
  - Cisco Configuration Assistant
  - Cisco Monitor Manager and Cisco Monitor Director

**Cisco Unified Communications  
500 Series for Small Business**



- 8-, 16-, 32-, and 48-phone versions
- Desktop and rack-mountable models
- Integrated wireless option on specific versions

**Cisco IP  
Phones**

**Cisco Unified  
IP Phones**



- All Cisco Unified IP Phones are Supported

**Switching**

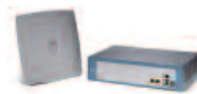
**Cisco Catalyst  
Express 520  
Series Switch**



- Fixed configuration, Layer 2 managed switches

**Wireless**

**Cisco Mobility  
Express**



- Cisco 500 Series Wireless Express Access Points
- Cisco 500 Series Wireless Express Mobility Controller

**Teleworker**

**Cisco 871W  
Integrated  
Services Router**



- VPN wired and wireless access IP phone extension

**Management Tools**

Cisco Configuration Assistant  
Cisco Monitor Manager and Cisco Monitor Director



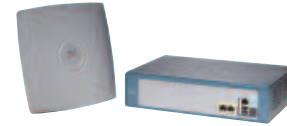
### Cisco Unified Communications 500 Series for Small Business

- Call processing telephony solution for voice and video
- Local storage of voicemail
- Eight Ethernet ports that support Power over Ethernet (PoE), to provide power to IP phones using the IEEE 802.3af power standard
- WAN connection (Ethernet only) for either Internet connectivity or connection to a corporate data network
- Connectivity to the public switched telephone network (PSTN) for making and receiving external calls
- FXS ports to connect local analog devices, such as fax machines
- Optional wireless connectivity for both wireless voice and data on specific versions
- Security for connectivity to the Internet



### Cisco Catalyst 520 Series Switches

- Wire-speed Fast Ethernet and Gigabit Ethernet connectivity
- PoE, providing 15.4 watts simultaneously on all PoE ports
- Quality of service (QoS) intelligence to prioritize delay-sensitive traffic
- Robust integrated security
- Simple deployment and management with the GUI-based Cisco Configuration Assistant and embedded Cisco Smartports technology
- Scalability to continually incorporate new applications and services over time
- Limited lifetime warranty and free Cisco IOS® Software updates



### Cisco Mobility Express

#### Cisco 521 Wireless Express Access Point

- **Standalone mode:** Access points are directly connected to the wired infrastructure and provide wireless connectivity to users in the area they cover
- **Controller-based mode:** Access points are associated with a Cisco Wireless Express Mobility Controller

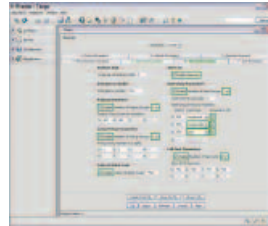
#### Cisco 526 Wireless Express Mobility Controller

- Supports up to six wireless access points
- Single point of wireless access point management
- Scales to two controllers supporting two Cisco 521 Wireless Express Access Points

## Cisco Configuration Assistant

The Cisco Configuration Assistant is used to configure the full Smart Business Communications System, including:

- Cisco Unified Communication 500 Series (Cisco Unified 500 Series)
  - Cisco Unified Communications Manager Express
  - Cisco Unity® Express
  - Integrated wireless option
- Cisco Catalyst Express 520 Series switches
- Cisco Mobility Express
  - Cisco 500 Series Wireless Express Access Point
  - Cisco 500 Series Wireless Express Mobility Controller
- Cisco Unified IP Phones



## Cisco Monitor Manager and Cisco Monitor Director

The Cisco Monitor Manager and Cisco Monitor Director bring real-time management to the Smart Business Communications System. Some features include:

### Cisco Monitor Manager

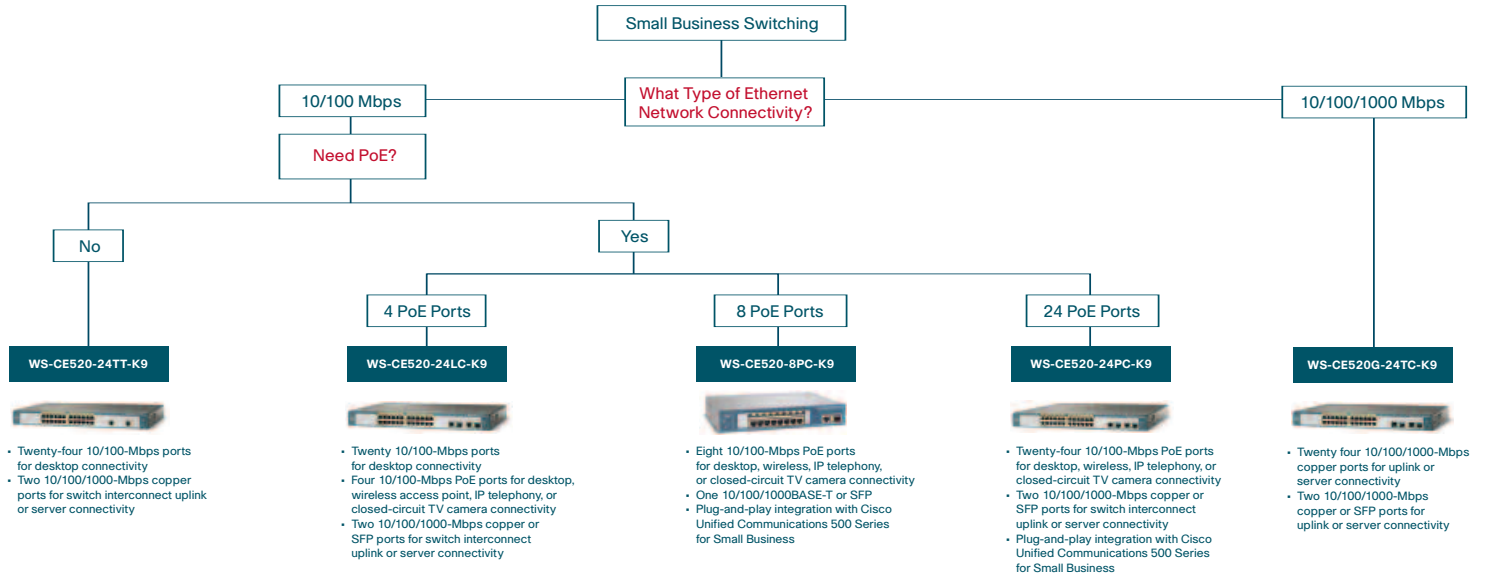
- Network discovery
- Device inventory
- Configuration archive
- Performance monitoring
- Fault management

### Cisco Monitor Director

- Real-time alerts and notifications
- Configurable e-mail and pager addresses based on time-of-day setting
- Automated e-mails sent to prevalent trouble ticketing applications
- Multilayer alert filtering



# Cisco Catalyst Express 520 Series: Small Business Switches



NOTE: Cisco Catalyst Express 520 Series switches are managed by Cisco Configuration Assistant.

# Cisco Catalyst Switches: Management and Software Images

## Cisco Network Assistant

- **Intuitive, centralized network management:** A PC-based network management application designed for SMB networks with up to 250 users. Cisco Network Assistant offers centralized network management and configuration capabilities. This application also features an intuitive GUI where users easily can apply common services such as configuration management, inventory reports, password synchronization, and drag-and-drop Cisco IOS Software upgrades across Cisco SMB-class switches, routers, and access points. Cisco Network Assistant is available at no cost and can be downloaded by registered Cisco.com users.
- **Smartports Advisor:** Cisco Smartports technology provides a set of common configurations that help accurately enable network security and QoS functions for Cisco network devices. The Smartports Advisor helps Cisco Catalyst Express 500 Series Switches automatically discover connected Cisco devices and suggests appropriate Smartports roles. Unique to the Cisco Catalyst Express 500 Series are additional Smartports roles for third-party devices such as servers, and the capability to detect misconfigured ports.

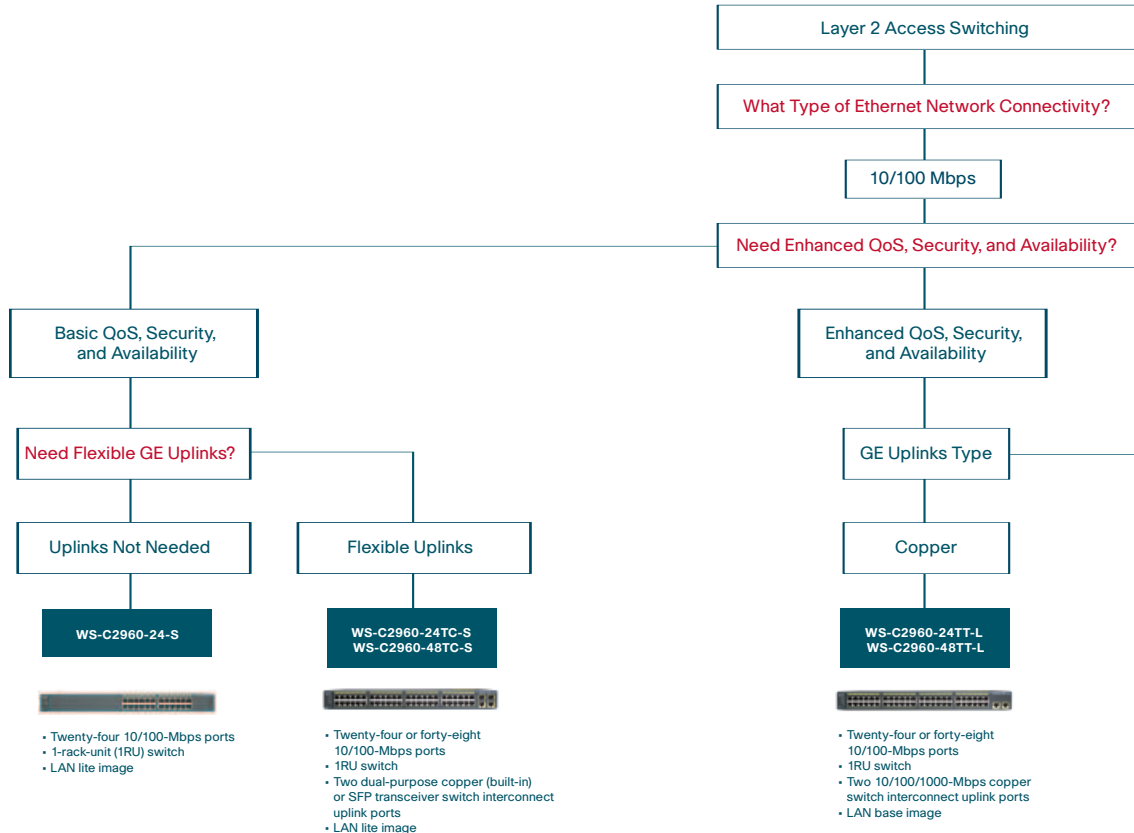


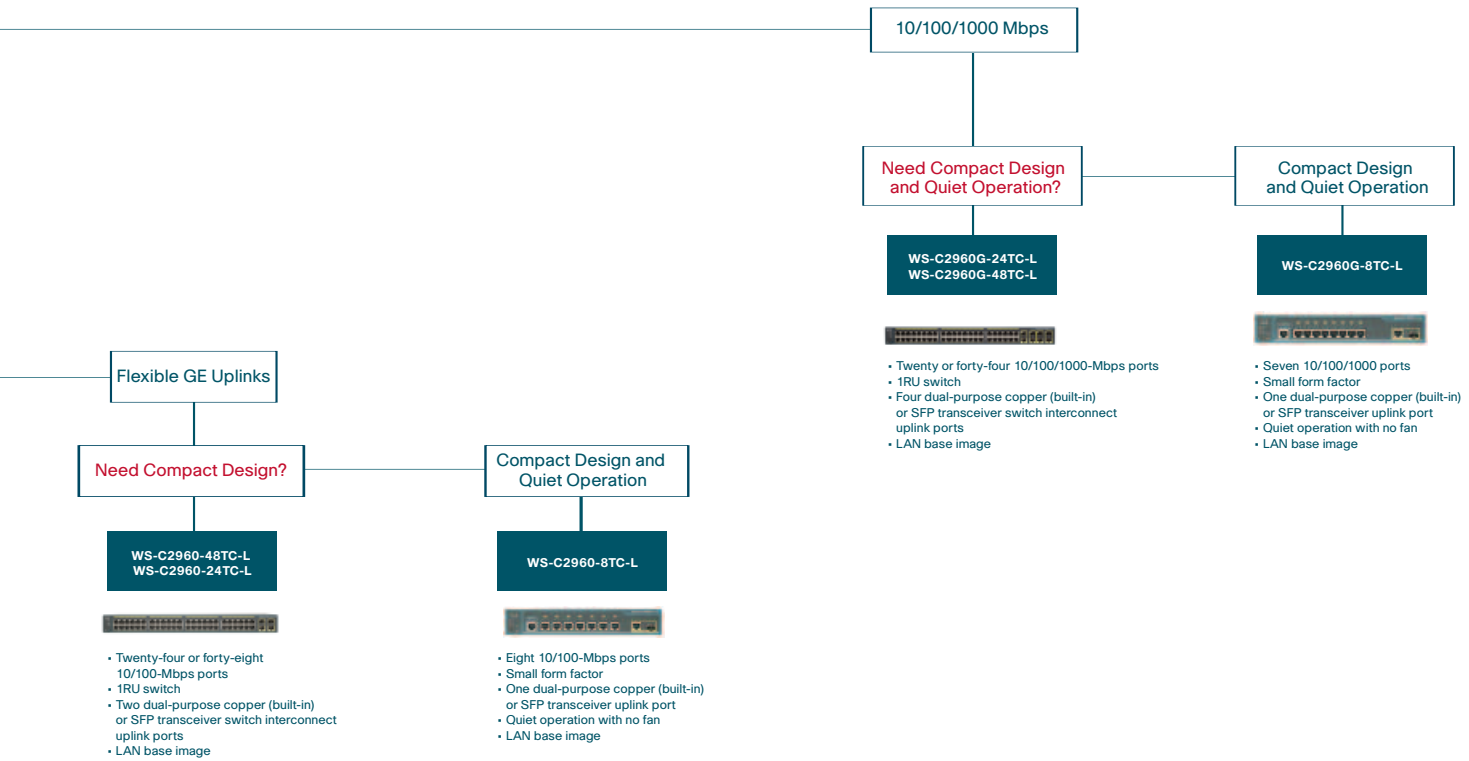
- **Troubleshooting Advisor:** Cisco Network Assistant simplifies troubleshooting even further by automatically identifying potential network problems—such as cabling problems and configuration errors—and documenting them with a graphical trend chart. The Troubleshooting Advisor provides users with an explanation of the problem and gives them the option to take corrective action with a single mouse click.

## Cisco Catalyst Switch Software Image Descriptions

- **LAN Base Image for Cisco IOS Software:** Provides the enhanced Layer 2 Cisco IOS Software image for switches, based on the most recent hardware architecture
- **Standard Image for Cisco IOS Software:** Offers Cisco IOS Software functions for basic data, voice, and video services
- **Enhanced Image (EI) for Cisco IOS Software:** Offers the same standard services as the standard image, plus intelligent services such as rate limiting and security filtering for deployment at the network edge for networks with requirements for additional security, advanced QoS, and high availability
- **IP Base License:** Offers advanced QoS, rate limiting, access control lists (ACLs), and basic routing; can be upgraded in the field to an Advanced IP Services License
- **IP Services License:** Provides a richer set of enterprise-class features, including advanced hardware-based IP unicast and IP multicast routing as well as policy-based routing (PBR); can be upgraded in the field to an Advanced IP Services License
- **Advanced IP Services License:** Adds IPv6 routing to both IP services and IP base images

# Cisco Catalyst Switches: Layer 2 Access Switches





Flexible GE Uplinks

Need Compact Design?

WS-C2960-48TC-L  
WS-C2960-24TC-L

- Twenty-four or forty-eight 10/100-Mbps ports
- 1RU switch
- Two dual-purpose copper (built-in) or SFP transceiver switch interconnect uplink ports
- LAN base image

Compact Design and Quiet Operation

WS-C2960-8TC-L

- Eight 10/100-Mbps ports
- Small form factor
- One dual-purpose copper (built-in) or SFP transceiver uplink port
- Quiet operation with no fan
- LAN base image

10/100/1000 Mbps

Need Compact Design and Quiet Operation?

WS-C2960G-24TC-L  
WS-C2960G-48TC-L

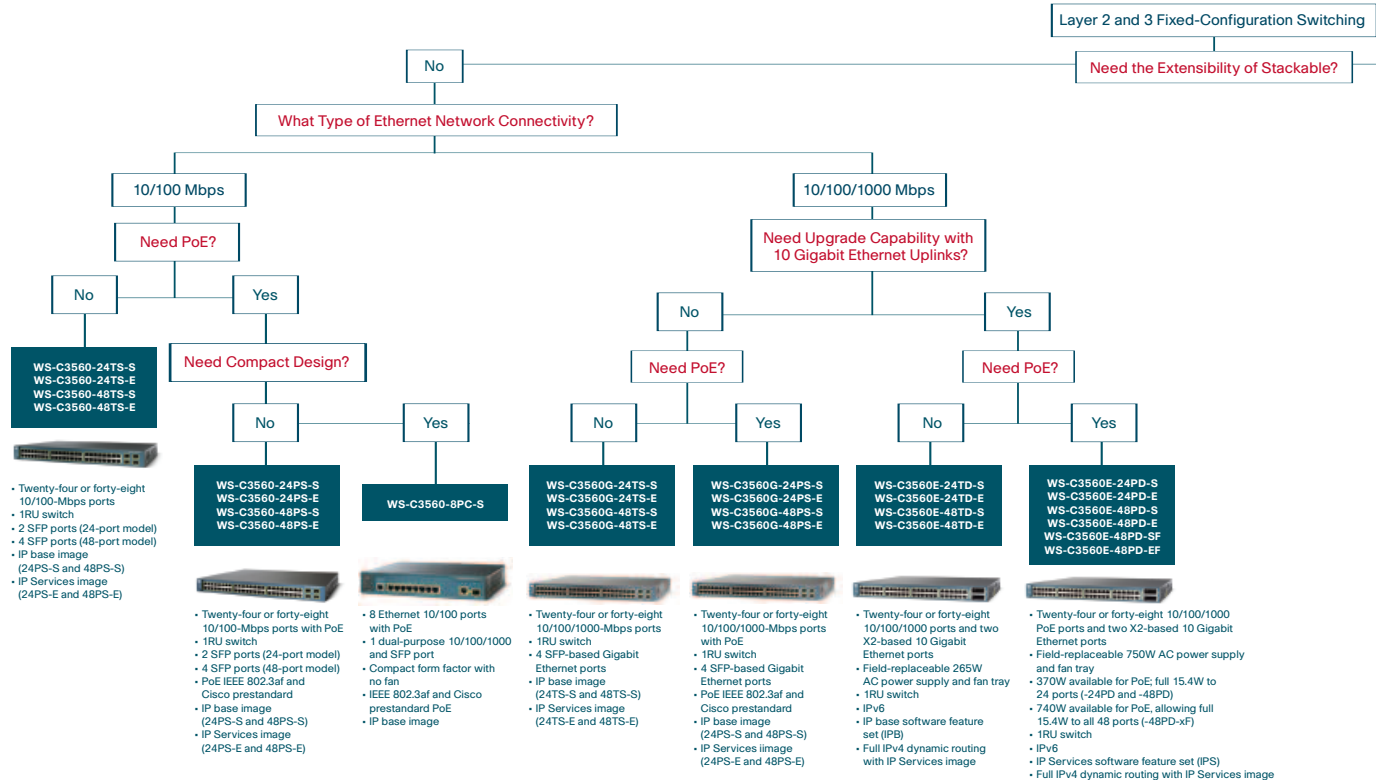
- Twenty or forty-four 10/100/1000-Mbps ports
- 1RU switch
- Four dual-purpose copper (built-in) or SFP transceiver switch interconnect uplink ports
- LAN base image

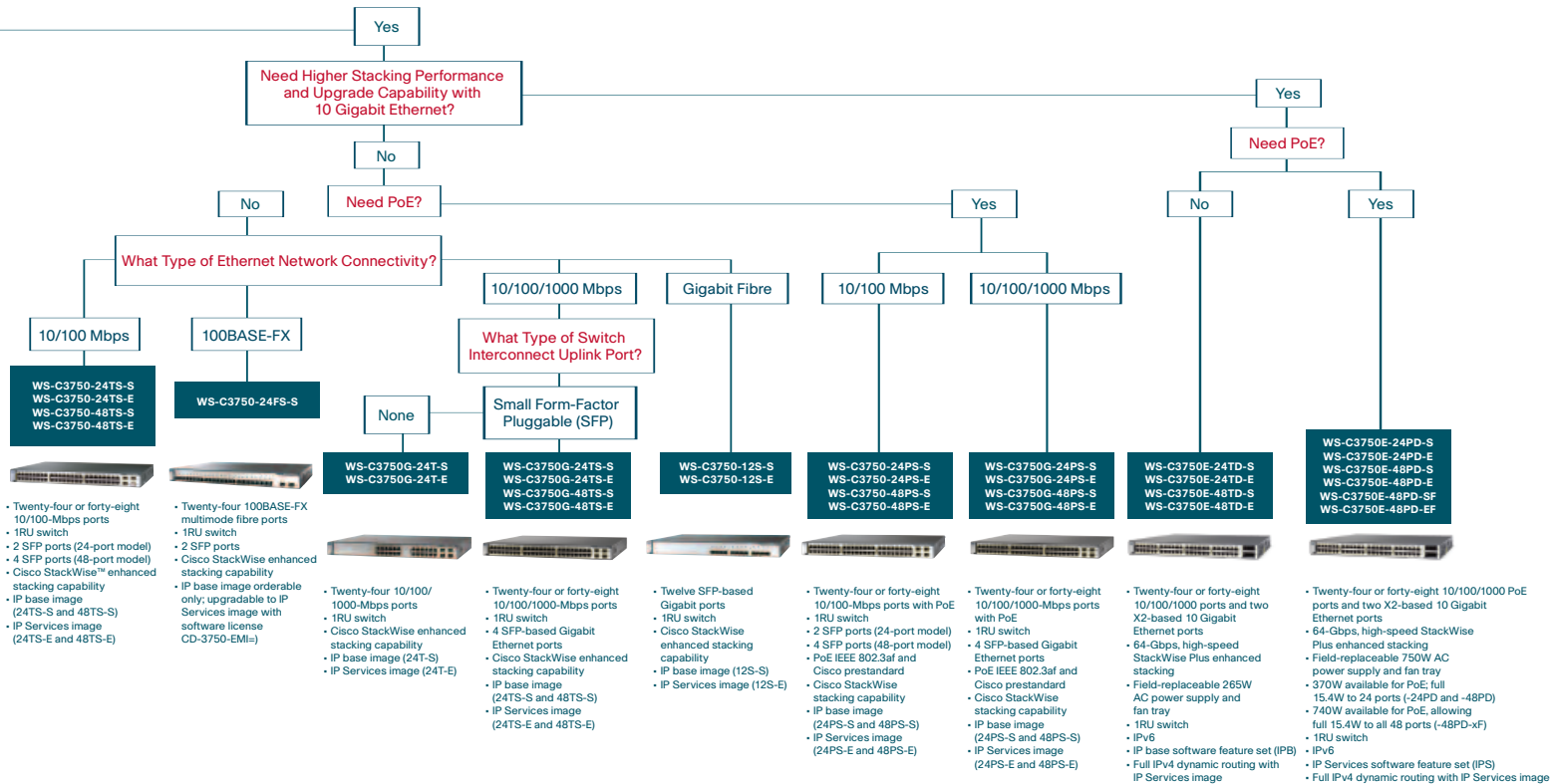
Compact Design and Quiet Operation

WS-C2960G-8TC-L

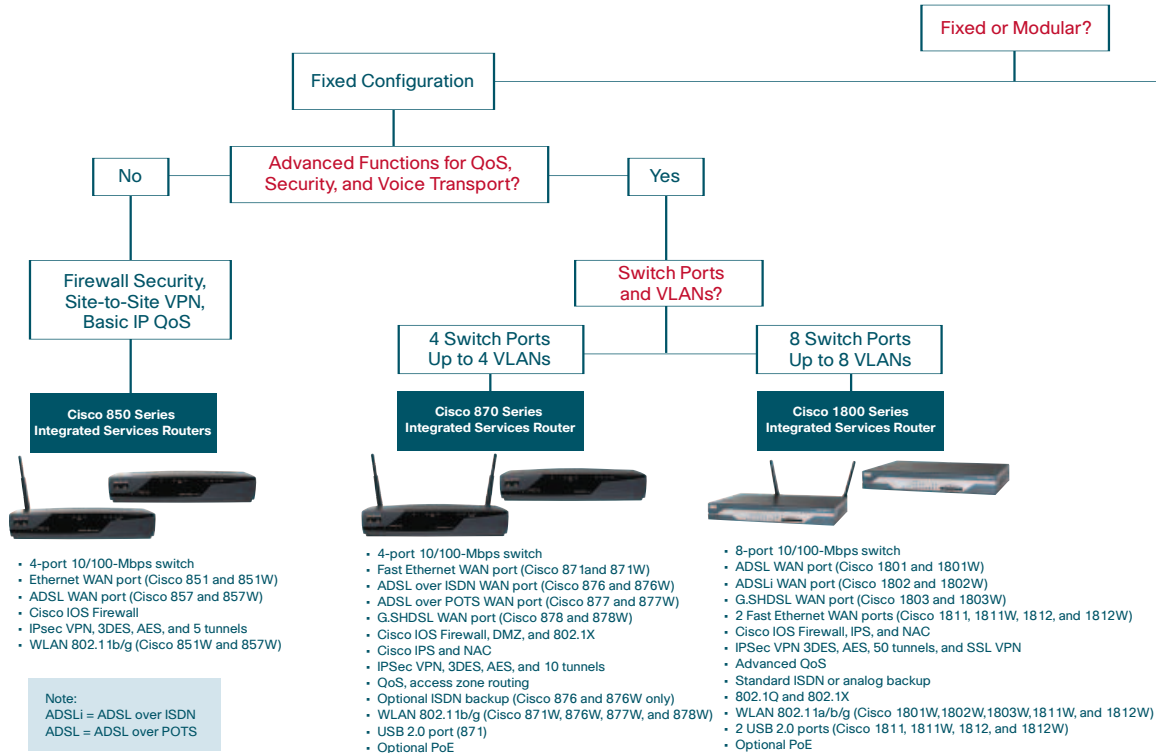
- Seven 10/100/1000 ports
- Small form factor
- One dual-purpose copper (built-in) or SFP transceiver uplink port
- Quiet operation with no fan
- LAN base image

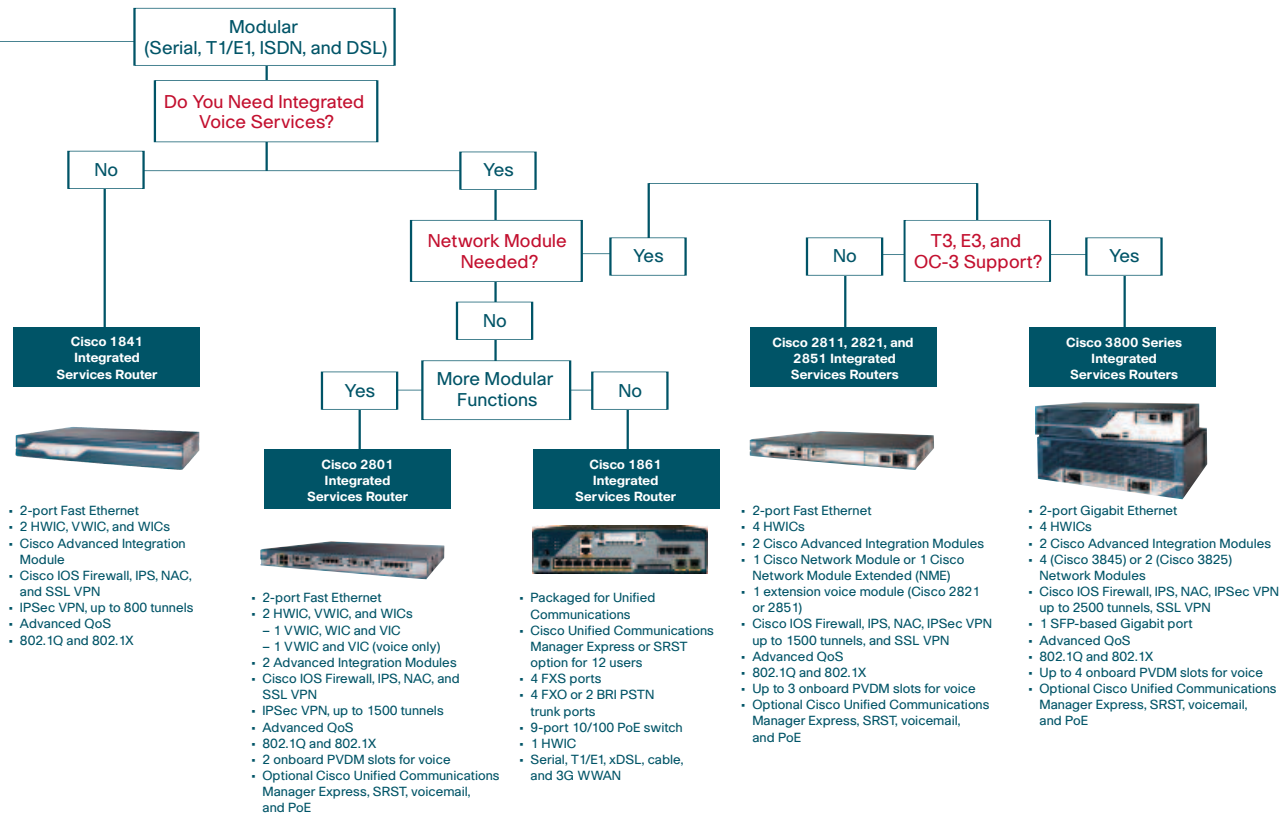
# Cisco Catalyst Switches: Layer 2 and 3 Fixed-Configuration Switches





# Cisco Integrated Services Routers: Secure Routing





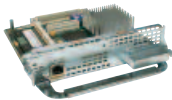
# Cisco Routers: Wireless and Management

## Wireless Module: HWIC 802.11 Access Point for Modular Cisco Integrated Services Routers



- 802.11a/b/g and 802.11b/g models
- Removable antennas

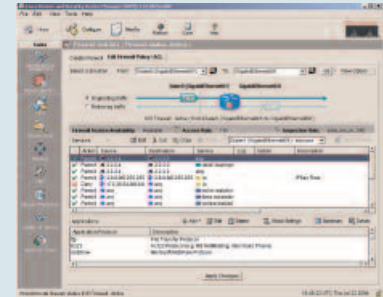
## Cisco Wireless LAN Controller Module for Cisco Integrated Services Routers



- Management of up to 12 Cisco Aironet® lightweight access points
- Centralized security policies
- Wireless intrusion prevention system (IPS) capabilities
- Award-winning radio frequency (RF) management
- QoS
- Layer 3 fast secure roaming for WLANs

## Cisco Router and Security Device Manager

- Intuitive, Web-based interface for securely managing a single remote Cisco router
- Intelligent wizards enable quick deployment of network environment, security services, wireless access, and QoS policy features.
- Innovative security auditing capability to check and recommend changes to router configuration
- Simple monitoring and troubleshooting tools for day-to-day operations

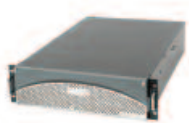


# Cisco Adaptive Security Appliances: Cisco ASA



# Cisco Security Management: Cisco Security Monitoring, Analysis, and Response System and Cisco Access Control Server Express

## Cisco Security Monitoring, Analysis, and Response System



Cisco Security Monitoring, Analysis, and Response System is a high-performance, scalable appliance for threat management, monitoring, and mitigation that helps customers make better network security decisions. The appliance:

- Combines traditional security event monitoring with network intelligence to deliver automated mitigation capabilities
- Empowers companies to quickly and confidently identify, manage, and eliminate network attacks, as well as maintain compliance
- Collects events from firewalls, VPN concentrators, host and network IPSs, and system logs and then correlates them with vulnerability assessment to detect anomalies
- Monitors security data from across the network's IDS and IPS, firewalls, routers, switches, Cisco Security Agent syslog, SNMP, and host event logs (Windows and UNIX)
- Analyzes data to rapidly locate known and unknown attacks
- Responds to an attack by reaching out and taking action on the network

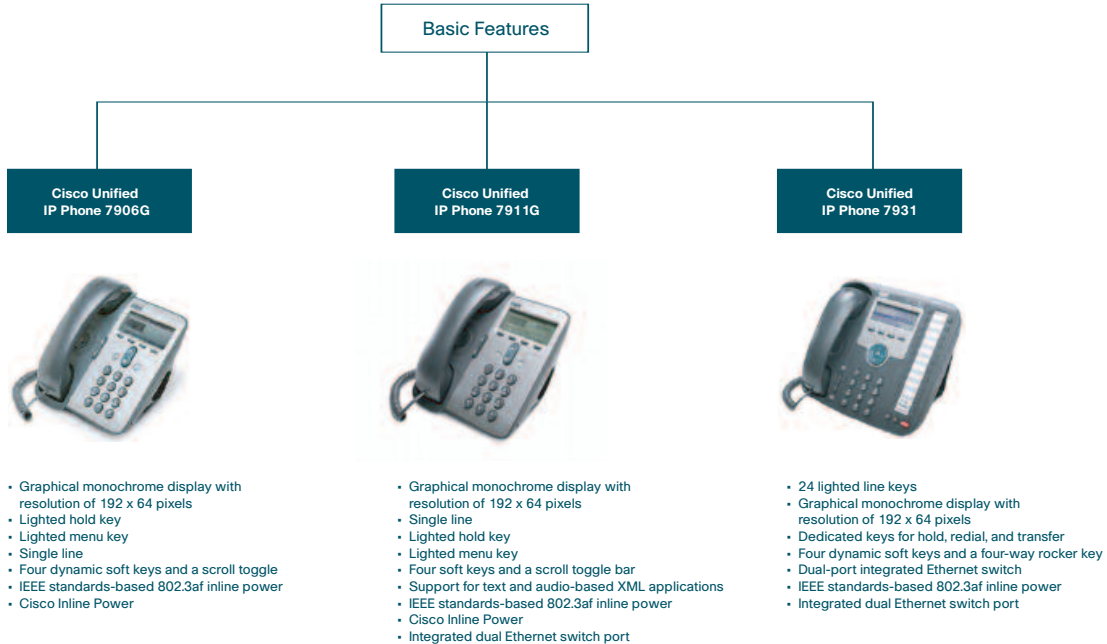
## Cisco Access Control Server Express



Cisco Access Control Server (ACS) Express is the perfect SMB solution to verify users before allowing access to systems and networks.

- Targets SMB and branch offices
- Supports 350 active users and 50 devices
- Provides a simple-to-use GUI
- Enables easy policy management
- Provides authentication, authorization, and accounting (AAA) services
- Connects to Microsoft Active Directory
- Uses a Linux-based operating system

# Cisco Unified IP Phones



## Advanced Features

Cisco Unified  
IP Phone 7940G



- Ideal for desktop office use
- Black-and-white graphic display with two fixed lines of characters
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Full-duplex speakerphone
- Integrated dual Ethernet switch port

Cisco Unified  
IP Phone 7941G



- High-resolution black-and-white graphic display
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified  
IP Phone 7941G-GE



- 10/100/1000BASE-T Ethernet
- High-resolution black-and-white graphic display
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified  
IP Phone 7960G



- Ideal for desktop office use
- Black-and-white graphic display with two fixed lines of characters
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port

Cisco Unified  
IP Phone 7961G



- High-resolution black-and-white graphic display
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified  
IP Phone 7961G-GE



- 10/100/1000BASE-T Ethernet
- High-resolution black-and-white graphic display
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified  
IP Phone 7970G



- Eight programmable keys
- 320 x 234-pixel touchscreen display
- Five soft keys
- Advanced XML support
- IEEE 802.3af inline power support
- Capability to connect external microphone and speakers
- Integrated dual Ethernet switch port

**Cisco Unified  
IP Phone 7971G-GE**



- 10/100/1000BASE-T Ethernet
- Eight programmable keys
- 320 x 234-pixel touchscreen display
- Five soft keys
- Advanced XML support
- IEEE 802.3af inline power support
- Capability to connect external microphone and speakers
- Integrated dual Ethernet Gigabit switch port

**Cisco Wireless  
IP Phone 7921G**



- 2 in. (5 cm) color display with 176 x 220-pixel resolution
- Dedicated buttons: volume, mute, and push-to-talk (PTT)
- PTT support through XML application
- Two soft keys
- Speakerphone
- Diversity antenna (5-GHz band only)
- Separate ringer and speaker
- Louder ring volume
- Vibrate alert
- Backlit keypad and display
- Headset connector: 2.5 mm (4-conductor tri-band)
- USB 1.1 connector

**Cisco Unified IP  
Conference Station 7936**



- Equipped with three microphones for better space coverage
- Full-duplex speakerphone
- Three dynamic soft keys
- Support for three external directional microphones

**Cisco Unified IP  
Expansion Module 7914**



- Attendant console station to be used in conjunction with Cisco Unified IP Phones 796XG/G-GE and 797XG/G-GE
- Capability to monitor up to 34 extensions

**Cisco Unified  
Video Advantage**



- 640 x 480 VGA sensor for improved video quality
- Support for Cisco Unified IP Phones and IP Communicator
- Camera on and off
- H.263 video codec; 128-kbps to 15-Mbps bit rate
- USB 2.0-compliant interface with 6-foot cable

**Cisco Unified  
IP Communicator**



Default Mode    Compact Mode    Screen Only Mode

- Five dynamic soft keys
- Eight configurable line keys
- Headset and speaker modes
- Audio tuning wizard
- Echo suppression and noise cancellation
- Automated support for most VPN clients
- Drag-and-drop dialing
- Copy-and-paste dialing
- Alphanumeric translation

**Analog/Fax**

**Cisco ATA 186 and 188  
Analog Telephone Adapter**



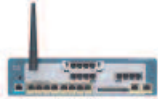
- Device with two analog ports to connect faxes and analog phones
- One RJ-45 10BASE-T Ethernet port (Cisco ATA 186)
- Two Ethernet RJ-45 10/100BASE-T ports (Cisco ATA 188)

# Cisco Unified Communications Solutions

How Many Handsets Are Required?

8 to 16

Cisco Unified Communications  
500 Series for Small Business



Cisco Unified Communications  
500 Series for Small Business

- 4 FXS ports
- 4 FXO ports or 2 Basic Rate Interface (BRI) ports
- 8 Ethernet PoE ports
- Cisco Unified Communications Manager Express
- Cisco Unity Express
- Optional integrated wireless
- 16-user version requires Cisco Catalyst Express 520 Series switch

16 (Branch Office)

Cisco  
1861-CCME/K9



Cisco 1861 Unified Communications  
Manager Express Bundle

- 8 ports of 10/100 PoE
- 4 FXO ports or 2 BRI ports
- 4 FXS ports
- Music on Hold port
- Cisco Unity Express, as a factory option
- Options suggestions:
  - One Cisco Catalyst Express 500 Series Switches 8-PC, 8-port, 10/100 switch with PoE
  - Wide choice of Cisco Unified IP Phones

32 to 48

Cisco Unified  
Communications  
500 Series for  
Small Business



Cisco Unified Communications  
500 Series for Small Business

- All versions come with 4 ports of FXS
- The 32-phone version comes with either 8 ports of FXO or 4 ports of BRI
- The 48-phone version comes in two formats:
  - Analog with 12 ports of FXO or 6 ports of BRI
  - Digital with 2 ports of PRI/T1 and either 4 FXO or 2 ports of BRI
- 8 Ethernet PoE ports
- Cisco Unified Communications Manager Express
- Cisco Unity Express
- 32- and 48-user versions require Cisco Catalyst Express 520 Series switches

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Cisco  
2801-CCME/K9



Cisco 2801 Unified Communications  
Manager Express Bundle

- Options suggestions:
- 1-port RJ-48 multiflex trunk E1
  - One Cisco Catalyst Express 500 Series Switches 24-PC, 24-port, 10/100 switch with PoE
  - Wide choice of Cisco Unified IP Phones
  - Cisco Unity Express
  - Cisco AIM-CUE (includes 12 mailboxes)
  - Cisco SCUE-LIC-25CME (additional 25 mailboxes)

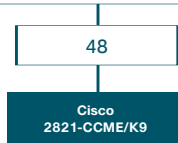
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Cisco  
2811-CCME/K9



Cisco 2811 Unified Communications  
Manager Express bundle

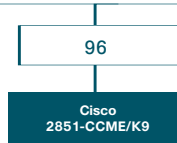
- Options suggestions:
- 1-port RJ-48 multiflex trunk E1
  - Two Cisco Catalyst Express 500 Series Switches 24-PC, 24-port, 10/100 switches with PoE or one Cisco Catalyst 3560 Series Switches 24- and 48-port 10/100 switch with PoE
  - Wide choice of Cisco Unified IP Phones
  - Cisco Unity Express
  - Cisco AIM-CUE (includes 12 mailboxes)
  - Cisco SCUE-LIC-25CME (additional 25 mailboxes)



**Cisco 2821 Unified Communications Manager Express Bundle**

Options suggestions:

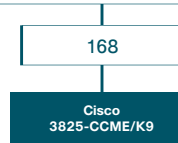
- 1-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 Series Switches 24- and 48-port 10/100 switch with PoE
- Wide choice of Cisco Unified IP Phones
- Cisco Unity Express
- Cisco AIM-CUE (includes 12 mailboxes)
- Cisco SCUE-LIC-50CME (additional 50 mailboxes)



**Cisco 2851 Unified Communications Manager Express Bundle**

Options suggestions:

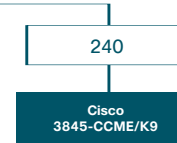
- 1-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 Series Switches 24- and 48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Metro Series Switches switch
- Choice of Cisco Unified IP Phones
- Cisco Unity Express
- Cisco NM-CUE (includes 12 mailboxes)
- Cisco SCUE-LIC-100CME (additional 100 mailboxes)



**Cisco 3825 Unified Communications Manager Express Bundle**

Options suggestions:

- 2-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 Series Switches 24- and 48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Metro Series Switches switch
- Choice of Cisco Unified IP Phones
- Voicemail option: Cisco Unity Express or Cisco Unity (depending on the number of mailboxes required)



**Cisco 3845 Unified Communications Manager Express Bundle**

Options suggestions:

- 2-port RJ-48 multiflex trunk E1
- 1-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 Series Switches 24- and 48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Metro Series Switches switch
- Choice of Cisco Unified IP Phones
- Voicemail option: Cisco Unity Express or Cisco Unity (depending on the number of mailboxes required)

## Selecting WAN and Voice Modules

- VIC-2E/M: 2-port E&M VIC
- VIC-2FXS: 2-port analog FXS VIC
- VIC-2FXO: 2-port analog FXO VIC
- VIC-2FXO-EU: 2-port analog FXO VIC (for Europe)
- VIC-2BRI-NT/TE: 2-port BRI VIC (NT and TE)
- VIC-2BRI-S/T-TE: 2-port BRI VIC (terminal)
- VWIC2-1MFT-E1 1-port E1/PRI VWIC
- VWIC2-2MFT-E1 2-port E1/PRI VWIC
- VIC2-2FXS: 2-port VIC (FXS)
- VIC2-2FXO: 2-port VIC (FXO: universal)
- VIC2-4FXO: 4-port VIC (FXO: universal)
- VIC2-2E/M: 2-port E&M VIC
- VIC2-2BRI-NT/TE: 2-port BRI VIC (NT and TE)
- 1-slot Cisco Unified Communications voice and fax network module (up to four channels of analog and BRI voice)
- 2-slot Cisco Unified Communications voice and fax network module (up to eight channels of analog and BRI voice)
- 2-slot Cisco Unified Communications enhanced voice and fax network module (up to 24 channels of analog and BRI voice)

## New Features Available with Cisco Unified Communications Manager Express 4.2

- Integration with Cisco Unified Contact Center Express, supporting up to 50 agents
- Extension mobility
- Enhancements to Session Initiation Protocol (SIP) presence subscription status
- Call detail records (CDRs) in optional comma-separated values (CSV) format
- Secure Rapid Transport Protocol (RTP)

## Some Features from Cisco Unified Communications Manager Express 4.1

- SIP line-side enhancements
- Directory number status (busy or idle) with presence subscription for Cisco Unified Communications Manager Express endpoints (calling line ID [CLID] and status)
- Dial-plan pattern on phones for Survivable Remote Site Telephony (SRST) call handling
- Digital signal processor (DSP)-based conferencing
  - Impromptu: 3 to 8 parties
  - Meet-me: Up to 32 parties

### New Cisco Unity Express 3.1 Features

- Supports Unified Messaging Gateway UMG for autoregistration and enhanced voicemail routing

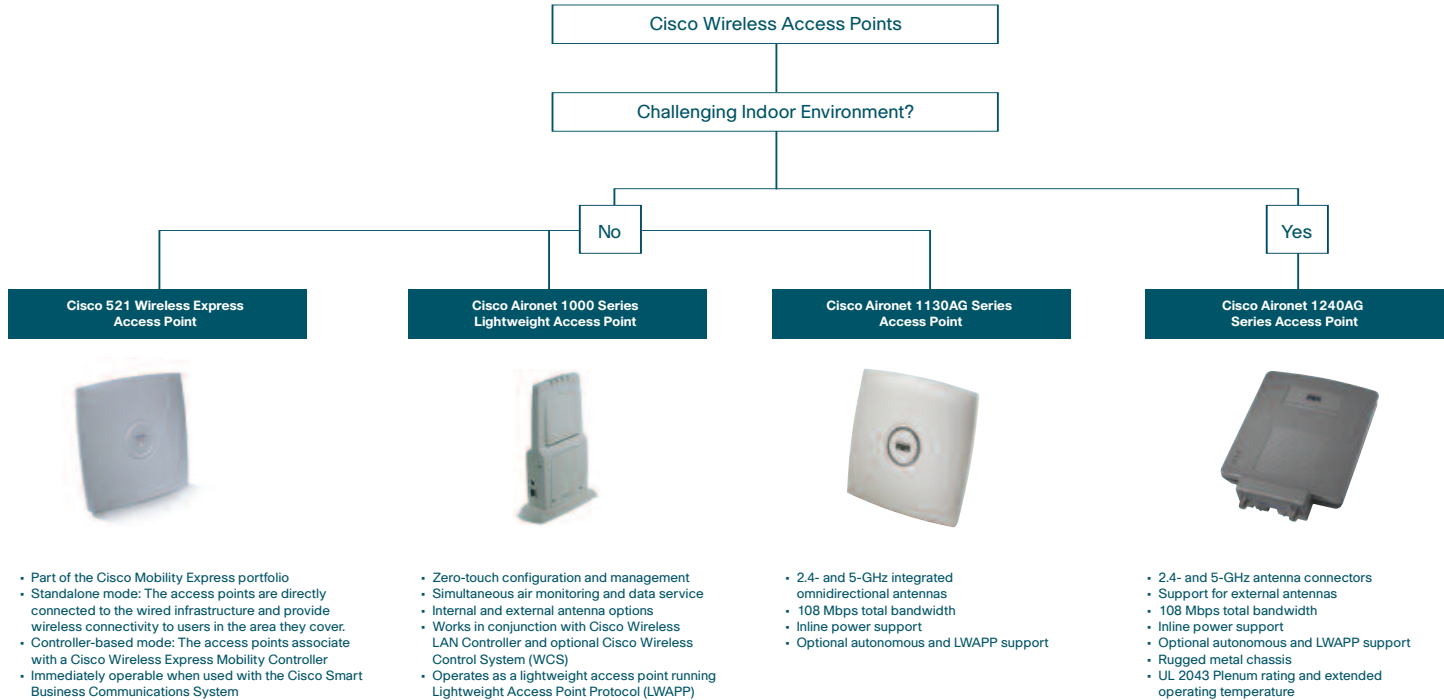
### New Cisco Unity Express 3.0 Features

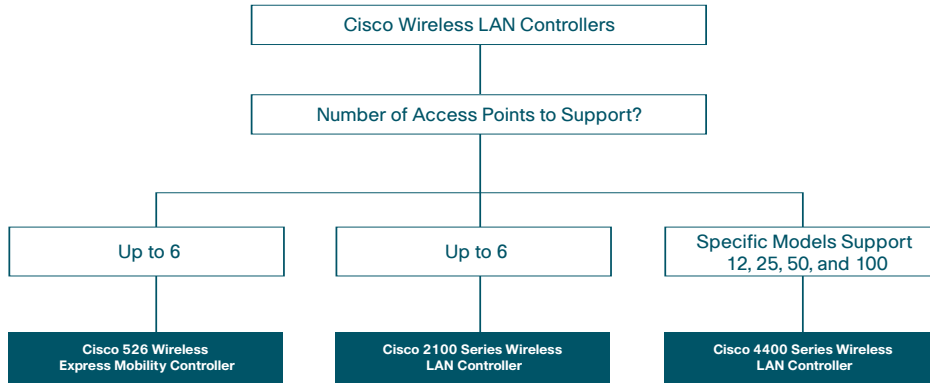
- Security enhancements (HTTPS, Secure FTP [SFTP], and Secure Shell [SSH])
- GUI-based automated-attendant management (no editor)
- Fax store and Internet Message Access Protocol (IMAP)
- IP Communicator support for VoiceView Express call record
- Multiple concurrent languages support
- Additional languages
- Live Record
- Automated-attendant reporting on peg counts and aggregate reports
- Interactive voice response (IVR) support

### New Cisco Unity Express 2.3 Features

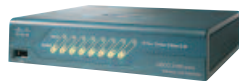
- 150, 200, or 250 voice mailboxes
- SIP enhancements: RFC3261
  - Message waiting indicator in SRST mode
  - Fast-start support
  - RFC 2833: Dual-tone multifrequency (DTMF)
  - Consultative transfer, incorrect directory number message
- VoiceView Express
- Additional languages: Japanese, Mexican Spanish, and French Canadian
- Integrated messaging
- WAV file attachment as an e-mail notification
- IMAP4 client-access support
- Optional mandatory message expiry
- Message notification:
  - E-mail, text-based e-page, numeric-only page, phone, and Short Message Service (SMS) notification
- Future message (individual) delivery
- Cisco Unity Express auto-attendant simple GUI
- Dial by name or dial by extension

# Cisco Wireless Products





- Part of the Cisco Mobility Express portfolio
- When used with the Cisco Smart Business Communications System, has additional features including:
  - Immediate operability
  - Configuration through the Configuration Assistant
  - Management through Monitor Manager and Monitor Director
  - Guest access and optimized voice-over Wi-Fi ready

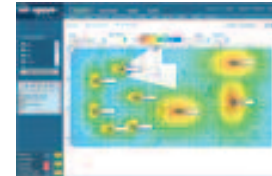


- Cisco Unified Wireless Network LAN Controllers are responsible for system wide WLAN functions, such as security policies, intrusion prevention, RF management, QoS, and mobility. They work in conjunction with Cisco Aironet Lightweight Access Points and Cisco WCS to support business-critical wireless applications.



**Cisco 2700 Series Wireless Location Appliance**

- Scalable location tracking and asset management
- Real-time visibility
- Intuitive centralized management and GUI
- Tight integration with a spectrum of technology and application partners through a rich and open API



**Cisco Wireless Control System (WCS)**

- Management of LWAPP access points and controllers
- Intuitive GUI and hierarchical maps
- WLAN planning and monitoring tools
- Policy management templates
- Complete WLAN intrusion protection
- Integrated location tracking (optional)

# Product Links

## Related Links

### Cisco Catalyst Series Switches

<http://www.cisco.com/go/switching>

### Cisco Routers

<http://www.cisco.com/go/routers>

### Cisco Security Solutions

<http://www.cisco.com/go/security>

### Cisco Wireless Networking Products

<http://www.cisco.com/go/wireless>

### Cisco Unified Communications

<http://www.cisco.com/go/unified>

### Cisco Smart Business Roadmap

<http://www.cisco.com/go/sbr>