

Smart Business Communications System Release 1.1

Cisco Smart Business Communications System Overview

Q. What is the Cisco Smart Business Communications System?

A. For small businesses that are looking to reach, serve, and retain customers, Cisco has introduced the Smart Business Communications System. This affordable, complete system extends voice, data, video, and wireless networking to small and medium offices. It makes anytime, anywhere secure access to information possible, enabling more effective, efficient ways of communicating with customers and employees. This purpose-built business communications solution is easy to deploy and use, while allowing for business growth. Award-winning support and easy financing, delivered through local partners, complements the solution.

Q. What Cisco hardware platforms are included in the Cisco Smart Business Communications System?

A. The Cisco Smart Business Communications System portfolio includes the following:

- The Cisco Unified Communications 500 Series appliances include robust voice and messaging features, PSTN and Internet connectivity, integrated network security, and an optional integrated WLAN access point
- The Cisco Catalyst® Express 520 Series Switches are fixed-configuration, Layer 2 managed Ethernet switches with wire-speed Fast Ethernet and Gigabit Ethernet connectivity, integrated security, and quality-of-service (QoS) and Power-over-Ethernet (PoE) features to support advanced IP Communications and wireless LAN applications.
- The Cisco Mobility Express Solution with the Cisco 521 Wireless Express Access Point and the Cisco 526 Wireless Express Mobility Controller enable scalable wireless coverage, centralized management, and business-class security and mobility services.
- Cisco Unified IP phones: The full Cisco Unified IP Phone portfolio is supported, including the Cisco Unified IP Communicator and wireless IP phones. Customers can choose the appropriate models based on functional requirements.

Q. What is new in Cisco Smart Business Communications System Release 1.1?

In Release 1.1 of the Cisco Smart Business Communications System the following new platforms, features, and software updates and applications will be available. Product hardware availability timeframes through Cisco channels are based on the time Cisco begins shipping the product and the time it takes distribution to stock products in inventory in the various global regions.

Hardware

- New Cisco Unified Communications 500 Series models supporting 32 and 48 users—shipping targeted for September 2007
- Support for Channelized T1/E1 interface on all Cisco Unified Communication 500 Series Models (fixed option on the 48 user model, interface card for the expansion slot in the 32, 16, and 8 user models)—support targeted for September 2007

- Four new Cisco Catalyst Express 520 switch models, with up to 24 Power over Ethernet (PoE) ports, and a new 24 port Gigabit Ethernet model— shipping targeted for September 2007

Software Enhancements

Cisco Unified CallConnector Server for Presence functionality with Single-Number Reach features (targeted for availability in October 2007)

Customizable Guest Access Web Portal in the Cisco 526 Wireless Express Mobility Controller, with Cisco Configuration Assistant to simplify configuration (targeted availability in October 2007)

- Software migration tool in Cisco Configuration Assistant to enable standalone Cisco 521 Wireless Express Access Point upgrades to controller-based mode (targeted availability in October 2007)
- Cisco Configuration Assistant will have two updates, one in September and one in October. Release 1.1 (September posting on Cisco.com) will include localization of Cisco Configuration Assistant in eight languages (French, Italian, German, Spanish, Chinese, Japanese, English, and Russian) and support for the full line of new Cisco Unified Communications 500 Series and Catalyst Express 520 Series models. Cisco Configuration Assistant Release 1.5 adds voice configuration features, troubleshooting enhancements, and ease-of-use enhancements. Availability from Cisco.com is planned for October 2007.
- Monitoring of third-party devices such as printers or servers with Cisco Monitor Manager /Director and increased support of up to 100 customer networks. Availability from Cisco.com is planned for October 2007.

Third-Party Applications

- Skype Gateway functionality (through third-party applications from Stonevoice)—targeted for October 2007
- Support for Dual-mode cellular/802.11 phone from Nokia planned for October 2007

Q. Can customers deploy Cisco Smart Business Communications System LAN Switching and Cisco Mobility Express Products without the Cisco Unified Communications 500 Series?

A. Customers can purchase and deploy Cisco CE520 LAN switches or the Cisco Mobility Express solution as data and mobility solutions of the Cisco Smart Business Communication System without or prior to deploying a Cisco Unified Communications 500 Series.

Unified Communications

Q. What Cisco Unified Communications applications are included with the Cisco Unified Communications 500 Series?

A. It includes call processing with Cisco Unified Communications Manager Express (CME) Version 4.2. Integrated messaging, voicemail, and Automated Attendant functionality with Cisco Unity® Express Version 2.3.4 and all necessary licensing required to deploy a typical 8-, 16-, 32-, or 48-user system are included in the price of the Cisco Unified Communications 500 Series.

Additional Communications and Productivity Applications

Q. Can other Cisco Unified Communications applications be supported with the Cisco Smart Business Communications System?

A. Yes, customers and partners can optionally choose to include additional Cisco applications such as the Cisco Unified CallConnector for Windows application suite or Arc Express Operator Console (a Solutions Plus offer).

Q. Can third-party applications be used with the Cisco Smart Business Communications System?

A. Yes, applications such as the Cisco Unified CallConnectors for Microsoft Dynamics and Salesforce.com can be used as business productivity tools. Additionally Cisco is working with third-party application partners to provide productivity and business operations applications that can run on the system. The first such offering is a suite of business operations applications from IPcelerate called IPcelerate Smartsuite. In Cisco SBCS 1.1, the SkyStone Skype gateway will be included to provide integrated telephony services from Cisco SBCS to the Skype Internet VoIP facilities. These offerings will initially be available in North America and eventually in other regions. These will be sold through those distributors who carry these products for the manufacturer.

Q. What types of applications does IPcelerate provide?

A. IPcelerate offers a suite of business operations applications, IPSmartSuite, that turn the phone into more than just a voice device, allowing users to run applications on the phone for purposes such as clocking in and clocking out for a work shift, updating waiting room status, and transmitting employee alerts. IPcelerate will offer a standard small-office set of applications along with applications that are initially vertically focused toward healthcare, retail, manufacturing, and legal markets.

Q. What functionality does the Cisco Unified CallConnector application suite provide?

A. Cisco Unified CallConnector applications include Cisco Unified CallConnector for Windows and Cisco Unified CallConnector for CRM and Salesforce.com.

The Cisco Unified CallConnector for Windows client provides desktop integration with telephony functions, such as “click to dial,” simplified directory lookup, and incoming call “screen pops.” The Cisco Unified CallConnector for Windows server supports presence and instant messaging within the Cisco SBCS deployment, and, in the future, will support instant messaging federation with Yahoo! and other external IM services in future updates. In Cisco SBCS 1.1, Single Number Reach functionality will be provided in an add-on module to UCC for Windows, referred to as UCC—Mobility.

System Configuration and Management

Q. What system configuration and management tools are available?

A. Cisco Smart Business Communications System provides new system configuration and management tools that can be used across all SBCS solutions to increase partner efficiency and profitability, improve customer relationships, and help create new partner service offerings. The tools include:

- **Cisco Configuration Assistant:** Provides a single, intuitive configuration GUI for all SBCS platforms and applications.

- **Cisco Monitor Manager and Cisco Monitor Director:** Provide monitoring and reporting tools for partners to proactively support their customer networks.

(Note: Cisco Smart Assist is not a product but embedded features in Cisco Configuration Assistant. It helps enable plug-and-play functionality to reduce setup time and help optimize network settings.)

Q. What Cisco Smart Assist features are available?

- A. Cisco Smart Assist features are embedded in the Cisco Configuration Assistant and help reduce the time it takes to set up the devices and applications in the network by enabling plug-and-play functionality. The features can also be used to help optimize network settings. Some initial Cisco Smart Assist features include:
- Default configurations to allow auto discovery of supported devices
 - Private branch exchange (PBX) configuration on the Cisco Unified Communications 500 Series
 - Firewall activated with a default configuration
 - Automatic assignment of phone extensions
 - Password and VLAN synchronization for supported system devices

Q. What is the Cisco Configuration Assistant?

- A. The Cisco Configuration Assistant is a new PC-based GUI that supports “day zero” to “day two” configuration of the SBCS platforms. With it the system administrator can configure all the integrated Cisco Unified Communications applications, along with Internet connectivity, firewall and VPN security, switching and routing, and wireless LANs. The Cisco Configuration Assistant also features an interactive topology, front panel views, and drag-and-drop Cisco IOS[®] Software upgrades. The following languages will be supported in late 2007: English, French, Italian, German, Spanish, Chinese, Japanese, and Russian.

Q. What are the Cisco Monitor Manager and Cisco Monitor Director?

- A. The Cisco Monitor Manager and Cisco Monitor Director work together to give Cisco partners tools to monitor customer networks and obtain reports for their customers. The Cisco Monitor Manager, which runs on a PC at the customer site, pulls performance data from Cisco devices and applications and can also monitor third-party devices. The Cisco Monitor Director runs on a PC at the partner site and gathers data from the customer sites to provide a network view, alerts, and reports for multiple customers. Together these tools offer proactive monitoring and reporting, enabling Cisco partners to offer value-added monthly monitoring services to their customers. The Cisco Monitor Director can be used to monitor up to 100 SMB customers.

LAN Switching

Q. What are the Cisco Catalyst Express 520 Series Switches?

- A. Cisco Catalyst Express 520 Series Switches are a family of fixed-configuration, Layer 2 managed Ethernet switches that provide the reliability, scalability, and rich feature set businesses need in a cost-effective, easy-to-manage platform. These switches provide Series provide wire-speed Fast Ethernet and Gigabit Ethernet connectivity, integrated security, QoS and PoE features to support essential business applications and voice, security, and wireless networking solutions with a single, comprehensive solution.

Security

Q. What security functionality is available for the Cisco Smart Business Communications System?

A. Built-in security features are supported throughout the SBCS portfolio. The Cisco Unified Communications 500 Series has integrated firewall functionality and supports IP Security (IPsec) and Secure Sockets Layer (SSL) VPNs. This provides a one-box solution for both telephony and highly secure data access. Cisco Mobility Express, the wireless component of Cisco SBCS, also provides secure wireless access with a wide range of authentication and encryption algorithms including the ability to support secure wireless guest access and authentication. In subsequent phases additional security solutions will be offered as part of the Cisco Smart Business Communications System.

Q. How do the security features compare with other Cisco security products?

A. All elements of the Cisco Smart Business Communications System are designed specifically for SMBs. The Cisco Unified Communications 500 Series, for example, includes integrated firewall and VPN functionality for secure Internet connectivity and remote access. Cisco Mobility Express incorporates the latest Wi-Fi standards and identity-based authentication options to support advanced mobility services such as secure guest access. Customers looking for advanced security functionality could utilize a Cisco integrated services router, which provides additional WAN connectivity options, or the Cisco ASA 5505 Adaptive Security Appliance, which provides added threat prevention with application inspection and IPS functionality.

Q. Which deployment scenarios would use the VPN capabilities?

A. VPN capabilities can be used to connect a teleworker using a Cisco 871 Integrated Services Router and an IP phone for secure data and voice access. A Cisco IP Communicator softphone and a VPN client can also be used to connect employees to their business applications while they are away from the office. For a small business with a few locations, VPN capabilities could connect the small remote offices with the main site of the business. While the Cisco Unified Communications 500 Series has support for VPNs, it does not have all the enterprise branch office features found in Cisco integrated services routers such as Survivable Remote Site Telephony (SRST); therefore partners should consider which solution best meets their customer requirements. Additionally, employees who travel or need to connect remotely can use VPNs to connect a laptop back to the main office to access resources.

Wireless Mobility Offering

Q. How does the Cisco Smart Business Communications System provide wireless mobility?

A. Cisco Mobility Express is a business-class wireless solution that delivers the security, scalability, ease of management and feature rich mobility services SMBs require. Mobility Express provides the flexibility to easily evolve and scale from a solid mobile foundation delivering basic business-grade wireless features with Cisco Wireless Express Access points to an advanced controller based solution that can be centrally managed and easily configured with the Cisco Configuration Assistant and Cisco Wireless Express Mobility Controller.

Based on the office size, number of users, and type of applications being used customers may choose to deploy the following wireless options:

- The Cisco Unified Communications 500 Series has an option for an integrated access point to provide basic WLAN coverage in a small office space. This integrated access point is capable of wireless voice and data in a very small office that gets sufficient coverage from one integrated access point. If additional coverage is required, up to two external Cisco 521 Wireless Express Access Points can be added with the integrated access point in the Cisco Unified Communications 500 Series.
- As part of the Cisco Mobility Express Solution, customers can choose to deploy a standalone wireless architecture. Cisco 521 Wireless Express Access Points can be deployed independently of the Cisco Unified Communications 500 Series. Customers can deploy up to three standalone access points with the flexibility to extend wireless coverage where needed. The Cisco Configuration Assistant can be used to configure the Cisco 521 Wireless Express Access Points.
- For wireless networks requiring more than three access points, Cisco offers the controller-based architecture of the Cisco Mobility Express Solution. In this architecture, the Cisco 526 Wireless Express Mobility Controller can be deployed with Cisco 521 Wireless Express Access Points in controller-based mode to provide advanced wireless features. The Mobility Controller can support up to six access points and there can be up to two controllers per network. This configuration supports secure guest access, voice over wireless LAN with fast secure roaming, as well as Radio Resource Management in which the controller constantly adjusts the radio settings of the access points to help ensure optimum coverage and bandwidth.

All scenarios use the Cisco Configuration Assistant to manage the components of the Cisco Smart Business Communications System mobility offering.

IP Phone Support

Q. What Cisco Unified IP phones are supported?

A. All Cisco Unified IP phones can be used as part of the Cisco Smart Business Communications System. This includes desktop models as well as the software-based Cisco IP Communicator.

Q. Which Cisco phones are likely to be used for typical Smart Business Communications System deployments?

A. The following phones will be common choices for small business customers:

- Cisco Unified IP Phone 7906G: Entry price point and functionality for PBX configurations
- Cisco Unified IP Phone 7911G: Entry price point for low to moderate telephone traffic
- Cisco Unified IP Phone 7931G: Entry phone for Key System configurations
- Cisco Unified IP Phone 7960G/7961G: A more advanced phone with larger screen for XML applications and more soft buttons for lines or speed dials
- Cisco Unified IP Phone 7970G: Recommended when running IPcelerate or other third-party applications because the color and touch screens enhance the user interface

Q. Can I use third-party SIP phones?

A. The Cisco Smart Business Communication System is capable of working with third-party phones; however third-party phones have not yet gone through proper testing for official support.

Q. Can I use analog phones?

A. Yes, the Cisco Unified Communications 500 Series includes four FXS ports that can be used for fax machines or analog phones. An expansion slot can be used to expand this to eight analog station ports.

Q. Can I use a Cisco Analog Telephone Adapter to support additional analog phones?

A. Yes.

Q. Can I use voice over WLAN phones, such as the Cisco Unified Wireless IP Phone 7921 or the Nokia Eseries dual-mode phones?

A. Yes. Both the Cisco 7921 and the Nokia Eseries dual-mode phone models E61, E61i, and E65 are already supported for use with the Nokia Intellisync SCCP client with Cisco Unified Communications Manager Express under the Cisco model number NOK-SCCP-CME-01. For the SBCS solution, this client will be available under the Cisco model number NOK-SCCP-CME-05 in Q3 2008.

Timelines

Q. When was the Cisco Smart Business Communications System announced?

A. The Cisco Smart Business Communications System was officially announced at the Cisco Partner Summit in April 2007.

Q. When are the products available?

A. There will be multiple phases in announcing and releasing Cisco Smart Business Communications System products.

The first product releases were orderable in May of 2007 and first customer shipments (FCS) began in June 2007. This included the 8- and 16-user models of the Cisco Unified Communications 500 Series, the Cisco Catalyst Express 520 Switch, the Cisco 521 Wireless Express Access Point and the Cisco 526 Mobility Express Controller. The Cisco Configuration Assistant and the Cisco Monitor Manager and Cisco Monitor Director will also be available at FCS.

The second release of products will be in Q3 2007. See the question and answer at the top of this document for specific dates on individual components.

Target Markets

Q. What is the target market for the Cisco Smart Business Communications System?

A. The initial release of the Cisco Smart Business Communications System is targeted toward SMBs. With the latest release, the Cisco Unified Communications 500 Series will support up to 50 phones per location while the Catalyst Express 520 Series and Cisco Mobility Express solution can support up to 250 data users.

Q. How does Cisco define the SMB market?

A. Cisco defines SMBs as businesses with fewer than 250 employees. The SMB market comprises small offices or home offices (SOHOs), small businesses, and medium-sized businesses in all industries, with differing views on the relevance of IT. As such, the criteria for purchasing decisions and buying behavior vary greatly in this segment.

- Q. I've heard that the Cisco Smart Business Communications System solution only supports up to 48 users. Is this true?**
- A. The Smart Business Communications System is designed and ideally suited for SMBs.. While the Cisco Unified Communications 500 Series supports up to 50 phones per location, the Cisco CE520 Switches and Cisco Mobility Express Solution can support up to 250 users.
- Q. Will the Cisco Smart Business Communications System be available globally?**
- A. Yes; the Cisco Smart Business Communications System is a global offering with localization efforts in the Cisco Unified Communications applications on the Cisco Unified Communications 500 Series for Small Business (voicemail and phones) as well as on the Cisco Configuration Assistant.
- Q. Which Cisco partners will sell the Cisco Smart Business Communications System?**
- A. There are three categories of partners. One is existing Cisco partners that are currently certified to sell Cisco Unified Communications Manager Express. They now have an easy-to-sell and -deploy solution for SMB customers. The second are new partners that have previously sold traditional Key Systems and low-end PBX systems. They will now have an offering from Cisco for SMB customers. A new certification and training process will be developed for these new VARs that previously have not sold Cisco IP telephony or data networking. The third partner category is service providers. They will use the Cisco Smart Business Communications System as customer premises equipment (CPE) and use a managed SIP trunk for voice and data access.
- Q. Can Cisco or its partners sell this set of products to the small office of an enterprise customer?**
- A. The Cisco Smart Business Communications System is designed for the SMB and is an ideal solution for the customer who has a few sites. It is recommended that the Cisco field and partners lead enterprise customers down the Cisco integrated services router (ISR) path for routing and voice (Cisco Unified CME, SRST, and Cisco Unity Express); the Cisco Catalyst 3560 or 3750 Series path for switching; and for wireless, the Cisco Unified Wireless solutions including the Cisco Aironet[®] Access Points, Wireless LAN Controllers, and Wireless LAN Control System (WCS).

Service and Support

- Q. What Cisco support services are available for the Cisco Smart Business Communications System?**
- A. Cisco SMARTnet[®] support will be provided for all products in the SBCS portfolio.
- Q. Is the Cisco Smart Business Communications System covered by a single Cisco SMARTnet service contract?**
- A. Most of the Cisco Smart Business Communications System will be covered by a single Cisco SMARTnet service contract, which will be attached at the initial point of sales. Cisco SMARTnet service can be purchased for any devices not covered. To simplify the experience for the customer and partner, it is expected that the Cisco SMARTnet service contracts for all devices in a customer's Smart Business Communications System could be combined into a single unified Cisco SMARTnet contract

- Q. If Cisco Smart Business Communications System products are added in the future, will they be covered by Cisco SMARTnet support?**
- A. Yes. When Smart Business Communications System products are added, partners can extend the customer's Cisco SMARTnet coverage through utilization of the Service Contract Center (SCC) tool. This tool makes it simple to extend Cisco SMARTnet service to the entire system as new capabilities or capacity is added to the customer's Cisco Smart Business Communications System.
- Q. What does Cisco SMARTnet support provide?**
- A. Cisco SMARTnet support gives businesses and IT staff direct, anytime access to Cisco engineers and experts and award-winning online service tools to help ensure the fast, expert response and accountability required to resolve mission-critical network issues. Cisco SMARTnet support provides:
- 24-hour global access to the Cisco Technical Assistance Center (TAC)
 - Access to the Cisco.com extensive knowledgebase and productivity tools
 - Next-business-day advance, hardware replacement (premium options available for business-critical devices, such as under-two-hour replacement and installation and configuration service)
 - Ongoing operating system software updates and upgrades
 - Major Cisco Unified Communications Manager Express and Cisco Unity Express Software updates in protocol, security, bandwidth, and feature improvements
- Q. Can offering Cisco SMARTnet service on a Cisco Smart Business Communications System help partners increase their profit potential?**
- A. Yes. Cisco SMARTnet pricing for Smart Business Communications System is very competitive, and partners can offer value-add services in conjunction with Cisco SMARTnet support that will elevate their profitability potential with the Smart Business Communications System solution.
- Q. Does the new Cisco Smart Care Service work with Cisco Smart Business Communications System?**
- A. Not at this time. Cisco Smart Care Service is an innovative new service offered by Cisco certified partners that combines network-wide technical support with proactive network monitoring, assessments, and remote repairs to deliver comprehensive network care and continuous improvement. While Smart Care Service does not currently support the Cisco Smart Business Communications System, we expect that it will in the future.
- Q. What type of product warranty do the products offer?**
- A. The Cisco Unified Communications 500 Series, Cisco 521 Wireless Express Access Point, and Cisco 526 Wireless Express Mobility Controller all provide at least a one-year limited warranty. The Cisco Catalyst Express 520 Switch is backed by a limited lifetime warranty.

Competitive Differentiation

Q. Who are the main competitors for the Cisco Smart Business Communications System?

A. Key competitors are IP-enabled PBX/ Key Systems including:

- Avaya (IP Office)
- Nortel (BCM 50)
- Mitel
- ShoreTel

Q. What are the differentiators for Cisco in this space?

A. The Cisco Smart Business Communications System provides a unique, comprehensive business communications solution with tightly coupled voice, data, video, LAN switching, network security, wireless mobility, and system management that other vendors can not provide. Other vendors provide only a phone system, and integration of the phone system into the data network is limited. The ability to migrate customers to the full line of Cisco products is also a key differentiator unlike the limits customers face with other vendors. In addition, the integration of business productivity applications by Cisco and select third-party vendors will use the infrastructure solution provided by the Cisco Smart Business Communication System. The industry-leading Cisco Unified Communications applications and hardware, including the full line of Cisco IP phones, are now available to small businesses.

Q. How does Smart Business Communications System compare with Microsoft's Response Point offering?

A. There are very few details available but it appears Microsoft is enabling other partners to build solutions using the Response Point software from Microsoft (similar to Windows Mobile). We are uncertain about features, call handling, maturity of the software, etc. However we believe that the partners (such as Uniden, DLINK, and Quanta) will sell this from store shelves like we do our LVS product line from Linksys. It is primarily designed for "do-it-yourself" deployments.

The Smart Business Communications System is designed to be a VAR/service provider-led solution where the SMBs want the service/solution provided for them and they can depend on one system for all their communications needs. It also provides small businesses with a migration path as they grow and require more advanced services and functionality.

Migration Options

Q. If a business grows beyond a system hardware limitation, such as growing beyond the 48 user Cisco Unified Communications 500 Series. What options does the business have to protect its investment?

A. Customer will be able to continue use many of the components of the Cisco Smart Business Communications System including, for example, all the Cisco phones, Cisco CE520 switches, and Cisco Mobility Express solution.. Access to the Technology Migration program will allow customers to trade up to higher-density solutions such as Cisco ISRs.

- Q. If the customer wants to start with an 8-user Cisco Unified Communications model but could grow beyond that, how would it move to a 16-user model?**
- A. Customers that anticipate supporting more than 8 users should start with a 16-user model(s) of the Cisco Unified Communications 500 Series and add the Catalyst Express 520 Switch when needed to expand LAN switching capacity to add more IP phones.
- Q. If a customer needs more than a 16-user Cisco Unified Communications 500 series, what is the best option?**
- A. The 32- and 48-user versions of the Cisco Unified Communications 500 Series will be available in Q3 2007. When available, customers anticipating growth beyond 16 users should choose the models with a higher number of voice users supported. Until then, Cisco ISRs and Cisco Catalyst switches provide scalable options for a higher number of voice users and higher number of PoE ports.
- Q. How else can customers expand the system?**
- A. The Smart Business Communications System is expandable and can grow in several ways beyond LAN switching expansion:
- Customers who don't initially start with the Smart Business Communications System integrated wireless mobility offering can easily add the new Cisco Mobility Express wireless products to build a best-in-class wireless LAN for advanced mobility services for businesses with up to 250 employees.
 - Customers can continue to add additional Cisco Unified Communications applications to the system. For example, if a customer did not initially include Cisco Unified CallConnectors, these applications can be added in the future for additional functionality.

Positioning with Linksys

- Q. How does the Smart Business Communications System announcement change our plans for Linksys® and Linksys One?**
- A. Cisco will continue to offer a broad portfolio of products and solutions that deliver basic to enhanced business-class features to address the SMB customer segment. Cisco will also continue to invest in the broader SMB portfolio, in addition to the Linksys and Linksys One portfolios as a testament to our focus and belief in the SMB opportunity.

The total addressable market (TAM) for SMB is considered to be substantial at over \$10 billion worldwide and growing at more than 9 percent annually. Cisco currently has less than 20 percent market share. Cisco views the SMB and commercial markets as a strategic growth opportunity.

Positioning the Cisco Smart Business Communications System with the Cisco SMB Portfolio

- Q. Where does the Cisco Smart Business Communications System fit within the Cisco SMB product portfolio?**
- A. The Cisco Smart Business Communications System is targeted at SMBs that need a simple, secure, and complete business communications system. Many Cisco routers, switches, and wireless access points are already ideal SMB products and will continue to be available to those partners and customers that need them.

Ordering and Pricing

- Q. **When will the Cisco Smart Business Communications System products be available?**
- A. The products have been orderable since May 2007 and shipping since June 2007. In Q3 2007, the system will expand with products (see the Q&A at the beginning of this document for information on added models and updates).
- Q. **What is the approximate price of the Cisco Smart Business Communications System?**
- A. From a Unified Communication view, the list price per user including an entry-level phone will start at US\$699 which includes hardware, software and applicable licenses.
- Q. **Are there any bundles available?**
- A. The Cisco Unified Communications 500 Series bundles all the voice hardware, along with all the Cisco Communications Manager Express and Cisco Unity Express software and all of the relevant licensing into single SKUs, helping make this it extremely easy to order and deploy.
- Q. **Are phones covered by Cisco Smartnet support?**
- A. The phones can be covered by Cisco Smartnet support, but more than likely partners will purchase phones as spares and stock a small inventory for replacement purposes.

CISCO UNIFIED COMMUNICATIONS 500 SERIES

General Questions

- Q. **What is the Cisco Unified Communications 500 Series for Small Business?**
- A. The Cisco Unified Communications 500 Series is an all-in-one, simple, smart, and affordable Unified Communications platform designed specifically for growing businesses with fewer than 50 employees. It delivers industry-leading, business-class, proven Unified Communications technologies (voice, data, security, and wireless) integrated into one platform, and helps enable integration with commonly used desktop applications such as Microsoft Outlook and Outlook Express, Lotus Notes, and a host of customer relationship management (CRM) software applications. Functions include Automated Attendant and voicemail, public switched telephone network (PSTN) and secure Internet connectivity, Music on Hold, and analog phone and fax machine support. A wide array of Cisco Unified IP phones are supported through Power over Ethernet (PoE) ports. The Cisco Unified Communications 500 Series also provides the ability to network the office for voice, video, and data networking, and allows business owners and employees to be securely connected to the office while they are traveling or working from their home office.
- Q. **How do I order the Cisco Unified Communications 500 Series?**
- A. The Cisco Unified Communications 500 Series is available from Cisco specialized resellers, partners, and service providers. For more information about ordering and pricing, contact your provider or locate a Cisco channel partner near you at:
<http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>
- Q. **How many configurations currently exist for the Cisco Unified Communications 500 Series?**
- A. The Cisco Unified Communications 500 Series has ten configurations. All of the 8- and 16-user models offer a factory option to add an integrated wireless LAN (WLAN). The 32- and 48-user models do NOT have the option of an integrated WLAN access point.

- UC520-8U-4FXO-K9 (wireless): 8-user Cisco Unified Communications Manager Express (CME) Base, Cisco Unity Express and IP phone feature license, 4 foreign exchange office (FXO; analog trunk) ports, 4 foreign exchange station (FXS) ports, and 1 voice interface card (VIC) slot
- UC520-8U-2BRI-K9 (wireless): 8-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, 2 Basic Rate Interface (BRI) ports, 4 FXS ports, and 1 VIC slot
- UC520-16U-4FXO-K9 (wireless): 16-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, 4 FXO (analog trunk) ports, 4 FXS ports, and 1 VIC slot
- UC520-16U-2BRI-K9 (wireless): 16-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, 2 BRI ports, 4 FXS ports, and 1 VIC slot
- UC520-32U-8FXO-K9: 32-user Cisco Unified CME Base, Cisco Unity Express and IP phone feature license, with 8 FXO (analog trunk) ports and 1 VIC slot
- UC520-32U-4BRI-K9: 32-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, with 4 BRI ports and 1 VIC slot
- UC520-48U-12FXO-K9: 48-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, with 12 FXO (analog trunk) ports
- UC520-48U-6BRI-K9: 48-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, with 6 BRI ports
- UC520-48U-T/E/F-K9: 48-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, with 4 FXO (analog trunk) ports, T1/E1, and 1 VIC slot
- UC520-48U-T/E/B-K9: 48-user Cisco Unified CME Base, Cisco Unity Express and phone feature license, with 2 BRI ports, T1/E1, and 1 VIC slot

Q. Does the number of users indicated in a given Cisco Unified Communications 500 Series configuration refer to a limit on the number of data users?

- A. No. The number of users indicated in a given configuration (for example, UC520W-16U-4FXO-K9) refers to the limit on the number of Cisco Unified IP phone users that can be configured on that system.

Q. How do Cisco Unified CME and phone licenses work on the Cisco Unified Communications 500 Series?

- A. The Cisco Unified Communications 500 Series comes with Cisco Unified CME and phone licenses included. All a customer needs to purchase is the Cisco Unified Communications 500 Series and the required IP phones. All Cisco Unified Communications 500 Series configurations come with phone license support for 8 users. The 16-user configuration increases the number of phone licenses to 16 when the Cisco Catalyst Express 520 8-port PoE companion switch is connected to the Cisco Unified Communications 500 Series.

Q. What primary features does the Cisco Unified Communications 500 Series support?

- A. It supports Cisco Unified CME Version 4.2, Cisco Unity Express Version 2.3.4, Cisco IOS Firewall, Network Address Translation (NAT), wireless, and VPN. For a detailed feature list, please reference the Cisco Unified Communications 500 Series data sheet at: <http://www.cisco.com/en/US/products/ps7293/index.html>

Note: The Cisco Unified Communications 500 Series is supported internationally.

Q. Does the Cisco Unified Communications 500 Series support Single Number Reach?

- A. Single Number Reach capabilities are available with the use of Cisco Unified CallConnector.

- Q. Is direct inward dialing (DID) supported with the Cisco Unified Communications 500 Series?**
- A. Yes, DID trunk configuration is supported with the Cisco Unified Communications 500 Series by adding a 2-port or a 4-port voice interface card (FXS with DID) in the expansion VIC slot provided with all Cisco Unified Communications 500 Series configurations.
- Q. Does the Cisco Unified Communications 500 Series support Survivable Remote Site Telephony (SRST)?**
- A. No, the Cisco Unified Communications 500 Series is a new platform designed for small businesses and supports standalone deployments. Cisco offers the integrated services router portfolio for deployments requiring interoperability with Cisco Unified Communications Manager and/or SRST functions. The Cisco Unified Communications 500 Series is meant for distributed voice deployments.
- Q. Can the Cisco Unified Communications 500 Series be used for a multisite deployments?**
- A. Yes, the Cisco Unified Communications 500 Series can be used for multisite deployments where call processing is distributed. Also for a small business with a few sites, the Cisco Unified Communications 500 Series can be at a main site and support is provided for up to two remote sites.
- Q. Does the Cisco Unified Communications 500 Series support teleworkers and Extension Mobility?**
- A. Yes, the Cisco Unified Communications 500 Series can support a teleworker with a remote extension. In this scenario, small business owners can interact with their business from home with secure data, voice, and video, giving them flexibility for when and how they communicate with employees, suppliers, and customers.
- Q. Which Cisco IOS Software releases does the Cisco Unified Communications 500 Series support?**
- A. The Cisco Unified Communications 500 Series supports Cisco IOS Software Release 12.4(11)XW which supports Cisco Unified Communications Manager Express 4.2 and Cisco Unity Express 2.3.4.
- Q. How is the feature set different from that for Cisco Unified Communications Manager Express?**
- A. The Cisco Unified Communications 500 Series integrates Version 4.2 of Cisco Unified CME and supports all the available features.
- Q. What management or configuration tool is supported for the Cisco Unified Communications 500 Series?**
- A. Cisco Configuration Assistant is a GUI-based configuration tool that supports the configuration and management of the Cisco Unified Communications 500 Series. Cisco Configuration Assistant can also configure teleworkers for voice and wireless. It is a PC-based tool. For more information, please visit: <http://www.cisco.com/go/configassist>

Note: Cisco Configuration Assistant is available as a free download from <http://www.cisco.com>.

- Q. Does the Cisco Unified Communications 500 Series have a console port?**
- A. Yes. The Cisco Unified Communications 500 Series platform comes with a console or auxiliary port for the Cisco IOS command-line interface (CLI). The Cisco Unified Communications 500 Series can autodetect modems and can switch between the console and the auxiliary port functions.
- Q. How does the “plug-and-play” feature work on the Cisco Unified Communications 500 Series?**
- A. The Cisco Unified Communications 500 Series has an embedded technology that enables autodetection, configuration, and service activation between Cisco products and applications. To complement this technology, the Cisco Unified Communications 500 Series ships with a default configuration that assists with configuration for Cisco Unified CME, VLANs, wireless, NAT, and basic Cisco IOS Firewall. Upon system bootup, Cisco IP phones can register automatically with an extension starting from “201” and have the capability to dial out on an FXO port to the PSTN.
- Q. Does the Cisco Unified Communications 500 Series support voice interface cards (VICs)?**
- A. Yes. The Cisco Unified Communications 500 Series supports the FXS, FXO, BRI, and T1/E1 (PRI and channel associated signaling [CAS]) VICs:
- VIC-4FXS/DID
 - VIC2-2FXO
 - VIC2-4FXO
 - VIC2-2BRI-NT/TE
 - VWIC2-1MFT-T1/E1
- Q. Does the Cisco Unified Communications 500 Series support high-speed WAN interface cards (HWICs)?**
- A. No, the Cisco Unified Communications 500 Series has one built-in Fast Ethernet WAN interface, which is the only WAN interface available on the Cisco Unified Communications 500 Series.
- Q. What phones are supported on the Cisco Unified Communications 500 Series?**
- A. The Cisco Unified Communications 500 Series runs Cisco Unified CME 4.2 and therefore supports all Cisco Unified IP phones, including Cisco IP Communicator, the Cisco Unified IP Phone 7931G and 7985G models, and the Cisco Unified Wireless IP Phone 7921G.
- Q. Is it possible to add an integrated WLAN access point into any Cisco Unified Communications 500 Series device?**
- A. No. Only the Cisco Unified Communications 500 Series 8-user and 16-user configurations support an optional integrated WLAN access point for secure WLAN connectivity. The 32-user and 48-user configurations do not have this option. To add the WLAN function to a 32-user or 48-user Cisco Unified Communications 500 Series model, the customer must purchase individual Cisco 521 Wireless Express Access Point units. The Cisco 526 Wireless Express Mobility Controller can also be added to a Cisco Unified Communications 500 Series environment to create a unified system of access points. The Cisco 526 is extremely helpful when a customer site has three or more Cisco 521 access points deployed. Small businesses can easily extend access to data applications as well as WLAN telephony.

Q. Does the Cisco Unified Communications 500 Series support Session Initiation Protocol (SIP) phones from Cisco?

A. Yes. The Cisco Unified Communications 500 Series supports Cisco SIP phones. However, when a Cisco SIP phone is running with Cisco Unified CME, the customer gets fewer features in comparison to using Cisco Skinny Client Control Protocol (SCCP) phones (refer to Table 1).

Table 1. SCCP and SIP Features

Feature	SCCP	SIP
Basic call	Yes	Yes
Call Transfer	Yes	Yes
Call Forward	Yes	Yes
3-way conference	Yes	Yes
Call Park and Call Retrieval	Yes	No
Call Pickup	Yes	No
Basic Automatic Call Distribution (B-ACD) and Auto Attendant	Yes	No
Caller ID block	Yes	No
Remote call control of phones	Yes	No
FXO Trunk Monitoring	Yes	No

Q. Does the Cisco Unified Communications 500 Series support third-party SIP phones?

A. No, the Cisco Unified Communications 500 Series does not support third-party SIP phones.

Q. What kind of powering option does the Cisco Unified Communications 500 Series have?

A. Cisco Unified Communications 500 Series 8-user and 16-user models use an external power supply. The 32- and 48-user models use an internal power supply.

Q. How does the Cisco Unified Communications 500 Series scale its capacity? What is the upgrade path?

A. The Cisco Unified Communications 500 Series expands in voice ports through the Cisco Catalyst Express 520 companion switch(es). Every Cisco Unified Communications 500 Series configuration comes with 8 phone licenses, even the 16-, 32-, and 48-user configurations. For the 16-user configuration to utilize the additional 8 phone licenses, the 8-port Cisco Catalyst Express 520 must be connected to the Cisco Unified Communications 500 Series. For the 32-user Cisco Unified Communications 500 Series solution, the 24-port Cisco Catalyst Express 520 must be connected to the Cisco Unified Communications 500 Series. Similarly, for the 48-user Cisco Unified Communications 500 Series solution, two 24-port Cisco Catalyst Express 520 Switches must be connected to the Cisco Unified Communications 500 Series unit. User count on a given configuration determines the maximum number of users supported. For example, an 8-user configuration does not support more than 8 IP phones, even with the Cisco Catalyst Express 520 connected. If a customer plans to grow beyond 8 ports, the customer should initially order the 16-user configuration and add the Cisco Catalyst Express 520 when needed to support additional ports.

- Q. Is the Cisco Catalyst Express 520 companion switch the only Cisco Catalyst switch that can be used to expand the system?**
- A. The Cisco Catalyst Express 520 expansion switch is designed to work with Cisco Unified Communications 500 Series and Cisco Configuration Assistant. An existing Cisco Catalyst switch can be used, but Cisco Configuration Assistant would not recognize the switch; the phones would still work, however.
- Q. Does the Cisco Unified Communications 500 Series support transcoding?**
- A. Yes, it supports transcoding on all configurations.
- Q. Does the Cisco Unified Communications 500 Series support hardware conferencing?**
- A. Yes. All Cisco Unified Communications 500 Series configurations support hardware conferencing, allowing up to 8-party conference and Meet-Me Conferencing features.
- Q. Does the Cisco Unified Communications 500 Series support SCCP on FXS ports?**
- A. Yes, the Cisco Unified Communications 500 Series supports SCCP on FXS ports that enable call features such as Call Transfer, Call Hold, 3-way conferencing, Call Pickup, etc.
- Q. How many languages does the Cisco Unified Communications 500 Series support?**
- A. The Cisco Unified Communications 500 Series supports 14 languages; an additional 8 languages are supported on Cisco Unified IP phones.
- Q. Does the Cisco Unified Communications 500 Series support e-mail integration and Cisco Unity Express VoiceView Express?**
- A. Yes, the Cisco Unified Communications 500 Series supports Internet Mail Access Protocol (IMAP) integration and VoiceView Express the same way as a network module of Cisco Unity Express on Cisco Unified Communications Manager Express.
- Q. How many voicemail ports are provided with the various Cisco Unified Communications 500 Series models?**
- A. Six voicemail ports are provided.
- Q. How many hours of voicemail storage are provided with the various Cisco Unified Communications 500 Series models?**
- A. Cisco Unity Express has about 14 hours of recording or storage time, with 8 to 14 minutes per mailbox.
- Q. Does the Cisco Unified Communications 500 Series support teleworkers?**
- A. Yes, the Cisco Unified Communications 500 Series supports Teleworker configuration. There are two Teleworker licenses that can be registered to the Cisco Unified Communications 500 Series 8-user and 16-user configurations in addition to the 8 or 16 IP phones physically connected to the PoE ports on the system. Additionally, four Teleworker licenses can be registered to the Cisco Unified Communications 500 Series 32 user- and 48-user configurations in addition to the 32 or 48 IP phones physically connected to the system through PoE ports. These licenses can be applied to remote teleworkers, to local Cisco Unified Wireless IP Phone 7921G models, or to Cisco IP Communicator softphone clients (offsite or local). Customers choose how these additional licenses are deployed. The Cisco Unified Communications 500 Series supports Easy VPN server and uses the Cisco 871 Integrated Services Router as the Easy VPN remote. Easy VPN server supports Cisco VPN client and Microsoft VPN client.

Q. Is the Cisco Unified Communications 500 Series serviceable in the field?

A. No, the only serviceable component is the VIC.

Q. Can I upload custom Auto Attendant scripts?

A. Yes. Loading custom scripts such as custom-aa.aef is supported. The Cisco Unified Communications 500 Series runs Cisco Unity Express 2.3.4. The method of loading custom scripts into Cisco Unity Express remains the same.

Q. What is the form factor on the Cisco Unified Communications 500 Series?

A. The Cisco Unified Communications 500 Series uses a desktop form factor on the 8- and 16-user configurations (though an optional rack-mount kit is also available). The 32-user and 48-user configurations use a rack-mount form factor. The dimensions of the desktop form factor are about 11 x 10 inches and 1.5 rack units (RU) high. It employs a low noise pulse modulated fan. The 32-user and 48-user rack-mount form factors have a dimension of 14 x 17 inches and are 2RU high.

Q. What kind of powering option does the Cisco Unified Communications 500 Series have?

A. The Cisco Unified Communications 500 Series 8-user and 16-user models use an external power supply. The 32- and 48-user models use an internal power supply.

Q. How do Cisco Unified Communications Manager Express and Cisco Unified IP phone licenses work on the Cisco Unified Communications 500 Series?

A. The Cisco Unified Communications 500 Series comes with Cisco Unified CME, Cisco Unity Express, and IP phone licenses included. All a customer needs to purchase is the Cisco Unified Communications 500 Series and the required IP phones. (The phones should be purchased as spares.) All Cisco Unified Communications 500 Series configurations come with phone license support for 8 users. The 16-user configuration increases the number of phone licenses to 16 when the 8-port PoE Cisco Catalyst Express 520 companion switch is connected to the Cisco Unified Communications 500 Series.

Q. Does adding a softphone to the Cisco Unified Communications 500 Series require purchase of a license?

A. Only the phone itself must be procured—not the user license. The user licenses are built into the system according to the density that the customer purchases. An 8-user system, for example, can support any 8 devices (softphone, hard phone, or wireless IP phone); the maximum is defined, not the types of devices.

Q. How many Cisco Unified Communications Manager Express and Cisco Unity Express licenses are in each configuration of the Cisco Unified Communications 500 Series?

A. Table 2 summarizes Cisco Unified CME and Cisco Unity Express licensing.

Table 2. Licenses Available with Cisco Unified Communications 500 Series

Part Numbers	Feature and User License Entitlement *
UC520-8U-4FXO-K9 UC520-8U-2BRI-K9 UC520W-8U-4FXO-K9 UC520W-8U-2BRI-K9	Cisco Communications Manager Express—10-user feature license for Cisco Unified IP phones Cisco Unity Express—10 voicemail boxes + 5 general delivery mailboxes (GDMs) feature license Cisco Unified IP Phone—10-user license
UC520-16U-4FXO-K9 UC520-16U-2BRI-K9 UC520W-16U-4FXO-K9 UC520W-16U-2BRI-K9	Cisco Communications Manager Express—18-user feature license for Cisco Unified IP phones Cisco Unity Express—18 voicemail boxes + 5 GDMs feature license Cisco Unified IP Phone—18-user license

UC520-32U-8FXO-K9 UC520-32U-4BRI-K9	Cisco Communications Manager Express—36-user feature license for Cisco Unified IP phones Cisco Unity Express—36 voicemail boxes + 10 GDMs feature license Cisco Unified IP Phone—40-user license
UC520-48U-12FXO-K9 UC520-48U-6BRI-K9 UC520-48U-T/E/F-K9 UC520-48U-T/E/B-K9	Cisco Communications Manager Express—52-user feature license for Cisco Unified IP phones Cisco Unity Express—52 voicemail boxes + 15 GDMs feature license Cisco Unified IP Phone—52-user license

*There are two or four extra licenses with each product SKU for teleworker support.

Q. Is SIP trunking supported, and if so, how does it work?

A. Yes, SIP trunking is supported between a Cisco Unified Communications 500 Series system and service providers offering voice over IP (VoIP) SIP trunks. Cisco offers a certification plan as part of the Cisco Powered Program with qualified providers that offer a Managed SIP Trunking service. The qualification includes feature interoperability with the network as well as reliable quality of service (QoS) configuration settings for optimized voice handling.

Q. What value does SIP Trunking provide partners and their customers?

A. The Cisco Managed SIP Trunking program provides many benefits to both partners and customers. For partners, benefits include:

- Higher margins: Reduced installation and configuration times with automatically populated SIP Trunking headers from Cisco Managed SIP Trunking providers (reduction of trunk installation times from months to weeks)
- Additional revenue: Finder's fee from service providers for bringing end customers to use Managed SIP Trunking
- Ongoing annuities: Monthly annuities for ongoing use of service provider-managed SIP trunks by end customers
- For end customers, benefits include:
 - Carrier options: More choices of carriers, enabling healthy competition
 - Lower IT costs: Integrated capability for voice and data access over the same circuit, helping lower the customer's monthly cost of operation; these trunks can be managed and monitored by a value-added reseller or partner to ensure continuous operation
- More features: Delivery of Caller ID, DID, higher capacity of calls, and other features across these SIP trunks
- More applications: Ability to integrate multiple systems across the network and also integrate the system with network SIP-based applications such as voice recording

Q. Is the Cisco Unified Communications 500 Series supported by Cisco SMARTnet® support?

A. Yes, the Cisco Unified Communications 500 Series is supported by Cisco SMARTnet support. A single Cisco SMARTnet service contract is available for most of the Cisco SBCS products attached at the initial point of sale. A separate Cisco SMARTnet service contract can be purchased for any devices not covered.

Interoperability and Relationship to Other Cisco Platforms

Q. Can multiple systems be networked together?

A. Yes, three to five Cisco Unified Communications 500 Series systems can be configured to work together. If there is a requirement for additional site-to-site networking, the Cisco integrated services routers are recommended for those deployment scenarios.

Q. Can the Cisco Unified Communications 500 Series be networked with Cisco Unified CME or Cisco Unified Communications Manager?

A. The Cisco Unified Communications 500 Series can be networked with an integrated services router-based Cisco Unified CME, but the Cisco Unified Communications 500 Series does not work with Cisco Unified Communications Manager.

Q. How does the Cisco Unified Communications 500 Series achieve ready-to-use status with the Cisco Catalyst Express 520?

A. Like the Cisco Unified Communications 500 Series, the Cisco Catalyst Express 520 also ships with default configuration. Under the Cisco Smart Assist initiative, default configurations on both platforms are synchronized to have common VLANs and network addressing schemes.

Q. How does the Cisco Unified Communications 500 Series fit within the Cisco Smart Business Communications System (SBCS)?

A. The Cisco SBCS is made up of the Cisco Unified Communications 500 Series, the Cisco Catalyst Express 520 Switches, the Cisco 521 Wireless Express Access Point, the Cisco 526 Wireless Express Mobility Controller, and Cisco Smart Assist (which provides autoconfiguration and installation tools). It also includes Cisco Configuration Assistant, Cisco Monitor Manager, and Cisco Monitor Director.

Q. What are the differences among the Cisco Unified Communications 500 Series, the Cisco 1861 Integrated Services Router, and other older Cisco integrated services router products?

A. Refer to Table 3 for a comparison of these various products.

Table 3. Product Comparisons

	Older Cisco Integrated Services Routers	Cisco Unified Communications 500 Series	Cisco 1861
WAN Module	X	Ethernet uplink	X
Cisco Unified Communications Manager interoperability (SRST)	X	–	X
Dynamic routing (RIP, BCP, OSPF, EIGRP, etc.)	X	–	X
Cisco Unified IP phone support	8–240	8–48	8
Voicemail	Optional	X	Factory option
Collaborative security features	X	Voice-centric	X
Site-to-site voice features	X	X	X
WLAN support	X	X	–
Market positioning	Commercial and enterprise	SMB (commercial)	Commercial and enterprise
Cisco SMARTnet support or better	X	X	X

Limitations and Workarounds

Q. Is there a limitation on the Cisco Unified Communications 500 Series licensing scheme?

A. Yes. At this time, you cannot take the 8-user configuration and increase the license to 16 users in the field, even with the Cisco Catalyst Express 520 Switch connected to the Cisco Unified Communications 500 Series expansion port. Similarly, you cannot increase a 16-user configuration to 32 users or a 32-user configuration to 48 users. The capability to perform a field upgrade from 8 to 16 users and from 32 to 48 users will be available soon, but it does not exist currently. Customers who are uncertain about the future growth of their user numbers should purchase a Cisco Unified Communications 500 Series configuration that allows them to increase the number of users in the future. Small businesses with 8 users today and a chance of more growth should purchase the 16-user configuration; they can then wait to purchase the Cisco Catalyst Express 520 8-port switch until they actually exceed 8 users and need the expansion.

Q. Does the Unified 500 Series have DSP limitations?

A. Yes. Each Unified 500 Series SKU comes equipped with a default DSP configuration and is not upgradeable in the field. Both 8- and 16-user SKUs comes equipped with two (2) 5510 DSPs. The 32- and 48-user SKUs both come equipped with four (4) 5510 DSP configurations

Cisco Configuration Assistant

Q. Where is the latest version of Cisco Configuration Assistant available?

A. Cisco Configuration Assistant is available as a free download at:
<http://www.cisco.com/go/configassist>

Q. What languages are available for Cisco Configuration Assistant?

A. The Cisco Configuration Assistant is available in eight languages: English, French, Italian, German, Russian, Spanish, Chinese, and Japanese.

Q. How many devices can Cisco Configuration Assistant manage in a single community?

A. Cisco Configuration Assistant can manage up to 25 devices per community; a community can be considered the collection of devices in a customer network. The number of IP phones in a community is only limited by the number of switch ports and the license purchased. The following device limits apply per community:

- Up to five routers
- Up to two wireless controllers
- Up to three autonomous access points

Q. How many customers can a Cisco partner support with the Cisco Configuration Assistant?

A. From the standpoint of configuring devices within a community (or customer network) there is not a limit to the number of customers the partner can support with the tool. The Cisco Configuration Assistant is used for configuring devices in the community one at a time. It requires the partner to be local at the customer site or connect through a secure VPN connection to the customer network. Partners can use the Cisco Monitor Manager and Monitor Director to monitor many customer networks at once, and if changes are required, the partner can remotely connect to the individual customer network and use the Cisco Configuration Assistant.

Q. What are the minimum system requirements for Cisco Configuration Assistant?

- A. Cisco Configuration Assistant has the following minimum requirements:
- Pentium IV-based IBM PC or compatible computer
 - 512 MB DRAM
 - Windows XP (Service Pack 1 or later), or 2000 (Service Pack 3 or later)

Cisco Monitor Manager and Cisco Monitor Director

Q. What is the Cisco VAR Managed Service Provider Solution?

- A. The Cisco VAR Managed Service Provider Solution is a comprehensive, real-time management solution designed solely for Cisco partners operating in the SMB market. This solution encompasses two complementary components: Cisco Monitor Director and Cisco Monitor Manager. The combination of these two applications offers an economical and scalable migration path for Cisco partners to begin offering managed services for their customer networks. The startup package enables partners to remotely monitor up to five SMB customers economically and scales to support up to 100 SMBs as the partner business expands.

Q. What is Cisco Monitor Director?

- A. Cisco Monitor Director is a centralized, proactive network management application for Cisco service providers planning to offer 24-hour, proactive voice and data network monitoring and management services to their SMB customers. It works in conjunction with the Cisco Monitor Manager application, which is deployed at many SMB corporate headquarters and remote offices. Cisco Monitor Manager collects customer network data and reports it back over a secure communication channel to Cisco Monitor Director, giving service providers secure access and visibility into the customer's network. Cisco Monitor Director manages up to 100 SMB customers.

Q. What is Cisco Monitor Manager?

- A. Cisco Monitor Manager is a management application designed solely for the needs of SMBs. It forms an onsite component of the VAR managed services offering and provides monitoring of key device parameters on Cisco SMB-class routers, switches, voice gateways, Cisco Unified Communications Manager Express, Cisco Unity Express, security appliances, access points, and Cisco Unified IP phones. Cisco Monitor Manager also provides support for the newly introduced Cisco Unified Communications 500 Series for Small Business. It monitors the network 24 hours a day, 7 days a week, and periodically polls and collects inventory and performance-monitoring data from the managed Cisco devices in the network.

LAN SWITCHING

Q. What are the Cisco Catalyst Express 520 Series Switches?

- A. The Cisco Catalyst Express 520 Series are fixed-configuration, Layer 2 managed Ethernet switches that provide the reliability, scalability, and rich feature set needed in a cost-effective, easy-to-manage platform for organizations with less than 250 employees. The Catalyst Express 520 Series provide wire-speed Fast Ethernet and Gigabit Ethernet connectivity, integrated security, and preconfigured quality-of-service QoS and PoE features to support advanced IP communications and wireless LAN applications. It ships with a predefined software configuration to work immediately with the Cisco Unified Communications 500 Series for Small Business.

Q. How is the Cisco Catalyst Express 520 Series managed?

A. The Cisco Catalyst Express 520 Series is managed by Cisco Configuration Assistant.

Q. Is there a command-line interface (CLI) on the Cisco Catalyst Express 520 Series?

A. No, there is no CLI access. The switches are configured and managed by Cisco Configuration Assistant.

Q. Are there plans to add a CLI or Telnet?

A. No, there are no plans to add a CLI or Telnet to this switch.

Q. Can Cisco Catalyst Express 520 Series Switches be remotely configured?

A. Yes, Cisco Catalyst Express 520 Series Switches can be remotely configured using Cisco Configuration Assistant.

Q. Can Cisco Catalyst Express 520 Series Switches be remotely monitored?

A. Yes, the Cisco Catalyst Express 520 Series Switches can be remotely monitored using the Cisco VAR Managed Service Provider Solution, which consists of the Cisco Monitor Manager and the Cisco Monitor Director.

Q. Do the Cisco Catalyst Express 520 Series Switches support the IEEE 802.3af inline power standard and Cisco pre-standard Inline Power?

A. Yes, three of the Catalyst Express 520 Series switches support both IEEE 802.3af inline and Cisco pre-standard inline power.

Q. What is the maximum power per port supported on the Cisco Catalyst Express 520 Series Switches?

A. The Cisco Catalyst Express 520 PoE models can support up to 15.4W per port. There is no need to do creative power budgeting or worry about exceeding the power limit or adding an external power shelf.

Q. Which Small Form-Factor Pluggable (SFP) optics are supported on the Cisco Catalyst Express 520 Series Switches?

A. The Cisco Catalyst Express 520 Series switches supports the following Cisco SFP optics:

- 100BASE-BX-10D
- 100BASE-BX-10U
- 100BASE-FX-FE
- 100BASE-FX-GE
- 100BASE-LX
- 1000BASE-LX/LH
- 1000BASE-SX

Q. What service and support are available for the Cisco Catalyst Express 520 Series Switches?

A. Cisco is committed to minimizing total cost of ownership (TCO), and offers a portfolio of technical support services to help ensure that its products operate efficiently, remain highly available, and benefit from the most up-to-date system software. Tables 4 and 5 describe the service and support programs available for the Cisco Catalyst Express 520 Series Switches. These programs are available directly from Cisco and through re sellers.

Table 4. Cisco SMARTnet Service and Support Programs

Service and Support	Features	Benefits
<ul style="list-style-type: none"> • Cisco SMARTnet support, available direct from Cisco • Cisco Packaged SMARTnet support program, available through resellers 	<ul style="list-style-type: none"> • Access to software updates 24 hours a day • Web access to technical repositories • Telephone support through the Cisco Technical Assistance Center (TAC) • Advance replacement of hardware parts 	<ul style="list-style-type: none"> • Supplements existing staff • Helps ensure that functions meet needs • Mitigates risk • Enables proactive or expedited issue resolution • Cisco expertise and knowledge lowers TCO • Helps minimize network downtime

Table 5. Cisco Smart Foundation Service and Support Programs

Service and Support	Features	Benefits
<ul style="list-style-type: none"> • Cisco Smart Foundation direct from Cisco • Packaged Cisco Smart Foundation support: available through resellers • 24-hour service request (case): SMB Technical Assistance Center (TAC) engineers will respond within one business day during normal business hours 	<ul style="list-style-type: none"> • Next-business-day advance replacement of hardware, where available; otherwise same-day shipment • Management tools designed for SMBs: startup and configuration assistance, basic health checks and troubleshooting, inventory, and contract management 	<ul style="list-style-type: none"> • Cisco expertise and knowledge lowers TCO • Minimizes network downtime

WIRELESS MOBILITY OFFERING

Overview

Q. What is the Cisco Mobility Express Solution?

A. The Cisco Mobility Express Solution is a new wireless portfolio tailored to the needs of SMBs with fewer than 250 employees. This solution is integrated within the Cisco Smart Business Communications System (SBCS), which also includes network systems, security, data center, and unified communications products. The Cisco Mobility Express Solution makes premium enterprise-class features accessible to SMBs so they do not have to compromise between price and sophistication. SMBs now have an alternative to consumer-grade products while benefiting from the latest services available over Wi-Fi.

Q. Why has Cisco introduced the Cisco Mobility Express Solution?

A. An increasing number of SMB customers are investing in mobility solutions to give their employees greater access to business partners and customers. These companies are looking to invest in technology to gain a competitive edge. Companies are also looking to reduce network cabling costs by investing in WLAN mobility solutions. The vast majority of WLAN solutions in the market are either designed for enterprise customers (feature-rich, premium priced products) or SOHO customers (products not robust enough for businesses). This has created a market opportunity for mobility solutions that offer features typically found in enterprise solutions at a level of simplicity and affordability typically sought after by SMB customers. The Cisco Mobility Express Solution falls into this category. Reliability, scalability, security and management features, combined with simple GUIs and attractive price points, make this an ideal solution for SMB customers.

Q. How does the Cisco Mobility Express Solution fit with the Cisco Smart Business Communications System?

A. An integral part of Cisco SBCS, the Cisco Mobility Express Solution comprises the mobility solution of this system. Solutions within Cisco SBCS share intuitive GUI-based management tools (such as Cisco Configuration Assistant, Cisco Smart Assist, Cisco Monitor Manager, and Cisco Monitor Director) to allow for quick and easy network setup and network management. These solutions reduce the time and effort required by SMBs to install and operate their network, thus allowing them to focus more time on their core business.

Q. What new features are available with Cisco Mobility Express?

A. Cisco introduced enhanced scalability, manageability, and secure guest access features with the latest Cisco Mobility Express release (Table 6).

Table 6. Cisco Mobility Express Features and Benefits

Feature	Description	Business Benefits
Secure guest access enhancements	<p>Web portal page allows guest user authentication, login, and redirection to any URL.</p> <p>Provides a preformatted template or customizable Web page that can be created or uploaded to facilitate fast, easy guest access setup.</p>	<p>Provides added security layer to protect network resources when enabling guest access.</p> <p>Improves wireless experience of guest users with a customizable, easy-to-use interface.</p>
Simplified manageability	<p>Cisco Configuration Assistant now provides:</p> <ul style="list-style-type: none"> • Controller Setup Wizard quickly guides IT staff through necessary steps for basic controller configuration. • Predefined configuration templates automate SSID policy configuration, minimizing the number of parameters required to complete configuration. • Easy WLAN monitoring provides a single-screen snapshot view of all WLAN network elements and statistics. • Extensive online help assists with configuring common client devices, including the Cisco 7921 phone. 	<p>Simplifies configuration of the Cisco Wireless Express Mobility Controller.</p> <p>Basic network setup can be done without extensive wireless network expertise.</p> <p>Saves time to deploy new services and reduces the possibility of configuration errors.</p> <p>Makes it easy to monitor wireless network activity and health.</p> <p>Eases client setup, recommends best security practices and configurations.</p>
Scalability	<p>Cisco Configuration Assistant enables software-based upgrade of any Cisco 521 Wireless Express Access Point in standalone mode to operate in controller based-mode.</p>	<p>Allows customers added flexibility to start out with a few standalone access points and smoothly upgrade to a controller-based network when expanded wireless coverage and mobility services are needed.</p>

Q. How does this solution differ from typical consumer-grade solutions available in the market?

A. The Cisco Mobility Express Solution is designed for businesses with less than 250 employees. Consumer-grade solutions are designed for the consumer's home and possibly SOHO environments. The overarching benefit of the Cisco Mobility Express Solution is that it offers SMB customers enterprise-class benefits at optimal price points. Consumer solutions, while offering wireless connectivity, offer far less features than businesses expect. Table 7 highlights the differences between the two solution categories.

Table 7. Advantages of Cisco Mobility Express Solution over Consumer-Grade Solutions

	Cisco Mobility Express Solution	Typical Consumer-Grade WLAN Solutions
Scalability	Up to 12 access points in the network. Self-configuration, self-optimization, self-healing functionality.	Limited ability to scale to include many access points
Security	Data encryption with support for the latest standards (WPA1 and WPA2). Client authentication Support for EAP to allow username/password management with a centralized RADIUS server.	Data encryption only; often without support for the latest standards
Management	Cisco Configuration Assistant enables efficient, centralized network management for the entire SBCS portfolio. Includes Cisco Wireless Express Mobility Controller Setup Wizard and predefined configuration templates. Cisco Monitor Manager/Director provide rich management features, such as Radio Resource Management (RRM) and remote monitoring.	Management often at the individual access-point level; limited management features
Voice over Wi-Fi	Support for voice over Wi-Fi. Built-in QoS to optimize bandwidth. Integrated Mobility Management to allow for roaming between access points without dropped calls.	Often not supported; if supported, limited functionality without QoS
Guest access	Tunneled guest traffic to the Internet and customizable login portal with security authentication for total intranet integrity.	Basic
Investment protection	Built to support future mobility services. Designed by industry leader with significant R&D investments and leadership in standards bodies.	Not designed to support future services
Service and support	In-house support from highly trained Cisco representatives.	Support often outsourced

Q. How do these products differ from the existing Cisco Unified Wireless Network products?

- A. The Cisco Mobility Express Solution is built to address the needs of SMBs (with less than 250 employees) whereas the existing Cisco Unified Wireless Network products (such as the Cisco 2106 and 4400 Series Wireless LAN Controllers, and the Cisco Aironet 1100 and 1200 Series Access Points) are primarily designed for mid-market and enterprise customers. The Cisco Mobility Express Solution provides many of the benefits of the feature-rich enterprise solution, with less flexibility yet more simplicity. Table 8 highlights the differences between these two solutions.

Table 8. Comparison Between Cisco Mobility Express and Cisco Unified Wireless Solutions

	Cisco Mobility Express Solution	Cisco Unified Wireless Network
Primary target segment	SMBs (less than 250 employees)	Mid-market and enterprise businesses (250+ employees)
Scalability	<ul style="list-style-type: none"> Up to 3 access points without a controller Up to 6 access points per controller and 2 controllers per network 1 mobility group* 	<ul style="list-style-type: none"> Up to 6 access points per controller Unlimited number of access points and controllers per network 24 mobility groups*
Security	<ul style="list-style-type: none"> Data encryption Client authentication 	<ul style="list-style-type: none"> Data encryption Client authentication Intrusion detection and prevention
Management	<ul style="list-style-type: none"> Cisco Configuration Assistant, a GUI-based management system designed for the SBCS portfolio Remote monitoring with Cisco Monitor Manager/Director 	<ul style="list-style-type: none"> Wireless LAN Control System, a sophisticated network management and monitoring system designed for the Cisco Unified Wireless Network
Starting List Price	<ul style="list-style-type: none"> Cisco Mobility Controller: \$1799 Cisco Wireless Express Access Point: \$499 Cisco Configuration Assistant: included 	<ul style="list-style-type: none"> Wireless LAN controller: \$3250 Access points: \$599 Wireless LAN Control System: license fee

* A mobility group is a group or area that has the same characteristics. There are 24 mobility groups per network in the Cisco Unified Wireless Network.

Q. What is the difference between the Cisco Unified Communications 500 Series with integrated wireless capabilities and the products within the Cisco Mobility Express Solution?

A. The Cisco Unified Communications 500 Series is an all-in-one SMB communications system that can be ordered with or without integrated wireless capabilities. When ordered with the wireless option, the Cisco Unified Communications 500 Series can support one integrated Cisco 521 Wireless Express Access Point and up to two additional external access points in standalone mode. This is a good option for small businesses that do not anticipate expanding wireless coverage. For added scalability and support of mobility services such as secure guest access or optimized voice over Wi-Fi, businesses can also order Cisco Mobility Express as a non-integrated, yet centrally managed controller-based wireless solution that can support up to 12 access points. Note: The Cisco Unified Communications 500 Series with integrated wireless capability cannot be upgraded to the Cisco 526 Wireless Express Mobility Controller-based architecture of the Cisco Mobility Express Solution, whereas the standalone Cisco 521 access points can.

Benefits

Q. Why should customers buy the Cisco Mobility Express Solution?

A. The Cisco Mobility Express Solution enables SMBs to deploy wireless with confidence. This innovative solution supports the following business-critical features to help companies maintain agility and market differentiation:

- **Ease of use:** The Cisco Mobility Express Solution is easy to deploy, use, and maintain. The intuitive set-up wizard, friendly interface, and predefined configuration templates offered by the Cisco Configuration Assistant, in addition to features such as automated Radio Resource Management (RRM), simplify setup and administration, eliminating the need for additional IT staff or RF expertise.

- **Cost-effectiveness:** The Cisco Mobility Express Solution offers business-class features such as security, scalability, and reliability at competitive prices for SMB customers.
- **Investment protection:** The Cisco Mobility Express Solution will evolve with the needs of SMB customers over time by adding more mobile applications and benefiting from the latest innovations unlike consumer grade products.
- **Security:** By supporting the latest WLAN security standards and providing secure guest access, the Cisco Mobility Express Solution protects the information of SMB customers.
- **Scalability:** The Cisco Mobility Express Solution provides SMB customers an easy way to add access points to the network without having to individually configure these access points. Further, the self-configuration, self-optimization, and self-healing features of the solution allow easy expansion of the network with minimal business disruption.
- **Reliability:** Features such as Radio Resource Management (RRM) and Mobility Management allow for intelligent bandwidth distribution and continuous roaming between access points, respectively. The network can also be designed to provide a high level of redundancy. Finally, advanced testing and validation help ensure that the solution meets the high standards expected of Cisco.

Q. What are the business benefits associated with the Cisco Mobility Express Solution?

- A. The business benefits of the Cisco Mobility Express Solution are real and tangible. These benefits include the following:
- **Responsiveness and agility:** Deploying a wireless network in a business environment enables the workforce to have real-time access, anytime, to business-critical information such as inventory or e-mail. Access to timely information empowers employees, allowing them to make faster and better decisions. Employees can also be more responsive to customers and close more deals in a shorter period of time.
 - **Talent attraction and retention:** Today's workforce is more technically savvy than the previous one. Ubiquitous wireless access is something users expect. Offering them the flexibility to work when and where they want is a key driver of loyalty. This can also save the company money, because studies show that in skilled and semi-skilled jobs, the complete cost of replacing a worker who leaves is typically 1.5 to 2.5 times the worker's annual salary.
 - **New opportunity Identification:** Deploying a mobility solution also gives SMBs the opportunity to be more proactive in developing innovative ways to serve their customers and create value. For instance, the process of taking or placing orders can be simplified to reduce cost but also to allow employees to spend more time developing new revenue streams, increasing the customer market base or recruiting new business partners.

Products and Solutions

Q. What products are included in the Cisco Mobility Express Solution?

- A. Products within the Cisco Mobility Express Solution include:
- **Cisco Wireless Express access points:** Standalone and controller-based access points
 - **Cisco 526 Wireless Express Mobility Controller:** Controller appliance for network unification to manage multiple Cisco 521 Wireless Express Access Points and provide mobility services.
 - **Management systems:** The Cisco Configuration Assistant, Monitor Manager, and Monitor Director

Q. Can the Cisco Mobility Express Solution be used with the Cisco Unified Wireless Solution?

A. Access points from the Cisco Mobility Express Solution can only associate with Mobility Controllers from within this solution. The Smart Business Communications System was built for SMB customers. Because their needs (for example, simplified network management) are different from those of enterprise customers, the two solutions were intentionally designed differently.

Q. What WLAN standard is supported by the Cisco Mobility Express Solution?

A. The Cisco Mobility Express Solution supports the 802.11b/g standard, which is the standard widely available on the vast majority of client devices (such as laptops).

Q. Does the Cisco Mobility Express Solution support dual-band?

A. Because the majority of customers utilize clients with the 802.11b/g standard, dual-band will not be supported in the Cisco Mobility Express Solution. Any potential interference associated with 802.11b/g can be mitigated by the Radio Resource Management (RRM) feature. This automatically configures the access points with the optimal power and channel settings to minimize interference.

Access Points

Q. Which access point products are included in the Cisco Mobility Express Solution?

A. There are two access point products in the Cisco Mobility Express Solution:

- AIR-AP521G-x-K9 (standalone)
- AIR-LAP521G-x-K9 (controller-based)

The list price and hardware for both these products is the same. The products have different software. However, the access points can be converted from standalone mode to the controller-based mode with a simple software upgrade.

Up to three access points can be managed by the Cisco Configuration Assistant. More than three access points in the network require the Cisco 526 Wireless Express Mobility Controller as well.

Q. How is the Cisco 521 Wireless Express Access Point managed?

A. Cisco Configuration Assistant can be used to manage up to three access points in standalone mode. Beyond this number, Cisco Configuration Assistant is used in conjunction with the Cisco 526 Wireless Express Mobility Controller to manage up to six access points as part of the same mobility group.

Q. How can someone upgrade a standalone access point to a controller-based one?

A. Standalone access points can be upgraded to controller-based access points with a simple software update and the addition of one or more of the Cisco 526 controllers into the network.

Controllers

Q. Which WLAN controllers are included the Cisco Mobility Express Solution?

A. The Cisco 500 Series Wireless Express Mobility Controllers are included in the Cisco Mobility Express Solution. With embedded QoS and load-balancing capabilities, these controllers are optimized for transmission of data, voice, and video and support of Cisco Mobility Services.

Q. How many access points can be managed by a single Cisco 526 controller?

A. Up to six Cisco 521 access points can be easily set up and managed by a single controller with the Cisco Configuration Assistant, which provides an intuitive GUI-based setup wizard and predefined configuration templates. A second controller can be added to the network in order to support redundancy and/or to increase capacity. This means that any SMB network built with the Cisco Mobility Express Solution can be set up and managed with the Cisco Configuration Assistant to support up to 12 access points.

Q. What are some of the features available in the controller-based architecture of the Cisco Mobility Express Solution?

A. The controller-based architecture of the Cisco Mobility Express Solution offers many benefits to SMB customers. These include:

- Centralized management: Cisco Configuration Assistant allows users to quickly and easily set-up and manage clients, access points, and network policies through a single wizard interface and predefined configuration templates.
- Radio resource management: Features such as QoS and load balancing optimize traffic of voice, video, and data, thus optimizing bandwidth.
- Up to eight virtual networks (SSID/VLANs): This allows the deployment of different virtual wired/wireless networks without compromising security. As a result, one physical infrastructure can be segmented for multiple uses (different organizations, different security levels, different applications (voice/data), etc.) It also allows for the setting up of secured guest access.
- Mobility management: Allows movement from one access point to another without dropping a connection.
- Mobility services: Supports advanced mobility services traditionally reserved for enterprise businesses:
 - Standards-based security
 - Secure guest access
 - Optimized voice over Wi-Fi

Mobility Services

Q. What mobility services are supported by the Cisco Mobility Express Solution?

A. Support for current and new mobility services is built into the Cisco Mobility Express Solution. The solution supports the following industry-leading, innovative mobility services:

- Security: The solution supports a wide range of authentication and encryption algorithms, including multiple forms of Extensible Authentication Protocol (EAP) to allow for username/password management using a centralized RADIUS server.
- Voice over WLAN: Built-in Radio Resource Management, QoS, and load balancing prioritizes voice traffic so calls are not dropped. In addition, the Mobility Management feature permits seamless roaming between access points without dropping of calls.
- Guest access: Multiple Secure Set Identifiers (SSIDs) allow for setting up a guest network quickly and easily. An optional Web portal page can be customized for secure guest login and authentication. All guest traffic can be tunneled to the Internet thus keeping the intranet secure. In addition, a "Lifetime" feature allocates a length of access time (up to 30 days) after which a guest user is automatically deleted.

Q. Does Cisco plan to incorporate support for additional mobility services?

A. This support will largely be demand-driven. As SMB customers' needs for mobility services increase, Cisco will build support for these services into the Cisco Mobility Express Solution.

Network Management

Q. What is the difference between the system management tools?

A. There are configuration and a remote management tools available, not only for managing the Cisco Mobility Express Solution, but also the broader Smart Business Communications System:

- Cisco Configuration Assistant: GUI-based network management for the entire system
- Cisco Monitor Manager and Monitor Director: Monitoring and reporting tools for VARs to monitor their SMB customers' networks

Q. Can CLI be used to manage the Cisco Mobility Express Solution?

A. Because the objective of the Smart Business Communications System is to provide a simplified management system and interface for SMB customers, the CLI is limited to troubleshooting (SHO/DEBUG) commands only and can not be used for configuration.

Q. Can the Cisco Mobility Express Solution be remotely configured and monitored?

A. Yes. The Cisco Configuration Assistant enables remote configuration, and the Cisco Monitor Manager and Monitor Director allow remote monitoring.

Product Positioning

Q. Can the Cisco Mobility Express Solution also be used by enterprises as branch office solutions?

A. Unless the branch offices are operated and managed independently, it is strongly recommended that the Cisco Mobility Express Solution not be deployed in such a scenario. The product was built for SMB customers and does provide a number of enterprise-class benefits for these customers. For this reason, the solution was intentionally made distinct from the Cisco Unified Wireless Network and should thus ideally not be deployed in enterprise environments.

Q. What is the difference between deploying a Cisco 2106 controller and six Cisco 521 access points versus deploying a Cisco 526 controller and six Cisco 521 access points?

A. The Cisco Mobility Express Solution is designed to meet the needs of the SMB customer. The Cisco 2106 controller is part of the Cisco Unified Wireless Network and is primarily designed for mid-market and enterprise customers. The following are some of the benefits of the Cisco Mobility Express Solution to an SMB customer relative to deploying the Cisco 2106 controller and six access points:

- Lower total cost of ownership: the Cisco Mobility Express Solution offers a TCO 30–40 percent lower than the Cisco Unified Wireless Solution.
- Easy management: The Cisco Configuration Assistant is specially designed to be SMB-friendly and offers integration across all the Cisco Smart Business Communications System technologies

Q. What are the competing solutions?

A. There are few competitive WLAN solutions that offer enterprise-class features at attractive price points to SMB customers. The current solutions either offer too many features at high price points or they offer limited business-class features for SMBs. The Cisco Mobility Express

Solution changes this by offering a high level of sophistication (security, scalability, reliability, and integration) at price points that are cost-effective for SMBs. No longer do SMBs have to choose between the following:

- Cisco's traditional competitors for enterprise mobility solutions, such as Symbol and Aruba Networks
- Consumer-grade solutions from companies like D-Link and NETGEAR that are being sold in the SMB segment

Q. How does this solution differ from those offered by Cisco's traditional competitors such as Aruba Networks and Symbol?

A. The Cisco Mobility Express Solution is built for SMB customers, offering many enterprise-grade features at SMB price points. Typical solutions from enterprise WLAN competitors such as Aruba, Meru, Trapeze, or Symbol are designed for enterprise business customers and tend to be high priced and difficult to deploy and manage for SMB customers. Table 9 highlights the benefits of the Cisco Mobility Express Solution:

Table 9. Advantages of the Cisco Mobility Express Solution for SMBs

	Cisco Mobility Express Solution	Typical Enterprise-Grade WLAN Solutions
Management	Cisco Configuration Assistant—intuitive, GUI-based management for Cisco Smart Business Communications System solution	Complex management tools
Investment protection	Industry leader (65% share) with significant R&D investments	Far less spent on R&D
Solution breadth	Full wired/wireless complement of network components through the Cisco Smart Business Communications System	Mobility products only
Support	Award-winning 24-hour service and support	24-hour support
Price	Competitive price points for SMB customers	Price points more suited to mid-market customers

Q. Can the Cisco Mobility Express Solution be purchased by SMB customers on its own or do they have to purchase all the products within the Cisco Smart Business Communications System?

A. The Smart Business Communications System is a modular offer. The Cisco Mobility Express Solution can be purchased and deployed on its own as a module just like the Cisco Unified Communications 500 Series. SMB customers do not have to purchase all the components of the Smart Business Communications System at the same time.

Service and Support

Q. What is the standard warranty on products within the Cisco Mobility Express Solution?

A. The standard warranty on the Cisco Mobility Express Solution is one year from date of purchase.



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