



Cisco Small and Medium Business Product Guide



Purpose Built SMB Solutions

This guide is designed to help you determine the best solutions to recommend to your customers. Other resources you may want to review include the [IDC Smart Business Roadmap Discovery Guide](#) and the [Solutions Recommendations Guide](#).

SMB Customers Face Unique Challenges

The role of technology is changing for today's small and medium-sized businesses (SMBs). As organizations and competitors become more global, they are turning to network technology to better connect with customers, suppliers, and customers.

To remain competitive and to thrive, companies must deploy technology and network solutions that help solve critical business challenges—both today and for the future. To keep pace with these challenges, businesses require a forward-looking technology plan—one that not only addresses current problems, but will also scale easily and effectively as needs change. To implement the solution, they need a trusted IT partner that can help them plan and control the evolution of their company, closely aligning a technology strategy to suit their business needs.

Selling to SMBs: Cisco Smart Business Communications

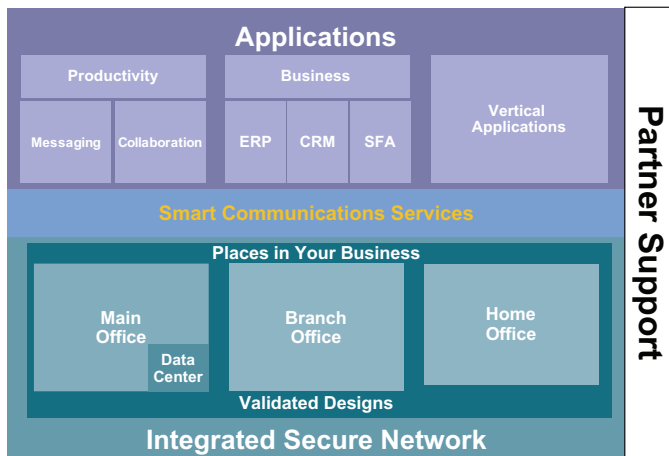
A common situation when selling into the SMB market is bridging the communications gap between the technical and business decision makers within the customer's organization. Cisco® has developed the Smart Business Communications solution and the Smart Business Roadmap to help businesses bridge this gap.

The Cisco System Smart Business Communications gives organizations a “smart” platform, with intelligence built into the IT systems. It provides secure, immediate, and flexible access to company and customer data—anytime, anywhere—allowing customers to build closer relationships with their customers, suppliers, and employees.

The architectural framework of the Cisco Smart Business Communications (Figure 1) guides customers' IT evolution. The architecture has two layers: an integrated secure network layer with embedded smart communications services and an applications layer that is connected to the network for faster deployment and maximum utilization. Both layers are supported by Cisco Specialized Partners as they design, install, maintain, or host customer IT systems.

Cisco Smart Business Communications Architecture

Figure 1. Cisco Smart Business Communications Architecture



The Smart Business Communications architecture is a tested guide for implementing technologies for SMB customers. Cisco has validated network design guides for four typical network environments, making it easier for partners to design and install customer networks because they are tested by our systems engineers.

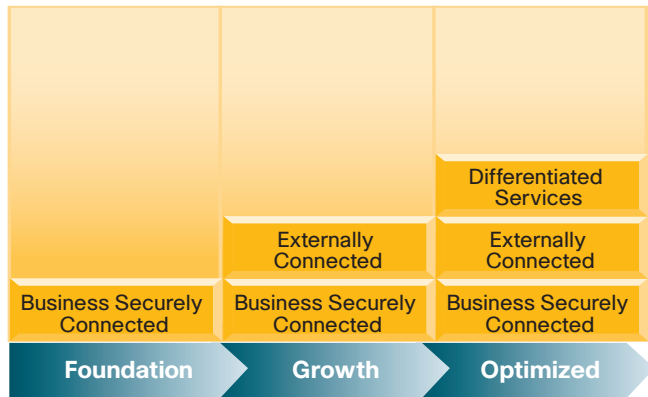
- **Main office or company headquarters:** Usually where the majority of heavy IT processing and call management occurs.
- **Branch or remote offices:** These offices need the same security, reliability, and access to information as employees at the main office. In the retail industry, these would be stores; in manufacturing companies, these might be sales offices.
- **Home offices:** Not just for small businesses, but also for employees who may work full-time out of their homes, such as call center agents.

Cisco Smart Business Roadmap

Cisco Smart Business Roadmap

The Cisco Smart Business Roadmap (Figure 2) is designed to help you improve the way you sell to your customers. Using the Smart Business Roadmap, you can elevate the discussion with your customers from point products to resolving business challenges.

Figure 2. Cisco Smart Business Roadmap



The roadmap enables you to help your customers resolve their business challenges with a technology strategy. You work with customers to develop a plan that addresses their current challenges while setting them up for long-term success. The customized plan is designed to be implemented over time at a pace that is right for the customer, helping you develop long-term relationships.

The roadmap helps shorten the sales cycle, increase deal size and attachment rate, and improve customer relationships by enabling you to sell on business challenges that are resolved through technology, such as selling on value.

Cisco Offerings

Cisco offers a comprehensive line of technology solutions to meet customer needs. These offerings include routers, switches, security devices, VPNs, wireless LANs, IP communications solutions, and the software necessary to integrate each element into a secure, productive, reliable, and easy-to-manage network. Cisco's unique end-to-end networking solutions enable organizations to communicate, collaborate, and compete more effectively by providing real-time access to information, enhanced communications, and improved business processes for today while helping companies evolve to meet constantly changing business requirements.

Cisco solutions offer:

- **Integrated, end-to-end security:** To safeguard confidential business data, a Cisco network provides enhanced security that helps protect the network from internal and external threats. An integrated security solution also simplifies security management and greatly reduces the total cost of network ownership.
 - **High network availability:** A Cisco network helps ensure the reliable network access and maximum uptime that companies depend on to support new users, open new offices, deploy new services, extend their networks to customers and partners, support a more mobile workforce, and more. Cisco switches and routers include support for network and link redundancy, dynamic routing, automatic failover, and redundant power for improved fault tolerance and network availability.
 - **Predictable performance:** Intelligent, end-to-end network management maximizes the availability and performance of critical applications. Cost-conscious SMBs can increase WAN bandwidth to serve more users and conduct more business over the Internet without upgrading to more expensive WAN facilities.
 - **Ease of use:** Intuitive end-to-end Web-based management helps keep administrative expenses down, even as the network expands.
- **Cost-effectiveness:** An end-to-end solution approach reduces complexity and network management costs. Modular and scalable products help reduce costs of future expansion. The Cisco Smart Business Roadmap eases growth with technology planning advice that brings together tailored technology solutions, a lifecycle services approach, and flexible financing options.
 - **Investment protection:** Customers can receive trade-in value for existing Cisco products against the purchase of new Cisco products. Cisco's breadth of solutions, and its ability to work closely with companies to help them plan their evolution with a lifecycle services approach, can help companies evolve quickly to meet new challenges.

Cisco Technology Solutions for Small and Medium-Sized Businesses

- The Cisco Secure Network Foundation provides a flexible communications platform that serves as the cornerstone to a business's evolution and as the foundation for other networking solutions. The Cisco Secure Network Foundation delivers integrated security and maximizes reliability, helping to ensure that data is protected and that applications function as promised.

Wireless and mobility solutions are part of the Cisco Secure Network Foundation. These solutions enhance productivity by making information and applications more readily available to employees in the office, on the road, or at home. With Cisco wireless solutions, companies can set up standalone wireless LANs in buildings, branch offices, kiosks, or wherever they need connectivity. They can transmit data, voice, and video between buildings and provide site-to-site links that cost less than leased lines. Cisco wireless products deliver the same level of security, scalability, and manageability that a business enjoys with a wired LAN.

The **Cisco Secure Network Foundation** protects an organization's communications by identifying, preventing, and adapting to threats from both internal and external sources. With this protection, organizations are better prepared to take advantage of their network resources—improving business processes and cutting costs.

- The **Cisco Unified Communications Solution** is the industry's first integrated voice, video, data, and wireless communications system designed and priced for SMBs. This innovative system approach to security, connectivity, and communications enabling organizations to grow and optimize their business. The Cisco Unified Communications Solution is smart, simple, and secure. It provides an intelligent, resilient, adaptable infrastructure that enables companies to enhance the way they do business and build a competitive edge.
- **Service and support through local partners** provides the technical expertise and customer services needed to successfully deploy and operate the network. No matter what phase an organization is in—preparation, planning, design, implementation, operation, or optimization—Cisco and its certified, local partners have a specific support strategy that can help accelerate the success of technology deployments and ongoing support.

For more information, visit www.cisco.com/go/smbpartner

Cisco Smart Business Communications System for Small Business

The Cisco Smart Business Communications System offers a new way for small businesses to reach, serve, and retain customers. Having secure access—anytime, anywhere—to voice, video, and wireless networking enables more effective and efficient communication with customers and employees. The Cisco Smart Business Communications System lets you integrate business operations applications with your voice, video, and wireless communications in an affordable, complete system, complemented by award-winning support and easy financing, all delivered through trusted local partners.

New Cisco Smart Business Communications System for Small Business

The Cisco Smart Business Communications System supports up to 16 IP Phones and is made up of multiple components:

- Cisco Unified Communications 500 Series For Small Business
 - Wireless Integrated Option
- Cisco Catalyst® Express 520 Switch
- Cisco Mobility Express Solution
 - Cisco 500 Series Wireless Express Access Point
 - Cisco 500 Series Wireless Express Mobility Controller
- System Management
 - Cisco Smart Assist
 - Cisco Configuration Assistant
 - Cisco Monitor Manager and Cisco Monitor Director

Unified Communications & Network Foundation

Unified Communications 500 Series For Small Business



- 8 and 16 IP Phone versions
- Desktop Model
- Integrated Wireless Option supporting Voice, Video and Data
- Integrated Switch ports for Voice, Video and Data

Cisco IP Phones

Cisco Unified IP Phones



- All Cisco Unified IP Phones are Supported

Switching

Cisco Catalyst Express 520 Switch



- Desktop Companion Switch for Unified Communications 500 Series
- Scales the Unified Communications 500 Series to 16 Users

Wireless

Cisco Mobility Express Solution



- Cisco 500 Series Wireless Express Access Points
- Cisco 500 Series Wireless Express Mobility Controller

Teleworker

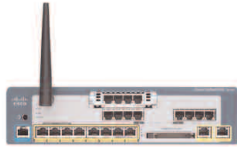
Cisco 871w Integrated Services Router



- VPN, Wired & Wireless Access, IP Phone Ext.

Management Tools

Cisco Smart Assist Features / Cisco Configuration Assistant
Cisco Monitor Manager / Cisco Monitor Director



Cisco Unified Communications 500 Series for Small Business

- Call processing, with the intelligence of a telephony solution, directing how calls should be routed and used throughout the network
- Local storage of voicemail
- Eight Ethernet ports that support PoE, to provide power to IP phones using the IEEE 802.3af power standard
- WAN connection (Ethernet only) for either Internet connectivity or connection into a corporate data network
- Connectivity to the public switched telephone network (PSTN) for making and receiving external calls
- FXS ports to connect local analog devices, such as fax machines
- Optional wireless connectivity for both wireless voice and data
- Security for connectivity to the Internet



Cisco Catalyst 520 Switch

- Eight 10/100 Ethernet ports
- 370W IEEE 802.3af
- Two Small Form-Factor Pluggable (SFP) ports
- Extends number of voice users up to 16 users



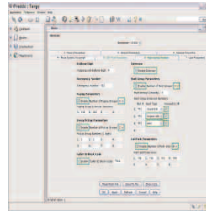
Cisco Mobility Express Solution

Cisco 521 Wireless Express Access Point

- Supports 8 to 10 wireless IP phones
- Standalone mode: The access points are directly connected to the wired infrastructure and provide wireless connectivity to users in the area they cover
- Controller-based mode: The access points associate with a Cisco Wireless Express Mobility Controller

Cisco 526 Wireless Express Mobility Controller

- Supports up to six wireless access points
- Single point of wireless access point management
- Scales to two controllers supporting up to 12 Cisco 521 Wireless Express Access Points



Smart Assist

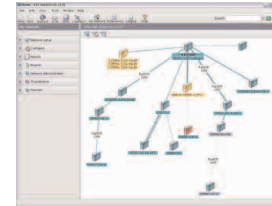
Smart Assist enables plug-and-play capability to reduce setup time and help optimize network settings. It includes:

- Autodiscovery of supported devices
- Firewall activated with a default configuration
- Password and VLAN synchronization for supported system devices

Cisco Configuration Assistant

The Cisco Configuration Assistant is used to configure the full Cisco Smart Business Communications System, including:

- Cisco Unified Communication 500 Series (Cisco Unified 500 Series)
 - Cisco Unified Communications Manager Express
 - Cisco Unity® Express
 - Integrated wireless option
- Cisco Catalyst Express 520 Switch (16-user version)
- Cisco Mobility Express Solution
 - Cisco 500 Series Wireless Express Access Point
 - Cisco 500 Series Wireless Express Mobility Controller
- Cisco Unified IP Phones



Cisco Monitor Manager and Cisco Monitor Director

The Cisco Monitor Manager and Cisco Monitor Director bring real-time management to the Cisco Smart Business Communications System. Some features include:

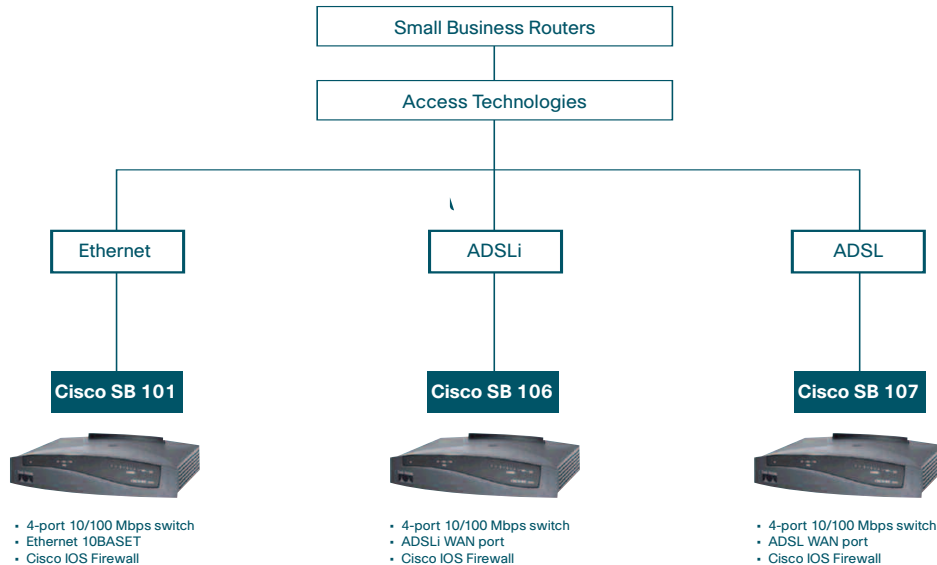
Cisco Monitor Manager

- Network discovery
- Device inventory
- Configuration archive
- Performance monitoring
- Fault management

Cisco Monitor Director

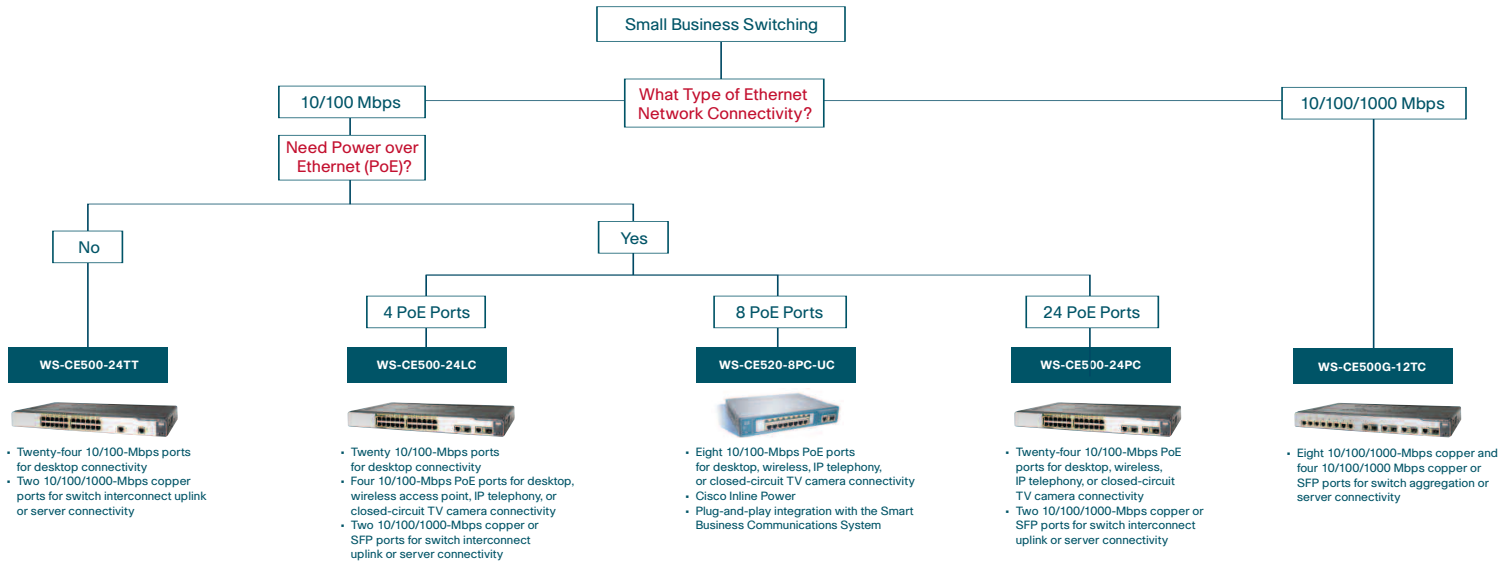
- Real-time alerts and notifications
- Configurable e-mail and pager addresses based on time-of-day setting
- Automated e-mails sent to prevalent trouble ticketing applications
- Multilayer alert filtering capability

Cisco SB Series Small Business Routers



Note:
ADSLi = ADSL over ISDN
ADSL = ADSL over POTS

Cisco Catalyst Express 500 Series Small Business Switches



NOTE: Cisco Catalyst Express 500 Series Switches are Web/GUI managed only with preset configuration options.

Cisco Catalyst Switches: Management and Software Images

Cisco Network Assistant

- **Intuitive, centralized network management:**

A PC-based network management application designed for SMB networks with up to 250 users, Cisco Network Assistant offers centralized network management and configuration capabilities. This application also features an intuitive GUI where users easily can apply common services such as configuration management, inventory reports, password synchronization, and drag-and-drop Cisco IOS Software upgrades across Cisco SMB-class switches, routers, and access points. Cisco Network Assistant is available at no cost and can be downloaded by registered Cisco.com users



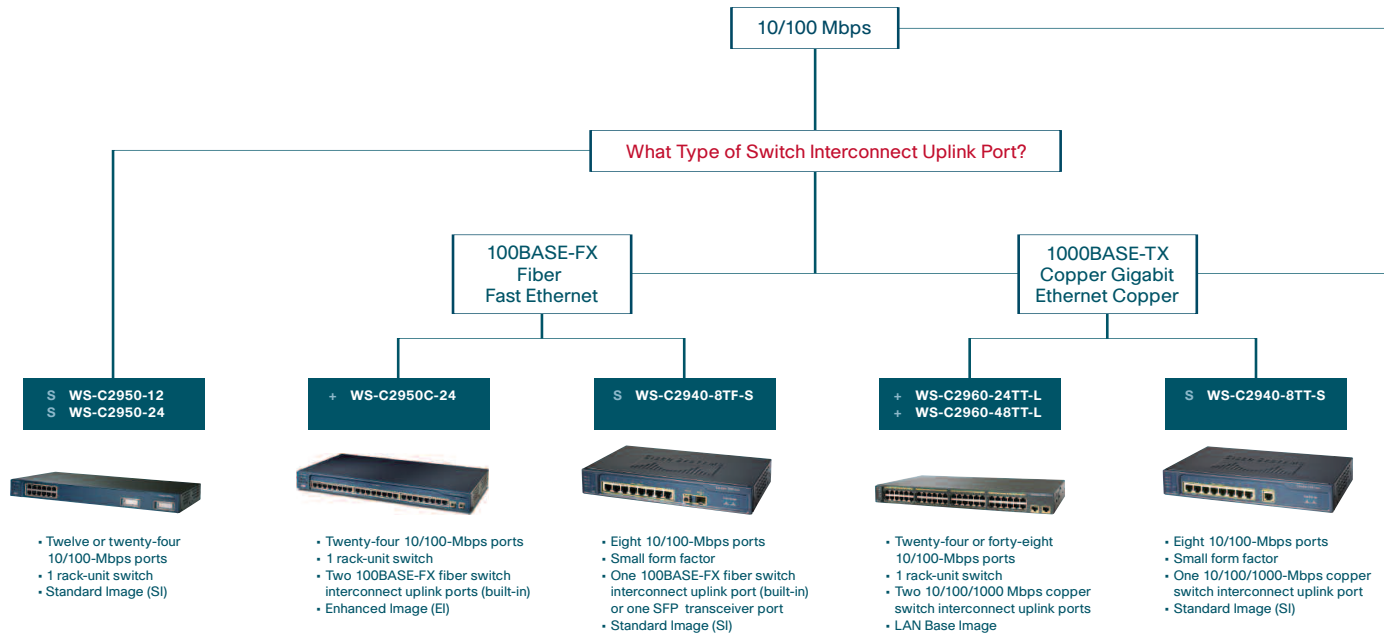
- **Smartports Advisor:** Cisco Smartports technology provides a set of common configurations that help accurately enable network security and QoS functions for Cisco network devices. The Smartports Advisor helps Cisco Catalyst Express 500 Series switches automatically discover connected Cisco devices and suggests appropriate Smartports roles. Unique to the Cisco Catalyst Express 500 Series are additional Smartports roles for third-party devices such as servers, and the ability to detect misconfigured ports.

- **Troubleshooting Advisor:** Cisco Network Assistant simplifies troubleshooting even further by automatically identifying potential network issues—such as cabling issues and configuration errors—and documenting them with a graphical trend chart. The troubleshooting advisor provides users with an explanation of the problem and gives them the option to take corrective action with a single mouse click.

Cisco Catalyst Switch Software Image Descriptions

- **LAN Base Image for Cisco IOS Software:** The enhanced Layer 2 Cisco IOS Software image for switches based on the most recent hardware architecture.
- **Standard Image (SI) for Cisco IOS Software:** Offers Cisco IOS Software functions for basic data, voice, and video services.
- **Enhanced Image (EI) for Cisco IOS Software:** Offers the same standard services as SI, plus intelligent services such as rate limiting and security filtering for deployment at the network edge for networks with requirements for additional security, advanced QoS, and high availability.
- **IP Base License:** Offers advanced QoS, rate-limiting, access control lists (ACLs), and basic routing. Can be upgraded in the field to an Advanced IP Services License.
- **IP Services License:** Provides a richer set of enterprise-class features, including advanced hardware-based IP unicast and IP multicast routing as well as policy-based routing (PBR). Can be upgraded in the field to Advanced IP Services License.
- **Advanced IP Services License:** Adds IPv6 routing to both IP services and IP base images.

Cisco Catalyst Switches: Layer 2 Access Switches



Layer 2 Access Switching

What Type of Ethernet Network Connectivity?

S Standard Image (SI)
+ Enhanced Image (EI)—for enhanced security/QoS (= LAN Base)

10/100/1000 Mbps

1000BASE-SX
Fiber Gigabit
Ethernet

S WS-C2950SX-24
S WS-C2950SX-48



- Twenty-four or forty-eight 10/100-Mbps ports
- 1 rack-unit switch
- Two 1000BASE-SX fiber switch interconnect uplink ports (built-in)
- Standard Image (SI)

Flexible Switch
Interconnect Uplink

+ WS-C2960-24TC-L
+ WS-C2960-48TC-L



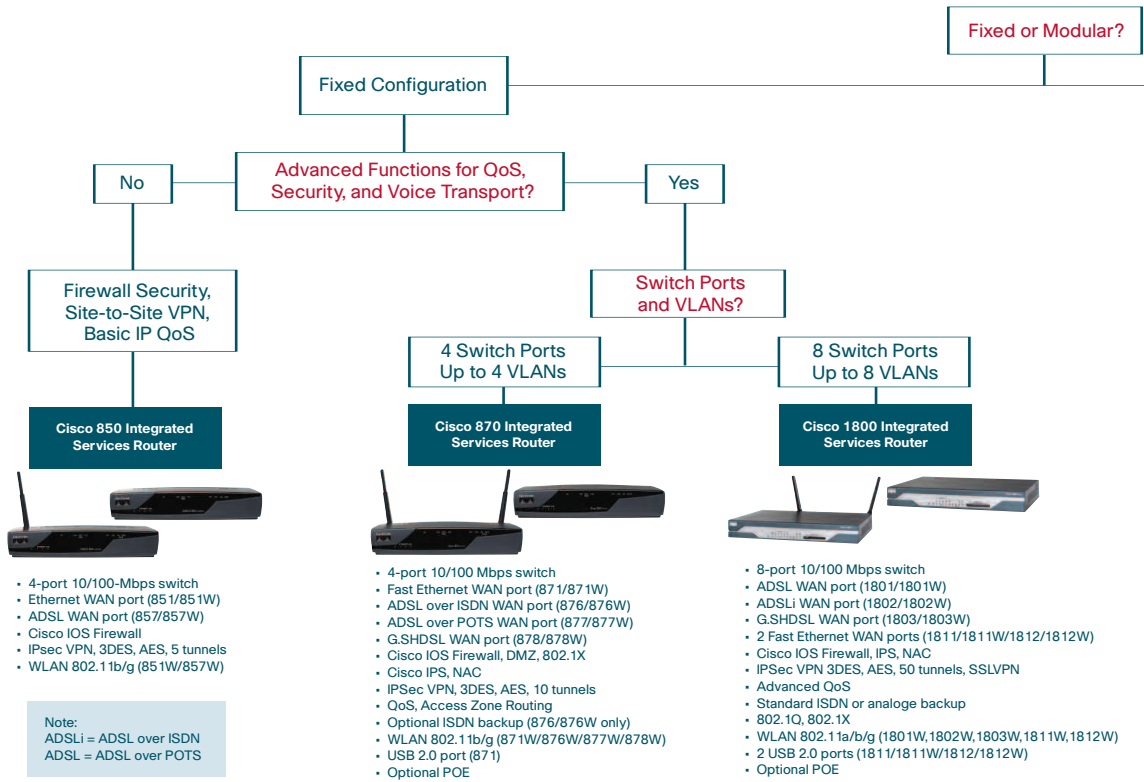
- Twenty-four or forty-eight 10/100-Mbps ports
- 1 rack-unit switch
- Two dual-purpose copper (built-in) or SFP transceiver switch interconnect uplink ports
- LAN Base Image

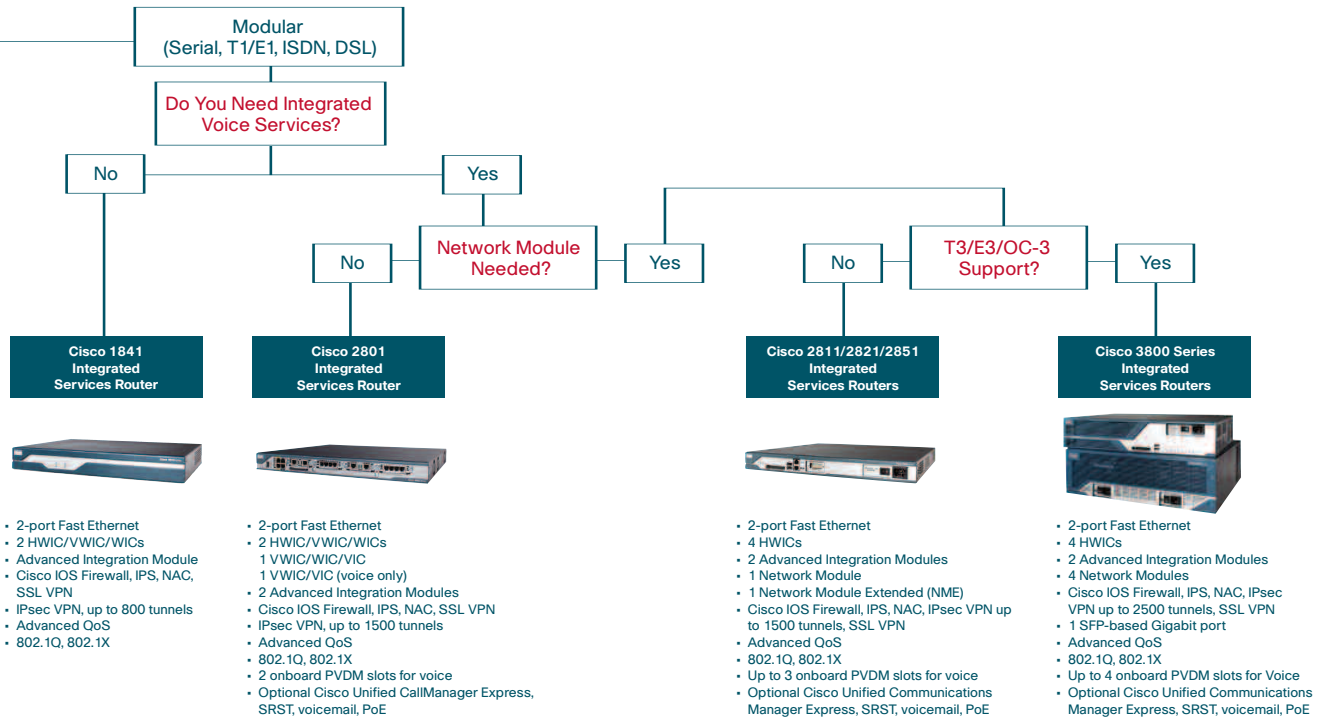
+ WS-C2960G-24TC-L



- Twenty 10/100/1000-Mbps ports
- 1 rack-unit switch
- Four dual-purpose copper (built-in) or SFP transceiver switch interconnect uplink ports
- LAN Base Image

Cisco Integrated Services Routers: Secure Routing





Cisco Routers: Wireless and Management

Wireless module: HWIC 802.11
Access Point for Modular
Cisco Integrated Services Routers



- 802.11a/b/g and 802.11b/g models
- Removable antennas

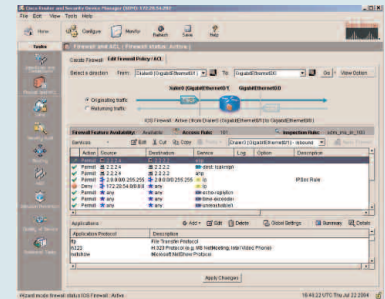
Cisco Wireless LAN Controller Module for
Cisco Integrated Services Routers



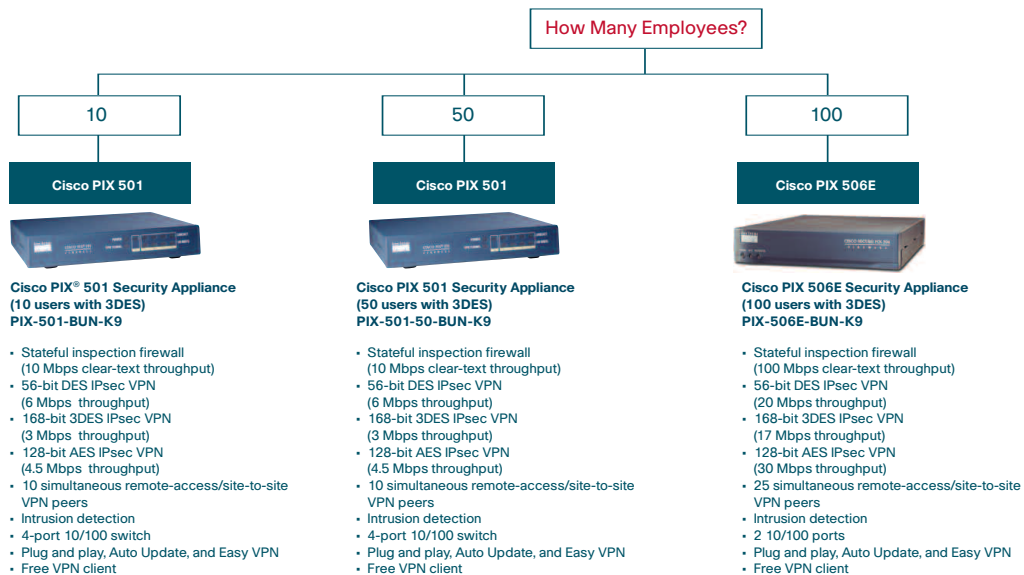
- Manages up to six Cisco Aironet® lightweight access points
- Centralized security policies
- Wireless intrusion prevention system (IPS) capabilities
- Award-winning Radio Frequency (RF) management
- Quality of service (QoS)
- Layer 3 fast secure roaming for WLANs

Cisco Router and Security Device Manager

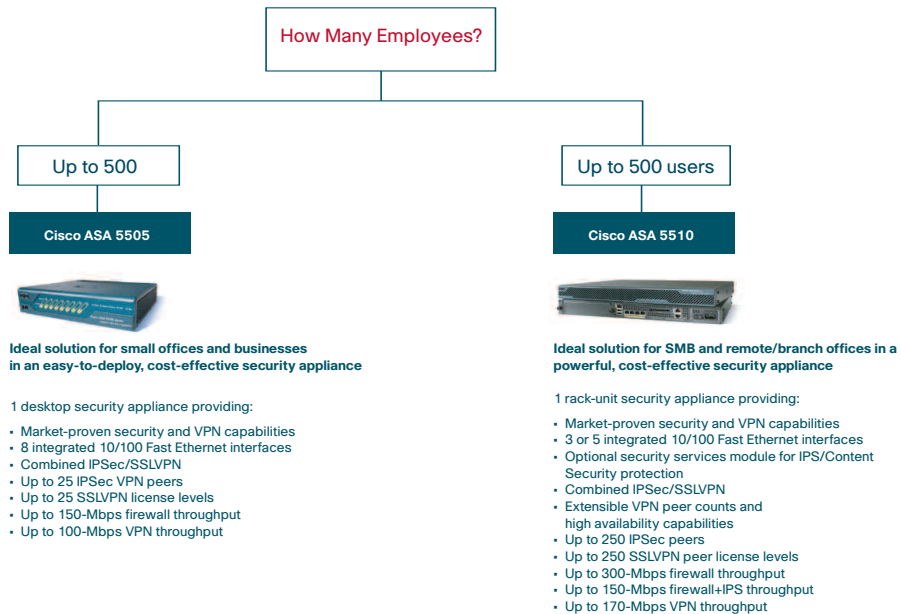
- Intuitive, Web-based interface for securely managing a single remote Cisco router
- Intelligent wizards enable quick deployment of network environment, security services, wireless access, and QoS policy features.
- Innovative security auditing capability to check and recommend changes to router configuration
- Simple monitoring and troubleshooting tools for day-to-day operations



Cisco PIX: Security Appliances



Cisco Adaptive Security Appliances: Cisco ASA



Cisco Security Management: Cisco Security MARS



Cisco Security Monitoring, Analysis, and Response System (Cisco Security MARS) is a high-performance, scalable appliance for threat management, monitoring, and mitigation that helps customers make better network security decisions. The appliance:

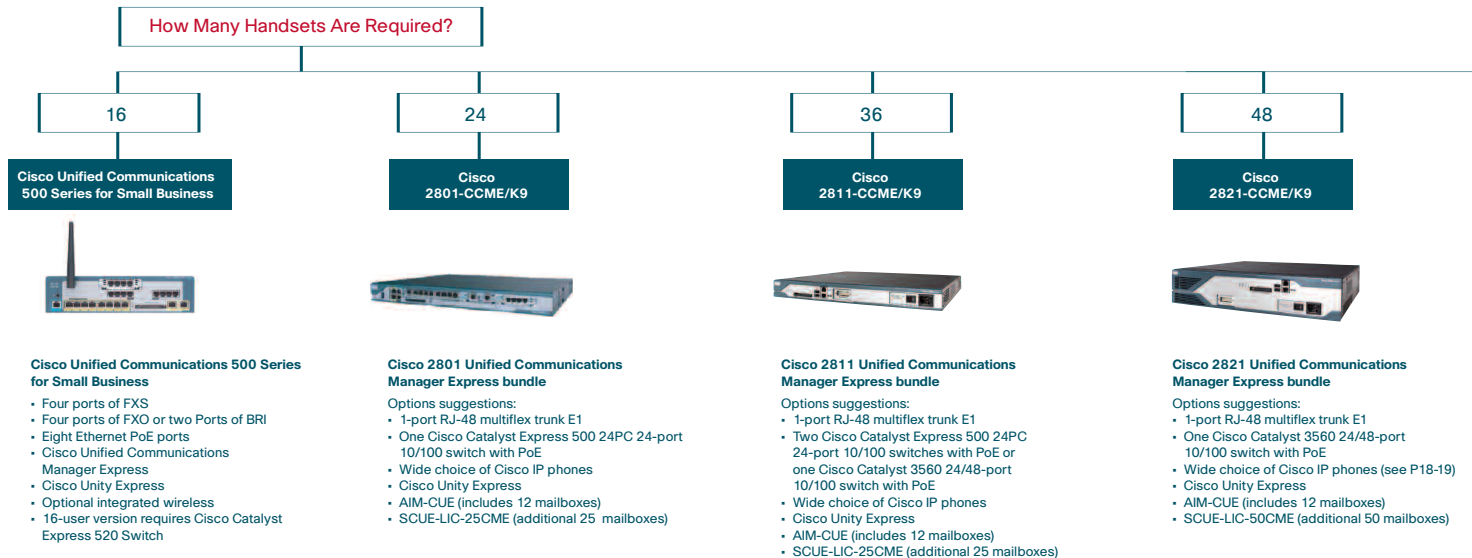
- Combines traditional security event monitoring with network intelligence, to deliver automated mitigation capabilities
- Empowers companies to quickly and confidently identify, manage, and eliminate network attacks, as well as maintain compliance
- Collects events from firewalls, VPN concentrators, host/network IPSs, and system logs, then correlates them with vulnerability assessment to detect anomalies
- Monitors security data from across the network's IDS/IPS, firewalls, routers, switches, Cisco Security Agent syslog, SNMP, and host event logs (Windows and UNIX)
- Analyzes data to rapidly locate known and unknown attacks
- Responds to an attack by "reaching-out" and taking action on your network

Cisco Adaptive Security Device Manager

- Intuitive, Web-based interface for securely managing a single remote Cisco PIX or ASA Security Appliance
- Web-based real-time monitoring of CPU/memory utilization, interface throughput, connections, and VPN tunnels.
- Full-featured wizards for initial firewall
- Twenty-four or forty-eight 10/100-Mbps ports with PoE
- 1 rack-unit switch
- 2 SFP ports (24-port model)
- 4 SFP ports (48-port model)
- PoE IEEE 802.3af and Cisco prestandard Inline Power



Cisco Unified Communications Solutions



96

Cisco
2851-CCME/K9



Cisco 2851 Unified Communications Manager Express Bundle

Options suggestions:

- 1-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 24/48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Series switch
- Choice of Cisco IP Phones (see pages 19–21)
- Cisco Unity Express
- NM-CUE (includes 12 mailboxes)
- SCUE-LIC-100CME (additional 100 mailboxes)

168

Cisco
3825-CCME/K9



Cisco 3825 Unified Communications Manager Express Bundle

Options suggestions:

- 2-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 24/48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Series switch
- Choice of Cisco IP phones (see P18-19)
- Voicemail option: Cisco Unity Express or Cisco Unity (depending on the number of mailboxes required)

240

Cisco
3845-CCME/K9



Cisco 3845 Unified Communications Manager Express Bundle

Options suggestions:

- 2-port RJ-48 multiflex trunk E1
- 1-port RJ-48 multiflex trunk E1
- One Cisco Catalyst 3560 24/48-port 10/100 switch with PoE or one Cisco Catalyst 3750 Series switch
- Choice of Cisco IP phones (see P18-19)
- Voicemail option: Cisco Unity Express or Cisco Unity (depending on the number of mailboxes required)

Selecting WAN and Voice Modules

- VIC-2E/M—2-port E&M VIC
- VIC-2FXS—2-port analog FXS VIC
- VIC-2FXO—2-port analog FXO VIC
- VIC-2FXO-EU—2-port analog FXO VIC (for Europe)
- VIC-2BRI-NT/TE—2-port BRI VIC (NT and TE)
- VIC-2BRI-S/T-TE—2-port BRI VIC (terminal)
- VWIC2-1MFT-E1—1-port E1/PRI VWIC
- VWIC2-2MFT-E1—2-port E1/PRI VWIC
- VIC2-2FXS—2-port VIC (FXS)
- VIC2-2FXO—2-port VIC (FXO: universal)
- VIC2-4FXO—4-port VIC (FXO: universal)
- VIC2-2E/M—2-port E&M VIC
- VIC2-2BRI-NT/TE—2-port BRI VIC (NT and TE)
- 1-slot Cisco Unified Communications voice/fax network module (up to four channels of analog/BRI voice)
- 2-slot Cisco Unified Communications voice/fax network module (up to eight channels of analog/BRI voice)
- 2-slot Cisco Unified Communications enhanced voice/fax network module (up to 24 channels of analog/BRI voice)

New Features Available with Cisco Unified Communications Manager Express 4.1

- SIP line side enhancements
- DN status (busy/Idle) with presence subscribe for Cisco Unified Communications Manager Express endpoints (CLID and status)
- Out of dialog refer for third-party dial call control
- SIP voicemail MWI pass to a TDM Q.SIG PBX
- 7941/61/11/70/71 SIP phone load support (Cisco Unified Communications Manager Express/SRST)
- Dialplan pattern on phones for SRST call handling
- DSP-based conferencing
 - Ad hoc: 3 to 8 parties
 - Meet-me: To 32 parties

Features from Cisco Unified Communications Manager Express 4.0

- Basic Q.SIG support
- Remote phone teleworker support
- Cisco Unified Communications Manager Express support for IP Communicator
- Fax passthrough in Skinny Client Control Protocol (SCCP) mode for Cisco ATA, VG224, and VG248
- Cisco Unified SRST support for Cisco Unity using auto phone registration with Cisco Unified Communications Manager Express

Features from Cisco Unified Communications Manager Express 3.2.3

- Feature access codes for IP phones and VG224 FXS phones
- Per-phone feature block
- Secondary Cisco Unified Communications Manager Express for redundancy
- Overlay-expansion on multiple buttons
- Direct inward dial (DID) Tool Command Language (TCL) script handling
- 10,000-number bulk speed-dial
- Distinctive ringing enhancements
- Auto-Answer enhancements (Headset & Intercom)
- Conference last party drop
- B-ACD agents see display of number of calls in Queue

New Cisco Unity Express 2.3 Features

- 150, 200, or 250 voice mailboxes
- SIP enhancements—RFC3261
 - Message waiting indicator in SRST mode
 - Faststart support
 - RFC2833—DTMF
 - Consultative transfer, incorrect DN message
- Cisco Unified Communications Manager 5.0 and 4.x support
- VoiceView Express
- Additional languages: Japanese, Mexican Spanish, and French Canadian

- Integrated messaging
- .wav file attachment as an e-mail notification
- IMAP4 client access support
- Optional mandatory message expiry
- Message notification
 - E-mail, text based e-page, numeric-only page, phone, SMS notification
- Future message (individual) delivery
- Cisco Unity Express automated attendant “simple GUI”
- Dial-by-name or dial-by-extension

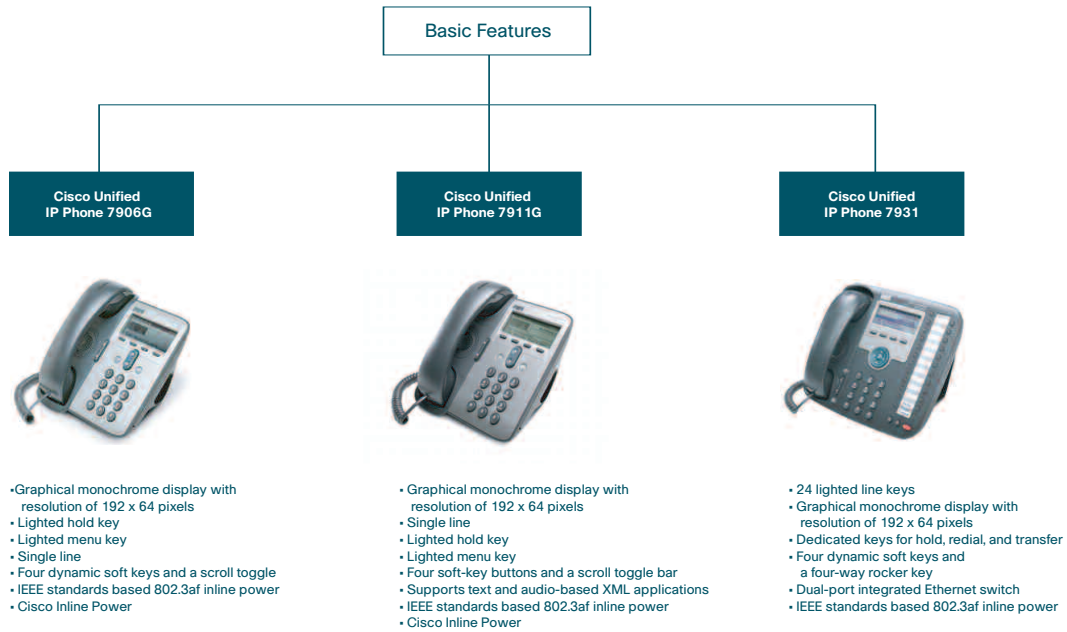
Features from Cisco Unity Express 2.2

- SNMP MIB and trap support

Features from Cisco Unity Express 2.1

- Additional languages
 - Italian
 - Latin American Spanish
 - Brazilian Portuguese
 - Danish
 - UK English
- Cisco Unified Communications Manager Express interoperability testing
 - B-ACD
 - Audible message waiting indicator with Cisco VG224

Cisco Unified IP Phones



Analog/Fax

Cisco ATA 186/188



- Device with two analog ports to connect faxes or analog phones
- 1 RJ-45 10BASE-T Ethernet port (Cisco 186 ATA)
- 2 Ethernet RJ-45 10/100BASE-T ports (Cisco ATA 188)

Advanced Features

Cisco Unified
IP Phone 7940G



- Ideal for desktop office use
- B/W graphic display with two fixed lines of characters
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port

Cisco Unified
IP Phone 7941G



- High-resolution B/W graphic display
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified
IP Phone 7941G-GE



- 10/100/1000BASE-T Ethernet
- High-resolution B/W graphic display
- Four dynamic soft keys
- Four configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified
IP Phone 7960G



- Ideal for desktop office use
- B/W graphic display with two fixed lines of characters
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port

Cisco Unified
IP Phone 7961G



- High-resolution B/W graphic display
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified
IP Phone 7961G-GE



- 10/100/1000BASE-T Ethernet
- High-resolution B/W graphic display
- Four dynamic soft keys
- Six configurable keys
- Integrated external headset socket
- Full-duplex speakerphone
- Integrated dual Ethernet switch port
- IEEE standards-based 802.3af inline power
- Cisco Inline Power
- Double-byte and Unicode characters
- Lighted line keys

Cisco Unified
IP Phone 7970G



- Eight programmable keys
- 320x234 pixel touch screen display
- Five soft keys
- Advanced XML support
- IEEE 802.3af inline power support
- Can connect external microphone and speakers

Cisco Unified
IP Phone 7971G-GE



- 10/100/1000BASE-T Ethernet
- Eight programmable keys
- 320x234 pixel touch screen display
- Five soft keys
- Advanced XML support
- IEEE 802.3af inline power support
- Can connect external microphone and speakers

Cisco Unified
IP Phone 7920



- Wireless IP phone
- 802.11b standard
- B/W pixel-based display
- Two soft keys
- XML script support
- A range of 15–300m according to environmental conditions
- Supported on Cisco 340, 350, 1100, and 1200 Series access points

Cisco Unified IP
Conference Station 7936



- Equipped with three microphones for better space coverage
- Full-duplex speakerphone
- Three dynamic soft keys
- Supports three external directional microphones

Cisco Unified IP
Expansion Module 7914



- Attendant console station to be used in conjunction with the Cisco Unified IP Phones 796XG/G-GE and 797XG/G-GE
- Up to 34 extensions can be monitored

Cisco Unified
Video Advantage



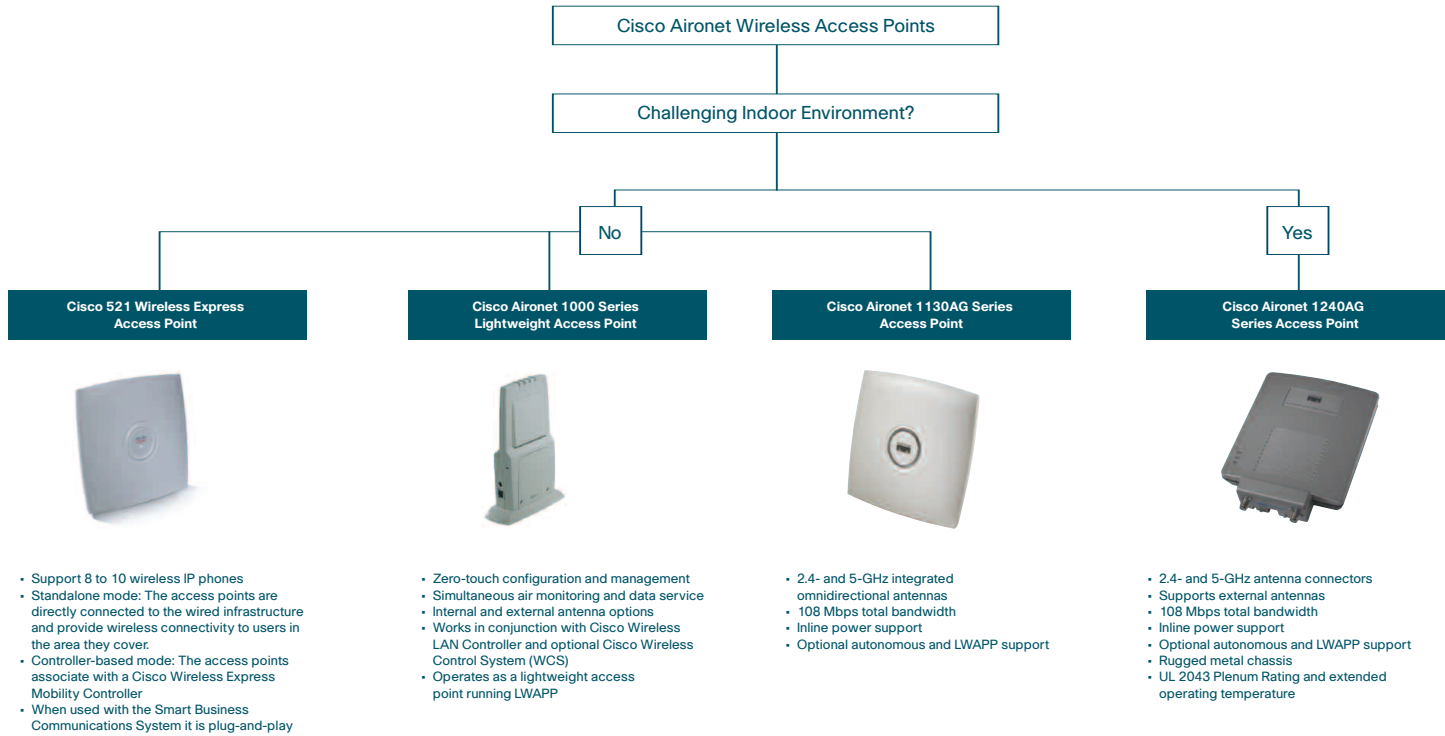
- 640x480 VGA sensor for improved video quality
- Supports Cisco Unified IP Phones and IP Communicator
- Camera on/off
- H.263 video codec-128 kbps to 1.5 Mbps bit rates
- USB 2.0-compliant interface with 6-foot cable

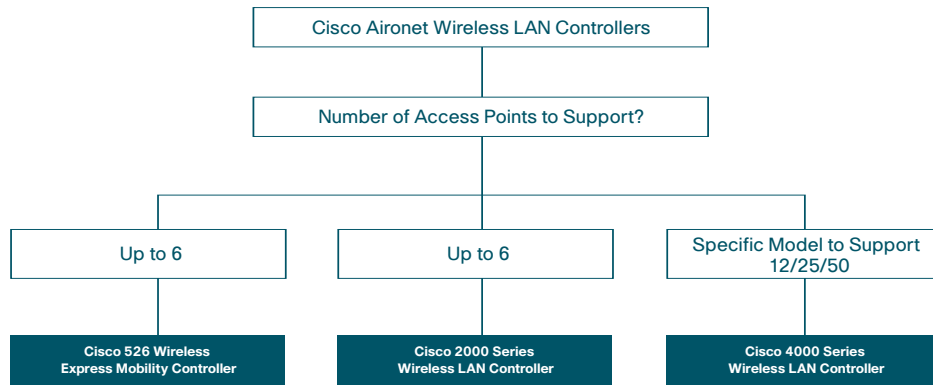
Cisco IP
Communicator



- Five dynamic soft keys
- Eight configurable line keys
- Headset and speaker modes
- Audio tuning wizard
- Echo suppression and noise cancellation
- Automated support for most VPN clients
- Drag-and-drop dialing
- Copy-and-paste dialing
- Alphanumeric translation

Cisco Wireless Products





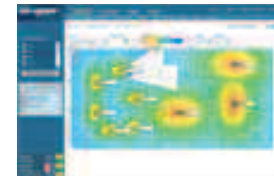
When used with the Smart Business Communications System this product has additional features including:

- Plug-and-play
- Configured through the Configuration Assistant
- Managed through Monitor Manager and Monitor Director

- Cisco Wireless LAN Controllers are responsible for systemwide wireless LAN functions, such as security policies, intrusion prevention, RF management, QoS, and mobility. They work in conjunction with Cisco Aironet 1000 Series Lightweight Access Points and the Cisco Wireless Control System (WCS) to support business-critical wireless applications.



- Cisco 2700 Series Wireless Location Appliance**
- Scalable location tracking and asset management
 - Real-time visibility
 - Intuitive centralized management and GUI
 - Tight integration with a spectrum of technology and application partners through a rich and open application programming interface (API)



- Cisco Wireless Control System (WCS)**
- Manage LWAPP access points and controllers
 - Intuitive GUI and hierarchical maps
 - Wireless LAN planning and monitoring tools
 - Policy management templates
 - Complete wireless LAN intrusion protection
 - Integrated location tracking (optional)

Product Links

Related Links

Cisco Catalyst Series Switches

<http://www.cisco.com/go/switching>

Cisco Routers

<http://www.cisco.com/go/routers>

Cisco Security Solutions

<http://www.cisco.com/go/security>

Cisco Wireless Networking Products

<http://www.cisco.com/go/wireless>

Cisco Unified Communications

<http://www.cisco.com/go/unified>

Cisco Smart Business Roadmap

<http://www.cisco.com/go/sbr>