

Cisco Unified Communications 500 Series for Small Business

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to easily connect anywhere, anytime, and anyplace, using any media, device or operating system. 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.

For small businesses wanting to reach, serve, and retain customers, Cisco introduces the Cisco Smart Business Communications System, a new, affordable system that makes anytime, anywhere highly secure access to information possible, thereby facilitating more effective and efficient ways of communicating with customers and employees.

Product Overview

Cisco Unified Communications 500 Series for Small Business, a critical part of the Cisco Smart Business Communications System, is a unified communications appliance for small businesses that provides voice, data, voicemail, Automated Attendant, video, security, and wireless capabilities while integrating with existing desktop applications such as calendar, e-mail, and customer relationship management (CRM) programs. This easy-to-manage platform uses business-class, proven unified communications technologies to support up to 50 users, and supports flexible deployment models based on your needs—a wide array of IP phones, public switched telephone network (PSTN) interfaces, and Internet connectivity (Figure 1).

Figure 1. Cisco Unified Communications 500 Series—8/16 User Configuration

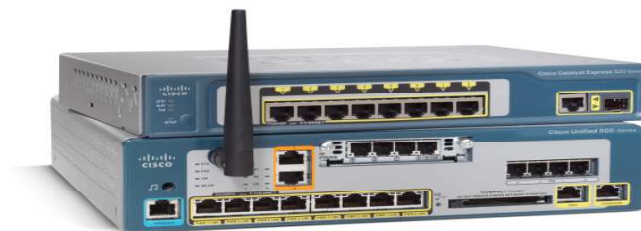


Figure 2. Cisco Unified Communications 500 Series—32/48 User Configuration



Core components of the Cisco Unified Communications 500 Series include:

- Cisco Unified IP phones, including wireless handsets and Session Initiation Protocol (SIP) phones
- Cisco Unified Communications Manager Express for call processing
- Cisco Unity[®] Express for voice messaging and Automated Attendant
- Support for Cisco Unified CallConnectors for integration with Windows PC applications
- LAN switching: Integrated Power over Ethernet (PoE) switch, and ability to expand through Cisco Catalyst[®] Express 520 Series Switches
- Firewall and VPN capabilities
- Optional integrated wireless LAN (WLAN) capability on some models or external access points and Cisco Wireless LAN Controller Modules
- Cisco Configuration Assistant for GUI-based customization of the solution
- Optional remote system monitoring capabilities

Cisco Unified IP Phones

Cisco provides a complete range of Cisco Unified IP phones and communications devices designed to take full advantage of converged voice and data networks, and these devices offer the convenience and user friendliness found in business phones. Cisco Unified IP phones can help improve productivity by meeting the needs of different users throughout your organization.

The Cisco Unified IP phone portfolio provides the following:

- IP phones with LCD displays, including dynamic soft keys for call features and functions
- Support for information services, including Extensible Markup Language (XML) capabilities to extend IP phone systems to give IP phone users access to a variety of information such as stock quotes, employee directories, and Web-based content

Cisco Unified IP phones lead the IP communications device market and provide a complete IP phone system portfolio with ease of use, excellent audio quality, increased accessibility for people with disabilities, ergonomic physical design, advanced services, and features.

The IP phone portfolio includes options for use from wherever you are: the company lobby, the manufacturing floor, the executive suite, at home, on the road, or in a branch office (Figure 3).

Figure 3. Cisco Unified IP Phone Portfolio



Cisco Unified Communications Manager Express

Cisco Unified Communications Manager Express is a Cisco IOS® Software solution embedded in the Cisco Unified Communications 500 Series appliance that provides call processing for Cisco Unified IP phones. Simple to deploy, administer, and maintain, Cisco Unified Communications Express is a reliable, feature-rich telephony solution.

Cisco Unity Express

Embedded Cisco Unity Express helps enable voicemail, desktop messaging, and Automated-Attendant services for increased customer service and rich employee communications experience.

Cisco Unified CallConnectors for Windows PC Applications

The Cisco Unified Communications 500 Series integrates with common Windows desktop applications to give small business owners access to productivity gains once available only to large businesses. With Cisco Unified CallConnectors, you can integrate your Cisco Unified IP phones with common applications, including Microsoft Outlook, Internet Explorer, Microsoft Dynamics CRM, or Salesforce.com CRM.

LAN Switching and Routing

The Cisco Unified Communications 500 Series has an integrated, managed Ethernet switch that provides 8 ports of 10/100 PoE optimized for integration with the Cisco Smart Business Communications System. Additionally, the system capacity can be expanded by connecting the recommended Cisco Catalyst Express 520 Series Switch. Providing 8 to 24 additional ports of 10/100 PoE, the Cisco Catalyst Express 520 Series Switch ships with a predefined software configuration to work immediately with the Cisco Unified Communications 500 Series for Small Business. The Cisco Unified Communications 500 Series supports static routing and routing between VLANs and the built-in interfaces.

Firewall for Network Security

Security is a fundamental element of any network, and Cisco products play an important role in embedding security at the customer's access edge. The Cisco IOS Firewall is a stateful-inspection firewall available with the Cisco Unified Communications 500 Series. Built from market-leading Cisco PIX[®] Firewall technologies, Cisco IOS Firewall is a base feature on the Cisco Unified Communications 500 Series platform; it is ideal for protecting the WAN entry point into the network.

Virtual Private Networking

VPNs carry private data over a public network and extend remote access to users over a shared infrastructure. Maintaining the same security and management policies as private networks, VPNs are the most cost-effective means of establishing point-to-point connection between remote users and a central network. VPNs have been the fastest-growing form of network connectivity, and Cisco takes this approach to a new level by making VPN functions an integral part of the Cisco Unified Communications System. The Cisco Unified Communications 500 Series includes built-in hardware-based encryption acceleration that offloads IP Security (IPsec), Advanced Encryption Standard (AES), Data Encryption Standard (DES), and Triple DES (3DES) encryption and VPN processes to provide increased VPN throughput on the Cisco Unified Communications 500 Series platform.

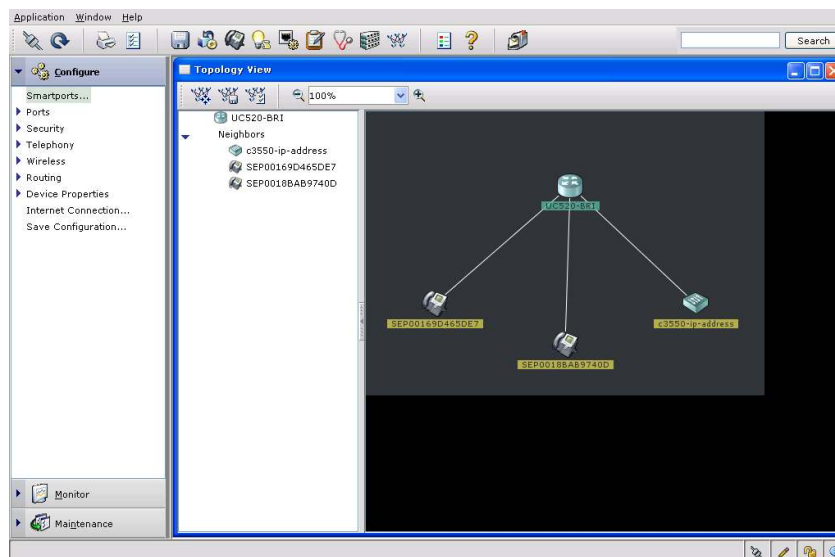
Wireless Mobility Services

The 8- and 16-user models of the Cisco Unified Communications 500 Series support an optional integrated WLAN access point for secure WLAN connectivity. As part of the Cisco Smart Business Communications System, the Cisco Unified 500 Series also supports external access points—the Cisco 521 Wireless Express Access Point—and for best-in-class wireless mobility the Cisco 526 Wireless Express Mobility Controller can be added to create a unified system of access points. Small businesses can easily extend access to data applications as well as WLAN telephony. Wireless services allow greater mobility for employees, partners, and customers, resulting in increased productivity. Note: The 32- and 48-user models of the Cisco Unified Communications 500 Series do not support an optional integrated WLAN access point. These models can use the Cisco 521 Wireless Express Access Point and the Cisco 526 Wireless Express Mobility Controller to enable WLAN functions.

Cisco Configuration Assistant

The Cisco Configuration Assistant, a PC-based, intuitive GUI configuration tool, is an integral component of the Cisco Smart Business Communications System. With a focus on ease of use, the Cisco Configuration Assistant simplifies configuration of multiple technologies—unified communications, switching, routing, security, and wireless. Cisco Configuration Assistant simplifies telephony configuration and provides follow-up support to facilitate easy modification. Features include an interactive topology view, front-panel views of devices, and drag-and-drop Cisco IOS Software upgrades (Figure 4).

Figure 4. Cisco Configuration Assistant Configuration Tool



Architecture Features and Benefits

The Cisco Unified Communications 500 Series integrates voice, data, video, security, wireless, and management into one platform. It brings unified communications to small businesses and organizations by providing a simplified, affordable solution that is easy to configure, deploy, and manage. By combining call control, messaging, and mobility into one device, the Cisco Unified Communications 500 Series eliminates the added costs of multiple servers and provides a solution that is easy to set up and manage at a lower price point.

Table 1 summarizes the features and benefits of the Cisco Unified Communications 500 Series.

Table 1. Platform Features and Benefits

Feature	Benefit
Solution packaging	<p>The solution offers various fixed configurations, eliminating the guesswork from configuration.</p> <p>Each configuration is equipped with the appropriate number of feature licenses for call processing, voicemail, and Cisco Unified IP phones, simplifying the product structure.</p> <p>A modular slot is available in most of the configurations, allowing expansion of the system with additional PSTN or analog station interfaces.</p> <p>The appropriate number of fixed digital signal processors (DSPs) is packaged with each configuration.</p>
Default system configuration	<p>Although packaged to support various deployment configurations, the solution comes with a Cisco Smart Assist predefined configuration from the factory, allowing for rapid deployment of the product in the field:</p> <ul style="list-style-type: none"> • Preassigned phone extensions • Dial plan • Voice and data VLANs • Firewall settings <p>With the appropriate licensed base platform, expanding the system is easy; simply connect the companion Cisco Catalyst Express 520 Switch and connect phones to the new PoE Ethernet ports.</p>