Cisco Unified Communications Manager Express 11.5 with Cisco Unity Express 9.0

Ordering Guide

August 2016

For further information, questions, and comments please contact access-ccme-cue@cisco.com.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Contents

1. Introduction **3**
1.1 Purpose, Audience, and Scope 3
1.2 Ordering and Quoting Tools 3
1.3 Orderability and First Customer Shipment 4
2. Tips for Using This Ordering Guide **4**
3. Ordering Cisco Unified Communications Express **4**
3.1 Ordering Cisco Unified Communications Manager Express Router Bundles 5
3.2 Ordering a Non-Bundled Router with Cisco IOS Software 6
3.3 Sample Cisco Unified Communications Manager Express Order 6
3.4 Cisco Unified IP Phones with Cisco Unified Communications Manager Express Phone User Licenses (new updates) 7
3.5 Verifying Memory Requirements 9
3.6 Adding PSTN Modules 9
3.7 Adding SIP Trunks 9
3.8 DSP Resources 9
3.9 Adding Cisco Unity Express Voicemail 9
3.10 Upgrading License Levels 14
3.11 Cisco Unified CallConnector for Microsoft Windows 14
3.12 Upgrades 15
3.13 Migrations 15
3.14 Non-Production Systems or “Not for Resale” 16
4. Cisco Services **16**
4.1 Cisco Unified Communications Services 16
4.2 Cisco Unified Communications Services: Tools for Quoting and Ordering 16
5. Cisco Software Application Support Plus Upgrades **17**
6. Cisco Capital Financing **17**
6.1 Removed Sales Barriers 18
6.2 Tips for Taking Advantage of Financing to Accelerate and Close More Business 18
6.3 For More Information about Cisco Capital Financing 18

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

1. Introduction

1.1 Purpose, Audience, and Scope

This document describes the pricing, packaging structure, and ordering guidelines for Cisco® Unified Communications Manager Express with Cisco Unity® Express. Also included are Cisco Unified Communications Manager Express Voice bundles.

Audience: Cisco sales staff, Cisco Unified Communications Specialized Partners, and Cisco service providers who resell Cisco Unified Communications Manager Express with Cisco Unity Express products.

Scope: This ordering guide describes the pricing and ordering for the following products:

- Cisco Unified Communications Manager Express Release 11.5
- Cisco Unity Express 9.0
- New Cisco IP phone user licenses for use with Cisco Unified Communications Manager Express
- Cisco Integrated Services Router Voice bundles and Cisco Unified Communications bundles that include Cisco Unified Communications Manager Express
- Cisco Unified CallConnector for Microsoft Windows

For more detailed information about Cisco Unified Communications Manager Express, please visit http://www.cisco.com/go/ccme.

For more information about Cisco Unity Express, please visit http://www.cisco.com/go/cue.

For more information about Cisco Integrated Services Routers (ISRs), please visit http://www.cisco.com/go/isr.

For more information about other Cisco voice products, please visit http://www.cisco.com/go/unified.

1.2 Ordering and Quoting Tools

Cisco Commerce Workspace (CCW) assists in configuring, pricing, and ordering Cisco products, software, and services. CCW builds and prices features to manage configurations; enable seamless collaboration among customers, partners, and Cisco Sales; and streamline the overall experience.

Please visit https://apps.cisco.com/Commerce/home

Cisco Unified Communications Manager Express (Unified CME) and Cisco Unity Express are fully supported with CCW.

Cisco Service Contract Center is an integrated solution that makes it easy for Cisco Services sales teams and partners to manage and grow their service business profitably. It allows you to:

- Quote and book service orders and manage service contracts and renewals, all with one simple, easy-to-use solution.
- Spend less time solving administrative problems, searching for opportunities, and creating quotes.
- Spend more time growing your business using data you can trust; you don't need to spend time fixing or verifying data.
- Create and proactively manage your contracts.

The Cisco Service Contract Center is located at http://www.cisco.com/public/scc/.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

1.3 Orderability and First Customer Shipment

The projected first customer shipment (FCS) dates for the following products and applications are as follows:

- Cisco Unified Communications Manager Express 11.5 using Cisco IOS® Software Release 15.6(3)M and IOS-XE version 16.3: July 29th 2016
- Cisco Unity Express 9.0: August 2016
- Cisco Integrated Services Router Voice bundles are currently available. The Cisco Integrated Services Router Unified Communications bundles are also generally available now

2. Tips for Using This Ordering Guide

Cisco Unified Communications Manager Express is a feature in Cisco IOS Software operating on specific routers. Each router operating Cisco Unified Communications Manager Express requires a feature license when deployed in a production environment.

Cisco Unified Communications Manager Express is available only to authorized channel partners holding one of the following specializations: Cisco Express Collaboration Specialization or Cisco Advanced Collaboration Specialization. For further details, please refer to http://www.cisco.com/go/specialization.

A checklist of components required for a complete Cisco Unified Communications Manager Express IP telephony solution follows:

- Cisco Unified Communications Manager Express supported router running a supported version of Cisco IOS Software
- Voice modules for connectivity to the public switched telephone network (PSTN) or host private branch exchange (PBX)
- Digital signal processor (DSP) resources for PSTN-to-IP connectivity
- Optional Cisco Unity Express voicemail module
- Cisco Unified IP phones and Cisco Unified Communications Manager Express phone user license
- Optional Cisco Unified CallConnector for Microsoft Windows licenses
- Data switching using in-the-router switching with a high-speed WAN interface card (HWIC), Cisco Services-Ready Engine (SRE) module, or Cisco Catalyst® products
- Cisco Smart Net Total Care™ support for the router hardware and Cisco Software Application Support plus Upgrades (SASU) maintenance contract for Cisco Technical Assistance Center (TAC) support

For ease of ordering and discount advantages, customers are encouraged to order a Cisco Unified Communications Manager Express Router Voice bundle; refer to sections 3.1, 3.2, and 3.3. If you do not order a bundle, you can order components separately; refer to section 3.2.

3. Ordering Cisco Unified Communications Express

Customers can order a Cisco Integrated Services Router (ISR) bundle with all unified communications components or just a Cisco Unified Communications Manager Express feature license, as described in the next section.

Cisco Unified Communications Manager Express 11.5 is supported only on the Cisco 881 and 887 ISRs and the Cisco 2900, 3900, and 4000 Series ISR platforms.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

3.1 Ordering Cisco Unified Communications Manager Express Router Bundles

A select number of Cisco Unified Communications Manager Express (Unified CME) Router bundles are available preconfigured for each platform. These bundles include a Cisco Unified Communications Manager Express feature license, memory, Cisco IOS Software feature set, and DSP resources to support IP telephony for 25 to 450 phones.

The ordering process has evolved for Cisco Unified Communications Manager Express on Cisco Integrated Services Routers Generation 2 (ISR G2) and 4000 Series ISRs. The first noticeable difference is that Cisco Unified CME and Survivable Remote Site Telephony (SRST) Voice bundles have been combined into a single SKU. Therefore, when you order one of the CME or SRST voice bundles referenced in Table 1, you will be asked to choose a zero-cost top-level SKU in Table 2; the top-level SKU indicates whether the customer will operate the system in CME or SRST mode. Next, you should add any additional data or security packages to enable advanced data or security features.

Finally, if you are ordering Cisco Unified Communications Manager Express, you need to purchase IP phone user licenses for each phone that will connect to the CME system. For a list of new phone licenses, please refer to Table 6.

Table 1. Cisco ISR G2 and 4000 Series ISR Communications Manager Express Voice Bundles

Product Series	Product Number	Description	List Price (US$)
4400 Series ISRs (4431, 4451)	ISR4451-X-V/K9	Cisco 4451 ISR UC Bundle, PVDM4-64, UC license, CUBE-25	$21,000
	ISR4431-V/K9	Cisco 4431 ISR UC Bundle, PVDM4-64, UC license, CUBE-25	$14,000
4300 Series ISRs (4321, 4331, 4351)	ISR4351-V/K9	Cisco 4351 ISR UC Bundle, PVDM4-64, UC license, CUBE-25	$11,000
	ISR4331-V/K9	Cisco 4331 ISR UC Bundle, PVDM4-32, UC license, CUBE-10	$5000
	ISR4321-V/K9	Cisco 4321 ISR UC Bundle, UC license, CUBE-10	$3095
Voice: 3900 Series ISRs	C3945E- CME- SRST/K9	3945E Voice Bundle w/PVDM3-64, FL- CME-SRST-25, UC License PAK	$19,495
	C3925E- CME- SRST/K9	3925E Voice Bundle w/PVDM3-64, FL- CME-SRST-25, UC License PAK	$16,495
	C3945-CME- SRST/K9	3945 Voice Bundle w/ PVDM3-64, FL-CME SRST-25, UC License PAK	$14,495
	C3925-CME- SRST/K9	3925 Voice Bundle w/PVDM3-64, FL-CME- SRST-25, UC License PAK	$10,995
Voice: 2900 Series ISRs	C2951-CME- SRST/K9	2951 Voice Bundle w/PVDM3-32, FL-CME- SRST-25, UC License PAK	$8,895
	C2921-CME- SRST/K9	2921 Voice Bundle w/PVDM3-32, FL-CME- SRST-25, UC License PAK	$4,995
	C2911-CME- SRST/K9	2921 Voice Bundle w/PVDM3-32, FL-CME- SRST-25, UC License PAK	$3,895
	C2901-CME- SRST/K9	2951 Voice Bundle w/PVDM3-16, FL-CME- SRST-25, UC License PAK	$3,195

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Table 2. Example of Top-Level SKUs for Cisco Unified Communications Manager Express and Survivable Remote Site Telephony – Cisco 2900 and 3900 ISR G2 and 4000 Series ISRs Only

Product Number	Description	List Price (US$)
FL-CME	CME license, Top-Level SKU	$0
FL-SRST	SRST License, Top-Level SKU	$0

3.2 Ordering a Non-Bundled Router with Cisco IOS Software

You should order a Cisco Unified Communications Manager Express supported router with the correct Cisco IOS Software image. Supported routers include the Cisco 881 and 887 and the Cisco 2900, 3900, and 4000 Series Integrated Services Routers.

Cisco Unified Communications Manager Express 11.5 is currently supported with Cisco IOS Software Release 15.6(3)M and Cisco IOS XE version 16.3. The Cisco IOS Software feature set needs the UC technology package to enable voice. Refer to the Cisco Feature Navigator for past and current version information about the correct Cisco IOS Software image with support for Cisco Unified Communications Manager Express.

For further Cisco Unified Communications Manager Express 11.5 specifications, please refer to http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/requirements/guide/33matrix.html

3.3 Sample Cisco Unified Communications Manager Express Order

Sample 1: Ordering Cisco 4431 with Cisco Unified CME for 100 Users

This section provides an example of how to order a new Cisco Unified CME system on a Cisco 2900, 3900, or 4000 Series ISR. In this example, a customer wishes to deploy a Cisco 4431 with 100 Cisco Unified CME users. The customer will also be deploying 100 Cisco Unified IP Phone 8861 endpoints for the users on this system.

The customer must first order part number ISR4431-V/K9, which provides a voice bundle with the Cisco 4431, a Cisco High-Density Packet Voice Video DSP Module for Cisco Unified Communications Solutions (PVDM4-64) and a UC License product activation key (PAK).

Next, the customer must order a zero-cost top-level SKU, FL- CME, as indicated in Table 2.

Finally, the customer must order 100 Cisco IP Phone 8861 endpoints (CP-8861-K9=), and 100 Enhanced phone user licenses (SW-CCME-UL-ENH=).

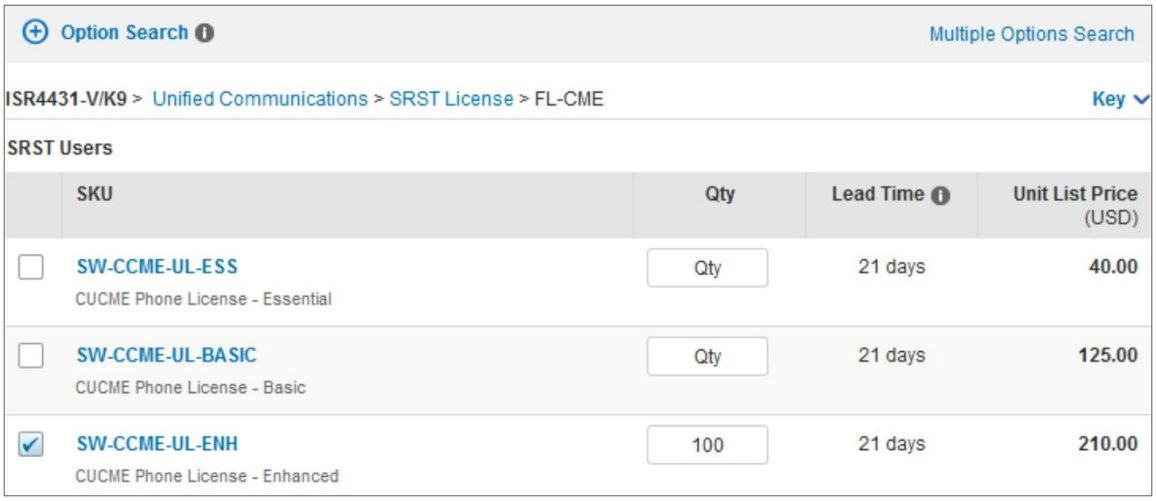
Table 3 lists the SKUs. If the customer already has phones, the customer needs only phone licenses to run the phones.

Table 3. Sample BOM

Qty	Product Number	Description	Unit List Price (US$)
1	ISR4431-V/K9	Cisco 4431 ISR UC Bundle, PVDM4-64, UC license, CUBE-25	$14,000
1	FL-CME	CME license, Top-Level SKU	$0
100	CP-8861-K9=	Cisco 8861 IP Phone	$695
100	SW-CCME-UL-ENH	Cisco Unified IP Phone 8861 Enhanced CME user license	$210

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential



Sample 2: Ordering Cisco 3925 with Secure Voice and Cisco Unified CME for 130 Users

In this example, the customer wishes to deploy a Cisco 3925 with Cisco Unified CME and Secure Voice (VSEC) for up to 130 users. The customer will also be deploying 30 Cisco IP Phone 8861 endpoints and 100 Cisco IP Phone 7821 endpoints.

The customer first needs to order the C3925-VSEC/K9SKU, which provides a Cisco 3925 voice bundle with a packet voice video DSP module (PVDM3-64) and a UC and SEC License PAK.

The customer also needs to order a zero-cost top-level SKU, FL-CME, as indicated in Table 2.

Finally, the customer must order 100 Cisco IP Phone 7821 endpoints (CP-7821-K9=), 100 Basic phone user licenses (SW-CCME-UL-BASIC), 30 Cisco IP Phone 8861 (CP-8861-K9=) endpoints, and 30 Enhanced phone user licenses (SW-CCME-UL- ENH).

Refer to Table 4 for a list of SKUs. If the customer already has phones, the customer needs only phone licenses to run each phone.

Table 4. Sample Bill of Materials

Qty	Product Number	Description	Unit List Price (US$)
1	C3925-VSEC/K9	Cisco 3925 Voice Security bundle, PVDM3-64, UC and SEC license PAK	$11,995
1	FL-CME	CME license, Top Level SKU	$0
100	CP-7821-K9=	Cisco 7821 IP Phone	$255
100	SW-CCME-UL-BASIC	Cisco Unified IP Phone BASIC CCME user license	$125
30	CP-8861-K9=	Cisco 8861 IP Phone	$695
30	SW-CCME-UL-ENH	Cisco Unified IP Phone Enhanced CCME user license	$210

3.4 Cisco Unified IP Phones with Cisco Unified Communications Manager Express Phone User Licenses (new updates)

When ordering Cisco IP phones for Cisco Unified Communications Manager Express, customers must purchase the phone and appropriate Cisco Unified Communications Manager Express phone user licenses.

Customers ordering Cisco IP phones though distribution should use the Cisco Unified IP Phone bundle product numbers listed in Table 6, which include the Cisco IP phone and user license.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

The Cisco Unified CME phone user licenses use the same categories as the Cisco Unified Communications Licensing (UCL) model, which are called Basic, Essential, and Enhanced. Each category represents a type of phone or user, making it easier to determine which one to buy.

Unlike UCL, these CME phone user licenses have all the features upon purchase—there are no add-on feature capabilities. Therefore, when customers buy and implement the phones, they get the full extent of collaboration features supported by those phones and Cisco Unified CME.

Essential, Basic, and Enhanced are categories to help you determine which Cisco Unified CME phone user licenses to buy. For Cisco Unified CME, the following phones are supported in each category:

- Essential: Analog devices using analog gateways such as the Cisco VG202, VG204, VG224, or VG350 Analog Voice Gateways; the Cisco 3905 ISR; and the Cisco Unified IP Phone 6901
- Basic: Cisco Unified IP Phone 6911, 6921, 7811, and 7821
- Enhanced: Cisco Unified IP Phone 9900, 8900, 8800, 7841, 7861, 7900, 7937, and 6900; third-party SIP phones; Cisco Jabber® Mobile; and the Cisco Jabber soft phone

Table 5 lists the product numbers for these licenses.

Table 5. Phone User Licenses for Phones to Be Used with Cisco Unified CME

Cisco Unified CME Phone User Licenses	Description	Price
SW-CCME-UL-ESS=	Essential	$40
SW-CCME-UL-BASIC=	Basic	$125
SW-CCME-UL-ENH=	Enhanced	$210

Table 6. Distribution IP Phone and User License Bundles

Product Number	List Price (US$)
CP-7975G-CCME	$955
CP-7971G-GE-CH1	$1,040
CP-7970G-CCME	$945
CP-7965G-CCME	$795
CP-7962G-CACHE	$670
CP-7961G-GE-CCME	$765
CP-7961G-CH1	$695
CP-7960G-CCME	$565
CP-7945G-CCME	$665
CP-7942G-CCME	$570
CP-7941G-GE-CH1	$635
CP-7941G-CCME	$500
CP7940G-CCME	$465
CP-7921-CH1-K9	$745
CP-7911G-CH1	$375
CP-7906G-CH1	$275

Cisco Unified Communications Manager and Cisco Unified Communications Manager Express user licenses purchased with Cisco IP phones are interchangeable and can be used with either call-control product.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

3.5 Verifying Memory Requirements

Be sure that you have met the minimum flash and DRAM memory requirements recommended to support Cisco Unified Communications Manager Express. Additional memory is recommended to support future releases of this product. The CCW tool will not accept a Cisco Unified Communications Manager Express order with insufficient flash or DRAM memory selected. Memory requirements are based on common configurations only. A large number of phones, PSTN modules, and complex configurations may require more than the minimum recommended memory.

For recommended memory requirements, refer to the Cisco Unified Communications Manager Express specifications sheet for the version being deployed: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

3.6 Adding PSTN Modules

Add analog or digital PSTN modules to meet the customer's requirements for voice connectivity. For details about the different modules, please refer to: http://www.cisco.com/en/US/partner/products/hw/modules/ps3115/prod_module_series_home.html.

3.7 Adding SIP Trunks

Customers who deploy SIP trunks with Cisco Unified Communications Manager Express must purchase SIP trunk licenses. The licenses are right-to-use licenses, and they give the customer the right to deploy and use the SIP trunking feature with Cisco Unified Communications Manager Express. Table 7 lists the SIP trunking licenses for Cisco ISR G2 and 4000 Series routers.

Table 7. Licenses and Pricing for SIP Trunking with Cisco Unified Communications Manager Express Deployments

Product Family	Product Number	Description	List Price (US$)
ISR G2 (2900/3900) SIP trunking licenses	FL-CUBEE-5=	Unified SIP trunking license RTU - 5 session	$750
ISR G2 (2900/3900) SIP trunking licenses	FL-CUBEE-25=	Unified SIP trunking license RTU - 25 sessions	$2,995
ISR G1 (1800/2800/3800) SIP trunking licenses	FL-CUBE-4=	Unified SIP trunking license RTU - 4 sessions	$600
ISR G1 (1800/2800/3800) SIP trunking licenses	FL-CUBE-25=	Unified SIP trunking license RT - 25 sessions	$2,950

3.8 DSP Resources

Digital signal processing (DSP) resources are required for handling PSTN trunks to IP connections. Additional DSP resources may be required for conferencing or transcoding calls over the WAN links. DSPs can be integrated into the router using PVDM3 or PVDM4 modules. Voice bundles include a set number of DSP resources typically required for most customer deployments. If additional DSP resources are required, you should use the DSP calculator, which is available at http://www.cisco.com/cgi-bin/Support/DSP/cisco_dsp_calc.pl.

Details about DSPs and PVDM3 modules can be found here: http://www.cisco.com/en/US/partner/prod/collateral/modules/ps3115/data_sheet_c78-553971_ps10537_Products_Data_Sheet.html.

3.9 Adding Cisco Unity Express Voicemail

If the customer wants voicemail or Auto-Attendant, add Cisco Unity Express by selecting the product number ISM-SRE- 300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, or SM-SRE-910-K9 (on Cisco ISR G2 routers) plus the required software package(s).

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Cisco Unity Connection voice messaging is supported with Cisco Unified Communications Manager Express. Search the Cisco Unified Communications Applications ordering guide, available in the Partner Central area of cisco.com.

This section addresses the hardware available with Cisco Unity Express—Integrated Services Module (ISM-SRE-300-K9) and Cisco Services-Ready Engine Service Module (SM-SRE-700-K9, SM-SRE-710-K9, SM- SRE-900-K9 or SM-SRE-910-K9)—whether installed in a Cisco router or ordered as spares (Table 8).

This section also describes the applications and licensing requirements for Cisco Unity Express operation and provides a simple checklist to help you order the right products.

Cisco Unity Express Hardware Requirements

Cisco Unity Express delivers voicemail, Auto-Attendant, and optional interactive voice response (IVR) services in a variety of SRE modules. Either hardware type may be installed in the router at Cisco or delivered as a spare for later use in a Cisco ISR or multiservice access router.

Table 8. Cisco Unity Express Hardware Product Numbers

Product Number	Description	Type	Minimum Cisco Unity Express Release	Minimum Cisco IOS Software Release
ISM-SRE-300-K9	Cisco Integrated Services-Ready Engine module price includes 2-port license (supports up to 100 mailboxes and 10 ports with appropriate licenses)	Installed in the router at the factory	Release 7.1	Release 15.0(1)M
ISM-SRE-300-K9=	Cisco Integrated Services-Ready Engine module price includes 2-port license (supports up to 100 mailboxes and 10 ports with appropriate licenses)	Spare	Release 7.1	Release 15.0(1)M
SM-SRE-700-K9, or SM-SRE-710-K9	Cisco Service-Module Services-Ready Engine price includes 4-port license (supports up to 500 mailboxes and 32 ports with appropriate licenses)	Installed in the router at the factory	Release 8.0	Release 15.0(1)XA
SM-SRE-700-K9=, or SM-SRE-710-K9	Cisco Service-Module Services-Ready Engine price includes 4-port license (supports up to 500 mailboxes and 32 ports with appropriate licenses)	Spare	Release 8.0	Release 15.0(1)XA
SM-SRE-900-K9, or SM-SRE-910-K9	Cisco Service-Module Services-Ready Engine price includes 4-port license (supports up to 500 mailboxes and 32 ports with appropriate licenses)	Installed in the router at the factory	Release 8.0	Release 15.0(1)XA
SM-SRE-900-K9=, or SM-SRE-910-K9=	Cisco Service-Module Services-Ready Engine price includes 4-port license (supports up to 500 mailboxes and 32 ports with appropriate licenses)	Spare	Release 8.0	Release 15.0(1)XA

In addition to Cisco Integrated Services-Ready Engine modules (ISM-SRE-300-K9) or Services-Ready Engine Service Modules (SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9), a Cisco 2900 or 3900 Series Integrated Services Router platform is required.

Cisco Unity Express Software Requirements

Cisco Unity Express is a component of a complete Cisco Unified Communications solution for small and medium-sized offices or branch offices. The Cisco Unified Communications solution requires additional application software, including Cisco Unified Communications Manager or Cisco Unified Communications Manager Express and Cisco IOS Software. Cisco Unity Express is currently supported with the Cisco product releases listed in Table 9.

Table 9. Cisco Unity Express Software Support Matrix

Application Software	Cisco Unity Express				
	Release 8.x	Release 7.1	Release 7.0	Release 3.2	Release 3.1
Cisco Unified Communications	4.0, 4.1, 4.2, 7.0,	4.1, 4.2, 7.0, 7.1	4.0, 4.1, 4.2, 4.3,	4.0, 4.1, 4.2, 4.3,	3.2, 3.3, 3.4, 4.0,

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Manager Express	7.1, 8.0, 9.x, 10.x		7.0, 7.1	7.0	4.1, 4.2
Cisco Unified Communications Manager	6.1, 7.0, 7.1, 8.0, 9.x, 10.x	4.2, 4.3, 6.1, 7.0, 7.1	4.2, 4.3, 5.1, 6.0, 6.1, 7.0, 7.1	4.2, 4.3, 5.1, 6.0, 6.1, 7.0	4.1, 4.2, 4.3, 5.0, 5.1, 6.0, 6.1
Cisco Unity Networking (VPIM)	4.1, 5.0, 7.x, 8.0	4.0, 4.1, 5.0	4.0, 4.1, 5.0	4.0, 4.1, 5.0	4.0, 4.1
Cisco Unity Connection (VPIM)	7.0, 7.1, 8.0	2.1, 7.0	2.1, 7.0	2.0, 2.1	2.0

The software application for Cisco Unity Express is preinstalled on the network module, advanced integration module, ISE module, or SRE service module. This software may also be downloaded from Cisco.com or ordered on DVD along with the Cisco Unity Express Editor after the appropriate licenses have been purchased (refer to the "License Requirements" section).

Cisco Unified Communications Manager Environments

When Cisco Unity Express operates with Cisco Unified Communications Manager call control, all of the required Cisco Unified Communications Manager licenses, hardware, and software must be purchased separately. Cisco Unity Express Release 8.0 is currently supported with Cisco Unified Communications Manager Releases 4, 6.1, 7.0, 7.1, 8.0, 9.x, 10.x, and 11.x.

Cisco Unified SRST is available for Cisco Unity Express when deployed in a centralized Cisco Unified Communications Manager network. Cisco Unified SRST provides basic IP telephony backup services for Cisco IP phones located at the branch office if the connection to the centralized Cisco Unified Communications Manager device is lost. Likewise, Cisco Unified SRST helps ensure that Cisco Unity Express voicemail and Auto-Attendant operation continues if the WAN connection to Cisco Unified Communications Manager is terminated. Cisco Unified SRST services are provided automatically at no extra cost for Cisco Unity Express when a license is purchased with Cisco Unified Communications Manager for Cisco IP phones located at the branch office.

Cisco Unified Communications Manager Express Environments

When Cisco Unity Express operates with Cisco Unified Communications Manager Express, Cisco Unified Communications Manager Express must be licensed on the ISR in which Cisco Unity Express is installed. A Cisco IOS Software feature set of IP Voice or later (SP Services, Advanced IP Services, Enterprise Services, or Advanced Enterprise Services) is also required.

Cisco Unity Express Editor

Cisco Unity Express is shipped with a basic Auto-Attendant script that directs the incoming call to either dial by number or dial by name. Additionally, a few sample scripts are also provided at Cisco.com. If the Auto-Attendant needs to be customized, a GUI-based Cisco Unity Express Editor is provided that runs under Microsoft Windows. This tool allows you to build customized Auto-Attendant scripts for Cisco Unity Express Auto-Attendant services. This software is available for download from the software center on Cisco.com.

License Requirements

Cisco Unity Express Release 7.1 and later offers Cisco Unity Express license levels for voicemail and related features, as listed in Table 11 (with capacity listed in Table 14). When a license is purchased or software from Cisco is used, a contractual obligation is created. The subscriber must abide by the terms in the license agreement, including prohibitions regarding unauthorized replication of the software or modification to the licensed mailbox level. Starting with Release 7.1, licensing is enforced on Cisco Unity Express using Cisco standard licensing technology. More information about licensing is available at http://cisco.com/go/license.

IVR capabilities are optionally available with Cisco Unity Express beginning with Release 3.0. IVR requires the purchase of a separate license. These licenses are listed in Table 13. Purchase of a Cisco Unity Express voicemail license is required for IVR.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Other Included Features

Voice Profile for Internet Mail (VPIM) support was added in Cisco Unity Express Release 2.0. VPIM is supported between separate Cisco Unity Express systems and with Cisco Unity messaging and the Cisco Unity Connection messaging application. No additional licensing is related to this capability.

Integrated messaging and VoiceView Express capabilities were added with Release 2.3. Integrated messaging allows subscribers to have their voicemail messages delivered to their Integrated Messaging Access Protocol (IMAP)-compatible email client such as Microsoft Outlook, Microsoft Outlook Express, and IBM Lotus Notes. VoiceView Express enables subscribers to manage their voice mailbox settings and messages through the display of Cisco IP phones. Both features are available as part of the base Cisco Unity Express software and are provided at no additional cost.

Beginning with Cisco Unity Express Release 3.0, multiple concurrent language support is added. Up to five languages may be ordered with any of the modules. Multiple languages are provided at no additional cost.

Optional Feature: Integrated Voice Response

Customers may upgrade their Cisco Unity Express voicemail and Auto-Attendant to support IVR by purchasing IVR session licenses, listed in Table 13. Up to 30 IVR sessions can be configured in conjunction with voicemail and related services, depending on module type.

Ordering Process

The Cisco Unity Express ordering process is as follows:

1. Choose the hardware module: ISM-SRE-300-K9 (=) (refer to Table 10).

Table 10. Cisco Unity Express Hardware Module

Product Number	Description	List Price (US$)	SASU Product Number	List Price (1 Year) (US$)
ISM-SRE-300-K9	Cisco Unity Express Integrated Services-Ready Engine module; price includes 2 ports	$1,000	CON-SAU-ISMSRE3	$150

2. Specify the Cisco Unity Express release by using the appropriate product number (SCUE-<module-type>-<release-number> respectively). (Refer to Table 11.)

   Software shipped will reflect the most current maintenance version for a release.

   With Release 7.1, the need for software corresponding to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express is not required, and you can select the type of call control when installing the module with no licensing requirement. Licenses are installed at Cisco when ordered with the hardware. For installing licenses purchased as spares, please visit http://cisco.com/go/license.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Table 11. Cisco Unity Express Software License Product Numbers Starting with Release 7.1

Product Number	Description	List Price (US$)
FL-CUE-MBX-5	5 Voice Mailboxes (Unified CM or Unified CME)	$100
FL-CUE-PORT-2	2 Voicemail/Auto-Attendant Ports	$500
FL-CUE-IVR-2	2 Integrated Voice Response Sessions - requires ports to be available for IVR Sessions	$1,400

3. Specify the language: Please refer to Table 12 for language product numbers. You can order up to five languages.

Table 12. Cisco Unity Express Language License Product Numbers

Product Number	Description	Releases Supported In: Cisco Unity Express Voicemail and Auto-Attendant as well as Cisco Unity Express Interactive Voice Response (starting with Release 3.0)
CUE-LANG-ENU	North American English	1.0, 1.1, 2.0, 2.1, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ESP	European Spanish language option	2.0, 2.1, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-DEU	German language option	2.0, 2.1, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-FRA	European French language option	2.0, 2.1, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ITA	Italian language option	2.1.3, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-PTB	Brazilian Portuguese	2.1.3, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ESO	Latin American Spanish	2.1.3, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-DAN	Danish language option	2.1.3, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ENG	British English option	2.1.3, 2.2, 2.3, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-FRC	Canadian French option	2.3.2, 2.3.3, 2.3.4, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ESM	Mexican Spanish option	2.3.2, 2.3.3, 2.3.4, 3.0, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-JPN	Japanese Language option	2.3.3, 2.3.4, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-KOR	Korean Language option	2.3.3, 2.3.4, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-CHS	Chinese (Mandarin) language option	2.3.3, 2.3.4, 3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-NLD	Dutch language option	3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-SVE	Swedish language option	3.1, 3.2, 7.0, 7.1, 8.0
CUE-LANG-ARA	Arabic language option	3.2, 7.0, 7.1, 8.0
CUE-LANG-TUR	Turkish language option	3.2, 7.0, 7.1, 8.0
CUE-LANG-RUS	Russian language option	3.2, 7.0, 7.1, 8.0
CUE-LANG-HUN	Hungarian language option	7.0, 7.1,8.0
CUE-LANG-NOR	Norwegian language option	7.0, 7.1,8.0
CUE-LANG-PTG	Portuguese language option	7.0, 7.1,8.0

4. Order optional IVR licenses, noting the IVR session capacity limits of the desired Cisco Unity Express module when combining with voicemail (Table 13). IVR services require that Cisco Unity Express voicemail licenses be installed. Cisco Unity Express IVR sessions may be ordered in two-session increments up to a maximum of 30 sessions, depending on the number of voice mailboxes and the Cisco Unity Express module type. For example, to support 10 sessions you should order part numbers SCUE-IVR-S8 and SCUE-IVRUPG-S2. Because there is a price advantage for high-volume session purchases (more than 16 IVR sessions), if the customer requires 18 sessions, you should order part numbers SCUE-IVR-S16 and SCUE-IVRUPG-S2V.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Table 13. Cisco Unity Express IVR Software License Level Capacities Prior to Release 7.1

Product Number	Description	List Price (US$)
SCUE-IVR-S2	Cisco Unity Express IVR license enables 2 sessions	$1,400
SCUE-IVR-S4	Cisco Unity Express IVR license enables 4 sessions	$2,800
SCUE-IVR-S8	Cisco Unity Express IVR license enables 8 sessions	$5,600
SCUE-IVR-S16	Cisco Unity Express IVR license enables 16 sessions	$10,000
SCUE-IVR-S20	Cisco Unity Express IVR license enables 20 sessions	$12,500
SCUE-IVRUPG-S2=	Cisco Unity Express IVR add 2 sessions 2-14 sessions	$1,400
SCUE-IVRUPG-S2V	Cisco Unity Express IVR add 2 sessions over 16 sessions	$1,250

3.10 Upgrading License Levels

If the customer needs to upgrade to a higher density of mailboxes, you should order one of the upgrades listed in Table 14.

Table 14. Cisco Unity Express Software License Upgrade Product Numbers Starting with Release 7.1

Product Number	Description	List Price (US$)
FL-CUE-MBX-5=	5 Voice Mailboxes (Unified CM or Unified CME)	$100
FL-CUE-PORT-2=	Cisco Unity Express 2 voice ports	$500
FL-CUE-IVR-2=	Cisco Unity Express 2 IVR sessions: not required for AA	$1,400

Note: You do not need to purchase IVR session licenses if the customer is planning to use only voicemail and Auto-Attendant. IVR session licenses are required only if your application contains advanced IVR features such as email, fax database access, or VoiceXML scripts.

Each IVR session consumes one port and thus reduces the number of ports available for use by voicemail and Auto-Attendant. If the number of IVR session licenses is greater than or equal to the number of ports, then voicemail and Auto-Attendant services will be disabled because of the lack of available ports. Please carefully consider how many IVR sessions your customer needs and install or activate licenses for only that number of IVR sessions.

To increase the number of IVR sessions supported on a module, order upgrades up to the maximum supported on the module. Upgrades are available in two-session increments (Table 15).

Table 15. Cisco Unity Express IVR Upgrade Product Number Prior to Release 7.1

Product Number	Description	List Price (US$)
SCUE-IVRUPG-S2=	Unity Express IVR add 2 sessions 2-14 sessions and upgrades	$1,400

3.11 Cisco Unified CallConnector for Microsoft Windows

Cisco Unified CallConnector for Microsoft Windows is an add-on option for Cisco Unified Communications Manager Express that provides toolbars within Microsoft Windows applications to give users call control, contact management, presence, and mobility features. Cisco Unified CallConnector for Microsoft Windows is available in three different configurations:

- Cisco Unified CallConnector Personal delivers call-control features for the individual user using the Cisco Unified Communications Manager Express Telephony Application Programming Interface (TAPI) telephony service provider (TSP). One license per desktop user is required.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

- Cisco Unified CallConnector Server is a server-based application installed at each site that gives users call control plus presence, instant messaging services, and rules-based automation based on a SIP client-server architecture. One Server license for all users, plus the license with part number SW -UCC-CLIENT-1 per user, is required in addition to server hardware.
- Cisco Unified CallConnector Mobility is an add-on for the server that provides single-number reach with call-routing rules based on users' location and availability. One Mobility license for all users is required and is an add-on for part number SW-UCC-SERVER.

Cisco Unified CallConnector Personal is installed and configured on each Windows workstation associated with a Cisco IP phone. Cisco Unified CallConnector Personal delivers call-control features and is supported by any PC running Microsoft Windows XP or Windows Vista.

Cisco Unified CallConnector Server and Mobility are installed on a Windows 2003 or XP ProServer, with one required for each Cisco Unified Communications Manager Express site.

The product numbers are listed in Table 16. Version 1.5 allows for one Cisco Unified CallConnector Server to be shared for up to 10 Cisco Unified CME sites.

Table 16. Product Numbers for Cisco Unified CallConnector for Microsoft Windows

Product Number	Description	List Price (US$)	SASU Product Number
SW-UCC-CME= Use spare when not part of ISR order	Top SKU Cisco Unified CallConnector for Cisco Unified Communications Manager Express	$0	-
SW-UCC-CME Use when part of ISR or UC500 order	Top SKU Cisco Unified CallConnector for Cisco Unified Communications Manager Express	$0	-
SW-UCC-CLIENT-1	1 desktop client for Cisco Unified CallConnector for Microsoft Windows	$65	CON-SAU-UCCCLT1
SW-UCC-SERVER	Cisco Unified CallConnector Server license	$2,595	CON-SAU-UCCSERV
SW-UCC-MOBILITY	Cisco Unified CallConnector Mobility license	$1,995	CON-SAU-UCCMOB

Note: The top-level SKU should always be a quantity of 1 for each Cisco Unified Call Connector order as a major line item, with the number of seats and optional Server and Mobility below the top SKU. Each customer order for Cisco Unified Call Connector should be on a separate major line number.

3.12 Upgrades

Customers who want to upgrade the Cisco Unified Communications Manager Express version must upgrade the Cisco IOS Software version running on the Cisco IOS Software router. Customers who have a current Cisco Smart Net Total Care contract for the router can download the new Cisco IOS Software from Cisco.com and upgrade the Cisco Unified CME with SRST version on the router.

3.13 Migrations

Applications and Migration to Cisco Unified SRST

When ordering a Cisco Unified Communications Manager Express feature license with a router, Cisco Unified Communications Manager Express system files such as music on hold, GUI, and phone firmware are not preloaded on the router during the manufacturing process. To download these support files and additional applications such as Tool Command Language (TCL)-based basic automatic call distributor (B-ACD), Auto-Attendant, and TAPI TSP files, please refer to the Cisco.com software center: http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml (Cisco.com login required).

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

The Cisco Unified Communications Manager Express feature license includes a provision to use the feature license for Cisco Unified SRST mode without an additional charge or relicensing to Cisco. You need only to reconfigure the router for SRST mode. If additional phones are needed with SRST beyond the current Cisco Unified Communications Manager Express license, purchase additional SRST feature licenses (FL-CME-SRST-xx) to support the maximum per platform type.

If the customer is migrating from Cisco Unified Communications Manager Express to Cisco Unified Communications Manager 5.0 or later, they must order a Cisco Unified Communications Manager device license upgrade for the number of phone user licenses purchased. You should collect proof of ownership for each Cisco Unified Communications Manager Express IP phone user license (SW-CCME-UL-79xx) purchased and provide this information plus the Cisco Unified Communications Manager Publisher MAC address to licensing@cisco.com. You will receive a licensing file to add to the Cisco Unified Communications Manager with the same number of device points.

Details about the migration process are documented at http://wwwin.cisco.com/voice/programs/3and3/index.shtml.

A Q&A with licensing and upgrade questions is posted at https://communities.cisco.com/docs/DOC-26679.

If the customer wants to use the gatekeeper function or tandem gateway for support of H.450 in front of Cisco Unified Communications Manager, they must do so on a dedicated router. These features are not supported on the Cisco Unified Communications Manager Express router. You should order a proper-sized router and a Cisco Unified Border Element feature license (CUBE), which offers gatekeeper, IP-to-IP gateway, and tandem gateway (H.450) support in one feature license.

If you have questions about the ordering process, please contact access-ccme-cue@cisco.com.

3.14 Non-Production Systems or "Not for Resale"

You can use Cisco Unified Communications Manager Express for lab deployments or training applications without purchasing the Cisco Unified Communications Manager Express feature license or Cisco IP phone user license.

4. Cisco Services

4.1 Cisco Unified Communications Services

Customers can gain an accelerated return on investment (ROI) for Cisco Unified Communications deployments with a resilient, converged network that meets their business needs. Using the Cisco Lifecycle Services approach, Cisco and our channel partners provide a broad portfolio of unified communications services that address all aspects of network deployment, operation, and optimization.

Information about how to order Cisco Unified Communications Services is available in the Cisco Services Ordering Guide at http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv_group_home.html.

4.2 Cisco Unified Communications Services: Tools for Quoting and Ordering

Cisco Service Contract Center

Cisco Service Contract Center, the next generation of service management, helps you increase profitability and efficiency by simplifying the way you manage and sell Cisco service contracts.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

Cisco Service Contract Center is a simple and easy-to-use web-based solution you can use to quote and book service orders and manage service contracts and renewal opportunities. It helps you accelerate your business by allowing you to focus your attention on selling and on servicing your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.

Access the Cisco Service Contract Center at http://www.cisco.com/public/scc/.

5. Cisco Software Application Support Plus Upgrades

Cisco Software Application Support plus Upgrades (SASU) provides services and support that strengthen the availability, reliability, and functions of Cisco software applications to keep the customer's business operating smoothly and enrich the value of their network investment.

Focusing on the operate phase of the network lifecycle, SASU provides award-winning technical service and support. Covering more than 100 Cisco software application products in major technologies such as voice, network management, security, wireless, and storage area networking, SASU keeps customers current with the latest updates and major application upgrade releases.

For Cisco Unified Communications Manager Express, all software upgrades are included with a Cisco Smart Net Total Care contract because the application is part of Cisco IOS Software.

The part numbers to use start with CON-xxx-yyyy-CCM, where xxx = the Cisco Smart Net Total Care level, yyyy = the router, and -CCM is short for "CCME."

For Cisco Unity Express, hardware warranty is covered by a Cisco Smart Net Total Care contract on the router.

You should purchase a SASU contract for TAC support services and upgrades of the voicemail application by choosing one of the SASU product numbers in Table 17.

Table 17. Product Numbers for Cisco SASU

Product Number	Product Description
CON-SAU-AIM-CUE	SW APP SUPP + UPGR Cisco Unity Express AIM
CON-SAU-CUE-NMEC	SW APP SUPP + UPGR Cisco Unity Express
CON-SAU-NM-CUE	SW APP SUPP + UPGR Cisco Unity Express
SP-SAU-AIM-CUE	SP SAU Cisco Unity Express AIM
SP-SAU-CUE-NMEC	SP SAU Cisco Unity Express
SP-SAU-NM-CUE	SP SAU Cisco Unity Express

6. Cisco Capital Financing

The significant benefits offered by Cisco Unified Communications solutions make these solutions the natural choice to replace traditional PBX systems. As with any technology investment, the question is the affordability of the new system. The answer is financing from Cisco Capital®. Whether through flexible repayments matching expenditure to benefit, mitigating cash flow concerns, or negating capital expenditures with an operating lease, we can give customers access to the right unified communications technology for their business, when they need it.

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.

Cisco Partner Confidential

6.1 Removed Sales Barriers

Typically, Cisco Capital can help remove or reduce the barriers preventing organizations from obtaining the technology that can most benefit their businesses. Cisco Capital can:

- Remove cash flow concerns, allowing a company to spread the cost of its investment over a number of years.
- Offer flexible repayment terms matching expenditure to benefits, meaning that payments can be timed to coincide with business benefits that may be seen later in the project, or deferred to meet a company's budget cycle.
- Turn capital expenditures into operating expenses through an operating lease that allows companies to benefit from the residual value of the technology from the beginning. And because no one knows Cisco equipment like Cisco, you can be sure of market-leading residuals.
- Provide a sale and lease-back arrangement (where available) that softens the initial costs by taking on existing commitments that may be attached to older equipment.

6.2 Tips for Taking Advantage of Financing to Accelerate and Close More Business

- Consider financing early in the sales cycle: This process will save time later and help get you paid faster.
- Get your customer preapproved for a credit line with Cisco Capital: By showing your customers they can afford more than they thought they could, you can make it easier to grow the sale size later. We recommend that you do this as early as possible in the customer discussions or sales cycle.
- Provide a lease quote with every proposal: You can provide quotes by contacting your local Cisco Capital team. In some markets, web-based tools are available so you can quickly generate your own lease quotes.

6.3 For More Information about Cisco Capital Financing

- For channel partners: http://www.cisco.com/web/ordering/ciscocapital/or6/order_finance_and_payments_concept_home.html
- For Cisco sales staff: http://wwwin.cisco.com/FinAdm/csc/

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA C07-737621-00 08/16

© 2016 Cisco and/or its affiliates. All rights reserved. This document is Cisco Confidential. For Channel Partner use only. Not for public distribution.