

Cisco Unified Communications System Release 6.1 Enriches Collaboration Through a Unified Workspace

PB439773

Cisco continues to deliver new products and features that extend unified communications across various workspaces for our customers. Based upon an open, inclusive, and extensible architecture that spans from the core to the workspace, Cisco Unified Communications unify voice, video, data, and mobile applications on fixed and mobile networks. Users benefit from a media-rich collaboration experience every time, everywhere, everyone's included.

This product bulletin provides the following information:

- Summary of customer benefits
- List of new Cisco Unified Communications products and enhancements
- Product availability and ordering information

Customer Benefits

Cisco Unified Communications System Release 6.1 extends the media-rich solutions introduced in System Release 6.0 with new products and features. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications. This release enriches collaboration for customers through a unified workspace by:

- Providing media-rich communications experiences, inclusively to all users in their workspaces everywhere, every time, and on every device using multiple media, applications, and operating systems
- Empowering small and medium-sized businesses to reach their growth potential with affordable, secure, easy-to-use communications solutions that meet their unique business requirements
- Using the network as a secure, resilient, and scalable platform for all communications – voice, video, data, mobility – so customers can expand their business and do more with existing resources
- Delivering unique customer-centric experiences, extending customer care beyond the traditional call center
- Enhancing the range and quality of IP phones and handsets offered to customers with new solutions which complement the industry-leading Cisco IP phone portfolio

New Products and Features

Table 1 lists the new features and enhancements available with Cisco Unified Communications System Release 6.1.

Table 1. New Products and Features

| Product Name | Features | Orderable Date | Shipping Date |
|---|--|----------------|---------------|
| IP Telephony – Call Control and Endpoints | | | |
| Cisco Unified Communications Manager 6.1.1 | <ul style="list-style-type: none"> • Faster access and improved collaboration <ul style="list-style-type: none"> ◦ <i>Join Across Lines</i> for conference chaining and bringing individual calls into session ◦ <i>Single Button Barge</i> for convenient exit and entry of authorized user into calls • Performance improvements <ul style="list-style-type: none"> ◦ Callback support for analog gateways ◦ Identification of which SIP trunk is delivering a call (supports distributed SIP Gateway deployments) • Localization <ul style="list-style-type: none"> ◦ Support for Thai and Turkish languages | Q4 CY2007 | Q1 CY2008 |
| Cisco Unified Communications Manager Express 4.2 | <ul style="list-style-type: none"> • Integrates with Cisco Unified Contact Center Express 5.0 with support for up to 50 active agents per Cisco Unified Communications Express deployment and a maximum of 300 configured agents • Local extension mobility: Contact center agent or any user can login to any Cisco IP phone with same configuration, line appearances, and speed dials • Secure communications: Media and signaling security for Cisco Unified Communications Manager Express environments | Orderable | Shipping |
| Smart Business Communications System (SBCS) 1.1 | <ul style="list-style-type: none"> • Increased scalability from 16 to 48 users • More details may be found at: http://www.cisco.com/en/US/netsol/ns637/networking_solutions_products_generic_content0900aecd8060130c.html | Orderable | Shipping |
| Cisco Unified SIP Phone 3911 – NEW | <ul style="list-style-type: none"> • Single-line, low-cost SIP phone • Half-duplex speaker phone • Fixed keys for redial, transfer, conference hold, line select, mute, speakerphone, and voicemail access • 2-line, 24-character display plus 2-menu select keys • Support for both Cisco Unified Communications Manager and Cisco Unified Communications Manager Express (2 Device License Units [DLUs]) | Orderable | Shipping |
| Cisco Unified IP Conference Station 7937G – NEW | <ul style="list-style-type: none"> • Superior voice and microphone quality • Simplified wiring and administration • Backlit LCD screen with 4 soft keys • Extension Microphone Kit and support for Wireless Lapel Microphone Kit | Orderable | Shipping |
| Cisco Unified IP Phone 7942G, 7962G, 7945G, 7965G and 7975G models – NEW | <ul style="list-style-type: none"> • Designed for best-in-class wideband audio/G.722 • Improved navigation and user interface • Large, vibrant, backlit color displays on Cisco Unified IP Phone 7975G, 7965G, and 7945G models • Large graphical monochrome displays on Cisco Unified IP Phone 7962G and 7942G models • iLBC for use in lossy networks | Orderable | Shipping |

| | | | |
|---|---|-----------|-----------|
| Cisco Unified Wideband Handset for Cisco Unified IP Phones | <ul style="list-style-type: none"> • Delivers richer and clearer sound than narrowband • Provides excellent voice quality for both wideband and narrowband calls • Supported as an accessory on Cisco Unified IP Phone 7906G, 7911G, 7941G, CP7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE models | Orderable | Shipping |
| Cisco Unified Communications Management | | | |
| Cisco Unified Provisioning Manager 1.2 | <ul style="list-style-type: none"> • Line Change functionality • Line Group functionality on Cisco Unified Communications Manager • Support for Tool for Auto-Registered Phone Support (TAPS) phones on Cisco Unified Communications Manager • Enhancements to infrastructure configuration through reusable templates that enable auto-configuration of the Cisco Unified Communications voice infrastructure in a consistent way • Support for new versions of applications in the Cisco Unified Communications System 6.1 release | Q4 CY2007 | Q1 FY2008 |
| Cisco Unified Communications Applications | | | |
| Cisco Unified Videoconferencing 5.5 | <ul style="list-style-type: none"> • Interoperability between high-definition (HD) and standard-definition (SD) endpoints • Desktop video and streaming (not available with Cisco Unified MeetingPlace): <ul style="list-style-type: none"> ◦ Interactive (2-way) access ◦ Live video stream (1-way) ◦ Firewall friendly | Q1 CY2008 | Q1 CY2008 |
| Cisco Unity® Connection 2.1 | <ul style="list-style-type: none"> • Scales to 7500 users and 72 ports on a single server • Average message storage per mailbox is 12 minutes (administrators must manage) • 2500 IMAP/Cisco Unified Personal Communicator users or 3000 inbox users | Q4 CY2007 | Q1 CY2008 |
| Cisco Unity Express 3.1 | <ul style="list-style-type: none"> • Auto-registration with the Cisco Unified Messaging Gateway • Global Search options for dial-by-extension and dial-by-name • Support for additional languages | Q4 CY2007 | Q4 CY2007 |
| Speech Connect for Cisco Unity 4.x /5.0 | <ul style="list-style-type: none"> • New Cisco Unity feature allowing callers to speak names and be directed to targeted recipient without human intervention | Q4 CY2007 | Q4 CY2007 |
| Customer Contact | | | |
| Cisco Unified Contact Center Enterprise, Hosted, and ICM 7.2 | <ul style="list-style-type: none"> • New CRM connectors on Cisco Unified Contact Center Enterprise, Hosted, and ICM 7.2 for Salesforce.com, Microsoft CRM, Oracle Peoplesoft, and Oracle Siebel • New remote silent monitor feature (on Enterprise and Hosted only) | Orderable | Shipping |
| Cisco Unified Contact Center Express 5.0.2 | <ul style="list-style-type: none"> • "Contact center in a box" <ul style="list-style-type: none"> ◦ Fully integrated ACD, CTI and IVR ◦ Support for Cisco Unified Communications Manager 5.0 • Entire solution on one server • Support for Cisco Unified Communications Manager Express • Cisco Unified Workforce Optimization, Web Integration Manager, and E-Mail Integration Manager • Virtual contact center capabilities | Q4 CY2007 | Q1 CY2008 |

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|---|--|-----------|-----------|
| Cisco Unified Customer Voice Portal 4.1 | <ul style="list-style-type: none"> • Visual Application Debugger • Web Services Element with built-in WSDL support • Enhanced multi-language support in voice applications • Eclipse Version 3.2 support • Java 5 support • Cisco Unified Call Studio 6.0 replaces Cisco Unified Customer Voice Portal Studio | Q4 CY2007 | Q4 CY2007 |
| Cisco Unified Call Studio 6.0 | <ul style="list-style-type: none"> • Visual Application Debugger • Web Services Element with built-in Web Services Description Language (WSDL) support • Enhanced multi-language support in voice applications • Eclipse Version 3.2 support • Java 5 support • Support for Cisco and third-party VoiceXML IVR platforms | Q4 CY2007 | Q4 CY2007 |
| Cisco Unified Call Services, Universal Edition 6.0 | <ul style="list-style-type: none"> • Operations, administration, and management API • Performance enhancements for higher port density per server • Extended, customizable logging functionality • Automate development process with build and test scripts by deploying applications without Cisco Unified Call Studio • Support for multiple operating systems and application servers for customer deployment flexibility; supports Cisco and third-party VoiceXML IVR platforms • Java 5 support | Q4 CY2007 | Q4 CY2007 |
| Communications Infrastructure | | | |
| Cisco Unified Border Element (formerly Cisco Multiservice IP-to-IP Gateway) | <ul style="list-style-type: none"> • New name for this product • Support for IP PSTN interconnect services for Cisco Unified Communication Manager • SIP and Telepresence video support • Enhanced H.323 security features • Configurable profiles for SIP services • SIP trunk feature enhancements • Enhanced H.323 video with H.235 and H.239 support | Orderable | Shipping |
| Cisco Unified Messaging Gateway – NEW | <ul style="list-style-type: none"> • Enables Cisco's end-to-end networked voice messaging solution • Performs intelligent, secure voice message routing across systems • Provides management of system directories and distribution lists across systems • Enables dial-by-name support for all Cisco Unity Express endpoints in the network • Delivers a highly scalable voice messaging framework | Q4 CY2007 | Q4 CY2007 |
| Cisco Unified Survivable Remote Site Telephony | <ul style="list-style-type: none"> • E911 support provides emergency response location information to emergency operators • Return calls from operator to phone are automatically routed to caller who placed emergency call • IP phones are tracked through their IP subnet addressing | Orderable | Shipping |
| Security | | | |
| Cisco Adaptive Security Appliance 8.0 | <ul style="list-style-type: none"> • Policy enforcement of calls • Inspection of encrypted voice/video • Inspection for variety of voice protocols • Securing of Cisco Unified Communications applications | Orderable | Shipping |

Upgrade Path for Cisco Unified Communications Manager

Cisco Unified Communications Manager customers with systems deployed on Release 4.x now have a direct and expeditious method of upgrading to Release 6.0 and 6.1. The suite of upgrade and data migration tools has been enhanced to facilitate faster and easier upgrades and data transfers between Cisco Unified Communications Manager systems. Customers enjoy greater investment protection and can transform their business communications by deploying media-rich applications introduced with Cisco Unified Communications System Release 6.0 including presence, mobility, multimedia conferencing, and unified clients.

Improved TCO

Cisco Unified Communications Manager customers benefit from a suite of serviceability enhancements that make their systems easier to manage and operate, reducing operational costs and enhancing ROI. Additionally, Release 6.1 addresses several non-critical maintenance issues in continuing to serve as a feature-rich and scalable enterprise-grade call processing system. A wide range of customers across various industries have already implemented Release 6.0 and have benefited from the productivity and business transformation benefits associated with the rollout of media-rich unified communications applications.

Ordering Information

To place an order, visit the Cisco Ordering Home Page. To download software, visit the Cisco Software Center.

Cisco Unified Workspace Licensing

Cisco Unified Workspace Licensing is an easy and affordable new program for procurement of a broad range of Cisco Unified Communications applications and services. Workspace Licensing, inclusive of all client and server software licensing, service and support, and software subscription, facilitates consistent deployment of multiple applications to all users in their workspaces and helps organizations maximize the potential of unified communications. This program streamlines pricing, licensing, and acquisition of Cisco Unified Communications solutions and introduces the ability for businesses, government agencies, and institutions to implement a media-rich unified communications experience at a cost-effective, per-user price point. Phones/call control, presence, unified clients, mobility, unified messaging, and audio, video, and Web conferencing are just a few of the applications included in this program.

Cisco Unified Workspace Licensing presents an alternative to ordering products individually. To determine if this is the right solution for your organization, please visit

http://www.cisco.com/go/worksapce_licensing.

If you are a Cisco partner, please visit:

http://www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/workspace_licensing.html

Service and Support

Cisco and its certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Cisco's portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Cisco's unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

For More Information

For more information about Cisco Unified Communications Release 6.1, visit www.cisco.com/go/voice or contact your local account representative or channel partner.

For information on Cisco Unified Communications Services, visit www.cisco.com/go/ucservices.



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