

## **Mobile Business Solutions from Cisco and Nokia – Frequently Asked Questions**

### **Q: What is the nature of Cisco's partnership with Nokia?**

**A:** The partnership with Nokia was announced in November 2005. Cisco has licensed SCCP to Nokia. Nokia has developed the SCCP client on their dual mode Nokia phones, which can then be configured and operate as a wireless IP Phone in a Cisco Unified Communications Manager or Cisco Unified Communications Manager Express & Unified Wireless Network solution. Cisco is offering this Nokia technology on the Cisco price list as a SolutionsPlus product offering. Cisco SolutionsPlus delivers a one-stop ordering experience for customers, partners, and Cisco Systems® sales teams for select third-party products and applications. The program provides sales compensation, ease of customer ordering, and extended availability to all ATP certified Cisco channel partners and sales teams for third-party applications. Customer expectations must be set properly to ensure understanding of the differences in support policy between Cisco SolutionsPlus products and Cisco brand products. The Cisco SolutionsPlus partner provides the warranty for Cisco SolutionsPlus products.

### **Q: What is Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express is a software client developed by Nokia that integrates Nokia Eseries dual mode phones with Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. The solution simplifies device management for IT managers, delivers cost saving by routing calls across a corporate network and provides users a single device that offers features available with a desktop office phone and works on a cellular network when outside the office.

### **Q: What is a “dual mode” phone?**

**A:** A “dual mode” phone is a mobile phone that supports two different radio frequency technologies. In the case of the Nokia Eseries phones, support is provided for 802.11b/g (also referred to as WLAN or Wireless LAN) radio frequency technology and traditional Global System for Mobile Communications (GSM) cellular technology. As a result, these mobile phones work in the most economic and reliable manner, depending on the network accessibility of either of these radio frequency technologies. For example, in a corporate office where WLAN's are deployed throughout the corporate network, a user of the “dual mode” mobile phone can place and receive calls through Cisco Unified Communications Manager just like they would do with a desk phone. When the user leaves the corporate office and is outside the corporate WLAN coverage area, calls to their phones will be on the mobile phone using the traditional cell phone network based on GSM technology.

### **Q: What are the key features of the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** End users of Mobile Business Solutions from Cisco and Nokia which includes Nokia Eseries dual mode phones and Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager will have an experience similar to that of using their Cisco Unified Communications Manager enabled IP desktop phone. For example, the user can simply dial another user's extension for calls. Other key features include the following:

- *Automatic registration and automatic roaming between access points:* Even though the dual mode phone is automatically recognized and connected to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express across the WLAN, calls can still be initiated using GSM network. Normal GSM call charges will apply. In addition, when a user is moving within the WLAN network coverage area, the connection is automatically transferred between WLAN access points without interrupting the call.
- *User defined call routing:* If the device is not within the corporate WLAN network coverage area and a call is placed to the Cisco extension number, the call will be routed based on the user's predefined routing settings. For instance, a user can choose to forward all incoming calls placed to their office number to voice mail or have it forwarded to their GSM phone number.
- *Mobile least cost routing (LCR):* With Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express connects to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express across the WLAN to route calls in the most cost effective manner. When calling a colleague in another country using a dual mode phone on the WLAN, the call can be routed across the corporate wide area network for cost savings. The same holds true when a user is in a foreign location and needs to call back to their home office. In this case the user avoids international roaming and long distance fees associated with their cellular service

- *Intuitive user interface:* Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express provides access to multiple calling features on a mobile device through an intuitive user interface including short number or extension dialing, hold, transfer, conference, do-not-disturb, call forward, call pick-up and group pick-up.

**Q: Are there other features like the ability to access a corporate phonebook or other LDAP (Lightweight Directory Access Protocol) directories?**

A: Yes. Features including corporate phonebook access can be utilized by using Nokia Intellisync Mobile Suite, which is sold separately. Additional features of Nokia Intellisync Mobile Suite include wireless email, data and file sync, corporate instant messaging and mobile device management.

**Q. What products comprise the Mobile Business Solutions from Nokia and Cisco?**

A: The dual mode mobility solution consists of the following products:

- Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Nokia dual mode Eseries phones E60, E61, E61i, E65
- Cisco Unified Communications Manager 4.x and 5.0x; AND
- Cisco Unified Communications Manager Express 4.0 and later.
- Cisco Unified Wireless Network

**Q: Which Cisco Integrated Services Routers will support Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

A: All Cisco Integrated Services Routers running an IOS version that includes Cisco Unified Communications Manager Express version 4.0 or later are supported.

**Q: How does the new Wireless LAN Controller Module on the Cisco ISR integrate with the Nokia Dual Mode solution?**

A: With the addition of the new Wireless LAN controller module (FCS in May 2007), the Cisco Integrated Services Router can provide control of up to 12 WLAN access points per module, leading to superior coverage and control for voice endpoints. It also provides for centralized policy management and monitoring ensuring operating efficiency with limited IT personnel. Furthermore, security capabilities like Survivable Local authentication with Lightweight Extensible Authentication Protocol (LEAP) enables both centralized and distributed authentication of the VoWLAN clients. The distributed authentication provides for reduced latency leading to a better quality of voice experience. The Cisco ISR with the new Wireless LAN controller module offers seamless integration between wireless, wireline, mobility communication with comprehensive security applications from a single platform.

**Q: Which protocols provide integration between the Nokia Eseries dual mode phones and the Cisco network infrastructure?**

A: There are two essential protocols that support this integration: For call control, SCCP (Skinny Client Control Protocol) is a Cisco protocol used between Cisco Unified Communications Manager and Cisco Unified Communications Manager Express and end-point devices; For wireless authentication and roaming interoperability with Cisco's WLAN, Cisco Compatible Extensions are used. Of course, these protocols are implemented above IP and 802.11b/g protocols.

**Q: Is the Nokia Eseries dual mode phone compatible with a Cisco Unified Wireless Network?**

A: Yes, the Nokia Eseries dual mode phone is a part of the Cisco Compatible Extensions program. The Cisco Compatible Extensions program is a license based program which provides Cisco's client technology to strategic wireless partners, such as Nokia, to support testing of interoperability with Cisco enhanced infrastructure features. The Cisco Compatible Extensions program ensures third party client devices such as the Nokia Eseries support key standards and Cisco innovations in areas such as security, management and QoS in a safe and secure fashion.

**Q: What Cisco Unified Wireless products comprise of the Mobile Business Solutions from Cisco and Nokia?**

**A:** Cisco offers the voice-ready wireless network which is based on the Cisco Unified Wireless Network. The Cisco Unified Wireless Network is comprised of network controllers, wireless control systems, access points and mobility services such as voice, security, location and guest access. The network configuration of these components can be customized to support the unique needs, including security requirements, of the end user. The Cisco Unified Wireless Network enables seamless mobile voice communications across the WLAN and is the only end-to-end unified wireline and wireless voice solution.

**Q: What are the supported WLAN access points?**

**A:** All Cisco 802.11b/g access points will work with the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express running on the Nokia Eseries dual mode phones.

**Q: How is the security handled within the enterprise campus and when using public hotspot?**

**A:** Nokia Intellisync Call Connect uses standard WLAN encryption methods. Nokia Intellisync client does not encrypt the data and therefore the usage with public hotspots is not advisable – technically it is possible if enterprise allows non-secure connections to Cisco Unified Communications Manager and Cisco Unified Communications Manager Express from the internet. Supported WLAN encryption methods include following:

- WEP 64bit
- WEP 128bit
- 802.1X with dynamic WEP
- WPA-PSK
- WPA2-PSK
- WPA-Enterprise
- WPA2-Enterprise
- CCKM

**Q: Are there any special design requirements to consider that ensure the WLAN is voice ready and is optimized for the Mobile Business Solutions from Cisco and Nokia?**

**A:** Yes, performance of the Mobile Business Solutions from Cisco and Nokia will be greatly impacted by how well the WLAN network is designed, deployed and optimized for voice over wireless. Through Cisco Services, and Cisco's extensive network of specialized wireless partners, Cisco offers the expertise necessary for successful design and deployment of voice ready wireless networks. Cisco has developed detailed deployment guides with documented best practices and offers voice planning tools, voice management metrics and real-time RF management tools. In addition, the Cisco voice ready wireless solution offers industry standard services including QoS, fast secure roaming, powersave and simplified management features that improve the performance, availability and call capacity of voice traffic over the network. For further information about how to design, deploy and optimize your wireless network for voice, please refer to Cisco's "Design Principles for Voice over WLAN," white paper; [http://www.cisco.com/en/US/netsol/ns340/ns394/ns348/networking\\_solutions\\_white\\_paper0900aecd804f1a46.shtml](http://www.cisco.com/en/US/netsol/ns340/ns394/ns348/networking_solutions_white_paper0900aecd804f1a46.shtml).

**Q: How will the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express be sold?**

**A:** Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express will be delivered to the market through Cisco's channel partners and will be available on the Cisco price list (see Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express Ordering Guide). It is important to note that Cisco will only be offering the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express and not the Nokia Eseries dual mode phones, which will be available directly from Nokia and authorized Nokia distributors.

**Q: What are the specialization requirements for a Cisco VAR to sell the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** At the current time, in order for a Cisco VAR to be eligible to sell the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express, they must have both Unified Communication (or

Unified Communication Express) and WLAN specializations. There are plans underway to simplify the specialization requirements in order for a VAR to sell this product which will be announced sometime during calendar year 2007.

**Q: How is Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express licensed?**

**A:** Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express will be delivered to the market through Cisco's sales channel and will be offered on the Cisco price list as a SolutionsPlus product offering. Every Nokia Eseries dual mode phone that is intended to be registered with Cisco Unified Communications Manager or Cisco Unified Communications Manager Express will require its own license for the Intellisync Call Connect 1.0. Additional per user licenses and DLUs are required for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express respectively. See the Ordering Guide for Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for more details.

**Q: How is Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express ordered for use with Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express with Cisco Unified Communications Manager:

- NOK-SCCP-CCM-01= Single license
- NOK-SCCP-CCM-05= Five license bundle (to support 5 separate Nokia Eseries dual mode phones)
- NOK-SCCP-CCM-10= Ten license bundle
- NOK-SCCP-CCM-25= Twenty five license bundle.
- NOK-SCCP-CCM-50= Fifty license bundle
- NOK-SCCP-CCM-100= One Hundred license bundle.

Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express with Cisco Unified Communications Manager Express:

- NOK-SCCP-CME-01= Single license
- NOK-SCCP-CME-05= Five license bundle (to support 5 separate Nokia Eseries dual mode phones)
- NOK-SCCP-CME-10= Ten license bundle
- NOK-SCCP-CME-25= Twenty five license bundle.

**Q: What are the specific Nokia Eseries dual mode phones that will be supported with the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** The following Nokia Eseries dual mode phones will be compatible with the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express:

- NOKIA E60
- NOKIA E61
- NOKIA E61i
- NOKIA E65

**Q: What is the Pricing model?**

**A:** Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express will be sold for \$200 (per client). Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express client also require further licensing to be used with Cisco Unified Communications Manager. For use with Communications Manager Release 5.x and higher, six DLU (device license units) are required for each Nokia Client. The Cisco Unified Communications Manager 5.x/6.x DLU's will be sold for \$500 for a quantity of 10 and 100 DLUs will be sold for \$5000. If the client is used with Communications Manager Release 4.x, a single DLU each client will be sold for \$300. See the Ordering Guide for Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for more details.

**Q: When will the Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express software be available?**

**A:** The Nokia Intellisync Call Connect 1.0 products for both Cisco Unified Communications Manager and Cisco Unified Communications Manager Express will be available on Cisco's price list by no later than May 1, 2007.

**Q: How is support handled for Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** Nokia technical support provides technical assistance, maintenance services and certification training for the enterprise voice software when Nokia Channel Partners purchase Nokia Essential support.

**Q: How do the Mobile Business Solutions from Cisco and Nokia differentiate Cisco from our competitors?**

**A:** Cisco is the only vendor in the market today that can offer seamless integration between wireless, wireline, mobility and comprehensive security applications all in a single-vendor solution.

Unlike other component vendors who offer point solutions, Cisco is the only vendor capable of providing an end-to-end solution for VoWLAN including the infrastructure for routing/switching, WLAN and voice. Integrating the Wireless LAN controller module, the PoE switching capability, the security capabilities, management and call-control capabilities in a single product architecture drives down the total cost of ownership and increases productivity.

In the case of external partnerships as with Nokia, the solution is a premium offering with the SCCP Client built directly into the Nokia handset providing direct access to all the rich feature functionality of Cisco Unified Communications Manager or Cisco Unified Communications Manager Express, the intelligent integration to our infrastructure for both voice and data, and deliver a device that also has the ability to function as a GSM cellular phone

**Q: Where can I find more information about Nokia Intellisync Call Connect 1.0 for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express?**

**A:** See following web pages for more information:

Nokia.com:

<http://europe.nokia.com/A4156050>

Cisco.com:

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