

MAINDEC AND CISCO

IP Communications – Cisco CallManager

Solutions Overview

Cisco CallManager is the software – based call-processing component of the Cisco IP Telephony solution. The software extends enterprise telephony features and functions to packet telephony network devices such as IP phones, media processing devices, Voice-over-IP (voIP) gateways, and multimedia applications. Additional data, voice, and video services such as Unified Messaging, Multimedia Conferencing, Collaborative Contact Centers, and Interactive Multimedia Response Systems interact with the IP Telephony solution through Cisco CallManager’s open telephony Application Programming Interfaces (API). Cisco CallManager is installed on Cisco Media Convergence Servers (MCS).

Cisco Integrated Services Routers (Cisco 2801, 2811, 2821, 2851, 3825 and 3845) provide the right sized solution for the smallest to largest customers, scaling to meet the most demanding enterprise environments, while still providing the performance and architecture for services available today and in the future. To protect call processing at remote sites in a CallManager installation, Cisco Survivable Remote Site Telephony (SRST) for centralised call processing with Cisco CallManager can be enabled.

What are the benefits of a Cisco CallManager?

- **Scalability** – Cisco CallManager can be clustered together to provide scalability from 1 to 30,000 phones
- **Reliability** – Cisco CallManager has been designed to take advantage of technologies such as Load Balancing and redundancy to ensure that the system remains highly available
- **Security** – Implementing authentication and encryption in the Cisco CallManager system prevents identity theft of the phone/Cisco CallManager server, data tampering, and call-signalling/media-stream tampering
- **Administration** – Secure administration and management can be completed using web browsers allowing system management to be carried out from any location

Product Range

CallManager		Unity	Cisco IP Phones		Gateway Routers
MCS-7815	Server that supports CallManager up to 300 phones	MCS-7815	Server that supports Unity up to 500 Voicemail or Unified Messaging users	CP-7905	Cisco 1700 Cisco 2600 Cisco 2800 Cisco 3700 Cisco 3800
MCS-7825	Server that supports CallManager up to 1000 phones	MCS-7825	Server that supports Unity up to 1000 Voicemail or Unified Messaging users	CP-7912 CP-7940	
MCS-7835	Server that supports CallManager up to 2500 phones	MCS-7835	Server that supports Unity up to 2000 Voicemail or Unified Messaging users	CP-7960	
CallManager 4 Software	Software Application that provides the Call Management functionality	Unity 4 Software	Software Application that provides Voicemail or Unified Messaging functionality	CP-7970 CP-7914 CP-7920 IP Communicator	
					Connectivity VIC2-2BRI-NT/TE Connects to ISDN-2 VVIC-1MFT-E1 Connects to ISDN PRI VIC2-2FXO Connects to Analogue

5 Things to Know

1. Gateway Routers can also be as SRST (Survivable Remote Site Telephony) devices for extra resilience
2. CallManager Extension Mobility and Automated Attendant are standard features
3. There are Cisco Technology Migration Programs available for competitive switching and telephony products
4. Cisco Leasing is available for telephony installations
5. Video Conferencing functionality was released in CallManager 4

Complementary Products

- Arc Solutions
- Plantronics Headsets
- Stonevoice Voicemail, Billing, IVR, Queue Manager
- Cisco IPCC Express
- Cisco VT Advantage
- Baxall IP Cameras
- PowerDsine

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IP Communications – Cisco CallManager Express (CCME)

Solutions Overview

Converging voice and data over the same network with a Cisco IP Communications solution can make a wealth of productivity boosting applications available to your business.

Cisco CallManager Express delivers powerful call management capabilities for up to 240 phones. Call processing is delivered as a software service running on a Cisco Router. This allows a business to realise amazing value, as a single device can provide a business with telephony, VPN, Firewall and IDS services.

Cisco IP Communications features on Cisco Integrated Services Router platforms (Cisco 2801, 2811, 2821, 2851, 3825, and 3845) include advanced features and services for implementing networked, loosely-coupled, and semiautonomous business solutions. Some of these features include call processing, call control protocols, quality of service (QoS), analog and digital interfaces, queuing, scripting, voicemail, and automated attendant.

What are the benefits of a Cisco CallManager Express?

- **Cost savings/productivity enhancements** – The Cisco CME Bundles are an affordable entry point into a converged IP environment that delivers cost savings and productivity enhancements
- **Investment protection** – The Cisco CME Bundles are cost-effective and integrate with existing legacy voice investments while allowing you to migrate to a Cisco IP Communications system
- **Ease of management** – The bundle components are integrated within a single chassis resulting in turnkey installation and streamlined system management with a common GUI (Graphical User Interface)
- **Growth** – Designed to respond to your dynamic business needs, the Cisco CME Bundles can be easily upgraded to support advanced voice applications and additional users
- **Support** – With an excellent track record in supporting mission-critical voice applications, Cisco and its certified partners provide full life-cycle support to deliver the Cisco CME Bundles for a maximum return on investment

5 Things to Know

- 1 When an installation outgrows the CallManager Express platforms all of the equipment can be used in a migration to the CallManager solution protecting the initial investment
- 2 With a CCME Feature license you can enable the telephony features on a whole range of Cisco Routers in your install base
- 3 Cisco Leasing is available on CallManager Express products
- 4 There are Cisco Technology Migration Programs available for competitive Switching and Telephony products
- 5 You can enable features on the CCME router to provide VPN and Firewall functionality

Product Range

Cisco Routers	CCME Feature Licenses	Cisco IP Phones	VoiceMail
Cisco 2801 Supports up to 24 phones Cisco 2811 Supports up to 36 phones Cisco 2821 Supports up to 48 phones Cisco 2851 Supports up to 96 phones Cisco 3825 Supports up to 168 phones Cisco 3845 Supports up to 240 phones	<i>Used to enable existing voice ready routers</i> FL-CCME-SMALL Feature license for 24 phones FL-CCME-36 Feature license for 36 phones FL-CCME-MEDIUM Feature license for 48 phones FL-CCME-72 Feature license for 72 phones FL-CCME-96 Feature license for 96 phones FL-CCME-120 Feature license for 120 phones	CP-7905 Basic IP Phone CP-7912 IP Phone with 2nd port for PC CP-7940 IP Phone with large display, XML Compliant CP-7960 IP Phone with large display, XML Compliant, additional lines supports CP-7970 IP Phone with large colour touch screen display CP-7914 Line Expansion unit for 7960 IP Phone CP-7920 Wireless IP Phone	Unity Express Cisco voicemail solution provided by a network module or AIM card StoneVoice SSAM Software voicemail solution Connectivity VIC2-2BRI-NT/TE Connects to ISDN-2 VVIC-1MFT-E1 Connects to ISDN PRI VIC2-2FXO Connects to Analogue

Complementary Products

- Stonevoice – Voicemail, Billing, Music on Hold, IVR & Queue Manager
- Plantronics Headsets
- PowerDsine

To contact sales either call the Head Office on 01628 810977 alternatively email: Sales@maindec.co.uk , or contact your local regional office. www.maindec.com