

Cisco Unified MobilityManager Version 1.0

Cisco Unified MobilityManager Version 1.0, Release 1.1

The Cisco® Unified Communications system of voice and IP communications products and applications enables organizations to communicate more effectively—helping them to streamline business processes, reach the right resource the first time, and impact the top and bottom line. The Cisco Unified Communications portfolio is a key part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes which also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco Unified MobilityManager makes it easy for enterprise workers to keep in touch with the business at hand, whether at their desks or mobile. It introduces Cisco Mobile Connect enterprise mobility services to extend the benefits of IP communications to workers inside and outside the enterprise campus. An application server that integrates with Cisco Unified CallManager, Cisco Unified MobilityManager intelligently manages, filters, routes, and places calls between a worker's IP phone and remote mobile phone. With Cisco Unified MobilityManager, a worker can receive and place business calls from the devices most convenient for the task without interrupting the calls, whether in the office, in transit, or at a remote location. Cisco Unified MobilityManager also helps enterprise IT and telecom managers better serve the communication needs of their mobile workers, while enabling them to take advantage of the enterprise IP communications network resources available with Cisco Unified CallManager. Cisco Unified MobilityManager is installed on the Cisco 7800 Series Media Convergence Server (MCS) appliances (Figure 1).

Figure 1. Cisco Unified MobilityManager with Cisco 7800 Series Media Convergence Server Appliances



SOLUTIONS

Single Business Number Reach

Cisco Unified MobilityManager makes Cisco Mobile Connect services available to Cisco Unified CallManager users who want to consolidate all their business calls with a single enterprise IP phone number and immediately connect wherever they are working. Enterprise customers now need only a single phone number to reach enterprise workers, and the enterprise can provide more responsive service with no additional effort. For enterprise mobile workers, Cisco Unified MobilityManager also reduces the burden of having to share their private mobile phone number and having to check for business calls in their mobile voicemail box.

Single Business Voicemail

If mobile workers are unable to answer Cisco Mobile Connect calls, they can rely on Cisco Unified MobilityManager to store the unanswered calls in the Cisco Unity® voice messaging system, or other enterprise voicemail system. Workers can manage all voicemail using the single enterprise voicemail box.

Device Mobility

Mobile phones are great when moving from location to location, but when a mobile worker arrives at the office, the mobile phone becomes less convenient. With the Cisco Mobile Connect services of Cisco Unified MobilityManager, mobile workers can continue a call on their IP desk phone after they arrive at the office and take advantage of speakerphone or other IP phone services. Important calls can be continued without interruption, and workers can use the best available IP or mobile features for the specific time and place.

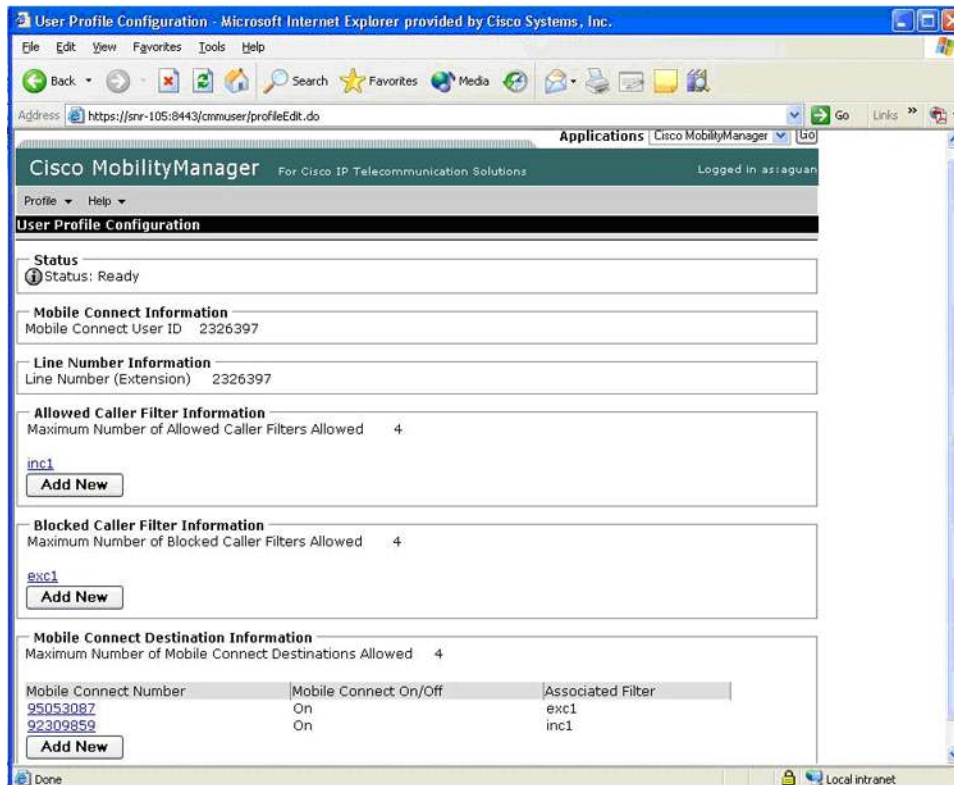
Cisco Mobile Voice Access

Cisco Unified MobilityManager makes all the major enterprise IP communications features available to workers while they are traveling. For example, an enterprise mobile worker who needs to call one of the enterprise's foreign offices while traveling can use the Cisco Mobile Voice Access line to place the call as if from the enterprise home office. The worker dials this line from the mobile phone and places the call on the enterprise IP communications network over a tie line. The connection is completed, and telecom costs are kept under control.

Web-Based System and User Administration

Cisco Unified MobilityManager offers flexible options to define and manage user profiles. Users can access the secure User Profile Webpages to enter mobile and other remote phone numbers and create filters that restrict the types of calls that are directed using Cisco Mobile Connect services. System administrators can use the secure Administration pages to determine how much control users will have over their profiles and make user profile changes when needed. Users enjoy the advantages of personal choice, while the enterprise retains control over resource use and can provide backup support.

Figure 2. Cisco Unified MobilityManager Web-Based Administration



FEATURES

The Cisco Mobile Connect service helps mobile workers direct their inbound business calls to their IP phone number and initiate outbound business calls as if they were at their IP phone—all from the mobile phone (or any remote phone destination). They can answer incoming calls on the desk phone or mobile phone, pick up calls between the desk phone and mobile phone without losing the connection, and originate enterprise calls from a mobile or other remote phone. To support Cisco Mobile Connect, Cisco Unified MobilityManager software is shipped with an integrated suite of mobility application services, including Web-based system administration and user profile configuration utilities to create, access, and control the user profile information for each enterprise mobile worker.

Cisco Unified MobilityManager offers the following features:

- **Simultaneous desktop ringing**—Incoming calls ring simultaneously on the user’s IP desktop phone and mobile phone or phones. As soon as the user answers one phone, the unanswered phones automatically stop ringing. The user can choose the preferred phone to answer each time a call comes in.
- **Desktop pickup**—If a user initiates a call from a mobile phone, the call can be picked up on the users’ desktop phone without losing the connection.
- **Mobile call pickup**—If a user initiates a call from the desktop phone, the call can be switched to the user’s mobile phone without losing the connection. Based on the needs of the moment, users can take advantage of the reliability of the wired office phone or the convenience of the mobile phone.
- **Security and privacy for Cisco Mobile Connect calls**—During an active Cisco Mobile Connect call, the associated desktop IP phone is secured. Access to the call from the desktop is eliminated as soon as the cellular connection becomes active, precluding the possibility of an unauthorized person listening in on the call that is bridged to the cell phone.

- **Cisco Mobile Voice Access**—Users can initiate calls from a mobile phone as if the phone is a local enterprise IP private-branch-exchange (PBX) extension and take full advantage of local voice gateways and WAN trunking.
- **Single enterprise voice mailbox**—Users can rely on their enterprise voicemail box as the single, consolidated voicemail box for all business, including calls to the desktop and mobile phone. Incoming callers have a predictable means of contacting employees and less time is needed for users to check multiple voicemail systems.
- **Allowed and blocked call filters**—Users can create a restricted list of caller phone numbers for which they want to trigger simultaneous ringing on their desktop and mobile phones (allowed call filter) and also create a list of phone numbers that will not cause their mobile phone to ring when the desktop phone rings (blocked call filter). This setup assures that each user can receive critical calls, while preventing promulgation of unwanted or unnecessary calls.
- **Caller identification**—Caller ID is preserved and displayed on all calls. Users can take advantage of Cisco Mobile Connect with no loss of the original caller information (subject to mobile phone service provider capabilities).
- **System administrator-controllable user profile access**—User profile settings can be modified by system administrators through the secure Cisco Unified MobilityManager Administration Webpages and by users through the secure User Profile Webpages. System administrators can determine how much control users have over their profiles, thereby preserving their ability to balance IP telephony resources with user choice.
- **Remote on/off control**—Users can turn Cisco Mobile Connect features on or off from a mobile phone using the Cisco Mobile Voice Access application or from the User Profile Webpages, assuring flexibility in how mobility is managed.
- **Voice-based access with user identification and personal identification number protection**—The Cisco Mobile Voice Access application is protected by username and password.
- **Call tracing**—Cisco Mobile Connect calls are logged, providing information to help the enterprise optimize trunk usage and debug connection problems.

SPECIFICATIONS

Table 1 outlines the software and hardware specifications of the Cisco Unified MobilityManager.

Table 1. Software and Hardware Specifications of Cisco Unified MobilityManager

Component	Description
Cisco Media Convergence Servers	Cisco Media Convergence Server 7815 (initially)
Cisco Unified MobilityManager Server Software Platform	Linux appliance
Cisco Unified CallManager Compatibility	Cisco Unified CallManager 4.0(2a) and later
Cisco Multiservice Router and Voice Gateway	Cisco multiservice router and gateway with voice Extensible Markup Language (VXML) support

ORDERING INFORMATION

Table 2 provides ordering information for Cisco Unified MobilityManager Release 1.1.

Table 2. Ordering Information for Cisco Unified MobilityManager Release 1.1

Part Number	Description
MM1.1-K9=	Cisco Unified MobilityManager server software for Release 1.1
LIC-MM-MC=	Cisco Unified MobilityManager user license for Cisco Mobile Connect
MCS-7815-I1-IPC3	Cisco Media Convergence Server 7815-I1 appliance

CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Upfront planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



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