

## Cisco Unified Mobility Version 1.2

### Cisco Unified Mobility, Release 1.2(5)

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.

Cisco Unified Mobility makes it easy for enterprise workers to keep in touch with the business at hand, whether at their desks or mobile. It introduces Cisco Mobile Connect enterprise mobility services to extend the benefits of IP communications to workers inside and outside the enterprise campus. An application server that integrates with Cisco Unified Communications Manager, Cisco Unified Mobility intelligently manages, filters, routes, and places calls between a worker's IP phone and remote mobile phone. With Cisco Unified Mobility, a worker can receive and place business calls from the devices most convenient for the task without interrupting the calls, whether in the office, in transit, or at a remote location. Cisco Unified Mobility also helps enterprise IT and telecom managers better serve the communication needs of their mobile workers, while enabling them to take advantage of the enterprise IP communications network resources available with Cisco Unified Communications Manager. Cisco Unified Mobility is installed on the Cisco 7800 Series Media Convergence Server (MCS) Communications Manager Appliances (Figure 1).

**Figure 1.** Cisco Unified Mobility with Cisco 7800 Series Media Convergence Server Communications Manager Appliances



### Solutions

#### Single Business Number Reach

Cisco Unified Mobility makes Cisco Mobile Connect services available to Cisco Unified Communications Manager users who want to consolidate all their business calls with a single enterprise IP phone number and immediately connect wherever they are working. Enterprise customers now need only a single phone number to reach enterprise workers and the enterprise can provide more responsive service with no additional effort. For enterprise mobile workers, Cisco

Unified Mobility also reduces the burden of having to share their private mobile phone number and having to check for business calls in their mobile voicemail box.

### **Single Business Voicemail**

If mobile workers are unable to answer Cisco Mobile Connect calls, they can rely on Cisco Unified Mobility to store the unanswered calls in the Cisco Unity<sup>®</sup> voice messaging system, or other enterprise voicemail system. Workers can manage all voicemail using the single enterprise voicemail box.

### **Device Mobility**

Mobile phones are great when moving from location to location, but when a mobile worker arrives at the office, the mobile phone becomes less convenient. With the Cisco Mobile Connect services of Cisco Unified Mobility, mobile workers can continue a call on their IP desk phone after they arrive at the office and take advantage of speakerphone or other IP phone services. Important calls can be continued without interruption, and workers can use the best available IP or mobile features for the specific time and place.

### **Cisco Mobile Voice Access**

Cisco Unified Mobility makes all the major enterprise IP communications features available to workers while they are traveling. For example, an enterprise mobile worker who needs to call one of the enterprise's foreign offices while traveling can use the Cisco Mobile Voice Access line to place the call as if from the enterprise home office. The worker dials the Cisco Mobile Voice Access line from the mobile phone and places the call on the enterprise IP communications network over a tie line. The connection is completed, and telecom costs are kept under control.

### **Web-Based System and User Administration**

Cisco Unified Mobility offers flexible options to define and manager user profiles. Users can access the secure User Profile Webpages to enter mobile and other remote phone numbers and create filters that restrict the types of calls that are directed using Cisco Mobile Connect services. System administrators can use the secure Administration Webpages to determine how much control users will have over their profiles and make user profile changes when needed. Users enjoy the advantages of personal choice, while the enterprise retains control over resource use and can provide backup support.

### **System Administration**

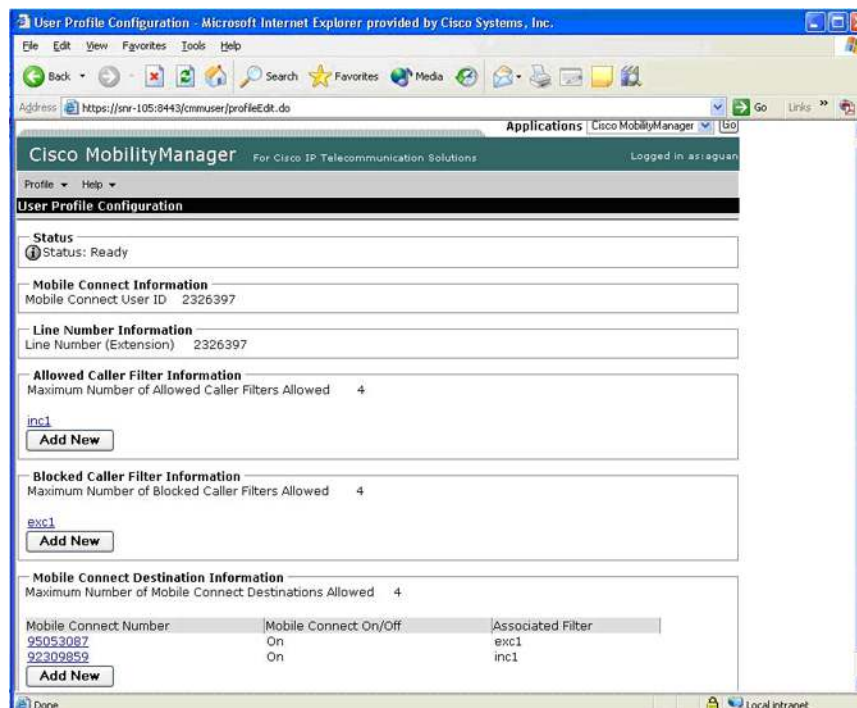
In Cisco Unified Mobility Release 1.2, the system administration tools have been updated to include the Disaster Recovery System (DRS), which is also used in Cisco Unified Communications Manager Release 5.0. The Disaster Recovery System allows system administrators to back up and restore configuration and user data for software application upgrades and system failures. The Disaster Recovery System utility allows both manual and automatic backup and restores.

### **Security**

In Cisco Unified Mobility Release 1.2, system security has been updated to support the Cisco Security Agent for Unified Communications Manager provides threat protection for Cisco Unified Communications application servers running voice applications, such as Cisco Unified Communications Manager, Cisco Unity Unified Messaging, and Cisco Unified Contact Center Express. Cisco Security Agent for Unified Communications Manager aggregates multiple security functions, combining host intrusion prevention, distributed firewall, malicious mobile code protection, operating system integrity assurance, and audit log consolidation, all within a single

agent package. As part of an overall security strategy, the Cisco Security Agent for Unified Communications Manager enhances the SAFE Blueprint from Cisco and extends protection to the endpoint.

**Figure 2.** Cisco Unified Mobility Administration



## Features

The Cisco Mobile Connect service helps mobile workers direct their inbound business calls to their IP phone number and initiate outbound business calls as if they were at their IP phone, all from the mobile phone (or other remote phone destination). They can answer incoming calls on the desk phone or mobile phone, pick up calls between the desk phone and mobile phone without losing the connection, and originate enterprise calls from a mobile or other remote phone. To support Cisco Mobile Connect, Cisco Unified Mobility software is shipped with an integrated suite of mobility application services, including Web-based system administration and user profile configuration utilities to create, access, and control the user profile information for each enterprise mobile worker.

Cisco Unified Mobility offers the following features:

- Simultaneous desktop ringing: Incoming calls ring simultaneously on the user's IP desktop phone and mobile phone or phones. As soon as the user answers one phone, the unanswered phones automatically stop ringing. The user can choose the preferred phone to answer each time a call comes in.
- Desktop pickup: If a user initiates a call from a mobile phone, the call can be picked up on the user's desktop phone without losing the connection.
- Mobile call pickup: If a user initiates a call from the desktop phone, the call can be switched to the user's mobile phone without losing the connection. Based on the needs of the moment, users can take advantage of the reliability of the wired office phone or the convenience of the mobile phone.

- Security and privacy for Cisco Mobile Connect calls: During an active Cisco Mobile Connect call, the associated desktop IP phone is secured. Access to the call from the desktop is eliminated as soon as the cellular connection becomes active, precluding the possibility of an unauthorized person listening in on the call that is bridged to the mobile phone.
- Cisco Mobile Voice Access: Users can initiate calls from a mobile phone as if the phone is a local enterprise IP private-branch-exchange (PBX) extension and take full advantage of local voice gateways and WAN trunking.
- Single enterprise voice mailbox: Users can rely on their enterprise voicemail box as the single, consolidated voicemail box for all calls, including calls to the desktop and mobile phone. Incoming callers have a predictable means of contacting employees and less time is needed for users to check multiple voicemail systems.
- Allowed and blocked call filters: Users can create a restricted list of caller phone numbers for which they want to trigger simultaneous ringing on their desktop and mobile phones (allowed call filter) and also create a list of phone numbers that will not cause their mobile phone to ring when the desktop phone rings (blocked call filter). This setup assures that each user can receive critical calls, while preventing promulgation of unwanted or unnecessary calls.
- Caller identification: Caller ID is preserved and displayed on all calls. Users can take advantage of Cisco Mobile Connect with no loss of the original caller information (subject to mobile phone service provider capabilities).
- System administrator-controllable user profile access: User profile settings can be modified by system administrators through the secure Cisco Unified Mobility Administration Webpages and by users through the secure User Profile Webpages. System administrators can determine how much control users have over their profiles, thereby preserving the administrator's ability to balance IP telephony resources with user choice.
- Remote on/off control: Users can turn Cisco Mobile Connect features on or off from a mobile phone using the Cisco Mobile Voice Access application or from the User Profile Webpages, assuring flexibility in how mobility is managed.
- Voice-based access with user identification and personal identification number protection: The Cisco Mobile Voice Access application is protected by username and password.
- Call tracing: Cisco Mobile Connect calls are logged, providing information to help the enterprise optimize trunk usage and debug connection problems.

## Specifications

Table 1 outlines the software and hardware specifications of the Cisco Unified Mobility.

**Table 1.** Specifications of Cisco Unified Mobility

Component	Description
<b>Cisco Media Convergence Servers</b>	Cisco Media Convergence Servers 7815, 7825, 7835, and 7845
<b>Cisco Unified Mobility Server Software Platform</b>	Linux appliance
<b>Cisco Unified Communications Manager Compatibility</b>	Cisco Unified Communications Manager 4.x and 5.x
<b>Cisco Multiservice Router and Voice Gateway</b>	Cisco multiservice router and gateway with voice Extensible Markup Language (VXML) support

## Ordering Information

Table 2 provides ordering information for the Cisco Unified Mobility Releases 1.2. Cisco Unified Mobility Release 1.2 supports the Cisco 7800 Series Media Convergence Servers outlined in the table below.

**Table 2.** Ordering Information for Cisco Unified Mobility

Part Number	Description
<b>MM1.2-K9=</b>	Cisco Unified Mobility server software for Release 1.2
<b>LIC-MM-MC=</b>	Cisco Unified Mobility user license for Cisco Mobile Connect
<b>MCS-7816-I3</b>	Cisco Media Convergence Server 7816-I3 appliance
<b>MCS-7816-H3</b>	Cisco Media Convergence Server 7816-H3 appliance
<b>MCS-7825-I3</b>	Cisco Media Convergence Server 7825-I3 appliance
<b>MCS-7825-H3</b>	Cisco Media Convergence Server 7825-H3 appliance
<b>MCS-7835-I2</b>	Cisco Media Convergence Server 7835-I1 appliance
<b>MCS-7835-H2</b>	Cisco Media Convergence Server 7835-H2 appliance
<b>MCS-7845-I2</b>	Cisco Media Convergence Server 7845-I2 appliance
<b>MCS-7845-H2</b>	Cisco Media Convergence Server 7845-H2 appliance

This product is a part of Cisco Unified Workspace Licensing. Please visit [http://www.cisco.com/go/workspace\\_licensing](http://www.cisco.com/go/workspace_licensing) for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your customer.

## Cisco Unified Communications Services

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.



**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc. Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc., and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)