

Smart Business Communications System

Today's growing businesses face relentless competitive pressures. To stand out amongst the technology-enabled competition, you differentiate yourself by delivering superior customer service and helping your company to:

- Boost productivity through better communications.
- Streamline business processes and gain full value from resources and applications by accessing your customer information anytime, anywhere.
- Manage costs effectively.

Everything you need to connect your business and to be more productive comes in the Cisco Smart Business Communications System—secure access—anytime, anywhere—to integrated voice, video, and wireless networking that enables more effective and efficient communication with customers, partners, and employees. You also get the right mix of communications, productivity, and business operations applications in a solution designed to work together and easier to deploy, operate, and manage. The system is complemented by award-winning support and easy financing, all delivered through trusted local partners.

The Cisco Smart Business Communications System can help you:

- Mobilize your workforce no matter where employees are using a wireless connection.
- Extend full communications to home workers with secure access to the company network, and use of their laptops or PCs as full-featured office phones.
- Get started quickly whether starting up or branching out, it gives you an affordable, all-in-one solution.



Figure 1. Data, Voice, Video, Security, and Mobility in One System

Cisco Smart Business Communications System Components

- Cisco Unified Communications 500 Series for Small Business—telephony, voice messaging, automated attendant, security, VPN and video
- Cisco Catalyst® Express 520 Series Switches (LAN connectivity)
- Cisco Mobility Express Solution (see Table 1 for wireless connectivity solutions)
- System configuration and management with Cisco Configuration Assistant and Cisco Monitor Director

Cisco Unified Communications Service and Support

A single Cisco SMARTnet® service contract is available for Cisco Smart Business Communications System products attached at the initial point of sale; Cisco offers a minimum 1-year warranty on system components.

Cisco Capital Financing For Small Business Customers

Reduce cash flow limitations by allowing payment over time and use of operating budgets instead of capital budgets. For more information: <http://www.cisco.com/go/ciscocapital>.

Table 1. Key System Components and Capabilities.

Components	Capabilities
Integrated PSTN Connectivity—Options for FXO, BRI, or SIP Trunking.	Up to 12 FXO, 6 BRI, T1/E1 (PRI & CAS) or SIP Trunks
Cisco Unified IP Phones	Any mix Cisco IP Phones can be used—desktop, wireless and softphone models
Analog Phones and Fax Machines	4–8 FXS ports support analog phones or fax machines
Call Processing	
Cisco's Unified Communications Manager Express	Included, supports 8, 16, 24, 32, or 48 desktop phones plus 2 teleworkers on 8 and 16 user versions; 4 teleworkers on 24, 32, and 48 user versions
Automated Attendant, Basic Automatic Call Distributor (B-ACD) and Hunt Groups Music On Hold and Audio Jack (for standard audio playback device)	Included
Messaging and Voice Mail	
Cisco Unity Express Voice Messaging	Included—Supports 8-48 Mailboxes, 5-15 General Delivery Mailboxes
Voice View Express	Included—Browse voice mailbox using IP Phone display
Integrated Messaging	IMAP support included
Conferencing	3 way conferencing, up to 8 user Ad Hoc Conferencing and up to 32 User Meet Me Conferencing included
Video Calls	Cisco Unified Video Advantage supported as a default, just add IP Cameras
Productivity Applications	
Call Connector for Microsoft Office	Optional—CTI Desktop integration with common CRM applications—contact your reseller for details
Call Connector for Customer Relationship Management (CRM) Salesforce.com or Microsoft Dynamics	Free Download
Attendant Console	Optional
LAN Switching	
Power Over Ethernet	8 ports of PoE integrated in the Unified 500 Series; additional ports are provided via Cisco Catalyst Express 520 Series Switches
Catalyst Express 520 Series Switches	Optional series of switches for LAN expansion with 8 and 24 port models supports various FE, GigE and PoE combinations
Security and VPN	
Firewall	Integrated Firewall included in Unified 500 Series
VPN	Included in Unified 500 Series, Up to 10 VPN tunnels terminated
Teleworker	Support for Remote Teleworkers with secure remote voice extensions included
Wireless Solutions	
Unified 500 Series Integrated Access Point	Integrated 802.11g Access Points in Unified 500 Series 8 /16 user models. Optional with Unified 500 Series
521 Wireless Express Access Point	Non-integrated 802.11g access point. Supports PoE and is ceiling or wall mountable. Optional with UC500 or orderable as independent Mobility Express Solution
526 Wireless Express Mobility Controller	Provides centralized management and mobility services for 521 Wireless Express Access Points in controller mode. Supports up to 6 Wireless Express Access Points per controller and up to 2 controllers per network