



For  
Small  
Business



## Enable Easy Collaboration Any Time, From Any Workspace

As today's workplace becomes more complex, global, and mobile, businesses are seeking better, smarter ways to collaborate. The new collaboration experience is about connecting people, information, and teams, providing context so they can find the people and information they need — fast. Cisco® Unified Communications Manager Express lets you provide unified communications capabilities in your small business or branch office. The solution features powerful call processing for Cisco Unified IP Phones as part of a converged voice and data solution, powered by a Cisco router.

### Build a More Competitive, Collaborative Company

Cisco Unified Communications Manager Express delivers the advanced communications capabilities you need to better compete in today's global market:

- **Rich phone feature set:** Innovative key system and private branch exchange (PBX) capabilities are available within feature-rich Cisco IOS® Software.
- **Low cost:** This full-featured call processing solution is available on the Cisco Integrated Services Routers (ISRs), which are simple to deploy, administer, and maintain.
- **Increased employee productivity:** Users have call control, location, and status of other users with Cisco Unified CallConnector for Microsoft Windows, a presence-based Windows application.
- **User-specified call handling:** Users can take advantage of single number reach by extending incoming business calls to mobile or home phones based on rules they specify with Cisco Unified CallConnector Mobility.
- **Easy installation and changes:** An intuitive management interface makes moves, adds, and changes easy.

- **Business process transformation:** Integration with your existing business process applications, such as customer relationship management (CRM), is delivered in combination with Cisco Unified CallConnector applications.
- **Industry-leading investment protection:** The solution supports up to 450 users, interoperates with Cisco Unified Communications Manager, and enables planned migration strategies in support of future growth.

### Feature-Rich, Reliable Communications on a Single Device

Cisco Unified Communications Manager Express lets you take advantage of the large portfolio of Cisco ISRs to deliver the unified communications features your business needs. The Cisco 1861 and the 2800, 2900, 3800, and 3900 Series ISRs offer robust quality of service (QoS), network security, encryption, firewall, and network modules for content networking and enhanced VPN services. The solution delivers integrated IP telephony, voicemail, and automated attendant functions, enabling you to deploy one device to address all your business communications needs. The result is simplified management, maintenance, and operations, with a lower total cost of ownership (TCO).

### Unlock the Benefits of Collaboration

Cisco Unified Communications solutions let you deliver a media-rich collaboration experience to employees, customers, and business partners. These solutions let you use the network as a platform to improve your competitive 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 virtually any medium, device, or operating system.

To learn more about Cisco Unified Communications Manager Express, visit: [www.cisco.com/go/ccme](http://www.cisco.com/go/ccme).



## Cisco Unified Communications Manager Express

Powerful call processing for Cisco Unified IP Phones as part of a converged voice and data solution, powered by a Cisco router.

## Features Chart

<b>Phone features</b>	<p>Maximum 450 phones per system  Up to 34 line appearances per phone  Attendant console functions using Cisco Unified IP Phone Expansion Modules 7915 and 7916  Fast transfer: blind or consult  Busy lamp field  Distinctive ring per line: silent ringing options  Automatic line selection for outbound calls  Call forward on busy, no answer, and all (internal or external)  Do not disturb (DND)  Customizable ring tone per line</p>
<b>System features</b>	<p>Account codes and call detail record (CDR) field entry  Call-back busy subscriber and camp-on  Per-phone call-coverage rules  Call hold, retrieve, and park (personal and directed)  Call transfer and park recall  Call park assign to extension  Call pickup directed, local group, and explicit group  Call transfer: consultative and blind  Call waiting</p>
<b>Voicemail</b>	<p>Integrated voicemail and automated attendant solution with Cisco Unity® Express  Integration with Cisco Unity voicemail and Cisco Unity unified messaging or third-party voicemail (H.323, SIP, or dual tone multifrequency [DTMF])</p>
<b>Trunk features</b>	<p>Analog foreign exchange office (FXO) loop and ground start  Ear and mouth (E&amp;M)  Basic Rate Interface (BRI) and Primary Rate Interface (PRI) support (Ni2, 4ESS, 5ESS, EuroISDN, DMS100, and DMS250), and several other switch types currently supported in Cisco IOS Software  Caller ID name and number  Automatic number identification (ANI)  Digital trunk support (T1/E1)  Direct inward dialing (DID)  Direct outward dialing</p>
<b>International localization</b>	<p>Per-phone localization for up to five local languages per system  Support for 36 international locales</p>
<b>Management</b>	<p>Automatic assignment of extensions to phones for easy phone additions  Extension assigner, allowing for deployment of new phones using voice prompts  Single web-based GUI for moves, adds, and changes for system and integrated voicemail with three levels of GUI administration: system administrator, customer administrator, and user  Centralized network management services for distributed CMEs using ArcanaNetworks ManageExpress (ME) iManage  Telephony-service setup and configuration using Cisco Configuration Professional (CCP)  Simple Network Management Protocol (SNMP) support with Cisco Unified Operations Manager or third-party management consoles</p>
<b>Application Program Interfaces (APIs) for development and integration</b>	<p>Client integration (<a href="http://www.cisco.com/go/unifiedcallconnector">http://www.cisco.com/go/unifiedcallconnector</a>): You can connect Cisco Unified CME with Microsoft CRM and Salesforce.com using the Telephony Application Programming Interface (TAPI) Windows driver based on Cisco IOS Software Telephony Services Provider (TSP).  Server integration: You can connect Cisco Unified CME with third-party applications using the Cisco Unified Communications Express Services Interface API. This API enables computer telephony integration (CTI) functions, including call monitoring, call control, and call provisioning with any Skinny Client Control Protocol (SCCP) device registered with Cisco Unified CME. It includes two elements: embedded CTI protocol support within Cisco Unified CME and a Java Function Library that co-resides on an external server with the third-party application. This API can support either co-located or service provider-hosted application deployment. For more information, please refer to: <a href="http://developer.cisco.com">http://developer.cisco.com</a>.</p>

## Peace of Mind from the Leader in Networking and Communications

Cisco Unified Communications Services allow you to accelerate the cost savings and productivity gains associated with deploying a highly secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate a true business advantage.