



Cisco Unified Communications Solutions Ordering Guide

Cisco Unified Communications Manager 4.3, 5.1, 6.x, 7.x
Cisco Media Convergence Servers 7800
Cisco Emergency Responder 7.0
Cisco Unified Enterprise Attendant Console 3.0
Cisco Unified Business Attendant Console 2.0
Cisco Unified Department Attendant Console 2.0

August 21, 2009

Pricing Inquires

For further information, questions and comments please email the appropriate contact from the list below:

Cisco Unified Communications Manager – ucmanager-pm-team@cisco.com

Cisco Media Convergence Servers 7800

– **Pricing, Ordering, Roadmap** questions: mcs-pm-team@cisco.com

– **Fulfillment, Technical** questions: mcs-team@cisco.com

Cisco Emergency Responder – er-pm-team@cisco.com

Cisco Enterprise/Business/Department Attendant Console – ipphone-pm-team@cisco.com

Cisco Unified Workspace Licensing (CUWL) – cuwl-support@cisco.com

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1. Introduction

1.1 Purpose, Audience, and Scope

This document describes the pricing, packaging structure and ordering for Cisco® Unified Communications Manager 7.1 and other shipping versions, Cisco® Media Convergence Server 7800 (shipping models/generations), Cisco® Emergency Responder 7.0, Cisco® Unified Enterprise Attendant Console 3.0, Cisco® Unified Business Attendant Console 2.0 and Cisco® Unified Department Attendant Console 2.0 as part of Cisco Unified Communications System Release 7.1.

Audience—Cisco field and Cisco Unified Communications specialized channel partners

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

Cisco Unified Communications Manager (shipping versions)

Cisco Media Convergence Servers (MCS) 7800 – shipping models/generations packaged either as:

- “Bare-metal” hardware with a separate software media kit
- Factory-pre-loaded Unified Communications Manager appliances
- Software-only equivalents

Cisco Emergency Responder 7.0

Cisco Unified Enterprise Attendant Console 3.0

Cisco Unified Business Attendant Console 2.0

Cisco Unified Department Attendant Console 2.0

For more detailed information about Cisco Unified Communication products, go to the following URLs:

- Cisco Unified Communications
<http://www.cisco.com/go/unifiedworkspace>
<http://www.cisco.com/go/unified-techinfo>
- Cisco Unified Communications Manager
<http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html>
http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/tsd_products_support_series_home.html (CCO ID login required)
- Cisco Media Convergence Servers 7800
<http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>
http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/tsd_products_support_series_home.html
- Cisco Emergency Responder
<http://www.cisco.com/en/US/products/sw/voicesw/ps842/index.html>

http://www.cisco.com/en/US/partner/products/sw/voicesw/ps842/tsd_products_support_series_home.html

- Cisco Unified Enterprise / Business / Department Attendant Console

<http://www.cisco.com/en/US/products/ps7282/index.html>

http://www.cisco.com/en/US/partner/products/ps7282/tsd_products_support_series_home.html

- Cisco Unified Communications Software Subscription (UCSS)

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

1.2 Ordering and Quoting Tools

Ordering Guides on cisco.com and Partner Central: Starting with Cisco Unified Communications 6.1, this ordering guide is posted to a portal of ordering guides for all products in the portfolio. See <http://www.cisco.com/go/unified-techinfo>, pick the Technical Information Site for the Cisco Unified Communications system release of interest, and under Resource Library you will find an Ordering Guide link which links to Partner Central. Partner Central also contains a Sales Resources link at http://www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/ip_telephony.html.

Solution Expert assists Cisco field and Cisco Unified Communications specialized channel partners in designing and quoting solutions using the Cisco Unified Communications bundles or the traditional design model. For additional information about Solution Expert, including supported products, go to: <http://tools.cisco.com/a2q/introduction.sx?actionParam=viewIntroduction>.

QuoteBuilder is a Commercial solutions quoting application that enables specialized channel partners to build a system quote for Security, Wireless and Unified Communications with:

- Products, required modules, and software
- Auto-derived services based on products and installed-site location
- Customized leasing options from Cisco Capita™, where available
- Design documentation

For additional information about QuoteBuilder, including supported products, go to: <http://www.cisco.com/go/quotebuilder>.

Cisco Configuration Tool is part of the suite of Internet Commerce Tools for managing online ordering of Cisco products. It enables you to configure products and view lead times and prices for each selection. It also allows you to view lead time and price changes under a variety of price lists

and service contract terms. You can then save, print, e-mail, and download your configurations. Cisco Configuration Tool is also known as Dynamic Configuration Tool (DCT).

The Cisco.com (with password required) version of Cisco Configuration Tool is located at:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>.

The Cisco Unified Communication products are supported by the Cisco Configuration Tool, with the exception of the Cisco MCS 7828-H3 and Cisco MCS 7828-I3 service spares.

For further assistance on Unified Communications Software Subscription quotation or ordering, please email the UCSS Support team at ucss-support@external.cisco.com

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

Quote and book your service orders and manage your 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.

Enable you to create and proactively manage your contracts.

Here is the link: <http://www.cisco.com/public/scc/index.html>

Cisco Unified Communications Manager Capacity Tool is a design assistance tool used to select appropriate hardware and deployment model for Cisco Unified Communications Manager based on the customer's deployment particulars. The tool's capabilities are included in Solution Expert to support greenfield deployments, but for non-greenfield deployments such as solution upgrades, capacity expansion or addition of adjunct products, use of this separate tool is currently required.

This tool is located at <http://www.cisco.com/cgi-bin/CT/PGWCT/ct.cgi> (CCO ID login required) and leverages content from the Solution Reference Network Design guides located at <http://www.cisco.com/go/srnd>.

Cisco Unified Communications Manager Sizing Tool

The new [Cisco Unified Communications Sizing Tool](#) (Unified CST) is now available. Unified CST delivers hardware sizing for complex Enterprise Unified Communications solutions, including Unified Contact Center Enterprise. Unified CST is ideal for new or existing deployments, supporting Unified Communications System Releases 5.1 or later.

An easily navigable GUI, auto-save capability and the ability to copy and share solutions facilitate complex solution sizing. Simply enter input parameters once and the tool automatically adjusts impact to other affected solution components. Unified CST outputs update in real-time when inputs change, enabling you to view changes instantaneously. CPU and memory utilization displays allow you to tweak sizing for optimal server quantities. Unified CST has no deployment model or size constraints, supporting an unlimited number of endpoints and customer locations.

Unified CST is available to Cisco employees and Unified Communications specialized partners. Experience the Cisco Unified Communications Sizing Tool at:

<http://tools.cisco.com/cucst>

1.3 Orderability and First Customer Shipment

The following are already orderable and shipping as of the date of this ordering guide:

- Cisco Unified Communications Manager 7.1, 6.1, 4.3
- Cisco Emergency Responder 7.0
- Cisco Unified Enterprise Attendant Console 3.0
- Cisco Unified Business Attendant Console 2.0
- Cisco Unified Department Attendant Console 2.0
- Cisco Media Convergence Servers as bare-metal, Unified Communications Manager Appliances (7.1 and earlier compatible shipping releases) and Software-only equivalents (where indicated)
 - Cisco MCS 7816-H3 (for 7.0 only)
 - Cisco MCS 7816-I3 (for 7.0 only)
 - Cisco MCS 7816-I4
 - Cisco MCS 7825-H3 (for 7.0 only)
 - Cisco MCS 7825-H4 or exact match equivalent HP DL320G5p
 - Cisco MCS 7825-I3 (for 7.0 only)
 - Cisco MCS 7825-I4 or exact match equivalent IBM x3250-M2
 - Cisco MCS 7835-H2 V02 or exact match equivalent HP DL380G5
 - Cisco MCS 7835-I2 V02 or exact match equivalent IBM x3650
 - Cisco MCS 7845-H2 V02 or exact match equivalent HP DL380G5
 - Cisco MCS 7845-I2 V02 or exact match equivalent IBM x3650

Orderability for the following products/applications in Cisco Unified Communications System Release 7.1 was enabled on May 15, 2009

- Cisco Unified Communications Manager 7.1
- Unified Communications Manager 7.1 Appliances for Cisco MCS 7816-I4, 7825-H4, 7825-I4, 7835-H2 V02, 7835-I2 V02, 7845-H2 V02 and 7845-I2 V02
- Cisco MCS 7828-H4 bare-metal service spare
- Cisco MCS 7828-I4 bare-metal service spare

First Customer Ship (FCS) date for the following products/applications in Cisco Unified Communications System Release 7.1 was May 29, 2009:

- Cisco Unified Communications Manager 7.1
- Unified Communications Manager 7.1 Appliances for Cisco MCS 7816-I4, 7825-H4, 7825-I4, 7835-H2 V02, 7835-I2 V02, 7845-H2 V02 and 7845-I2 V02
- Cisco MCS 7828-H4 bare-metal service spare
- Cisco MCS 7828-I4 bare-metal service spare

1.4 Cisco Unified Workspace Licensing

Cisco® Unified Workspace Licensing (CUWL) is an ordering method for customers and their users to realize the total value of Cisco Unified Communications applications in one package. Unified Workspace Licensing provides the licensing, access rights and application software on a per user basis for a number of other Cisco Unified Communications applications.

As an alternative to the ordering method described in this ordering guide, the products may also be ordered as a part of Unified Workspace Licensing. Please refer the the Unified Workspace Licensing website and ordering guide to determine if this is the right solution for your customer.

http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/cuwl_ordering_guide.pdf

The following products are sold as part of CUWL:

- Cisco Unity
- Cisco Unity Connection
- Cisco Unified MeetingPlace
- Cisco Unified MeetingPlace Express
- Cisco Unified Personal Communicator
- Cisco IP Communicator
- Cisco Unified Video Advantage
- Cisco Unified Presence
- Cisco Unified Mobile Communicator
- Cisco Unified Mobility Advantage
- Cisco Unified Communications Manager (Please see the Cisco Unified Communications Manager ordering guide)
- Cisco Unified Contact Center Express
- Cisco Emergency Responder is not sold as part of CUWL.

1.5 Change history

This table provides a brief overview of the major changes in the versions of this guide.

Publication date	Major changes compared to previous release
May 22, 2008	Initial Version
Jan 8, 2009	Updates for Unified CM 6.1(3) and MCS 7800 changes, integration of content from Guide to Cisco Unified CM Upgrades and Server Migrations
Feb 28, 2009	<ul style="list-style-type: none"> • Added content for Cisco Unified Enterprise Attendant Console. • Added missing Cisco Unified Communications Manager 4.3 software SKU's for MCS 7800 • Updated MCS 7800 positioning • Added where to find Ordering Guides posted to cisco.com and Partner Central • Added content for MCS 7816-I4, 7825-H4, 7825-I4
May 1, 2009	<ul style="list-style-type: none"> • Updates for Unified CM 7.1(2), MCS 7800 changes, Licensing and UCSS clarifications/updates, UC NFR, upgrade clarifications, hardware lifespan/support clarifications, Electronic License Delivery (eLD)

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Aug 21, 2009

- Corrected some SKUs for 7.1(2)
- Misc. edits to fulfillment, non-production, MOH, services on servers

2. Tips for Using This Ordering Guide

There are several tips that can help you use this ordering guide effectively and simplify the quoting and ordering of Cisco Unified Communications products.

Each product line has its own chapter in the ordering guide:

Chapter Product

- Cisco Unified Communications Manager (all shipping versions)
- Cisco Media Convergence Servers 7800
- Cisco Emergency Responder 7.0
- Cisco Unified Enterprise / Business / Department Attendant Console

Separate ordering guides have been produced for the following:

- Cisco Unified Workspace Licensing (CUWL)
- Cisco Unified Communications Manager – Business Edition
- Cisco Unified IP Phones
- Cisco Unified Application Environment

There are separate sections for Cisco Unified Software Subscriptions (UCSS), Cisco Services, and Cisco Capital Financing at the end of this ordering guide as well.

2.1 Tips for Cisco Unified Communications Manager and MCS 7800

Before ordering either of these products, ensure you know the following:

- Is this a new system or upgrade to an existing system?
- Is this a production or non-production system?
- Is customer using MCS 7800 hardware from Cisco or providing their own certified hardware?
- What version of Cisco Unified Communications Manager is desired? If upgrading, what are the from/to versions, and do they span Major Releases or not?
- Will software licensing be via CUWL or “a la carte” ?
- If upgrading, will customer keep existing hardware “as-is”, or use existing hardware with upgraded RAM/disk, or migrate to new, different and/or better servers?
- What is customer’s services coverage? (SmartNet, ESW, etc.)
- What is customer’s strategy/coverage to get new Cisco Unified Communications Manager releases? (UCSS vs. Cisco Unified Communications Manager upgrade SKUs vs. re-purchasing new Cisco Unified Communications Manager version)

2.2 Managing Transactions, Fulfillment and Delivery

Here are some tips to help account teams manage customer orders beyond booking to shipment, after which deployment can begin.

- **Help with Unified Workspace Licensing orders** – use the cowl-support@cisco.com alias
- **Resolving orders on New Product Hold (NPH)** – Start at <https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?fid=10520> then consult the product management alias for the affected product. NPH for Cisco Unified Communications Manager appliances is often due to one of the following:
 - Cisco Manufacturing process requirements – all new SKUs are automatically placed on NPH until enough inventory exists to cover backlog, and required inspections are complete. Note that manufacturing has required “blackouts” at certain fiscal quarter and year end, and that may delay lifting of NPH. You can check mcs-team@cisco.com to verify for MCS 7800 servers or appliances.
 - Promotional SKU bundled with Cisco Unified Communications Manager software that requires NPH. Consult product management aliases to verify.
- **Where to get Software Images** – i.e. receiving a DVD or file containing the software image needed for the install or upgrade.
 - Use Product Upgrade Tool (PUT) at <http://www.cisco.com/upgrade> for Major and Minor Release install images, and upgrade images that span Major Releases. These images are only available on DVD.
 - Use Software Center <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml> for all upgrade images that don't span Major Releases. These images are available as software downloads or on DVD.
- **Where to get Software License files** – Product Authorization Keys (PAK) ship with the media kits for an order. These must be submitted at <http://www.cisco.com/go/license> to be converted into license files that must be uploaded to the Cisco software products. Electronic License Delivery (eLD) is currently available worldwide. eLD emails PAK's to a designated email address instead of sending them with the media kits. Where available, eLD specific SKU's will be enumerated in the ordering tools.
- **Lead Times, Inventory and Effects on Orderability** –
 - **Expediting lead time** - Product management can not perform expedites. All expedites must be requested of and performed by Customer Service at cs-support@cisco.com
 - Lead Times are based on supply/demand vs. BU forecast. Typical lead times for MCS 7800 are 3-4 weeks but will vary. Some examples of supply/demand factors that affect lead times are below:
 - Seasonality - expect higher demand during end of fiscal quarter/year.
 - Customer purchasing behavior – e.g. CUCM 7.0 take rate was much higher than was historically expected for a .0 release. This was therefore much higher than forecast, which reduced our inventories

- faster than expected for the servers that could support CUCM 7.0.
- Manufacturing process - A new SKU may be on NPH pending completion of required manufacturing processes. If this occurs during a required manufacturing blackout during fiscal quarter/year end, then lead times will be affected.
 - Server churn - As OEM servers approach the end of their lifecycle, it becomes harder to replenish inventory quickly as the server vendor starts ramping down their production lines.
- If server lead time is an issue for customer success or condition of business, you should compare MCS 7800 and SW-only equivalents direct from the server vendors to see what provides the best ship date.
 - If inventories become limited, you will see lead times pushed out as Cisco Manufacturing adjusts shipment scheduling to be inline with supply capabilities. Lead Times Tool will provide insight into expected lead times for newly booked orders.
 - If lead times become a field/partner/customer issue, Cisco Manufacturing and the BU will temporarily disable orderability of the affected SKUs to prevent the backlog from further increasing and making the problem worse. This can happen prior to the SKU's official End of sale date. During the interim, the BU will recommend re-directing orders to alternative products. This is usually temporary until the supply/demand issue is resolved. Suggested actions:
 - Check orderability status in Dynamic Configuration Tool or Multi-Line Configurator. SKUs that are non-orderable prior to their official End of Sale date are probably experiencing a supply/demand issue.
 - For orderability questions on MCS 7800, post to mcs-pm-team@cisco.com. For lead time questions on MCS 7800, post to mcs-team@cisco.com
 - To check lead times prior to ordering, use Lead Times Tool at <http://www.cisco.com/en/US/partner/ordering/index.shtml>
 - Questions on lead times for MCS 7800 should be posted to mcs-team@cisco.com. The manufacturing contacts on this alias, not BU product management, are usually the ones who can answer these questions.
 - If your lead time is too long to meet customer requirements, then see previous instructions for "Expediting lead times".
 - To shorten lead time on Software Licenses, leverage Electronic License Delivery (see the rest of this ordering guide for which products support this option).

3. Cisco Unified Communications Manager

This section will provide instructions for the following order scenarios:

- **New Systems for Production**, i.e. a new purchase of Cisco Unified Communications Manager software, either on approved customer-provided hardware or with an appropriate Cisco Media Convergence Server 7800.
- **Upgrades and Migrations**, i.e. of hardware and/or software in an existing System.
- **Non-Production Systems**, i.e. for use with labs, demos, etc.

A note about Electronic License Delivery

Cisco now offers Electronic License Delivery (eLD) on many license SKU's worldwide. You will know which SKU's are designated for eLD by the SKU description as well as the SKU itself which has an 'L-' designation. For example, the eLD SKU for 10 Device License Units is **L-CM-DL-10=** while the same license SKU for physical delivery is LIC-CM-DL-10=.

Where possible, it is strongly encouraged to use eLD SKU's rather than physical delivery SKU's. Please refer to the eLD website for a review of the benefits of eLD for customers, partners and Cisco.

<http://www.cisco.com/web/tsweb/edelivery/pilot/edelivery.html>

Important Notes on Hardware/Software Compatibility

New hardware generations and new software releases leap-frog each other in time.

For newest software support on existing or older servers, IPCBU tries to go back approximately 3 years from software release FCS for server model/generation support.

For newest hardware support on existing or older software releases, IPCBU tries to go back approximately 3 years from hardware FCS, but only for latest or "tip" release of each major release.

Actual compatible hardware/software lists may be a larger or smaller set than these targets, based on market needs, sustaining costs, native hardware/OS incompatibilities and resource availability.

Do not expect every software release to work on every server model.

- **New hardware example:** 7825-I4 FCS in February 2009 and supports Unified CM 7.1, 6.1 and 4.3, but not 3.3-4.2, 5.x, 6.0 or 7.0 as these are either not "tip" releases or too far along in their End of Life milestones.
- **New software example:** Unified CM 7.0(1) FCS in September 2008 and supports MCS 7825-I3, 7825-I2, 7825-I1 and 7825I-3.0, but no earlier model generations as they are too old, incompatible with the latest software/OS versions and/or no resources available to support.

Important Notes on Software Release Lifespan

As lifecycle status is often a purchasing consideration, we are including some reference information here.

- Hardware and Software releases have separate lifespans, separate End of Life policies, and separate End of Sale / End of Support announcements. Carefully read an

announcement as it will be for either hardware or software not both. See the End of Life portal at

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_eol_notices_list.html

- Cisco Unified Communications Manager release introduction is event-based not time-based. IPCBU targets approximately 18 months between major releases (e.g. 6.0 vs. 7.0) and a minor release (e.g. 6.1, 7.1) approximately 6 months after FCS of the major release (e.g. 6.0, 7.0). End of Sale of a Major Release is indexed to FCS of the Minor Release (e.g. End of Sale of 6.0 indexed to FCS of 6.1). End of Sale of Minor releases are both indexed to FCS of the designated replacement release (e.g. End of Sale of 5.1 was indexed to FCS of 6.x and 7.x). All dates and frequencies may be sooner or later than these targets based on needs of customers and the business.
- A Major or Minor Release End of Software Maintenance date (also called End of Engineering) is typically one year after End of Sale of Software Release FCS. At this point no more security updates, bug fixes or new hardware enablement is performed for that release. For Windows releases, this also means no more security updates, bug fixes or new hardware enablement on the Windows 2000 or Windows 2003 IP Telephony OS.
- End of Support for a major or minor release is typically 3 years after software release End of Sale, or 2 years after software release End of Software Maintenance.
- All of these timeframes should be considered as targets when planning. Actual dates will vary due to needs of customers and the business.

3.1 New Systems for Production

This section covers greenfield deployments, or expansion of an existing deployment by adding cluster node(s).

To include Unified Communications Software Subscription (UCSS) with an order, see the section of this ordering guide as well as http://www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/Unified_Communications_Software_Subscription.html

To order the **Cisco Unified Workspace Licensing** portion of your new production system order, do the following:

1. Follow the instructions in the “Ordering Guide for Cisco Unified Workspace Licensing” http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/cuwl_ordering_guide.pdf
2. Compatible/approved bare-metal hardware must be purchased separately (see content in “a la carte” below).

If you must use the **traditional, or “a la carte”**, model for your new production system order, do the following:

1. In the Dynamic Configuration Tool, start with the “top level” part number matching the Cisco Unified Communications Manager version you want.
2. Determine the appropriate hardware server(s) needed for the deployment, including any

- hardware add-ons.
3. Select Software Option or license to match the server type and seats on the node.
 4. Determine the number of Device License Units (DLU) required.

Each of these steps is described in more detail below. Product part numbers and prices are included for your reference.

Cisco Unified Communications Software Subscription is recommended with a new a la carte production system. Refer to the [UCSS section of this guide](#) for corresponding product part numbers and prices. UCSS is a subscription product that entitles customers to major software version upgrades when linked to an active Cisco Unified Essential Operate Services (ESW) service contract. Once purchased, UCSS customers receive major software version upgrades at no additional charge for the duration of the subscription.

In general, newly purchased Cisco Unified Communications Manager appliances ship with a factory-install of the latest maintenance release or rebuild. E.g. at First Customer Ship of version 6.1(3), all ordered DVD's and factory-installed-appliances will ship with 6.1(3) instead of 6.1(2) or 6.1(1b). Cisco Software Center will continue to provide download files for these earlier releases.

Starter Licenses: a production fresh install of version 6.0 or higher is out of the box licensed for 1 node and 50 DLU. A non-production NFR or LAB fresh install of version 7.0 or higher has a starter license of 3 nodes and 150 DLU. Starter licenses are not available after any kind of software upgrade. See the Cisco Unified Communications System Guide for more details on licensing.

Note: any VMWare installation of Unified CM also has a starter license of 3 nodes and 150 DLU, but Cisco does not provide any support for a VMWare deployment for customer/partner production or lab use. No additional licenses can be added to the starter license in a VMWare installation.

When migrating from versions 3.3 – 4.3 to 6.x/7.x, ensure that you have all devices configured and licenses loaded prior to upgrading so you can get the proper number of DLUs.

Promotional products: certain versions ship with free promotional licenses, such as for Cisco Unified Presence, Cisco Unified Contact Center Express Edition, Cisco Unified Operations Manager, or others. These are licenses only and the products may NOT be installed co-resident with Cisco Unified Communications Manager – their own server is required. They also may not be upgraded if the Cisco Unified Communications Manager is upgraded – they must be purchased first. Consult the product manager of those products for more details.

Step 1. In the Dynamic Configuration Tool (DCT), start with the “top level” part number matching the Unified CM version you want.

Cisco Unified Communications Manager versions not shown below are End of Sale at the time of this writing, and are no longer available for purchase either for a new deployment or expansion of an existing deployment.

For customers that are migrating from Cisco Unified Communications Manager – Business Edition to Cisco Unified Communications Manager, see the Ordering Guide for Cisco Unified

Communications Manager – Business Edition for instructions.

Table 1. “Top-level” Part Numbers for Cisco Unified Communications Manager (Unified CM)

Product Number	Description	List Price (\$US)	UCSS Orderable?
UNIFIED-CM7.1*	Unified CM 7.1 top level part number	\$0	See tables below
UNIFIED-CM-7.0	Unified CM 7.0 top level part number	\$0	See tables below
UNIFIED-CM-6.1	Unified CM 6.1 top level part number	\$0	See tables below
UNIFIED-CM-6.0	Unified CM 6.0 top level part number	\$0	See tables below
CALLMANAGER-5.1	Unified CM 5.1 top level part number	\$0	See tables below
CALLMANAGER-4.3	Unified CM 4.3 top level part number	\$0	See tables below

* Note, this is not a typo. Beginning in CUCM 7.1 the top-level SKU naming convention was required to change due to ordering tool requirements.

Step 2. Determine the appropriate hardware server(s) needed for the deployment, including any hardware add-ons.

Compatibility matrix of hardware models/generations with Cisco Unified Communications Manager releases can be found at

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html

1. If customer wants to provide/support their own hardware, or they ordered or already possess a bare-metal MCS and want to put Cisco Unified Communications Manager on it, order a “Software-only” (SW-only) SKU for the Cisco Unified Communications Manager software media kit and node license (see first table below). Hardware must exactly match the vendor, make, model, specs and parts list at <http://www.cisco.com/go/swonly> and be compatible with the desired version of Cisco Unified Communications Manager. If you don’t see a SW-only SKU for your server type, order the SKU for the same server class. E.g. select configurations of x346 and x3250 are both equivalent to MCS 7825. So if you are using a customer-provided equivalent of MCS 7825, a SW-only SKU for either x346 or x3250 would work (though x3250 SKU is newer so prefer that if you see both).
2. If customer wants Cisco-provided/supported hardware and you are ordering Cisco Unified Communications Manager 5.x or greater, order a “Unified CM appliance” SKU to get a Cisco Media Convergence Server 7800 factory-pre-loaded with the Cisco Unified Communications Manager software, and a software media kit (see second table below). Configure with the appropriate power cord. If the wrong hardware SKU is ordered (e.g. a –CMB1 instead of a –CMC1), contact cs-support@cisco.com to get the order changed, unless customer already has UCSS so they can get the correct software via Product Upgrade Tool and/or Voice Software Center on cisco.com.
3. If customer wants Cisco-provided/supported hardware and you are ordering Cisco Unified CallManager 4.3, order a “bare-metal” hardware SKU and a “4.3 for MCS” software SKU (see third table below). Configure the hardware with the appropriate power cord. If the wrong hardware SKU is ordered (e.g. a –CMB1 instead of a –IPC2), contact [Copyright © 2009 Cisco Systems, Inc. Cisco Confidential/Proprietary—Pricing for illustration purposes only. Pricing subject to change.
January 8, 2009](mailto:cs-

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support@cisco.com to get the order changed.

4. If the customer wants to order a spare MCS 7800 server (vs. relying on RMA from a maintenance contract), order a “bare-metal” SKU (see third table below). Configure with the appropriate power cord.
5. If the customer wants to make any of the following hardware add-ons, see instructions in Media Convergence Server section under Component Changes.
 - Add Hardware Security Key for Cisco Unified Communications Manager
 - Add External tape drives for backups
 - Add Hardware to support Cisco Unified Communications Manager Music On Hold (MoH) feature with an external audio source
 - Add supported Memory
 - Add supported Hard Drives
 - Add Rail Kits not already included with the MCS 7800
 - Spare a Fan module
 - Spare a Power Supply

Table 2. “Software Only” SKUs for Cisco Unified Communications Manager
 These SKU's are for customers providing the direct HP or IBM equivalent of a Cisco MCS 7800. These SKU's include the call control software and any database or operating systems required.

Product Number	Description	List Price (\$US)	UCSS Orderable?
Unified CM 7.1			
CM7.1-K9-DL320G5P	SW Only, Unified CM 7.1 For HP DL320-G5P or 7825-H4	\$5,995	Yes
CM7.1-K9-X306M	SW Only, Unified CM 7.1 For IBM X306M, 8849-G2Y or 7825-I4	\$5,995	Yes
CM7.1-K9-X3250-M2	SW Only, Unified CM 7.1 For IBM X3250-M2 or 7825-I4	\$5,995	Yes
CM7.1-K9-380G5	SW Only, Unified CM 7.1 For HP DL380-G5 /1CPU or 7835-H2	\$7,995	Yes
CM7.1-K9-X346R	SW Only, Unified CM 7.1, IBM X346 8840-3RY/1CPU or 7835-I1	\$7,995	Yes
CM7.1-K9-X3650	SW Only, Unified CM 7.1 IBM X3650, 7979-5AY/1CPU or 7835-I2	\$7,995	Yes
CM7.1-K9-380G4D	SW Only, Unified CM 7.1 For HP DL380-G4 /2CPU or 7845-H1	\$15,995	Yes
CM7.1-K9-380G5D	SW Only, Unified CM 7.1 For HP DL380-G5 /2CPU or 7845-H2	\$15,995	Yes
CM7.1-K9-X346D	SW Only, Unified CM 7.1, IBM X346 8840-3RY/2CPU or 7845-I1	\$15,995	Yes
CM7.1-K9-X3650D	SW Only, Unified CM 7.1, IBM X3650D 7979-5AY/2CPU or 7845-I2	\$15,995	Yes
Unified CM 7.0			
CM7.0-K9-DL320	SW only, CUCM 7.0 for HP DL320-G4/G5 or 7825-H2/H3	\$5,995	Yes
CM7.0-K9-DL380	SW only, CUCM 7.0 for HP DL380-G4/5- 1CPU or 7835-H2/H3	\$7,995	Yes
CM7.0-K9-380D	SW only, CUCM 7.0 for HP DL380-G4/G5- 2CPU or 7845-H1/H2	\$15,995	Yes

CM7.0-K9-X3250	SW only, CUCM 7.0 for IBM X3250/X306 or 7825-I3	\$5,995	Yes
CM7.0-K9-X3650	SW only, CUCM 7.0 for IBM X3650/X346R, 7979-5AY/1 CPU or 7835-I2	\$7,995	Yes
CM7.0-K9-X3650D	SW only, CUCM 7.0 for IBM X3650D/X346D, 7979-5AY/2 CPU or 7845-I2	\$15,995	Yes
Unified CM 6.1			
CM6.1-K9-DL320G4	SW Only, Unified CM 6.1 For HP DL320-G4 or 7825-H2	\$5,995	Yes
CM6.1-K9-DL320G5	SW Only, Unified CM 6.1 For DL 320-G5 or 7825-H3	\$5,995	Yes
CM6.1-K9-X306M	SW Only, Unified CM 6.1 For IBM X306M, 8849-G2Y or 7825-I2	\$5,995	Yes
CM6.1-K9-X3250	SW Only, Unified CM 6.1 For IBM X3250 or 7825-I3	\$5,995	Yes
CM6.1-K9-380G4	SW Only, Unified CM 6.1 For HP DL380-G4 /1CPU or 7835-H1	\$7,995	Yes
CM6.1-K9-380G5	SW Only, Unified CM 6.1 For HP DL380-G5 /1CPU or 7835-H2	\$7,995	Yes
CM6.1-K9-X346R	SW Only, Unified CM 6.1, IBM X346 8840-3RY/1CPU or 7835-I1	\$7,995	Yes
CM6.1-K9-X3650	SW Only, Unified CM 6.1 IBM X3650, 7979-5AY/1CPU or 7835-I2	\$7,995	Yes
CM6.1-K9-380G4D	SW Only, Unified CM 6.1 For HP DL380-G4 /2CPU or 7845-H1	\$15,995	Yes
CM6.1-K9-380G5D	SW Only, Unified CM 6.1 For HP DL380-G5 /2CPU or 7845-H2	\$15,995	Yes
CM6.1-K9-X346D	SW Only, Unified CM 6.1, IBM X346 8840-3RY/2CPU or 7845-I1	\$15,995	Yes
CM6.1-K9-X3650D	SW Only, Unified CM 6.1, IBM X3650D 7979-5AY/2CPU or 7845-I2	\$15,995	Yes
Unified CM 5.1			
CM5.1-K9-DL320G4	SW Only, Unified CallMgr 5.1 For HP DL320-G4 or 7825-H2	\$5,995	Yes
CM5.1-K9-DL320G5	SW Only, Unified CM 5.1 For DL 320-G5 or 7825-H3	\$5,995	Yes
CM5.1-K9-380G4	SW Only, Unified CallMgr 5.1 For HP DL380-G4 /1CPU or 7835-H1	\$7,995	Yes
CM5.1-K9-380G5	SW Only, Unified CM 5.1 For HP DL380-G5 /1CPU or 7835-H2	\$7,995	Yes
CM5.1-K9-380G4D	SW Only, Unified CallMgr 5.1 For HP DL380-G4 /2CPU or 7845-H1	\$15,995	Yes
CM5.1-K9-380G5D	SW Only, Unified CM 5.1 For HP DL380-G5 /2CPU or 7845-H2	\$15,995	Yes

CM5.1-K9-X306M	SW Only, Unified CallMgr 5.1 For IBM X306M, 8849-G2Y or 7825-I2	\$5,995	Yes
CM5.1-K9-X3250	SW Only, Unified CM 5.1 For IBM X3250 or 7825-I3	\$5,995	Yes
CM5.1-K9-X346R	SW Only, Unified CallMgr 5.1 For IBM X346, 8840-3RY /1CPU or 7835-I1	\$7,995	Yes
CM5.1-K9-X346D	SW Only, Unified CallMgr 5.1 For IBM X346, 8840-3RY /2CPU or 7845-I1	\$15,995	Yes
CM5.1-K9-380G5	SW Only, Unified CallMgr 5.1 For HP DL380-G5 /1CPU or 7835-H2	\$7,995	Yes
CM5.1-K9-380G5D	SW Only, Unified CallMgr 5.1 For HP DL380-G5 /2CPU or 7845-H2	\$15,995	Yes
CM5.1-K9-X3650	SW Only, Unified CallMgr 5.1 For IBM X3650, 7979-5AY /1CPU or 7835-I2	\$7,995	Yes
CM5.1-K9-X3650D	SW Only, Unified CallMgr 5.1 For IBM X3650D, 7979-5AY /2CPU or 7845-I2	\$15,995	Yes
Unified CM 4.3			Yes
CM4.3-K9-X306M-1	SW Only, CallManager 4.3 For IBM X306M, 8849-K2Y	\$5,995	Yes
CM4.3-K9-X3650	SW Only, CallManager 4.3 For IBM X3650 7979-5AY /1CPU	\$7,995	Yes
CM4.3-K9-X3650D	SW Only, CallManager 4.3 For IBM X3650 7979-5AY /2CPU	\$15,995	Yes
CM4.3-K9-320G4-1	SW Only, CallManager 4.3 For HP DL320-G4	\$5,995	Yes
CM4.3-K9-DL380G5	SW Only, CallManager 4.3 For HP DL380-G5 /1CPU	\$7,995	Yes
CM4.3-K9-DL380G5D	SW Only, CallManager 4.3 For HP DL380-G5 /2CPU	\$15,995	Yes
CM4.3-K9-2950D	SW CallMgr 4.3, Dell PE2950 / 2CPU	\$15,995	Yes

Table 3. Cisco Unified Communications Manager Appliance SKU's (i.e. with factory-pre-loaded software)

Product Number	Description	List Price (\$US)	UCSS Orderable?
Unified CM 7.1			
MCS7816I4-K9-CMC2	Unified CM 7.1 7816-I4 Appliance, 0 Seats	\$4,000	Yes
MCS7825H4-K9-CMC2	Unified CM 7.1 7825-H4 Appliance, 0 Seats	\$7,000	Yes
MCS7825I4-K9-CMC2	Unified CM 7.1 7825-I4 Appliance, 0 Seats	\$7,000	Yes
MCS7835H2-K9-CMC2	Unified CM 7.1 7835-H2 Appliance, 0 Seats	\$12,000	Yes

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MCS7835I2-K9-CMC2	Unified CM 7.1 7835-I2 Appliance, 0 Seats	\$12,000	Yes
MCS7845H2-K9-CMC2	Unified CM 7.1 7845-H2 Appliance, 0 Seats	\$24,000	Yes
MCS7845I2-K9-CMC2	Unified CM 7.1 7845-I2 Appliance, 0 Seats	\$24,000	Yes
Unified CM 7.0			
MCS7816I3-K9-CMC1	Unified CM 7.0 7816-I3 Appliance, 0 Seats	\$4,000	Yes
MCS7816H3-K9-CMC1	Unified CM 7.0 7816-H3 Appliance, 0 Seats	\$4,000	Yes
MCS7825H3-K9-CMC1	Unified CM 7.0 7825-H3 Appliance, 0 Seats	\$7,000	Yes
MCS7825I3-K9-CMC1	Unified CM 7.0 7825-I3 Appliance, 0 Seats	\$7,000	Yes
MCS7835H2-K9-CMC1	Unified CM 7.0 7835-H2 Appliance, 0 Seats	\$12,000	Yes
MCS7835I2-K9-CMC1	Unified CM 7.0 7835-I2 Appliance, 0 Seats	\$12,000	Yes
MCS7845H2-K9-CMC1	Unified CM 7.0 7845-H2 Appliance, 0 Seats	\$24,000	Yes
MCS7845I2-K9-CMC1	Unified CM 7.0 7845-I2 Appliance, 0 Seats	\$24,000	Yes
Unified CM 6.1			
MCS7816I4-K9-CMB2	HW/SW MCS 7816-I4 Unified CM 6.1 Appliance	\$4,000	Yes
MCS7825H4-K9-CMB2	HW/SW MCS 7825-H4 Unified CM 6.1 Appliance	\$7,000	Yes
MCS7825I4-K9-CMB2	HW/SW MCS 7825-I4 Unified CM 6.1 Appliance	\$7,000	Yes
MCS7816H3-K9-CMB2	Cisco MCS 7816-H3 for Cisco Unified Communications Manager 6.1	\$4,000	Yes
MCS7816I3-K9-CMB2	Cisco MCS 7816-I3 for Cisco Unified Communications Manager 6.1	\$4,000	Yes
MCS7825H3-K9-CMB2	Cisco MCS 7825-H3 for Cisco Unified Communications Manager 6.1	\$7,000	Yes
MCS7825I3-K9-CMB2	Cisco MCS 7825-I3 for Cisco Unified Communications Manager 6.1	\$7,000	Yes
MCS7835H2-K9-CMB2D	Cisco MCS 7835-H2 for Cisco Unified Communications Manager 6.1	\$12,000	Yes
MCS7835I2-K9-CMB2D	Cisco MCS 7835-I2 for Cisco Unified Communications Manager 6.1	\$12,000	Yes
MCS7845H2-K9-CMB2D	Cisco MCS 7845-H2 for Cisco Unified Communications Manager 6.1	\$24,000	Yes
MCS7845I2-K9-CMB2D	Cisco MCS 7845-I2 for Cisco Unified Communications Manager 6.1	\$24,000	Yes
Unified CM 6.0			
MCS7816H3-K9-CMB1	Cisco MCS 7816-H3 for Cisco Unified Communications Manager 6.0	\$4,000	Yes
MCS7816I3-K9-CMB1	Cisco MCS 7816-I3 for Cisco Unified Communications Manager 6.0	\$4,000	Yes
MCS7825H3-K9-CMB1	Cisco MCS 7825-H3 for Cisco Unified Communications Manager 6.0	\$7,000	Yes
MCS7825I3-K9-CMB1	Cisco MCS 7825-I3 for Cisco Unified Communications Manager 6.0	\$7,000	Yes

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MCS7835H2-K9-CMB1D	Cisco MCS 7835-H2 for Cisco Unified Communications Manager 6.0	\$12,000	Yes
MCS7835I2-K9-CMB1D	Cisco MCS 7835-I2 for Cisco Unified Communications Manager 6.0	\$12,000	Yes
MCS7845H2-K9-CMB1D	Cisco MCS 7845-H2 for Cisco Unified Communications Manager 6.0	\$24,000	Yes
MCS7845I2-K9-CMB1D	Cisco MCS 7845-I2 for Cisco Unified Communications Manager 6.0	\$24,000	Yes
Unified CM 5.1			
MCS7816H3-K9-CMA2	Cisco MCS 7816-H3 for Cisco Unified Communications Manager 5.1	\$4,000	Yes
MCS7816I3-K9-CMA2	Cisco MCS 7816-I3 for Cisco Unified Communications Manager 5.1	\$4,000	Yes
MCS7825H3-K9-CMA2	Cisco MCS 7825-H3 for Cisco Unified Communications Manager 5.1	\$7,000	Yes
MCS7825I3-K9-CMA2	Cisco MCS 7825-I3 for Cisco Unified Communications Manager 5.1	\$7,000	Yes
MCS7835H2-K9-CMA2D	Cisco MCS 7835-H2 for Cisco Unified Communications Manager 5.1	\$12,000	Yes
MCS7835I2-K9-CMA2D	Cisco MCS 7835-I2 for Cisco Unified Communications Manager 5.1	\$12,000	Yes
MCS7845H2-K9-CMA2D	Cisco MCS 7845-H2 for Cisco Unified Communications Manager 5.1	\$24,000	Yes
MCS7845I2-K9-CMA2D	Cisco MCS 7845-I2 for Cisco Unified Communications Manager 5.1	\$24,000	Yes

Table 4. Bare-metal MCS SKU's and Cisco Unified Communications Manager 4.3 "for MCS" SKU's

Product Number	Description	List Price (\$US)	UCSS Orderable?
Bare-metal MCS SKU			
MCS-7816-I4-IPC1	HW Only MCS 7816-I4 Server	\$4,000	No
MCS-7825-H4-IPC1	HW Only MCS 7825-H4 Server	\$4,000	No
MCS-7825-I4-IPC1	HW Only MCS 7825-I4 Server	\$4,000	No
MCS-7816-H3-IPC1	HW Only MCS-7816-H3 with 2GB RAM and One 160GB SATA HD	\$4,000	No
MCS-7816-I3-IPC1	HW Only MCS-7816-I3 with 2GB RAM and One 160GB SATA HD	\$4,000	No
MCS-7825-H3-IPC1	HW Only MCS-7825-H3 with 2GB RAM and Two 160GB SATA HD	\$7,000	No
MCS-7825-I3-IPC1	HW Only MCS-7825-I3 with 2GB RAM and Two 160GB SATA HD	\$7,000	No
MCS7828H3-SS1	Cisco MCS 7828-H3 HW Only Service Spare	\$9,000	No
MCS7828I3-SS1	Cisco MCS 7828-I3 HW Only Service Spare	\$9,000	No
MCS-7835-H2-IPC2	HW Only MCS-7835-H2 with 2GB RAM and Two 146GB SAS HD	\$12,000	No

MCS-7835-I2-IPC2	HW Only MCS-7835-I2 with 2GB RAM and Two 146GB SAS HD	\$12,000	No
MCS-7845-H2-IPC2	HW Only MCS-7845-H2 with 4GB RAM and Four 146GB SAS HD	\$24,000	No
MCS-7845-I2-IPC2	HW Only MCS-7845-I2 with 4GB RAM and Four 146GB SAS HD	\$24,000	No
“4.3 for MCS” software SKU			
CM4.3-K9-7816-I4	S/W Only Unified CM 4.3 for MCS-7816-I4	\$3,995	
CM4.3-K9-7816-H3S	SW Only, Unified CallMgr 4.3 For MCS 7816-H3, 100 User	\$1,995	
CM4.3-K9-7816-I3S	SW Only, Unified CallMgr 4.3 For MCS 7816-I3, 100 User	\$1,995	
CM4.3-K9-7816-H3	SW Only, Unified CallMgr 4.3 For MCS 7816-H3, 300 User	\$3,995	
CM4.3-K9-7816-I3	SW Only, Unified CallMgr 4.3 For MCS 7816-I3, 300 User	\$3,995	
CM4.3-K9-7825-H4	S/W Only Unified CM 4.3 For MCS-7825-H4	\$5,995	
CM4.3-K9-7825-I4	S/W Only Unified CM 4.3 For MCS-7825-I4	\$5,995	
CM4.3-K9-7825-H3	SW Only, Unified CallMgr 4.3 For MCS 7825-H3, 1000 User	\$5,995	
CM4.3-K9-7825-I3	SW Only, Unified CallMgr 4.3 For MCS 7825-I3, 1000 User	\$5,995	
CM4.3-K9-7835H2-1	SW Only, Unified CallMgr 4.3 For MCS 7835-H2, 2500 User	\$7,995	
CM4.3-K9-7835I2-1	SW Only, Unified CallMgr 4.3 For MCS 7835-I2, 2500 User	\$7,995	
CM4.3-K9-7845H2-1	SW Only, Unified CallMgr 4.3 For MCS 7845-H2, 5000 User	\$15,995	
CM4.3-K9-7845I2-1	SW Only, Unified CallMgr 4.3 For MCS 7845-I2, 5000 User	\$15,995	

Step 3. Select Software Option or license to match the server type and seats on the node.

This is the Node License for the Cisco Unified Communications Manager server (see table below). A license must be ordered for each server in a Cisco Unified Communications Manager cluster regardless of server's role (e.g. MOH, TFTP, backup subscriber, etc.).

If you are deploying on MCS 7845 and you require support of 7,500 users on that node instead of 5,000 users, select Feature and manually add the spare SKU in table below for additional 2500 users.

If you are ordering Electronic License Delivery (eLD), note that are special SKUs used for this (eLD only appears in the description).

Table 5. Server/Node License SKU's for Cisco Unified Communications Manager

Product Number	Description	List Price (\$US)	UCSS Orderable?
Unified CM 7.1			
L-CM7.1-7816=	License CM 7.0 7815/7816 Appliance, 500 seats, eLD only	\$3,995	Yes

L-CM7.1-7825=	License CM 7.0 7825 Appliance, 1,000 seats, eLD only	\$5,995	Yes
L-CM7.1-7835=	License CM 7.0 7835 Appliance, 2,500 seats, eLD only	\$7,995	Yes
L-CM7.1-7845=	License CM 7.0 7845 Appliance, 5,000 seats, eLD only	\$15,995	Yes
LIC-CM7.1-7816=	License CM 7.0 7815/7816 Appliance, 500 seats	\$3,995	Yes
LIC-CM7.1-7825=	License CM 7.0 7825 Appliance, 1,000 seats	\$5,995	Yes
LIC-CM7.1-7835=	License CM 7.0 7835 Appliance, 2,500 seats	\$7,995	Yes
LIC-CM7.1-7845=	License CM 7.0 7845 Appliance, 5,000 seat	\$15,995	Yes
LIC-CM7.X-2500=	License CM7.X Additional 2500 Users	\$7,500	Yes
Unified CM 7.0			
L-CM7.0-7816=	License CM 7.0 7815/7816 Appliance, 500 seats, eLD only	\$3,995	Yes
L-CM7.0-7825=	License CM 7.0 7825 Appliance, 1,000 seats, eLD only	\$5,995	Yes
L-CM7.0-7835=	License CM 7.0 7835 Appliance, 2,500 seats, eLD only	\$7,995	Yes
L-CM7.0-7845=	License CM 7.0 7845 Appliance, 5,000 seats, eLD only	\$15,995	Yes
LIC-CM7.0-7816=	License CM 7.0 7815/7816 Appliance, 500 seats	\$3,995	Yes
LIC-CM7.0-7825=	License CM 7.0 7825 Appliance, 1,000 seats	\$5,995	Yes
LIC-CM7.0-7835=	License CM 7.0 7835 Appliance, 2,500 seats	\$7,995	Yes
LIC-CM7.0-7845=	License CM 7.0 7845 Appliance, 5,000 seat	\$15,995	Yes
LIC-CM7.X-2500=	License CM7.X Additional 2500 Users	\$7,500	Yes
Unified CM 6.1			
L-CM6.1-7816=	License CM 6.1 7815/7816 Appliance, 500 seats, eLD only	\$3,995	Yes
L-CM6.1-7825=	License CM 6.1 7825 Appliance, 1,000 seats, eLD only	\$5,995	Yes
L-CM6.1-7835=	License CM 6.1 7835 Appliance, 2,500 seats, eLD only	\$7,995	Yes
L-CM6.1-7845=	License CM 6.1 7845 Appliance, 5,000 seats, eLD only	\$15,995	Yes
LIC-CM6.1-7816=	License CM 6.1 7815/7816 Appliance, 500 seats	\$3,995	Yes
LIC-CM6.1-7825=	License CM 6.1 7825 Appliance, 1,000 seats	\$5,995	Yes
LIC-CM6.1-7835=	License CM 6.1 7835 Appliance, 2,500 seats	\$7,995	Yes
LIC-CM6.1-7845=	License CM 6.1 7845 Appliance, 5,000 seat	\$15,995	Yes

Unified CM 6.0			
LIC-CM6.0-7816=	License CM 6.0 7815/7816 Appliance, 500 seats	\$3,995	Yes
LIC-CM6.0-7825=	License CM 6.0 7825 Appliance, 1,000 seats	\$5,995	Yes
LIC-CM6.0-7835=	License CM 6.0 7835 Appliance, 2,500 seats	\$7,995	Yes
LIC-CM6.0-7845=	License CM 6.0 7845 Appliance, 5,000 seat	\$15,995	Yes
LIC-CM6.X-2500=	License Unified CM Additional 2500 Users	\$7,500	Yes
Unified CM 5.1			
LIC-CM5.1-7815=	License CM 5.1 7815 Appliance, 500 seats	\$3,995	Yes
LIC-CM5.1-7816=	License CM 5.1 7816 Appliance, 500 seats	\$3,995	Yes
LIC-CM5.1-7825=	License CM 5.1 7825 Appliance, 1,000 seats	\$5,995	Yes
LIC-CM5.1-7835=	License CM 5.1 7835 Appliance, 2,500 seats	\$7,995	Yes
LIC-CM5.1-7845=	License CM 5.1 7845 Appliance, 5,000 seat	\$15,995	Yes
LIC-CM5.X-2500=	License Unified CM Additional 2500 Users	\$7,500	Yes

Step 4. Determine and order the required number of Device License Units.

Device License Units (DLUs) are required for each device provisioned in Cisco Unified Communications Manager. Each provisioned device consumes some number of DLUs from the total licensed in Cisco Unified Communications Manager, based on the type of device and whether it is an Adjunct Device or not.

After determining how many devices will be provisioned in your system, see the table below to identify how many DLU's are required.

Each DLU SKU ordered can result in a separate Product Authorization Key (PAK), so try to minimize what you order. E.g. if you need 100 DLU's, order the single 100-pack SKU instead of 10x 10-packs, so you get one PAK instead of 10 PAK's.

Cisco Unified Communications Manager Adjunct Licensing

Adjunct Licensing reduces the overall cost of device licensing when multiple devices are provisioned for a specific user. Specifically, the primary device for a user will always consume the same number of Device License Units. Additionally, a secondary device for the same user will consume only 1 DLU. The secondary device can be either a Cisco IP Communicator or Cisco Unified Personal Communicator.

For example, Cisco Unified Personal Communicator typically requires 3 DLUs. In Cisco Unified Communications Manager 6.1 and beyond, it still consumes 3 DLUs, but if it is a secondary device it only requires 1 DLU. A secondary device must be associated with the same user – a typical scenario is a user with a primary device such as a Cisco Unified IP Phone 7970 as a primary device and a Cisco Unified Personal Communicator as a secondary device. Previously, this user would require 8 total DLUs. With Adjunct Device Licensing, the user only requires 6 total DLUs.

The following rules apply to Adjunct Licensing:

- Adjunct Licenses have reduced Device License Units requirements (1 DLU instead of 3 DLUs)
- Adjunct Licenses apply only to users that have a primary Cisco Unified IP desk phone (system checks for primary device before it will register Adjunct Device)
- The following devices qualify for Adjunct Licenses:
 - Cisco IP Communicator
 - Cisco Unified Personal Communicator Audio Softphone
 - Cisco Unified Mobile Communicator
- Requires Cisco Unified Communications Manager 6.1 or later
- Maximum of 2 Adjunct Licenses allowed per user

Table 6. Device License Units (DLU)

Device Type	Cost in DLUs
Cisco VGC Phone (Voice Gateway Controlled, e.g. behind VG248) Cisco VGC Virtual Phone (Voice Gateway Controlled, e.g. behind VG248) Analog Phone CTI Port	0
Cisco Unified IP Phone 7902 Cisco Unified Mobile Communicator Cisco Unified Presence user	1
Cisco Unified IP Phone 7905, 7906G, 7910, _12_S, 12 SP, 12 SP Plus, 30 SP Plus ATA 186, 3911 Cisco Unified Mobility user (hardphone + mobile device) H.323 Client	2
Cisco Unified IP Phone 6900, 6921, 6941, 6961 Cisco Unified IP Phone 7911G, 7912, 7937 Cisco IP Communicator Cisco Unified Personal Communicator	3
Cisco Unified IP Phone 7920, 7921, 7925, 7931G Cisco Unified Mobility user (MobileConnect only – no hardphone)	4
Cisco Unified IP Phone 7935, 7936	3
Cisco Unified IP Phone 7940, 7941, 7941G-GE, 7942G, 7945G, 7960, 7961, 7961G-GE, 7962G, 7965G	4
Cisco Unified IP Phone 7970, 7971, 7975G	5
Cisco Unified IP Phone 7985 TelePresence endpoints: CTS 1000, CTS 3000 IP-STE (Secure Terminal Equipment) Endpoint	6
Third-party SIP Device (Basic)	3
Third-party SIP Device (Advanced)	6
Third-party Dual-mode Mobile Device	6
Other Phone	5

To order DLUs, in Dynamic Configuration Tool, select the Device License Unit top level SKU “LIC-CM-DL”. Then select appropriate SKU's (in format LIC-CM-DL-*) to equal the total quantity that the customer requires. This will simplify fulfillment by only sending a single Product Authorization Key (PAK) to the customer.

Table 7. Device License Units

Product Number	Description	List Price (\$US)
CM7-PAK	CUCM 7.0 PAK	\$0
CM7-DL-PAK	CUCM 7.0 PAK	\$0
LIC-CM-DL	Top Level Part Number for Unified CM Device Licenses	\$0
LIC-CM-TOTAL	Unified CM Device License	\$0
L-CM-DL-10=	Unified CM Device License- 10 units, eLD only	\$500
LIC-CM-DL-10	Unified CM Device License- 10 units	\$500
LIC-CM-DL-10=	Unified CM Device License – 10 units, spare	\$500
L-CM-DL-100=	Unified CM Device License – 100 units, eLD only	\$5,000
LIC-CM-DL-100=	Unified CM Device License – 100 units	\$5,000
L-CM-DL-500=	Unified CM Device License – 500 units, eLD only	\$25,000
LIC-CM-DL-500=	Unified CM Device License – 500 units	\$25,000
L-CM-DL-1000=	Unified CM Device License – 1,000 units, eLD only	\$50,000
LIC-CM-DL-1000=	Unified CM Device License – 1,000 units	\$50,000
L-CM-DL-5000=	Unified CM Device License – 5,000 units, eLD only	\$250,000
LIC-CM-DL-5000=	Unified CM Device License – 5,000 units	\$250,000
L-CM-DL-10000=	Unified CM Device License – 10,000 units, eLD only	\$500,000
LIC-CM-DL-10000=	Unified CM Device License – 10,000 units	\$500,000
L-CM-DL-25000=	Unified CM Device License – 25,000 units, eLD only	\$1,250,000
LIC-CM-DL-25000=	Unified CM Device License – 25,000 units	\$1,250,000
L-CM-DL-50000=	Unified CM Device License – 50,000 units, eLD only	\$2,500,000
LIC-CM-DL-50000=	Unified CM Device License – 50,000 units	\$2,500,000
L-CM-DL-100000=	Unified CM Device License – 100,000 units, eLD only	\$5,000,000
LIC-CM-DL-100000=	Unified CM Device License – 100,000 units	\$5,000,000
L-CM-DL-500000=	Unified CM Device License – 500,000 units, eLD only	\$25,000,000
LIC-CM-DL-500000=	Unified CM Device License – 500,000 units	\$25,000,000
L-3PTY-DL-10=	Unified CM Third-Party Device License – 10 units, eLD only	\$500
LIC-3PTY-DL-10	Unified CM Third-Party Device License – 10 units	\$500
LIC-3PTY-DL-10=	Unified CM Third-Party Device License – 10 units, spare	\$500
L-3PTY-DL-100=	Unified CM Third-Party Device License – 100 units, eLD only	\$5,000
LIC-3PTY-DL-100=	Unified CM Third-Party Device License – 100 units	\$5,000

L-3PTY-DL-500=	Unified CM Third-Party Device License – 500 units, eLD only	\$25,000
LIC-3PTY-DL-500=	Unified CM Third-Party Device License – 500 units	\$25,000
L-3PTY-DL-1000=	Unified CM Third-Party Device License – 1,000 units, eLD only	\$50,000
LIC-3PTY-DL-1000=	Unified CM Third-Party Device License – 1,000 units	\$50,000
L-3PTY-DL-5000=	Unified CM Third-Party Device License – 5,000 units, eLD only	\$250,000
LIC-3PTY-DL-5000=	Unified CM Third-Party Device License – 5,000 units	\$250,000
L-3PTY-DL-10000=	Unified CM Third-Party Device License – 10,000 units, eLD only	\$500,000
LIC-3PTY-DL-10000=	Unified CM Third-Party Device License – 10,000 units	\$500,000
L-3PTY-DL-25000=	Unified CM Third-Party Device License – 25,000 units, eLD only	\$1,250,000
LIC-3PTY-DL-25000=	Unified CM Third-Party Device License – 25,000 units	\$1,250,000
L-3PTY-DL-50000=	Unified CM Third-Party Device License – 50,000 units, eLD only	\$2,500,000
LIC-3PTY-DL-50000=	Unified CM Third-Party Device License – 50,000 units	\$2,500,000
L-3PTY-DL-100K=	Unified CM Third-Party Device License – 100,000 units, eLD only	\$5,000,000
LIC-3PTY-DL-100K=	Unified CM Third-Party Device License – 100,000 units	\$5,000,000
L-3PTY-DL-500K=	Unified CM Third-Party Device License – 500,000 units, eLD only	\$25,000,000
LIC-3PTY-DL-500K=	Unified CM Third-Party Device License – 500,000 units	\$25,000,000
LIC-3PTY-DL-1M=	Unified CM Third-Party Device License – 1,000,000 units	\$50,000,000

3.3 Upgrades and Migrations

This can also be stated as “starting from Cisco Unified Communications Manager version X on hardware A, what do I need to order to upgrade/migrate to Cisco Unified Communications Manager version Y on hardware B?”. Hardware may or may not be desired or required to change as part of the software upgrade.

This section covers the following scenarios, which are explained in more detail below:

1. [Server Migrations](#) - i.e. to a new, different and/or better server, such as a generation change like 7825H1 to 7825H2, model change like 7825 to 7835 or 7835 to 7845, manufacturer change like 7835H to 7835I, etc. If you just want to replace, spare or expand Rail Kits, Fans, Power Supplies, Memory or Disk drives, see the ordering instructions for Media Convergence Servers 7800.
2. [Cisco Unified Communications Manager software upgrades](#), with or without an associated hardware change

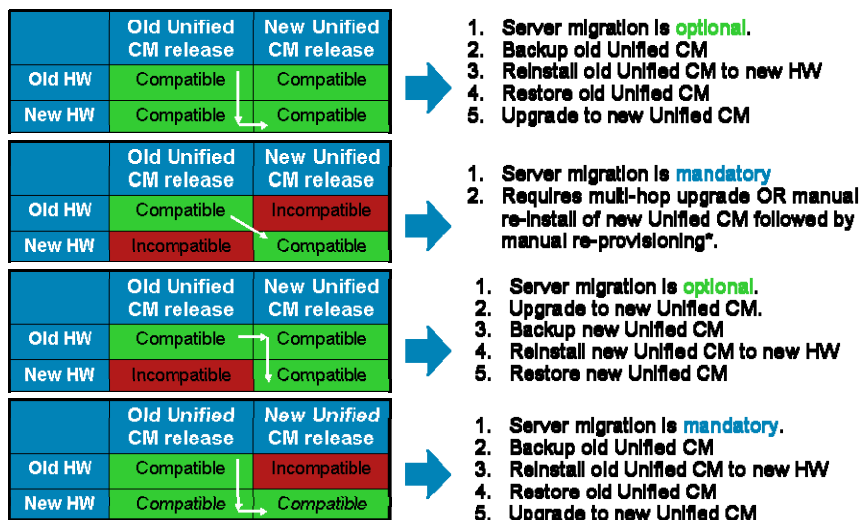
Before making any orders for upgrades and migrations, first identify the “from” hardware and “from” Cisco Unified Communications Manager version, and the desired “to” hardware and/or “to” Unified CM version, depending on which one(s) you intend to change.

- The Cisco Unified Communications Manager hardware compatibility matrix at

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html will tell you if the desired “to” Unified CM version will work with your existing hardware, or if a hardware upgrade or server migration is required.

- The supported Cisco Unified Communications Manager direct upgrade paths at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html will tell you how many “hops” it will take to get to the desired “to” Unified CM version. Old or earlier releases may require a multi-hop upgrade path.

In general, most upgrades and migrations for which a direct software upgrade path exists will fall into one of the following scenarios. If a scenario says server migration is optional, a hardware upgrade (RAM or disk) may still be required to run the new Cisco Unified Communications Manager version.



1. Server Migrations

In this scenario, the customer desires to transfer the software licenses to a different server that may be newer, better or otherwise different. For example:

- A “server upgrade”, such as migrating from 7825 to 7835, or from 7835 to 7845
- A manufacturer change, such as migrating from an HP model to an IBM model or vice versa
- A generation change, such as migrating from 7835-H1 to 7835-H2, or from 7825-I2 to 7825-I3
- Changing from an MCS 7800 to a Software-only equivalent, or vice versa

Server Migrations are only available for Cisco Unified CallManager 3.3(5) or higher. Server Migrations may only be performed if the desired new server will work with the existing version of Cisco Unified Communications Manager – see the compatibility matrix at:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html

[d8062a4f9.html](#) .

Ensure you order the correct SKU for replacement MCS 7800 hardware.

- If you are staying on the same Unified CM release and are just migrating hardware, you should order “bare-metal” product ID’s (end in –IPC1 or –IPC2) and not product ID’s with other suffixes, as these will ship you factory-installed software copies.
- If you are upgrading your Unified CM release and you are migrating hardware, order the product ID corresponding to the destination Unified CM release (e.g. suffix of –CMB2 for 6.1, –CMC1 for 7.0, etc.)

For customers on Cisco-provided MCS 7800 migrating to another Cisco-provided MCS 7800, if trade-in credit is desired on the old hardware, they should work with their account team to see if Cisco Technology Migration Program (CTMP) applies. No trade-in is available for migrating from or to customer-provided “Software-only” hardware.

Server Migrations require ordering a Hardware Migration SKU (to cover royalties Cisco owes to its suppliers) only if you are transferring licenses to a different server AND the Cisco Unified Communications Manager major version changes by less than two (e.g. 3.3 → 4.3, 4.2→4.3, 5.1→6.0, 6.1(2) → 6.1(3), 6.0→6.1/7.0, etc.). If you are not transferring licenses to a different server OR you are upgrading by two or more major versions, a Hardware Migration SKU is not required. These rules also apply for customers migrating from and/or to their own “Software-only” hardware.

Notes on UCSS:

- UCSS coverage for Hardware Migration SKU is not required/supported
- Hardware Migration SKU requirements apply whether software is licensed via a la carte/traditional, or licensed via UCSS.

Examples:

- Hardware Migration SKU is required for:
 - Migrate to different server, no software upgrade
 - Migrate to different server, upgrade 6.0 to 6.x
 - Migrate to different server, upgrade 6.x to 7.x
- Hardware Migration SKU is NOT required for:
 - Migrate to different server, upgrade 5.x to 7.x
 - Migrate to different server, upgrade 4.x to 6.x/7.x
 - Keeping same server, no software upgrade
 - Keeping same server, upgrade 6.0 to 6.x
 - Keeping same server, upgrade 6.x to 7.x
 - Keeping same server, upgrade 5.x to 7.x

To determine which Hardware Migration SKU you need, do the following:

- a. Order your replacement server as if it was a new system – see instructions in Cisco Unified Communications Manager and Media Convergence Server sections. Pay special attention to “hardware add-ons” and “component changes”.
- b. Get prefix of Hardware Migration SKU for your version of Cisco Unified Communications Manager
- c. Get suffix of Hardware Migration SKU for your “from” (existing) and “to” (replacement) Server Classes.
- d. Order the Hardware Migration SKU corresponding to the prefix and suffix.

These steps are described in more detail below.

b. Get prefix of Hardware Migration SKU for your version of Cisco Unified CM

Unified CM Version	Hardware Migration SKU's Prefix
3.2 or earlier	Must first upgrade to Unified CM 3.3
3.3	SW-CCM-3.3-
4.0	CM4.0-K9-
4.1	CM4.1-K9-
4.2	CM4.2-K9-
4.3	CM4.3-K9-
5.0	CM5.0-K9-
5.1	CM5.1-K9-
6.0	CM6.0-K9-
6.1	CM6.1-K9-
7.0	CM7.0-K9-
7.1	CM7.1-K9-

c. Get suffix of Hardware Migration SKU for your “from” (existing) and “to” (replacement) Server Classes.

First, lookup the existing and replacement servers below to identify their Server Classes. Recall that certified Software-only equivalents are at <http://www.cisco.com/go/swonly>

Server Class	MCS 7800 models/generations and Software-only equivalents in this Server Class

MCS 7815SE	<p>Any MCS for Cisco Unified CM whose SKU begins with "MCS7815", "MCS-7815", "MCS7816" or "MCS-7816" running one of the following:</p> <ul style="list-style-type: none"> • SW-CCM-3.3-7815SE= • CM4.0-K9-7815SE= • CM4.1-K9-7815SE1 • CM4.2-K9-7815SE • CM4.3-K9-7815I2S-1 <p>Or, any MCS for Cisco Unified CM whose SKU begins with "MCS-7815" that was purchased as part of one of the following IP Communications bundles:</p> <ul style="list-style-type: none"> • MID-MKT-IPC-A • MID-MKT-IPC-A1 <p>Or, any MCS for Cisco Unified CM whose SKU begins with "MCS-7825" that was purchased as part of one of the following IP Communications bundles:</p> <ul style="list-style-type: none"> • MID-MKT-IPC-B • MID-MKT-IPC-B1 • MID-MKT-IPC-C • MID-MKT-IPC-C1
MCS 781x	Any MCS for Cisco Unified CM whose SKU begins with "MCS7815", "MCS-7815", "MCS7816" or "MCS-7816" that was not purchased as part of an IP Communications Bundle (see Server Class MCS 7815SE for details).
MCS 782x	<ul style="list-style-type: none"> • Any MCS 7820, MCS 7822 or ICS 7750 • Any MCS for Cisco Unified CM whose SKU begins with "MCS7825" or "MCS-7825" that was not purchased as part of a Cisco IP Communications Bundle (see Server Class MCS 7815SE for details). • Any MCS 7828, either service spare or part of a Cisco Unified Communications Manager – Business Edition bundle • Any certified HP DL320 • Any certified IBM x306, x306m, x3250
MCS 7835	<ul style="list-style-type: none"> • Any MCS 7830 • Any MCS for Cisco Unified CM whose SKU begins with "MCS7835" or "MCS-7835" • Any certified single-CPU HP DL380 with dual CPU • Any certified single-CPU IBM x340, x342, x345, x346, x346r, x3650
MCS 7845	<ul style="list-style-type: none"> • Any MCS for Cisco Unified CM whose SKU begins with "MCS7845" or "MCS-7845" • Any certified dual-CPU HP DL380 with dual CPU • Any certified dual-CPU IBM x345, x346, x346r, x3650

Next, lookup the Hardware Migration SKU suffix corresponding to your Server Classes.

"From" (Existing) Server Class	"To" (Replacement) ServerClass				
	MCS 7815SE	MCS 781x	MCS 782x	MCS 7835	MCS 7845
MCS 7815SE	-MIG0=	-MIG1=	-MIG2=	-MIG3=	-MIG4=
MCS 781x	-MIG0=	-MIG0=	-MIG5=	-MIG6=	-MIG7=
MCS 782x	-MIG0=	-MIG0=	-MIG0=	-MIG8=	-MIG9=
MCS 7835	-MIG0=	-MIG0=	-MIG0=	-MIG0=	-MIG10=
MCS 7845	-MIG0=	-MIG0=	-MIG0=	-MIG0=	-MIG0=

d. Order a Hardware Migration SKU for each server, corresponding to the above prefix and suffix.

For example, for a customer on Cisco Unified CM 3.3 that wants to migrate from a 7825-H1 to a 7835-H3:

- Hardware Migration SKU prefix is SW-CCM-3.3-
- Hardware Migration SKU suffix is -MIG8=
- The SKU to be ordered is SW-CCM-3.3-MIG8=

For example, for a customer on Cisco Unified Communications Manager 6.1 that wants to migrate

from a 7835-I2 to a 7835-I3:

- Hardware Migration SKU prefix is CM6.1-K9-
- Hardware Migration SKU suffix is –MIG0=
- The SKU to be ordered is CM6.1-K9-MIG0=

Note the Hardware Migration SKU is in addition to any other costs of upgrading, such as a Cisco Unified CM Upgrade SKU for customers not covered by UCSS.

Note that each server requires a Hardware Migration SKU. It is not a per-cluster or per-customer charge.

3. Cisco Unified Communications Manager Upgrades with or without Hardware Changes

First, you should plan the migration to see what your options are, and what hardware and software changes each option requires. Go to <http://www.cisco.com/go/ucmigration>, Deployment tab, link under Documentation for “Preparing for your Migration to Cisco Unified Communications Manager”.

Do the following:

1. Verify the existing server can support the new Cisco Unified Communications Manager version at http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure_0900aecd8062a4f9.html. Even if the chassis is supported, a memory and/or disk upgrade may be required to support the new software version. If a memory or disk upgrade is required on the existing server, follow instructions in the Media Convergence Servers section under Component Changes. If your existing server will not work with the new Cisco Unified Communications Manager version, a Server Migration as previously described will be required.
2. Verify the direct upgrade path(s) – single or multiple hops – that you plan to use to execute the upgrade are supported by checking http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html. If your current “from” version is not supported to upgrade to your “to” version, then a multi-hop upgrade path will be required. E.g. 4.0 → 7.0 requires 4.0 → 4.1 or 4.3 → 7.0.
3. If you are covered by UCSS, the new Cisco Unified Communications Manager version can be obtained from Product Upgrade Tool at www.cisco.com (see Tips for Using this Ordering Guide). Note that all systems licensed via CUWL are required to be covered by UCSS. Also note that UCSS is not available for any Cisco Unified Communications Manager Non-Production System (NFR, Lab, SDK, Internal Demo).
4. If you are NOT covered by UCSS, then consult the text and tables below for your from/to upgrade versions. You will have one or both of the following as options:
 - a. Purchase a Cisco Unified Communications Manager Upgrade SKU. Typically only for upgrading by one major version (e.g. 5.x→6.1 or 6.x→7.0). Exception is 3.3 to 6.1, where you purchase a single SKU, but must still execute a multi-hop upgrade. If you don't see a Software Upgrade SKU for your hardware model, purchase the SKU with the same MCS 7800 server class. If you are purchasing for customer-provided hardware, you may need to look for the native HP/IBM model on www.cisco.com/go/swonly to determine equivalent server class. E.g.

select configurations of x346 and x3250 are both equivalent to MCS 7825, so if you don't see a SKU for x346 you can substitute SKU for x3250.

- b. Re-purchase the new Cisco Unified Communications Manager release as if it were a new system. Starting with Cisco Unified Communications Manager 7.0, this is the default way to pay for an upgrade of two or major versions (e.g. 4.x→7.x) to reduce/simplify the non-UCSS SKU's required to pay for an upgrade. Execution of the upgrade may be a single hop or multi-hop depending on the versions involved.

Cisco Unified Communications Software Subscription purchased together with an a la carte upgrade (for either scenario described above) is recommended. Refer to the [UCSS section of this guide](#) for corresponding product part numbers and prices. UCSS is a subscription product that entitles customers to major software version upgrades when linked to an active Cisco Unified Essential Operate Services (ESW) service contract. Once purchased, UCSS customers receive major software version upgrades at no additional charge for the duration of the subscription.

Below are specific recommendations for combinations of "from" and "to" software versions.

Cisco Unified Communications Manager 7.0 to 7.1

Nothing required. Upgrades to Minor, Maintenance, Service Update or Engineering Special releases within the same Major Release train do not require UCSS, upgrade SKU's or any other updated licensing. Customer does need to be covered by maintenance and support contracts to access these images, though.

Cisco Unified Communications Manager 6.x to Cisco Unified Communications Manager 7.1

Purchase one of the upgrade SKU's below.

Table 8. Cisco Unified Communications Manager 6.x→7.1 Upgrade SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM7.1-K9-UPG=	SW Upgrade to 7.1 for UCSS	\$15,995	
CM7.1-U-K9-7815SE=	SW Upgrade to CM 7.1 - 7815SE	\$1,995	
CM7.1-U-K9-7825SE=	SW Upgrade to CM 7.1 - MMIPC bundles only	\$1,995	
CM7.1-U-K9-7816=	SW Upgrade to CM 7.1 - 781X-	\$3,995	
CM7.1-U-K9-7825=	SW Upgrade to CM 7.1 - 7825	\$5,995	
CM7.1-U-K9-7835=	SW Upgrade to CM 7.1 - 7835	\$7,995	
CM7.1-U-K9-7845=	SW Upgrade to CM 7.1 - 7845	\$15,995	
CM7.1-U-K9-DL320=	SW Upgrade to CM 7.1 - DL320	\$5,995	
CM7.1-U-K9-DL380=	SW Upgrade to CM 7.1 - DL380 1CPU	\$7,995	
CM7.1-U-K9-DL380D=	SW Upgrade to CM 7.1 - DL380 2CPU	\$15,995	
CM7.1-U-K9-X206=	SW Upgrade to CM 7.1 - X206	\$3,995	
CM7.1-U-K9-X306=	SW Upgrade to CM 7.1 - X306	\$5,995	
CM7.1-U-K9-X346=	SW Upgrade to CM 7.1 - X346 1CPU	\$7,995	
CM7.1-U-K9-X3650=	SW Upgrade to CM 7.1 - X3650 1CPU	\$7,995	
CM7.1-U-K9-X346D=	SW Upgrade to CM 7.1 - X346 2CPU	\$15,995	
CM7.1-U-K9-X3650D=	SW Upgrade to CM 7.1 - X3650 2CPU	\$15,995	

Cisco Unified Communications Manager 6.x to Cisco Unified Communications Manager 7.0

Purchase one of the upgrade SKU's below.

Table 9. Cisco Unified Communications Manager 6.x→7.0 Upgrade SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM7.0-K9-UPG=	SW Upgrade CM 6.0/6.1 to 7.0 for SASU or UCSS	\$15,995	No
CM7.0-U-K9-7815SE=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - 7815SE	\$995	Yes
CM7.0-U-K9-7815=	SW Upgrade CM 6.0/6.1 to CM 7.0 - 7815	\$1,995	Yes
CM7.0-U-K9-7816=	SW Upgrade CM 6.1 to CM7.0 - 7816	\$1,995	Yes
CM7.0-U-K9-7825=	SW Upgrade CM 6.0/6.1 to CM 7.0 - 7825	\$2,995	Yes
CM7.0-U-K9-7835=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - 7835	\$3,995	Yes
CM7.0-U-K9-7845=	SW Upgrade CM 6.0/6.1 to CM 7.0 - 7845	\$7,995	Yes
CM7.0-U-K9-DL320=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - DL320	\$2,995	Yes
CM7.0-U-K9-DL380=	SW Upgrade CM6.0/6.1 to CM 7.0 - DL380 1CPU	\$3,995	Yes
CM7.0-U-K9-DL380D=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - DL380 2CPU	\$7,995	Yes
CM7.0-U-K9-X206=	SW Upgrade CM 6.0/6.1 to 7.0 - X206	\$1,995	Yes
CM7.0-U-K9-X306=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - X306	\$2,995	Yes
CM7.0-U-K9-X346=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - X346 1CPU	\$3,995	Yes
CM7.0-U-K9-X346D=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - X346 2CPU	\$7,995	Yes
CM7.0-U-K9-X3650=	SW Upgrade CM6.0/ 6.1 to CM 7.0 - X3650 1CPU	\$3,995	Yes
CM7.0-U-K9-X3650D=	SW Upgrade CM6.0/6.1 to CM7.0 - X3650 2CPU	\$7,995	Yes

Cisco Unified CallManager 4.x or Cisco Unified Communications Manager 5.1 to Cisco Unified Communications Manager 7.0

There is no migration SKU. Re-purchase Cisco Unified Communications Manager 7.0 as if it were a new system.

Example 1- Customer has Unified CallManager 4.0 on an MCS 7835 from HP. **There is no direct upgrade path from 4.0 to 7.0.** Customer needs to go the Software Center to download the 4.1(3) version and then he must order

CM7.0-K9-DL380.

If the customer wants to buy a new server at the same time, he would use the top level SKU, UNIFIED-CM-7.0 and select the server of choice. No migration SKU is necessary because this is a 3 release "hop".

Example 2 – Customer has Cisco Unified Communications Manager 5.1 on an IBM X3250 and wants to upgrade to 7.0. This is a supported direct path. Customer orders CM7.0-K9-X3250. If the customer also wanted a new server, use the top level SKU as in the preceding example.

Cisco Unified CallManager 3.x to Cisco Unified Communications Manager 7.0

Purchase the upgrade SKU for Unified CallManager 3.x to Cisco Unified Communications Manager 6.1 as described later below, then purchase an upgrade SKU for 6.1 to 7.0 as described previously.

Cisco Unified Communications Manager 6.0 to 6.1

Nothing required. Upgrades to Minor, Maintenance, Service Update or Engineering Special releases within the same Major Release train do not require UCSS, upgrade SKU's or any other updated licensing. Customer does need to be covered by maintenance and support contracts to access these images, though.

Cisco Unified Communications Manager 5.x to Cisco Unified Communications Manager 6.1

Upgrade the customer to Cisco Unified Communications Manager 5.1, then purchase one of the following Cisco Unified Communications Manager Upgrade SKU's to get to 6.0, then upgrade the customer to 6.1.

Table 10. Cisco Unified Communications Manager 5.x→6.x Upgrade SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM6.0-U-K9-7815SE=	SW Upgrade CM 5.1 to CM 6.0 – 7815SE		Yes
CM6.0-U-K9-7825SE=	SW Upgrade CM 5.1 to CM 6.0 – MMIPC bundles only		Yes
CM6.0-U-K9-7815=	SW Upgrade CM 5.1 to CM 6.0 – 7815		Yes
CM6.0-U-K9-7825=	SW Upgrade CM 5.1 to CM 6.0 – 7825		Yes
CM6.0-U-K9-7835=	SW Upgrade CM 5.1 to CM 6.0 – 7835		Yes
CM6.0-U-K9-7845=	SW Upgrade CM 5.1 to CM 6.0 – 7845		Yes
CM6.0-U-K9-DL320=	SW Upgrade CM 5.1 to CM 6.0 – DL320		Yes
CM6.0-U-K9-DL380=	SW Upgrade CM 5.1 to CM 6.0 – DL380 1CPU		Yes
CM6.0-U-K9-DL380D=	SW Upgrade CM 5.1 to CM 6.0 – DL380 2CPU		Yes
CM6.0-U-K9-X206=	SW Upgrade CM 5.1 to CM 6.0 – X206		Yes
CM6.0-U-K9-X306=	SW Upgrade CM 5.1 to CM 6.0 – X306		Yes
CM6.0-U-K9-X346=	SW Upgrade CM 5.1 to CM 6.0 – X346 1CPU		Yes
CM6.0-U-K9-X3650=	SW Upgrade CM 5.1 to CM 6.0 – X3650 1CPU		Yes
CM6.0-U-K9-X346D=	SW Upgrade CM 5.1 to CM 6.0 – X346 2CPU		Yes
CM6.0-U-K9-X3650D=	SW Upgrade CM 5.1 to CM 6.0 – X3650 2CPU		Yes

Cisco Unified CallManager 4.x to Cisco Unified Communications Manager 6.x

For Unified CM 4.1, 4.2 and 4.3, purchase one of the following Unified CM Upgrade SKU's. For Unified CM 4.0, first upgrade to 4.1 or 4.2.

Table 11. Unified CM 4.x to 6.x Upgrade SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM6.1U4-K9-7815SE=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – 7815SE		Yes
CM6.1U4-K9-7825SE=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – MMIPC bundles only		Yes
CM6.1U4-K9-7815=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – 7815		Yes
CM6.1U4-K9-7825=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – 7825		Yes
CM6.1U4-K9-7835=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – 7835		Yes
CM6.1U4-K9-7845=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – 7845		Yes

CM6.1U4-K9-DL320=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – DL320		Yes
CM6.1U4-K9-DL380=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – DL380 1CPU		Yes
CM6.1U4-K9-DL380D=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – DL380 2CPU		Yes
CM6.1U4-K9-X206=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 – X206		Yes
CM6.1U4-K9-X306=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 –X306		Yes
CM6.1U4-K9-X346=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 –X346 1CPU		Yes
CM6.1U4-K9-X3650=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 –X3650 1CPU		Yes
CM6.1U4-K9-X346D=	SW Upgrade CM 4.1/4.2/4.3 to CM 6.1 –X346 2CPU		Yes
CM6.0U4-K9-7815SE=	SW Upgrade CM 4.1/4.2 to CM 6.0 – 7815SE		Yes
CM6.0U4-K9-7825SE=	SW Upgrade CM 4.1/4.2 to CM 6.0 – MMIPC bundles only		Yes
CM6.0U4-K9-7815=	SW Upgrade CM 4.1/4.2 to CM 6.0 – 7815		Yes
CM6.0U4-K9-7825=	SW Upgrade CM 4.1/4.2 to CM 6.0 – 7825		Yes
CM6.0U4-K9-7835=	SW Upgrade CM 4.1/4.2 to CM 6.0 – 7835		Yes
CM6.0U4-K9-7845=	SW Upgrade CM 4.1/4.2 to CM 6.0 – 7845		Yes
CM6.0U4-K9-DL320=	SW Upgrade CM 4.1/4.2 to CM 6.0 – DL320		Yes
CM6.0U4-K9-DL380=	SW Upgrade CM 4.1/4.2 to CM 6.0 – DL380 1CPU		Yes
CM6.0U4-K9-DL380D=	SW Upgrade CM 4.1/4.2 to CM 6.0 – DL380 2CPU		Yes
CM6.0U4-K9-X206=	SW Upgrade CM 4.1/4.2 to CM 6.0 – X206		Yes
CM6.0U4-K9-X306=	SW Upgrade CM 4.1/4.2 to CM 6.0 – X306		Yes
CM6.0U4-K9-X346=	SW Upgrade CM 4.1/4.2 to CM 6.0 – X346 1CPU		Yes
CM6.0U4-K9-X3650=	SW Upgrade CM 4.1/4.2 to CM 6.0 – X3650 1CPU		Yes
CM6.0U4-K9-X346D=	SW Upgrade CM 4.1/4.2 to CM 6.0 – X346 2CPU		Yes

Cisco Unified CallManager 3.x to Cisco Unified Communications Manager 6.1

Upgrade the customer to 3.3(5), then purchase one of the following Unified CM Upgrade SKU's to get to 6.0, then upgrade the customer to 6.1 via 4.2.

Table 12. Unified CM 3.3 to 6.1 Upgrade SKUs

Product t Number	Description	List Price (\$US)	UCSS Orderable?
CM6.1-U3.3-K9-7816=	SW Upg CM3.3 to 4.2 to 6.1 for MCS781X, X206		Yes
CM6.1-U3.3-K9-7825=	SW Upg CM3.3 to 4.2 to 6.1 for MCS7825, X306, DL320		Yes
CM6.1-U3.3-K9-7835=	SW Upg CM3.3 to 4.2 to 6.1 for MCS7835, X3650, DL380		Yes
CM6.1-U3.3-K9-7845=	SW UPG CM3.3 to 4.2 to 6.1 for MCS7845, X3650D, DL380D		Yes

Cisco Unified Communications Manager 5.0 to Cisco Unified Communications Manager 5.1

Same rules as 6.0 to 6.1.

Cisco Unified CallManager 4.x to Cisco Unified Communications Manager 5.1

4.2 or 4.3 to 5.1 not supported.

4.1 to 5.1(4), purchase one of the Unified CM Upgrade SKU's below. 4.0 customers must upgrade to 4.1(3) first.

4.x to 5.0 is not supported, only to 5.1 as indicated above.

Table 13. Unified CM 4.x to 5.1 Upgrade SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM5.1-U-K9-7815SE	Cisco Unified CallManager 4.1 to 5.1 Upgrade, MCS-7815s or MCS-7816s, 100 Server User License		Yes
CM5.1-U-K9-7815	Cisco Unified CallManager 4.1 to 5.1 Upgrade, MCS-7815s or MCS-7816s, 300 Server User License		Yes
CM5.1-U-K9-7825SE	Cisco Unified CallManager 4.1 to 5.1 Upgrade, MCS-7825s, 100 Server User License. Please note that Cisco Unified CallManager 4.1 for a MCS-7825 with 100 server user license only shipped with MMIPC Bundles MID-MKT-IPC-B and MID-MKT-IPC-C.		Yes
CM5.1-U-K9-7825	Cisco Unified CallManager 4.1 to 5.1 Upgrade, MCS-7825s, 1000 Server User License		Yes
CM5.1-U-K9-7835	Cisco Unified CallManager 4.1 to 5.1 Upgrade, Cisco MCS 7835s, 2500 Server User License		Yes
CM5.1-U-K9-7845	Cisco Unified CallManager 4.1 to 5.1 Upgrade, MCS-7845s, 5000 Server User License		Yes
CM5.1-U-K9-DL320	Cisco Unified CallManager 4.1 to 5.1 Upgrade, HP DL320s, 1000 Server User License		Yes
CM5.1-U-K9-DL380	Cisco Unified CallManager 4.1 to 5.1 Upgrade, HP DL380s/1CPU, 2500 Server User License		Yes
CM5.1-U-K9-DL380D	Cisco Unified CallManager 4.1 to 5.1 Upgrade, HP DL380s/2CPU, 5000 Server User License		Yes
CM5.1-U-K9-X306	Cisco Unified CallManager 4.1 to 5.1 Upgrade, IBM xSeries 306 or IBM x3250, 1000 Server User License		Yes
CM5.1-U-K9-X346=	Cisco Unified CallManager 4.1 to 5.1 Upgrade, IBM xSeries 346/1CPU or IBM x3650/1CPU, 2500 Server User License		Yes
CM5.1-U-K9-X346D=	Cisco Unified CallManager 4.1 to 5.1 Upgrade, IBM xSeries 346/2CPU or IBM x3650/2CPU, 5000 Server User License		Yes

Cisco Unified CallManager 3.x to Cisco Unified Communications Manager 5.1

Not supported, these customers must migrate to 4.3 or 6.1.

Cisco Unified CallManager 4.x to Cisco Unified CallManager 4.3

Purchase the Unified CM Upgrade SKU below.

Table 14. Unified CM 4.x to 4.3 Upgrade SKU

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM4.X-4.3OS-U-K9=	SW CallManager 4.X to 4.3 OS Upgrade, All Servers	\$995	No

Cisco Unified CallManager 3.3 to Cisco Unified CallManager 4.3

Purchase one of the Unified CM Upgrade SKUs below.

Table 15. Unified CM 3.3 to 4.3 Upgrade SKU

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM4.3-U-K9-7815SE=	Cisco CallManager 3.3 To 4.3 Upgrade, MCS-7815, 100 Server User License	\$1,990	Yes
CM4.3-U-K9-7815=	Cisco CallManager 3.3 To 4.3 Upgrade, MCS-7815, 300 Server User License	\$2,990	Yes
CM4.3-U-K9-7825SE=	Cisco CallManager 3.3 to 4.3 Upgrade, MCS -7825s, 100 Server User License. Please note that Cisco CallManager 3.3 for a MCS-7825 with 100 server user license only shipped with MM IPC Bundles MID-MKT-IPC-B and MID-MKT-IPC-C.	\$1,990	Yes
CM4.3-U-K9-7825=	Cisco CallManager 3.3 To 4.3 Upgrade, MCS-7825, 1000 Server User License	\$3,990	Yes
CM4.3-U-K9-7835=	Cisco CallManager 3.3 To 4.3 Upgrade, MCS-7835, 2500 Server User License	\$4,990	Yes
CM4.3-U-K9-7845=	Cisco CallManager 3.3 To 4.3 Upgrade, MCS-7845, 5000 Server User License	\$8,990	Yes
CM4.3-U-K9-DL320=	Cisco CallManager 3.3 To 4.3 Upgrade, HP DL320, 1000 Server User License	\$3,990	Yes
CM4.3-U-K9-DL380=	Cisco CallManager 3.3 To 4.3 Upgrade, HP DL380/1CPU, 2500 Server User License	\$4,990	Yes
CM4.3-U-K9-DL380D=	Cisco CallManager 3.3 To 4.3 Upgrade, HP DL380/2CPU, 5000 Server User License	\$8,990	Yes
CM4.3-U-K9-X206=	Cisco CallManager 3.3 To 4.3 Upgrade, IBM xSeries 306, or IBM X206, 300 Server User License	\$2,990	Yes
CM4.3-U-K9-X306=	Cisco CallManager 3.3 To 4.3 Upgrade, IBM xSeries 306, or IBM X3250, 1000 Server User License	\$3,990	Yes
CM4.3-U-K9-X345=	Cisco CallManager 3.3 To 4.3 Upgrade, IBM xSeries 345, 2500 Server User License	\$4,990	Yes
CM4.3-U-K9-X345D	Cisco CallManager 3.3 To 4.3 Upgrade, IBM xSeries 346/1CPU, or IBM x3650/1 CPU, 2500 Server User License	\$8,990	Yes
CM4.3-U-K9-X346=	SW CallManager 3.3 To 4.3 Upgrade, IBM X346/1CPU, 2500 Server User License	\$4,990	Yes
CM4.3-U-K9-X346D=	Cisco CallManager 3.3 To 4.3 Upgrade, IBM xSeries 346/2CPU, 5000 Server User License	\$8,990	Yes

3.4 Non-Production Systems (NPS)

Non-production systems are intended for labs, demos, trials, showcases, internal course development, training and other non-revenue-generating activities. There are four types of non-production systems with different eligibility requirements and included products.

1. Not For Resale kit (NFR)
2. Customer Lab license
3. Software Development Kit (SDK)
4. Internal Demo License

Note that UCSS is not available for any non-production system, though other options such as Cisco Unified Communications Manager upgrade SKU's are available.

1. Not For Resale kit (NFR) – This is available only to Cisco UC specialized Partners or learning partners for demonstration and lab purposes. See http://www.cisco.com/web/partners/sell/promotions/uc_system_release_nfr_program.html for

details on eligibility and included products.

1. If you are eligible, order an NFR SKU from Cisco Distributors.
2. Compatible/approved bare-metal hardware must be purchased separately (see section on Production Systems).
3. If you need NFR for additional products not just Cisco Unified Communications Manager, as an alternative you can order the Unified Communications NFR SKU **UC7.1-K9-NFR** from Cisco Marketplace <http://www.cisco.com/pcgi-bin/marketplace/welcome.pl>

Table 16. NFR SKUs

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM7.1-K9-NFR	SW, CUCM 7.0, Not for Resale	\$200	No
CM7.1-K9-NFR-TRNG	SW, CUCM 7.0, Not for Resale - Training Partners Only	\$200	No
CM7.0-K9-NFR	SW, CUCM 7.0, Not for Resale	\$200	No
CM7.0-K9-NFR-TRNG	SW, CUCM 7.0, Not for Resale - Training Partners Only	\$200	No

2. Customer Lab License – This is available to customers for non-production use. It contains Cisco Unified Communications Manager with 1 Node License and 100 DLU's. Note that this license cannot be converted to a production license.

1. Order the lab SKU below. Additional DLUs may be purchased
2. Compatible/approved bare-metal hardware must be purchased separately (see section on Production Systems).

Table 17. Customer Lab SKU

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM7.1-K9-LAB	SW, Unified CM, 100 DLUs, Lab system only	\$995	No
CM7.0-K9-LAB	SW, Unified CM, 100 DLUs, Lab system only	\$995	No
CM6.1-K9-LAB	SW, Unified CM, 100 DLUs, Lab system only	\$995	No

3. Software Development Kit (SDK) – Customer/partner developers should order either the Lab License or the Cisco Unified Application Environment.

4. Internal Demo License (DEMO) – This is for Cisco internal non-production use only and cannot be sold to customers or partners. It contains 1 Node License and 150 DLUs.

1. Order the DEMO SKU below.
2. Compatible/approved bare-metal hardware must be purchased separately (see section on Production Systems).

Table 18. Internal Demo SKU

Product Number	Description	List Price (\$US)	UCSS Orderable?
CM7.0-K9-DEMO	SW, Unified CM 7.0, 150 DLUs, for internal use only, NFR	\$200	No

4 Cisco Media Convergence Servers 7800

4.1 General Information

Latest and greatest shipping models/generations as of August 2009 are as follows:

- Cisco MCS 7816-I4, available as bare-metal or Cisco Unified Communications Manager appliance
- Cisco MCS 7825-I4 and 7825-H4, available as bare-metal or Cisco Unified Communications Manager appliance, or a Software-only equivalent based on IBM x3250-M2 or HP DL320G5p.
- Cisco MCS 7828-I4, available as a bare-metal spare or a Cisco Unified Communications Manager – Business Edition appliance or as part of a CUWL bundle
- Cisco MCS 7835-I2 V02 and 7835-H2 V02, available as bare-metal or Cisco Unified Communications Manager appliance, or a Software-only equivalent based on single-CPU IBM x3650 or HP DL380G5.
- Cisco MCS 7845-I2 V02 and 7845-H2 V02, available as bare-metal or Cisco Unified Communications Manager appliance, or a Software-only equivalent based on dual-CPU IBM x3650 or HP DL380G5.

Please see the datasheets at

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html for specifications of each model.

For reference, here is a “decoder ring” for MCS 7800 product ID’s.

Part Number syntax is usually MCS-78xx-yy-zzzz or MCS78xxyy-K9-zzzz

- For IPCBU servers, it is sufficient to only use MCS-78xx-yy to completely describe a server model/generation. When distinguishing IPCBU vs. UCBU/CCBU/ETG servers, you should use the entire product ID.
- xx is the server class: 7815, 7816, 7825, 7828, 7835 or 7845
- yy is the OEM vendor and model generation: e.g. –H1 for HP 1st generation, –I2 for IBM 2nd generation, etc.
- zzzz is a suffix indicating one or more of the following: unique hardware configuration, bare-metal vs. a factory-pre-loaded version of software, or which product the server belongs to. Here are some example suffixes used:
 - -IPC1, -IPC2: IPCBU “bare-metal” configurations
 - -CMA1: factory-install of 5.0
 - -CMA2: factory-install of 5.1

- -CMB1: factory-install of 6.0
- -CMB2: factory-install of 6.1
- -CMC1: factory-install of 7.0
- -CMC2: factory-install of 7.1

The following information affects server purchasing decisions for Cisco Unified Communications products so is included here for background/reference/convenience.

Positioning - why should you buy MCS 7800? Cisco and partner field should encourage MCS 7800 sales as it results in simpler support and more revenue. The primary customer benefits of using MCS 7800 with a Cisco maintenance contract are as follows:

- **Factory-installation of Cisco Unified Communications Manager 5.0+ software**, which reduces duration of Day 0 / Day 1 deployment activity.
- **Cisco TAC (and optional Cisco Advanced Services) support of entire hardware/software stack**, including diagnosis, triage, repair dispatch and/or replacement as needed. Customers who are willing to assume responsibility for hardware support on their own, or who want to use a partner for hardware support, should buy “software-only” Cisco Unified Communications Manager licenses and use certified hardware from www.cisco.com/go/swonly. Cisco will diagnose to establish if root cause of an issue is pointing at software or hardware, but hardware root cause diagnosis and repair/replacement will need to be coordinated by the customer or their partner. Customer still has to follow all Cisco hardware support policies and rules - they just get to procure hardware and support from a different source.
- **Parts and replacement availability** – Cisco usually does not certify latest and greatest hardware configurations due to time required for firmware/driver certification and building OS images. With MCS 7800 it may be easier for the customer to get replacement parts and chassis that are compatible with Cisco software.
- **Essential Operate Service** - For complete details on how support differs for a Software-only purchase, vs. Software and Hardware from Cisco, see http://www.cisco.com/en/US/services/ps2961/ps2664/services_data_sheet0900aecd8042826b.pdf

Positioning – DO NOT sell an MCS 7800 for the following scenarios which are not supported by Cisco:

- Non-Cisco products, including SolutionsPlus and Cisco Technology Developer Partner program (CTDP). The only exception is 3rd-party software bundled with a Cisco product.. Even if the 3rd-party software vendor is willing to support MCS, Cisco will not triage or make MCS changes if hardware causes a software issue or incompatibility.
- 3rd-party operating system: MCS are not intended to be sold as a general-purpose server platform (position Cisco Unified Computing System for that need). The only exception is an OS bundled with a Cisco software product. Even if the 3rd-party OS vendor is willing to support MCS, Cisco will not triage or make MCS changes if hardware causes an OS issue

or incompatibility.

Capacity limits for MCS 7800 should come from the design guides and calculator tools at <http://www.cisco.com/go/srnd>

Third-party hardware on MCS 7800 is not supported unless explicitly covered in the software ordering guides or release notes. E.g. Cisco Unified Communications Manager 6.1 does not support different or additional network interface cards, but does support basic UPS integration.

Third-party software support for MCS 7800 should come from the software product documentation, e.g. for Cisco Unified Communications Manager see http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/prod_bulletin0900aec806f6221.html or for Cisco Unity and Unity Bridge backup agent support, see http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/support/7xcusupp.html

Re-use of an MCS 7800 with one SKU suffix to run a different software product may or may not be supported depending on products, versions and specific MCS models. Consult the hardware support matrix to see what your SKU suffix is equivalent to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aec8d8062a4f9.html. If your SKU is not listed, contact the support aliases given at the start of this ordering guide to see if/what it is equivalent to.

Service Processors: MCS 7800 servers leverage native hardware vendor support for out-of-band management access. I.e. IBM RSA II or HP iLO/RiLO. Supported features vary by Unified CM release.

For older MCS 7800 model generations:

- HP iLO/RiLO requires hardware and uses a tiered licensing scheme, either a Basic License (free with service processor hardware) or an Advanced License (must be paid for separately).
- IBM RSA II only requires service processor hardware, no software or licensing.
- To see whether or not the service processor hardware and/or software license ships with an MCS 7800, and/or if a field-installation option is supported, see the document “Technical Prep for Migrating to CUCM 6.1” at the Partner Migration site at <http://www.cisco.com/go/ucmigration>

For newer MCS 7800 model generations:

- HP iLO/RiLO requires hardware and uses a feature/version-oriented licensing scheme. On 7835/45-H2, the HP license key for Cisco-supported features ships with the server.
- IBM RSA II only requires service processor hardware, no software or licensing.

Note that the above only applies to service processor features that Cisco supports (e.g. for Unified CM 6.1/7.0, remote console and remote power management are supported but not remote media). If after installation the customer installs a service processor license that enables additional features, or tries to use additional features, they will not be supported by Cisco whether or not they work.

Keyboards, mice and monitors are not included with MCS 7800. Latest models use USB connections. Cisco does not make or re-sell any Keyboard-Video-Mouse (KVM) remote access hardware or software.

Important Notes on MCS 7800 Lifespan

As lifecycle status is often a purchasing consideration, we are including some reference information here.

- Hardware and Software releases have separate lifespans, separate End of Life policies, and separate End of Sale / End of Support announcements. Carefully read an announcement as it will be for either hardware or software not both. See the End of Life portal at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_eol_notices_list.html
- As Cisco MCS 7800 are OEM of commodity servers, their lifespan is much shorter than what is typical of other Cisco hardware products.
- Cisco MCS 7800 FCS tends to lag the HP/IBM server introduction date due to certification and other activity that must occur. Cisco MCS 7800 End of Sale is indexed to HP/IBM Discontinue dates, but Cisco sometimes extends availability past the official date that HP/IBM stops selling the server model/generation.
- HP/IBM lifespan is typically 12-18 months from their Introduction to their Discontinue date, which for Cisco translates to typically 9-18 months between Cisco MCS FCS and Cisco MCS End of Sale dates.
- MCS hardware and Cisco Unified Communications Manager software have completely different lifecycles and end of life / end of support policies and milestone dates. End of Sale of MCS hardware does NOT mean end of sale of any software release, and vice versa. Separate End of Sale notices are sent for hardware vs. software releases, although EITHER a hardware End of Sale OR a software End of Sale will result in End of Sale for an appliance SKU. E.g. End of Sale for 7816-I3 hardware will cause End of Sale for the MCS7816I3-K9-CMB2 SKU. This SKU has both a hardware component and a software component. A hardware End of Sale means this SKU cannot be purchased since the hardware component is no longer available, but the software component, i.e. CUCM 6.1, is NOT affected. A separate Software Release End of Sale governs that (see section Important Notes on CUCM Release Lifespan).
- Hardware End of Sale is not the same thing as hardware End of Support. MCS hardware End of Support is 5 years after MCS hardware End of Sale per standard Cisco policy. See next section for details on how Cisco Customer Advocacy Service Logistics handles repair/replacement of MCS 7800 servers purchased from Cisco.

Important Notes on MCS 7800 Service and Support

The following only applies to Cisco-branded servers and not to exact match equivalents purchased direct from HP/IBM. Contact Cisco Customer Advocacy Service Logistics and Product Support Engineering for additional details.

- MCS 7800 servers are supported by the OEM vendors (HP/IBM) with Cisco TAC acting as the intermediary. The strategy is to always attempt component replacement first with whole box replacement as a last resort at Cisco's discretion. This is not a new policy, but

some TAC organizations and channel partners are being re-educated.

- For MCS 7800, customers should STRONGLY consider purchasing a hardware maintenance and support contract which includes On-Site Support.
- If the OEM Vendor recommends Component replacement for a server, a technician from the OEM Vendor is only dispatched if the Customer has purchased a Cisco Service Contract on that MCS Server which includes On-Site coverage. If a Customer contract does NOT include On-Site coverage, it means that no OEM Vendor technician will be dispatched to assist with the component replacement, and Customers are responsible for replacing the component. This includes all replaceable components inside a server, such as a motherboard/system board, which can be extremely difficult and time consuming to replace.
- MCS 7800 servers that are under Warranty, but are NOT covered with a contract which includes On-Site support, will NOT receive On-Site support from the OEM Vendors via Cisco TAC.
- If Customer does not purchase On-Site contracts, but want to add this coverage later, they may do so by contacting Cisco Service Relations to make the arrangements.
- Repair/replacement of components or full-box RMA are only available for MCS 7800 model/generations that are before their hardware End of Support (or Last Date of Support) date (this date is per standard Cisco policy 5 years after hardware End of Sale). Even if a customer's maintenance and support contract extends past this date, Cisco will still not support the hardware past its Last Date of Support. E.g. MCS model/generation Last Date of Support is in March, your SmartNet contract end date is December. Cisco will not repair/replace that MCS if the problem occurs in April or later. Note that UCSS and CUWL are software items and do not affect this hardware support policy.
- Prior to MCS 7800 Last Date of Support, if Cisco Customer Advocacy Service Logistics find their depot inventory getting low, a "same or better" policy is applied for MCS 7800 issues found to require a hardware RMA. E.g. this is usually a generation change such as -H3/I3 replaced with -H4/I4. This assumes that customer has correct contract coverage as detailed above, and that the hardware is before its Last Date of Support.

4.2 New Hardware

Do not assume that every MCS 7800 is supported with every version of every product. E.g. Cisco Unified Communications Manager no longer supports MCS 7815, and Cisco Unified Communications Manager - Business Edition is only supported on MCS 7828.

If you are ordering "**bare-metal**" **MCS 7800** hardware for Unified CallManager 4.3, or a server spare for any software product, use the "bare-metal MCS SKU's" in the Cisco Unified Communications Manager section of this ordering guide (under new production systems).

If you are ordering a **factory-pre-loaded Unified Communications Manager appliance MCS 7800** for Cisco Unified Communications Manager 5.x or greater, use the "appliance SKU's" in the Cisco Unified Communications Manager section of this ordering guide (under new production systems).

If you are ordering **MCS 7800 hardware for anything else** (e.g. Cisco Emergency Responder, Cisco Unified Contact Center Express, Cisco IP Interoperability and Collaboration System, etc.),

you must first consult the ordering guide for that software product to see what is supported. Most products, such as Cisco Unified Communications Manager 4.3, will require a “bare-metal” hardware SKU and a “for MCS” software SKU.

If you are ordering “**software-only**” licensing, see www.cisco.com/go/swonly and the Cisco Unified Communications Manager hardware support matrix for what is approved with Cisco Unified Communications Manager. Note that MCS 7816 and MCS 7828 are not supported for software-only. Sometimes there is a gap between when HP and IBM discontinue their servers and when Cisco has certified the next generation, during which the software-only licenses are not available for new orders since the hardware is not available from HP/IBM. During this interim, for a new purchase either order MCS from Cisco, or wait for the next generation to be certified. If customer already has the discontinued hardware and just wants to upgrade Cisco Unified Communications Manager, contact your account team to see what options there are.

For more details on MCS 7800 lifespan, end of sale and end of life, see the Technical Prep materials at www.cisco.com/go/ucmigration

4.3 Component Changes on Existing Hardware

In this Scenario, either the hardware is a new purchase, or it is existing hardware where the installed software version will not change. If you intend to upgrade your software at the same time as making any of these hardware changes, see the Ordering Guide for your software to see if any pre-requisite or additional steps are required.

This section covers the following hardware changes:

- a. Hardware Security Key for Cisco Unified Communications Manager
- b. External tape drives for backups
- c. Hardware to support Cisco Unified Communications Manager Music On Hold (MoH) feature with an external audio source
- d. Supported spare, add or upgrade/replace Memory
- e. Supported spare, add or upgrade/replace Hard Drives
- f. Replace Rail Kits, or purchase Rail Kits not included with a purchased server
- g. Replace or spare a Fan module
- h. Replace or spare a Power Supply

They are described in more detail below.

Cisco Unified Communications Manager does not support any other hardware changes, such as any form of field changes, adds, swaps, upgrades or removals of motherboards, CPUs, NICs, etc. See your account team about Battery Backed-up Write Caches (BBWC).

For Uninterruptible Power Supply (UPS) integration, see the Cisco Unified Communications Manager release notes and OS Admin Guide.

In all hardware changes, any customer-provided hardware must be an exact match for what Cisco has certified to be supported, i.e. exactly the same vendor, make, model, specs and 3rd-party part numbers.

If you purchased an MCS 7800 from Cisco, do the following:

1. Order one of the following SKU's below depending on what component you need. Memory and disk quantity and sizes must exactly match the content of <http://www.cisco.com/go/swonly> and the datasheet for the MCS 7800 model.

2. If the SKUs below are not available from Cisco, follow instructions below for “Software-only”.

If you purchased your own certified “Software-only” hardware, do the following:

1. Order direct from HP or IBM an exact match of the component(s) you need. Memory and disk quantity and sizes must exactly match the content of <http://www.cisco.com/go/swonly>
2. If the exact match is no longer available from HP and IBM, the customer should migrate to a newer server.

a. Hardware Security Key for Unified CM

I.e. the “USB dongle”.

Table 19. Cisco Unified Communications Manager Hardware Security Key

Product Number	Description	List Price (\$US)
KEY-CCM-ADMIN-K9=	Hardware Security Key for CUCM Admin, Release 4.0 or Greater (Order a minimum quantity of 2)	\$300

b. External Tape Drives

These are used only for backups to tape, vs. backups to a network file location.

For older releases of Cisco Unified Communications Manager, Cisco certified and re-sold an internal SCSI-based 20/40GB Hot Plug Digital Audio Tape (DAT) drive with SKUs DAT-7835-H1= and DAT-7845-H1=. These are End of Life and no longer sold for new systems. For the installed base upgrading to latest Cisco Unified Communications Manager versions, certain releases on newest hardware will not support this SCSI tape drive.

Cisco Unified Communications Manager on currently shipping servers now supports an external 36/72GB USB Digital Audio Tape (DAT) drive in either a standalone or rack-mounted configuration, with the SKU's in the table below. Certain Cisco Unified Communications Manager versions on certain hardware models also require a PCI USB adapter for the MCS 7800 to recognize the USB tape drive.

Customer tape drive options are as follows. Note that only the USB tape drive can be purchased new, SCSI tape drive support is only included here for installed base backwards compatibility:

- 7835/45-H1 and older:
 - SCSI tape drive supported on all releases on these models
 - USB tape drive:
 - Cisco Unified Communications Manager 5.0: Supported, but requires PCI to USB adaptor
 - Cisco Unified Communications Manager 5.1(3)+: Supported without PCI to USB adaptor
- 7845-H2:
 - SCSI tape drive not supported
 - USB tape drive:
 - Cisco Unified Communications Manager 5.1(3)+: Supported without PCI to USB adaptor
- 781511/12 with Cisco Unified Communications Manager 5.0+:

- SCSI tape drive not supported
- USB tape drive not supported
- All other HP & IBM model generations:
 - SCSI tape drive not supported
 - USB tape drive:
 - Cisco Unified Communications Manager 5.0: Not supported
 - Cisco Unified Communications Manager 5.1(3)+: Supported without PCI to USB adaptor

Table 20. External Tape Drives

Product Number	Description	List Price (\$US)
DAT-USB-EXT-72	Optional external USB 36/72GB Digital Audio Tape [DAT] drive	\$3,195
DAT-USB-EXT-72=	Optional external USB 36/72GB Digital Audio Tape [DAT] drive spare SKU	\$3,195
DAT-USB-RM-72	Optional rack-mount USB 36/72GB Digital Audio Tape (DAT) drive	\$3,995
DAT-USB-RM-72=	Optional rack-mount USB 36/72GB Digital Audio Tape (DAT) drive spare SKU	\$3,995
DAT-USB-ADPT=	PCI to USB DAT Adapter for Unified Communications Manager 5.0 Appliance and Greater (Required if DAT-USB-EXT-72= are used)	\$150

c. Hardware for Music on Hold

This section is only if you require an external audio/music source for the Cisco Unified Communications Manager Music On Hold (MOH) feature. Cisco Unified Communications Manager uses an external USB to audio dongle for audio connectivity to external sources.

Cisco Unified Communications Manager on MCS 7835-1000, MCS 7835-1266, and MCS 7845-1400 used to certify (but not re-sell) the AOpen AW-840 PCI sound card. This sound card is no longer supported by Cisco.

For Unified CallManager 3.x/4.x on older servers, Cisco used to certify (but not re-sell) the Griffin iMic USB Audio Interface with IPT OS 2000.2.7 or higher and the Telex Communications P-800 USB Digital Audio Converter with IPT OS 2000.2.5 or higher. Both of these devices are End of Life so are no longer available. Cisco now sells a new USB-to-audio dongle device with the SKU in the table below.

Existing Unified CallManager 3.x/4.x customers with Griffin or Telex devices already deployed may upgrade to 4.3 and keep using these devices until they upgrade to 5.x or higher, when they must replace with the SKU below.

New purchases of Cisco Unified CallManager 4.3 or higher must order the SKU below.

The SKU also applies to Software-only customers, who must remember to retain the device if their server is ever returned to or replaced by their hardware provider.

Note that this device uses “S/PDIF 2.5mm plug-in jacks” for physical connection to the audio source.

Table 21. Hardware for Music on Hold

Product Number	Description	List Price (\$US)
MOH-USB-AUDIO=	Music on Hold USB Adapter	\$99

For customers upgrading to Cisco Unified CallManager 4.3 desiring to keep their Griffin or Telex devices, here is the hardware compatibility:

Table 22. Griffin iMic and Telex Communications P-800 Compatibility with MCS 7800

Supported with Griffin iMic	Supported with Telex P-800
MCS-7815-I1-IPC1	MCS-7815-I-3.0-IPC1
MCS-7815-I1-IPC3	MCS-7815-I1-IPC1
MCS-7815-I2-IPC1	MCS-7825-H-2.2-EVV1
MCS-7816-H3-IPC1	MCS-7825-H-3.0-IPC1
MCS-7816-I3-IPC1	MCS-7825-I-3.0-IPC1
MCS-7825-H1-IPC1	MCS-7825-H1-IPC1
MCS-7825-H2-IPC1	MCS-7825-I1-IPC1
MCS-7825-H2-IPC2	MCS 7835-1266
MCS-7825-I1-IPC1	MCS-7835-H-2.4-EVV1
MCS-7825-I2-IPC1	MCS-7835-H-3.0-IPC1
MCS-7825-I2-IPC2	MCS-7835-H1-IPC1
MCS-7825-H3-IPC1	MCS-7835-I-2.4-EVV1
MCS-7825-I3-IPC1	MCS-7835-I-3.0-IPC1
MCS-7835-H1-IPC1	MCS-7835-I1-IPC1
MCS-7835-I1-IPC1	MCS-7845-H-2.4-EVV1
MCS-7835-H2-IPC1	MCS-7845-H-3.0-IPC1
MCS-7835-I2-IPC1	MCS-7845-H1-IPC1
MCS-7845-H1-IPC1	MCS-7845-I-IPC1
MCS-7845-I1-IPC1	
MCS-7845-H2-IPC1	
MCS-7845-I2-IPC1	

d. Memory

Installed memory must be an exact match for what Cisco has certified to be supported, i.e. exactly the same vendor, make, model, specs and 3rd-party part numbers. Different memory configurations (module quantity/size) must not be installed as these are not certified. The Cisco Unified Communications Manager software and kernel are optimized for specific memory configurations so higher amounts of RAM will not help. In general memory changes are only supported for spares (vs. relying on SmartNet coverage and RMA), or to enable upgrading to new Cisco Unified Communications Manager release. Cisco does not support migrating from one server class to another via CPU, RAM and/or disk changes.

For guidelines on memory upgrades and replacements, see

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a00801fa026.shtml

Table 23. MCS 7800 Memory Modules

Product Number	Description	List Price (\$US)
MEM-7815-I2-2GB=	Spare 2x1GB DIMMs For MCS 7815-I2 server	
MEM-7816-H3-1GB=	Spare 1GB DIMM For MCS-7816-H3	

MEM-7816-I3-2GB=	Spare Two 1GB DIMM For MCS-7816-I3
MEM-7816-I4-2GB=	Spare 2GB Memory (2 x 1GB DIMMs) for MCS-7816-I4
MEM-7825-H2-1GB=	Spare 1GB DIMM For Cisco MCS 7825-H2 server
MEM-7825-H3-1GB=	Spare 1GB DIMM For MCS-7825-H3
MEM-7825-I2-2GB=	Spare 2x1GB DIMMs For MCS 7825-I2 server
MEM-7825-I3-2GB=	Spare Two 1GB DIMM For MCS-7825-I3
MEM-7825-H4-1GB=	Spare 1GB Memory (1 x 1GB DIMMs) for MCS-7825-H4
MEM-7825-I4-1GB=	Spare 1GB Memory (1 x 1GB DIMMs) for MCS-7825-I4
MEM-7828-H3-1GB=	Spare 1GB DIMM For MCS-7828-H3
MEM-7828-H3-2GB=	Spare 2GB DIMM For MCS-7828-H3
MEM-7828-I3-2GB=	Spare Two 1GB DIMM For MCS-7828-I3
MEM-7828-I3-4GB=	Spare Two 2GB DIMM For MCS-7828-I3
MEM-7828-H4-2GB=	Spare 2GB DIMM For MCS-7828-H4
MEM-7828-I4-4GB=	Spare 4GB DIMM For MCS-7828-I4
MEM-7835-H1-1GB=	Spare 1GB DIMM For MCS-7835-H1
MEM-7835-H2-1GB=	Spare 1GB DIMM For MCS-7835-H2
MEM-7835-I1-1GB=	Spare Pair 1GB DIMM For MCS-7835-I1
MEM-7835-I2-2GB=	Spare 2x1GB DIMM For MCS-7835-I2
MEM-7845-H1-1GB=	Spare 1GB DIMM For MCS-7845-H1
MEM-7845-H2-1GB=	Spare 1GB DIMM For MCS-7845-H2
MEM-7845-I1-1GB=	Spare Pair 1GB DIMM For MCS-7845-I1
MEM-7845-I2-2GB=	Spare 2x1GB DIMM For MCS-7845-I2

e. Hard Drives

Installed hard drives must be an exact match for what Cisco has certified to be supported, i.e. exactly the same vendor, make, model, specs and 3rd-party part numbers. Different hard drive sizes, vendors or models must not be installed as these can introduce untested / incompatible RAID firmware and drivers that will cause installation failure or system instability. In general disk changes are only supported for spares (vs. relying on SmartNet coverage and RMA), or to enable upgrading to new Cisco Unified Communications Manager release. Cisco does not support migrating from one server class to another via CPU, RAM and/or disk changes.

Match the SKU below with the model generation of the server you use.

Table 24. MCS 7800 Hard Drives

Product Number	Description	List Price (\$US)
HDD-7815-I2-80=	Spare 80GB SATA Hard Disk Drive For MCS-7815-I2 Server	
HDD-7816-H3-160=	Spare 160GB Cold Swap SATA Drive for MCS 7816-H3	

HDD-7816-I3-160=	Spare 160GB Cold Swap SATA Drive for MCS 7816-I3
HDD-7816-I4-250=	Spare 250GB Cold Swap SATA Hard Disk Drive For MCS-7816-I4
HDD-7825-H1-80=	Spare 80GB SATA Hard Drive for MCS-7825-H1
HDD-7825-H2-80=	Spare 80GB SATA Hard Disk Drive For MCS-7825-H2 Server
HDD-7825-H3-160=	Spare 160GB Cold Swap SATA Drive for MCS 7825-H3
HDD-7825-I2-80=	Spare 80GB SATA Hard Disk Drive For MCS-7825-I2 Server
HDD-7825-I3-160=	Spare 160GB Cold Swap SATA Drive for MCS 7825-I3
HDD-7825-H4-250=	Spare 250GB Cold Swap SATA Hard Disk Drive For MCS-7825-H4
HDD-7825-I4-250=	Spare 250GB Cold Swap SATA Hard Disk Drive For MCS-7825-I4
HDD-7828-H3-250=	Spare 250GB Cold Swap SATA Drive for MCS 7828-H3
HDD-7828-I3-250=	Spare 250GB Cold Swap SATA Drive for MCS 7828-I3
HDD-7828-H4-250=	Spare 250GB Cold Swap SATA Drive for MCS 7828-H4
HDD-7828-I4-250=	Spare 250GB Cold Swap SATA Drive for MCS 7828-I4
HDD-7835-H1-72=	Spare 72GB SCSI HS Hard Drive for MCS-7835-H1
HDD-7835-H2-146=	Spare 146GB SAS Hard Disk Drive For MCS-7835-H2 Server
HDD-7835-H2-72=	Spare 72GB SAS Hard Disk Drive For MCS-7835-H2 Server
HDD-7835-I1-72=	Spare 72GB SCSI HS Hard Drive for MCS-7835-I1
HDD-7835-I2-146=	Spare 146GB SAS Hard Disk Drive For MCS-7835-I2 Server
HDD-7835-I2-72=	Spare 72GB SAS Hard Disk Drive For MCS-7835-I2 Server
HDD-7835-H2-146=	Spare 146GB Hot Swap SAS Hard Disk Drive For MCS-7835-H2
HDD-7835-H2-146=	Spare 146GB Hot Swap SAS Hard Disk Drive For MCS-7835-I2
HDD-7845-H1-144=	Spare 144GB SCSI HS Hard Drive for MCS-7845-H1
HDD-7845-H1-72=	Spare 72GB SCSI HS Hard Drive for MCS-7845-H1
HDD-7845-H2-146=	Spare 146GB SAS Hard Disk Drive For MCS-7845-H2 Server
HDD-7845-H2-72=	Spare 72GB SAS Hard Disk Drive For MCS-7845-H2 Server
HDD-7845-I1-72=	Spare 72GB SCSI HS Hard Drive for MCS-7845-I1
HDD-7845-I2-146=	Spare 146GB SAS Hard Disk Drive For MCS-7845-I2 Server
HDD-7845-I2-72=	Spare 72GB SAS Hard Disk Drive For MCS-7845-I2 Server
HDD-7845-H2-146=	Spare 146GB Hot Swap SAS Hard Disk Drive For MCS-7845-H2
HDD-7845-H2-146=	Spare 146GB Hot Swap SAS Hard Disk Drive For MCS-7845-I2
HDD-7845-I2-146=	Spare 146GB Hot Swap SAS Hard Disk Drive For MCS-7845-I2

f. Rail Kits

All currently shipping MCS 7800 servers include a “generic / third-party rail kit”. If you want an HP

or IBM proprietary rail kit, order that directly from them. Cisco does not sell SKU's for replacement rail kits.

Table 25. Legacy MCS 7800 Rail Kits

Product Number	Description	List Price (\$US)
RAIL-7815-I2=	Rail Kit to Rack Mount MCS 7815-I2	
RAIL-7815-I3=	Rail Kit To Rack Mount MCS 7815-I3	

g. Fan Modules

These are generally only needed for spares (vs. relying on SmartNet coverage and RMA) vs. relying on SmartNet coverage and RMA.

Table 26. MCS 7800 Fan Modules

Product Number	Description	List Price (\$US)
FAN-7835-H1=	Spare Fan Assembly for MCS- 7835-H1	
FAN-7835-H2=	Spare Fan for MCS-7835-H2 Server	
FAN-7845-H1=	Spare Fan Assembly for MCS- 7845-H1	
FAN-7845-H2=	Spare Fan for MCS-7845-H2 Server	

h. Power Supplies

These are generally only needed for spares (vs. relying on SmartNet coverage and RMA).

Note that MCS 7800 does not support DC power supplies.

Table 27. MCS 7800 Power Supplies

Product Number	Description	List Price (\$US)
PWR-7835-H1=	Spare Hot Swap Pwr Supply For MCS-7835-H1	
PWR-7835-H2=	Spare Power Supply for MCS- 7835-H2 Server	
PWR-7835-I1=	Spare Hot Swap Pwr Supply For MCS-7835-I1	
PWR-7835-I2=	Spare Power Supply For MCS- 7835-I2	
PWR-7845-H1=	Spare Hot Swap Pwr Supply For MCS-7845-H1	
PWR-7845-H2=	Spare Power Supply for MCS- 7845-H2 Server	
PWR-7845-I1=	Spare Hot Swap Pwr Supply For MCS-7845-I1	
PWR-7845-I2=	Spare Power Supply For MCS- 7845-I2	

4.4 Server Migrations

If the customer wants to transfer their software licenses to a new, better or otherwise different physical server, consult the Ordering Guide for your software to see if any pre-requisite or additional steps are required.

5 Cisco Emergency Responder 7.0

5.1 Cisco Emergency Responder Release 7.0 Highlights

Pricing and ordering for Cisco Emergency Responder 7.0 have changed from previous releases. The most significant change is that Cisco Emergency Responder 7.0 server software is priced according to the class of hardware server on which it will be installed.

5.2 New Systems

Orders for new deployments of Cisco Emergency Responder 7.0 should follow these steps:

1. Determine the number of Cisco Emergency Responder 7.0 software servers desired
2. Select the class of hardware server on which Cisco Emergency Responder 7.0 will be installed
3. Determine the Cisco Emergency Responder 7.0 server software to order
4. Determine the Cisco Emergency Responder 7.X user licenses to order
5. Select appropriate Media Convergence Servers (optional)

Each of these steps is described in more detail below. Product part numbers and prices are included for your reference. Corresponding product part numbers and prices for Cisco Unified Communications Software Subscription are also included.

Cisco Unified Communications Software Subscription purchased together with the Cisco Emergency Responder is recommended. Refer to the [UCSS section of this guide](#) for a complete list of corresponding product part numbers and prices. UCSS is a subscription product that entitles customers to major software version upgrades when linked to an active Cisco Unified Essential Operate Services (ESW) service contract. Once purchased, UCSS customers receive major software version upgrades at no additional charge for the duration of the subscription..

Step 1. Determine the number of Cisco Emergency Responder 7.0 servers desired

For redundancy and increased availability, two Cisco Emergency Responder 7.0 servers are highly recommended for each Cisco Unified Communications Manager cluster to be supported. Nonredundant deployments are also supported with one Cisco Emergency Responder 7.0 server for each Cisco Unified Communications Manager cluster. One Cisco Emergency Responder 7.0 server or a redundant pair of servers can support multiple Cisco Unified Communications Manager clusters under the following conditions:

- All Cisco Unified Communications Manager clusters are on the same minor version (such as 6.1 or 7.0)
- All Cisco Unified Communications Manager servers are collocated with all Cisco Emergency Responder servers. Clustering over the WAN is supported.
- The total number of phones supported on all Cisco Unified Communications Manager

clusters does not exceed the capacity of the Cisco Emergency Responder servers.

Step 2. Select the class of hardware server on which Cisco Emergency Responder 7.0 will be installed

For each Cisco Emergency Responder 7.0 server or redundant pair, determine how many phones will be supported on the corresponding Cisco Unified Communications Manager cluster(s). Include wired IP phones, wireless IP phones, software telephony clients, and analog gateway FXS ports.

Select a class of hardware server that supports adequate Cisco Emergency Responder 7.0 system capacity for IP phones, analog gateway ports, and in other respects, according to the table below. SKU's for this hardware can be found in Table 4 "Bare-metal MCS SKU's".

Cisco Emergency Responder hardware model/generation support is documented in the release notes. For example, see:

- http://www.cisco.com/en/US/docs/voice_ip_comm/cer/2_0_4/english/release/notes/cer_204.html#wp41370 for 2.0
- http://www.cisco.com/en/US/docs/voice_ip_comm/cer/7_0/english/release/notes/cer_70.html#wp41370 for 7.0

For more information on Emergency Response Locations (ERLs) and roaming IP phones, consult the Cisco Emergency Responder 7.0 Administration Guide at http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod_maintenance_guides_list.html.

Table 28. Cisco Emergency Responder 7.0 System Capacity

	MCS-7816	MCS-7825	MCS-7835	MCS-7845
Automatically Tracked IP Phones	6,000	12,000	20,000	30,000
Manually Configured Analog Phones	1,000	2,500	5,000	10,000
Roaming IP Phones (per Cisco Emergency Responder 7.0 cluster)	600	1,200	2,000	3,000
LAN Switches	200	500	1,000	2,000
LAN Switch Ports	12,000	20,000	60,000	120,000
Emergency Response Locations (ERLs)	1,000	3,000	7,500	10,000

Step 3. Determine the Cisco Emergency Responder 7.0 server software to order

Order the desired quantity of Cisco Emergency Responder 7.0 server software for the desired class of hardware server selected from the table below. Table below provides examples of UCSS product number and price that corresponds with Cisco Emergency Responder.

Table 29. Cisco Emergency Responder 7.0 Server Software

Product Number	Description	List Price (\$US)	UCSS Product Number (3 year)	UCSS List Price (\$US) (3 year)
SW-ER-7.0-7816-K9=	Cisco Emergency Responder 7.0 Software for MCS-7816 or Equivalent Hardware Server with Cisco Emergency Responder 7.X User License 100 Phones	\$3,995	UCSS-ER-3-100	\$168
SW-ER-7.0-7825-K9=	Cisco Emergency Responder 7.0 Software for MCS-7825 or Equivalent Hardware Server with Cisco Emergency Responder 7.X User License 100 Phones	\$5,995	UCSS-ER-3-100	\$168

SW-ER-7.0-7835-K9=	Cisco Emergency Responder 7.0 Software for MCS-7835 or Equivalent Hardware Server with Cisco Emergency Responder 7.X User License 100 Phones	\$7,995	UCSS-ER-3-100	\$168
SW-ER-7.0-7845-K9=	Cisco Emergency Responder 7.0 Software for MCS-7845 or Equivalent Hardware Server with Cisco Emergency Responder 7.X User License 100 Phones	\$9,995	UCSS-ER-3-100	\$168

Step 4. Determine the Cisco Emergency Responder 7.X user licenses to order

Each Cisco Emergency Responder 7.0 server or redundant pair must be licensed separately. Cisco Emergency Responder 7.X user licenses are required for all types of devices capable of placing emergency calls, including wired IP phones, wireless IP phones, software telephony clients, and analog gateway FXS ports.

Each Cisco Emergency Responder 7.0 server includes an implicit user license for 100 phones. Cisco Emergency Responder 7.X user licenses, including the implicit user licenses for 100 phones, are shared by both Cisco Emergency Responder 7.0 servers in a redundant pair. Therefore, deduct 100 phones for a non-redundant Cisco Emergency Responder 7.0 server, or 200 phones for a redundant pair, from the number of phones supported on the corresponding Cisco Unified Communications Manager cluster(s) to determine the number of phones for which explicit Cisco Emergency Responder 7.X user licenses are needed.

Select quantities and types of explicit Cisco Emergency Responder 7.X user licenses from Table 3 sufficient for the remaining number of phones supported on the corresponding Cisco Unified Communications Manager cluster(s). Note the decreases in list price per phone for the user licenses for 5,000 and 10,000 phones. User licenses are shared by Cisco Emergency Responder 7.0 servers in a redundant pair, but otherwise cannot be subdivided among multiple Cisco Emergency Responder 7.0 servers or redundant pairs. Table below provides examples of UCSS product number and price that corresponds with Cisco Emergency Responder.

Table 30. Cisco Emergency Responder 7.X User Licenses

Product Number	Description	List Price (\$US)	UCSS Product Number (3 year)	UCSS List Price (\$US) (3 year)
L-KEY-ER7.X-100=	Cisco Emergency Responder 7.X User License 100 Phones eDelivery	\$1,000	UCSS-ER-3-100	\$168
KEY-ER7.X-100=	Cisco Emergency Responder 7.X User License 100 Phones	\$1,000	UCSS-ER-3-100	\$168
L-KEY-ER7.X-500=	Cisco Emergency Responder 7.X User License 500 Phones eDelivery	\$5,000	UCSS-ER-3-500	\$840
KEY-ER7.X-500=	Cisco Emergency Responder 7.X User License 500 Phones	\$5,000	UCSS-ER-3-500	\$840
L-KEY-ER7.X-1K=	Cisco Emergency Responder 7.X User License 1,000 Phones eDelivery	\$10,000	UCSS-ER-3-1K	\$1,680
KEY-ER7.X-1K=	Cisco Emergency Responder 7.X User License 1,000 Phones	\$10,000	UCSS-ER-3-1K	\$1,680
L-KEY-ER7.X-5K=	Cisco Emergency Responder 7.X User License 5,000 Phones eDelivery	\$45,000	UCSS-ER-3-5K	\$7,560
KEY-ER7.X-5K=	Cisco Emergency Responder 7.X User License 5,000 Phones	\$45,000	UCSS-ER-3-5K	\$7,560

L-KEY-ER7.X-10K=	Cisco Emergency Responder 7.X User License 10,000 Phones eDelivery	\$80,000	UCSS-ER-3-10K	\$13,440
KEY-ER7.X-10K=	Cisco Emergency Responder 7.X User License 10,000 Phones	\$80,000	UCSS-ER-3-10K	\$13,440

Step 5. Select an appropriate MCS server (optional):

Cisco Emergency Responder 7.0 supports the same Cisco Media Convergence Servers and direct HP or IBM “software-only” equivalents as Cisco Unified Communications Manager.

To purchase a Cisco Media Convergence Server, follow instructions for purchasing “bare-metal” hardware in the Cisco Unified Communications Manager section of this ordering guide.

To purchase a “Software-only” configuration direct from HP or IBM, see <http://www.cisco.com/go/swonly>.

The capacity of a Cisco Emergency Responder 7.0 system varies based on the server platform. Refer to Table 2, above, for capacity information on each server platform.

5.3 Additional User Licenses

Additional Cisco Emergency Responder 7.X user licenses may be ordered at any time, provided that the Cisco Emergency Responder 7.0 system capacity for the class of hardware server, as shown in Table 1, above, will not be exceeded. The table below includes the corresponding monthly UCSS product part numbers and prices, which may be used to align UCSS for the additional user licenses with the term of an existing UCSS contract.

Table 31. Cisco Emergency Responder 7.X User Licenses

Product Number	Description	List Price (\$US)	UCSS Product Number (1 month)	UCSS List Price (\$US)
L-KEY-ER7.X-100=	Cisco Emergency Responder 7.X User License 100 Phones eDelivery	\$1,000	UCSS-ER-1M-100	\$7
KEY-ER7.X-100=	Cisco Emergency Responder 7.X User License 100 Phones	\$1,000	UCSS-ER-1M-100	\$7
L-KEY-ER7.X-500=	Cisco Emergency Responder 7.X User License 500 Phones eDelivery	\$5,000	UCSS-ER-1M-500	\$34
KEY-ER7.X-500=	Cisco Emergency Responder 7.X User License 500 Phones	\$5,000	UCSS-ER-1M-500	\$34
L-KEY-ER7.X-1K=	Cisco Emergency Responder 7.X User License 1,000 Phones eDelivery	\$10,000	UCSS-ER-1M-1K	\$67
KEY-ER7.X-1K=	Cisco Emergency Responder 7.X User License 1,000 Phones	\$10,000	UCSS-ER-1M-1K	\$67
L-KEY-ER7.X-5K=	Cisco Emergency Responder 7.X User License 5,000 Phones eDelivery	\$45,000	UCSS-ER-1M-5K	\$300
KEY-ER7.X-5K=	Cisco Emergency Responder 7.X User License 5,000 Phones	\$45,000	UCSS-ER-1M-5K	\$300
L-KEY-ER7.X-10K=	Cisco Emergency Responder 7.X User License 10,000 Phones eDelivery	\$80,000	UCSS-ER-1M-10K	\$535

KEY-ER7.X-10K=	Cisco Emergency Responder 7.X User License 10,000 Phones	\$80,000	UCSS-ER-1M-10K	\$535
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5.4 Upgrades

Customers upgrading from Cisco Emergency Responder 2.0 to Cisco Emergency Responder 7.0 should order the desired quantity of Cisco Emergency Responder 7.0 server software for the desired class of hardware server selected from Table 2, above.

Cisco Emergency Responder 2.X user licenses will be recognized by Cisco Emergency Responder 7.0. No upgrades are required for Cisco Emergency Responder 2.X user licenses.

Customers upgrading from Cisco Emergency Responder 1.3 to Cisco Emergency Responder 7.0 should order the desired quantity of Cisco Emergency Responder 7.0 server software for the desired class of hardware server selected from Table 2, above.

Cisco Emergency Responder 1.X user licenses will NOT be recognized by Cisco Emergency Responder 7.0. Customers must order Cisco Emergency Responder 2.X user license upgrades from Cisco Emergency Responder 1.X, at no cost. Product part numbers for Cisco Emergency Responder 2.X user license upgrades are shown in the table below.

Cisco Unified Communications Software Subscription purchased together with the Cisco Emergency Responder upgrade is recommended. Refer to the [UCSS section of this guide](#) for a complete list of corresponding product part numbers and prices. Table below provides examples of UCSS product number and price that corresponds with Cisco Emergency Responder.

Table 32. Cisco Emergency Responder 2.X User License Upgrades

Product Number	Description	List Price (\$US)	UCSS Product Number (3 year)	UCSS List Price (\$US) (3 year)
L-KEY-ER2.X-U-100=	Cisco Emergency Responder 2.X User License 100 Phones Upgrade from 1.X	\$0	UCSS-ER-3-100	\$168
KEY-ER2.X-UPG-100=	Cisco Emergency Responder 2.X User License 100 Phones Upgrade from 1.X	\$0	UCSS-ER-3-100	\$168
L-KEY-ER2.X-U-500=	Cisco Emergency Responder 2.X User License 500 Phones Upgrade from 1.X	\$0	UCSS-ER-3-500	\$840
KEY-ER2.X-UPG-500=	Cisco Emergency Responder 2.X User License 500 Phones Upgrade from 1.X	\$0	UCSS-ER-3-500	\$840
L-KEY-ER2.X-U-1K=	Cisco Emergency Responder 2.X User License 1,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-1K	\$1,680
KEY-ER2.X-UPG-1K=	Cisco Emergency Responder 2.X User License 1,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-1K	\$1,680
L-KEY-ER2.X-U-5K=	Cisco Emergency Responder 2.X User License 5,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-5K	\$7,560
KEY-ER2.X-UPG-5K=	Cisco Emergency Responder 2.X User License 5,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-5K	\$7,560
L-KEY-ER2.X-U-10K=	Cisco Emergency Responder 2.X User License 10,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-10K	\$13,440
KEY-ER2.X-UPG-10K=	Cisco Emergency Responder 2.X User License 10,000 Phones Upgrade from 1.X	\$0	UCSS-ER-3-10K	\$13,440

5.4 Non-Production Systems (NPS) Known as “Not For Resale” (NFR)

Cisco Emergency Responder 7.0 server software is included in the Cisco Unified Communications System 7.0 Not For Resale (NFR). It is not available separately.

Table 33. Cisco Emergency Responder 7.0 Not For Resale

Product Number	Description	List Price (\$US)	UCSS Orderable?
SW-ER-7.0-NFR	Cisco Emergency Responder 7.0 Software Demo Not For Resale	\$0	No

6 Cisco Unified Enterprise, Business & Department Attendant Consoles

6.1 New Systems

Table 34. New Systems

Product Number	Description	List Price (\$US)	UCSS Product Number	UCSS List Price (\$US) (3 year)
CUE-ATT-CON	Product Code for the Cisco Unified Enterprise Attendant Console for use with UCM 6.X and 7.0	\$2950	UCSS-ATT-CUE-1	\$945
CUB-ATT-CON	Product Code for the Cisco Unified Business Attendant for use with UCM 4.3, 5.1, 6.X and 7.0	\$2195	UCSS-ATT-CUB3-1	\$863
CUD-ATT-CON	Product Code for the Cisco Unified Department Attendant Console for use with UCM 4.3, 5.1, 6.X and 7.0	\$1395	UCSS-ATT-CUD3-1	\$550

Ordering Cisco Unified Enterprise, Business or Department Attendant Consoles requires the use of the Cisco Dynamic Configuration Tool.

The steps for ordering the Cisco Unified *Enterprise* Attendant Console are as follows;

- 1) Access the Cisco Dynamic Configuration Tool on cisco.com.
- 2) Input “CUE-ATT-CON=” Dynamic Configuration Tool to begin the configuration.

- 3) Once the Configuration Tool appears, click on the grey “Select Options” tab.
- 4) Then click on the text entitled “Cisco Unified Enterprise Attendant Console options”, which is located on the left side of the Configuration Tool below text “**STEP 1:** Select Item Category”.
- 5) On the right side of the Configuration tool, under “**STEP 2:** Choose Options and Select Desired Quantity Below”, select from 1 to 25 Cisco Unified Enterprise Attendant Consoles.
- 6) Click on the blue “Check Configuration” and Save Configuration boxes.
- 7) If UCSS is required please see above table for ordering example or Section 7 for the complete list of corresponding product numbers and prices.

The steps for ordering the Cisco Unified *Business* Attendant Console are as follows;

- 1) Access the Cisco Dynamic Configuration Tool on cisco.com.
- 2) Input “CUB-ATT-CON=” Dynamic Configuration Tool to begin the configuration.
- 3) Once the Configuration Tool appears, click on the grey “Select Options” tab.
- 4) Then click on the text entitled “Cisco Unified Business Attendant Console options”, which is located on the left side of the Configuration Tool below text “**STEP 1:** Select Item Category”.
- 5) On the right side of the Configuration tool, under “**STEP 2:** Choose Options and Select Desired Quantity Below”, select from 1 to 6 Cisco Unified Business Attendant Consoles.
- 6) Click on the blue “Check Configuration” and Save Configuration boxes.
- 7) If UCSS is required please see above table for ordering examples or Section 7 for the complete list of corresponding product numbers and prices..

The steps for ordering the Cisco Unified *Department* Attendant Console are as follows;

- 1) Access the Cisco Dynamic Configuration Tool on cisco.com.
- 2) Input “CUD-ATT-CON=” Dynamic Configuration Tool to begin the configuration.
- 3) Once the Configuration Tool appears, click on the grey “Select Options” tab.
- 4) Then click on the text entitled “Cisco Unified Department Attendant Console options”, which is located on the left side of the Configuration Tool below text “**STEP 1:** Select Item Category”.
- 5) On the right side of the Configuration tool, under “**STEP 2:** Choose Options and Select Desired Quantity Below”, select from 1 to 10 Cisco Unified Department Attendant Consoles.
- 6) Click on the blue “Check Configuration” and Save Configuration boxes.
- 7) If UCSS is required please see above table for ordering example or Section 7 for the complete list of corresponding product numbers and prices.

6.2 Add-Ons

Not applicable for these products.

6.2 Upgrades

Not applicable for these products.

6.2 Migrations

Not applicable for these products.

6.3 Platforms for Servers/Clients

See below for hardware and operating system requirements for software servers and clients.

Server Requirements Software for the Cisco Unified Enterprise Attendant Console

The server software for the Cisco Unified Enterprise Attendant Console must be installed to a dedicated Windows hardware server.

Cisco Unified Enterprise Attendant Console Server	Pentium 4.2 2 GHz or better 2 GB RAM 72 GB HDD N/W card SVGA(1024x768) display card with correct drivers Windows 2003 or 2008 Server plus SP2 running Windows English Regional settings .NET Framework 3.5 MS SQL 2005 (Express) Internet Information Service (IIS) 6.0 or later
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Client Requirements for the Cisco Unified Enterprise Attendant Console

The operator client for the Cisco Unified Enterprise Attendant Console requires the following PC requirements. Cisco Unified Enterprise Attendant Console client software can be installed on many PC's, but only up to 25 can be active one time per server (each client requires a client license be purchased, up to a maximum of 25 client licenses per server).

Cisco Unified Enterprise Attendant Console Client	Pentium 4 Entry Level Specification 1 GB RAM 1 GB available of Hard Drive space CD-ROM/DVD-ROM Network Connected to Network via TCP/IP SVGA (1024x768) display card with correct drivers Windows small fonts 17 inch monitor highly recommended Windows Professional plus SP2 or Windows XP with SP2 or Vista Professional (32 bit) SoundBlaster compatible sound card and speakers are recommended for the attendant console operator.
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Server Requirements Software for the Cisco Unified Business Attendant Console

The server software for the Cisco Unified Business Attendant Console can be installed to a dedicated hardware server or can be loaded on a desktop PC. For mission critical installations, a dedicated hardware server is recommended as shutting off the PC server will cause the Cisco Unified Business Attendant Console to lose Cisco Unified Communications Manager connectivity. Below are the minimum hardware server requirements.

Server Hardware Requirements	Pentium IV 2 GHz or better 1 GB RAM 80 GB HDD 100/1000 N/w card SVGA(1024x768) display card with correct drivers Windows 2003 or 2008 Server plus SP2 running Windows English Regional settings
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Client Requirements for the Cisco Unified Business Attendant Console

The operator client for the Cisco Unified Business Attendant Console requires the following PC requirements. Cisco Unified Business Attendant Console client software can be installed on many PCs, but only two can be active one time with the server (would require that two Client Licenses be purchased).

Client Hardware Requirements	Pentium IV 1.2GHz 512 MB RAM 3GB available HDD 100 N/w card SVGA (1024x768) display card with correct drivers Sound card Windows 2003 or 2008 Professional SP2 or Windows XP with SP2 or Vista plus SP2
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Server Requirements for the Cisco Unified Department Attendant Console

The server software for the Cisco Unified Department Attendant Console can be installed to a dedicated hardware server or can be loaded on a desktop PC. If the dedicated hardware server approach is used, up to 5 departments each with 150 Cisco Unified IP phones and 2 operator clients can be supported with a single PC server. For mission critical installations, a dedicated hardware server is recommended as shutting off the PC server will cause the Cisco Unified Department Attendant Console to lose Cisco Unified Communications Manager connectivity. Below are the minimum hardware server requirements.

Server Hardware Requirements	Pentium IV 2 GHz or better 1 GB RAM 80 GB HDD 100/1000 N/w card SVGA(1024x768) display card with correct drivers Sound card Windows 2003 or 2008 Server plus SP2 running Windows English Regional settings
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Client Requirements for Department Attendant Console

The Department Administrator (operator client) for the Cisco Unified Department Attendant Console requires the following PC requirements. Cisco Unified Department Attendant Console client software can be installed on many PCs throughout a department, but only two can be active one

time (would require that two Client Licenses be purchased).

Client Hardware Requirements	Pentium IV 1.2GHz 512 MB RAM 3GB available HDD 100 N/w card SVGA (1024x768) display card with correct drivers Sound card Windows Professional plus SP2 or Windows XP with SP2 or Vista
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6.4 Non Production Systems (NPS) also Known As “Not For Resale” (NFR)

Demonstration software can be downloaded at no cost for 60 days at the link below;

www.cisco.com/go/ac

7 Cisco Unified Communications Software Subscription (UCSS)

Cisco Unified Communications Software Subscription is a product that once purchased allows customers to receive major software version upgrades without cost for the duration of the subscription. It is available as **a one-, two-, three- or five-year subscription**. A valid Cisco Unified Communications Operate Services contract must be either in place or purchased with the Cisco Unified Communications Software Subscription.

Customers may order UCSS based on the number of users (seats) required. A user (seat) is defined as all administered users plus all public space devices. A public space device may be a conference room phone, a fax machine, or any other device that is on the Unified Communications Manager system that is not directly associated with a specific user. There are many different types of configured devices available for the Cisco Unified Communications Manager system, including but not limited to:

- Cisco Unified IP phone
- Cisco Unified wireless IP phone
- Cisco Unified IP conference station
- Cisco IP Communicator
- Cisco Unified Personal Communicator
- Cisco Unified Video Advantage
- Third-party Session Initiation Protocol (SIP) phone
- Analog phone
- Fax Machine
- Modem
- Soft Phone

For more information about UCSS, refer to:

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

Additional ordering and activation tips for partners can be found at:

http://www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/Unified_Communications_Software_Subscription.html

For further assistance on UCSS quotation or ordering, please email the UCSS Support team at ucss-support@external.cisco.com.

7.1 Cisco Unified Communications Manager UCSS

Cisco Unified Communications Manager 1-Year Software Subscription Product Part Number	Description	Pricing
UCSS-UCM-1-10	UCSS for UCM for One Year - 10 users	\$80
UCSS-UCM-1-100	UCSS for UCM for One Year - 100 users	\$725

UCSS-UCM-1-1K	UCSS for UCM for One Year - 1,000 users	\$5,750
UCSS-UCM-1-5K	UCSS for UCM for One Year - 5,000 users	\$24,000
UCSS-UCM-1-10K	UCSS for UCM for One Year - 10,000 users	\$30,000
Cisco Unified Communications Manager 2-Year Software Subscription Product Part Number		
UCSS-UCM-2-10	UCSS for UCM for Two Year - 10 users	\$136
UCSS-UCM-2-100	UCSS for UCM for Two Year - 100 users	\$1,233
UCSS-UCM-2-1K	UCSS for UCM for Two Year - 1,000 users	\$10,000
UCSS-UCM-2-5K	UCSS for UCM for Two Year - 5,000 users	\$45,000
UCSS-UCM-2-10K	UCSS for UCM for Two Year - 10,000 users	\$57,000
Cisco Unified Communications Manager 3-Year Software Subscription Product Part Number		
UCSS-UCM-3-10	UCSS for UCM for Three Years - 10 users	\$168
UCSS-UCM-3-100	UCSS for UCM for Three Years - 100 users	\$1,523
UCSS-UCM-3-1K	UCSS for UCM for Three Years - 1,000 users	\$14,175
UCSS-UCM-3-5K	UCSS for UCM for Three Years - 5,000 users	\$63,000
UCSS-UCM-3-10K	UCSS for UCM for Three Years - 10,000 users	\$81,500
Cisco Unified Communications Manager 5-Year Software Subscription Product Part Number		
UCSS-UCM-5-10	UCSS for UCM for Five Years - 10 users	\$280
UCSS-UCM-5-100	UCSS for UCM for Five Years - 100 users	\$2,538
UCSS-UCM-5-1K	UCSS for UCM for Five Years - 1,000 users	\$23,625
UCSS-UCM-5-5K	UCSS for UCM for Five Years - 5,000 users	\$105,000
UCSS-UCM-5-10K	UCSS for UCM for Five Years - 10,000 users	\$135,833
Cisco Unified Communications Manager Monthly Software Subscription Product Part Number		
UCSS-UCM-1M-10	UCSS for UCM for One Month – 10 users	\$7
UCSS-UCM-1M-100	UCSS for UCM for One Month – 100 users	\$60
UCSS-UCM-1M-1k	UCSS for UCM for One Month – 1,000 users	\$479
UCSS-UCM-1M-5k	UCSS for UCM for One Month – 5,000 users	\$2,000
UCSS-UCM-1M-10k	UCSS for UCM for One Month – 10,000 users	\$2,500

7.2 Cisco Media Convergence Servers 7800

Not applicable as these products are hardware.

7.2 Cisco Emergency Responder 7.0 UCSS

For Cisco Emergency Responder, UCSS is ordered based on the total number phones for which Cisco Emergency Responder is licensed. For each Cisco Emergency Responder 7.0 product part number, there are corresponding UCSS product part numbers for one, two and three year terms. There are also monthly UCSS product part numbers, which may be used to align UCSS for additional user licenses with the term of an existing UCSS contract.

It is critically important to order UCSS for the implicit user license for 100 phones included in Cisco Emergency Responder 7.0 server software as well as explicit Cisco Emergency Responder 7.X user licenses. If Cisco Emergency Responder 7.0 server software part numbers are not included in the UCSS contract, customers will be unable to obtain future Cisco Emergency Responder

upgrades as expected until this defect in the UCSS contract is corrected.

Table 35. UCSS for Cisco Emergency Responder

Product Part Number	Description	List Price (\$US)
UCSS-ER	UCSS for Emergency Responder Top Level SKU	\$0
UCSS-ER-1-100	UCSS for Emergency Responder for One Year - 100 users	\$80
UCSS-ER-1-500	UCSS for Emergency Responder for One Year - 500 users	\$400
UCSS-ER-1-1K	UCSS for Emergency Responder for One Year – 1,000 users	\$800
UCSS-ER-1-5K	UCSS for Emergency Responder for One Year – 5,000 users	\$3,600
UCSS-ER-1-10K	UCSS for Emergency Responder for One Year – 10,000 users	\$6,400
UCSS-ER-2-100	UCSS for Emergency Responder for Two Years - 100 users	\$136
UCSS-ER-2-500	UCSS for Emergency Responder for Two Years - 500 users	\$680
UCSS-ER-2-1K	UCSS for Emergency Responder for Two Years – 1,000 users	\$1,360
UCSS-ER-2-5K	UCSS for Emergency Responder for Two Years – 5,000 users	\$6,120
UCSS-ER-2-10K	UCSS for Emergency Responder for Two Years – 10,000 users	\$10,880
UCSS-ER-3-100	UCSS for Emergency Responder for Three Years - 100 users	\$168
UCSS-ER-3-500	UCSS for Emergency Responder for Three Years - 500 users	\$840
UCSS-ER-3-1K	UCSS for Emergency Responder for Three Years – 1,000 users	\$1,680
UCSS-ER-3-5K	UCSS for Emergency Responder for Three Years – 5,000 users	\$7,560
UCSS-ER-3-10K	UCSS for Emergency Responder for Three Years – 10,000 users	\$13,440
UCSS-ER-5-100	UCSS for Emergency Responder for Five Years - 100 users	\$280
UCSS-ER-5-500	UCSS for Emergency Responder for Five Years - 500 users	\$1,400
UCSS-ER-5-1K	UCSS for Emergency Responder for Five Years - 1,000 users	\$2,800
UCSS-ER-5-5K	UCSS for Emergency Responder for Five Years - 5,000 users	\$12,600
UCSS-ER-5-10K	UCSS for Emergency Responder for Five Years - 10,000 users	\$22,400
UCSS-ER-1M-100	UCSS for Emergency Responder for One Month - 100 users	\$7
UCSS-ER-1M-500	UCSS for Emergency Responder for One Month - 500 users	\$34
UCSS-ER-1M-1K	UCSS for Emergency Responder for One Month – 1,000 users	\$67
UCSS-ER-1M-5K	UCSS for Emergency Responder for One Month – 5,000 users	\$300
UCSS-ER-1M-10K	UCSS for Emergency Responder for One Month – 10,000 users	\$535

7.3 Cisco Enterprise, Business & Department Attendant Consoles UCSS

Ordering UCSS Options for the Cisco Unified Department, Business and Enterprise Attendant

Consoles requires the use of the Dynamic Configuration Tool. After accessing the Dynamic Configuration Tool, enter “UCSS-ATT” and select from the following UCSS Product Numbers.

Note, each Attendant Console requires one associated UCSS product number. For example, if a customer is equipped with 7 Cisco Unified Enterprise Attendant Consoles and requires 5 years of UCSS, then 7 UCSS Product Numbers (UCSS-ATT-CUE--5-1) must be ordered.

Product Number	Description	List Price (US\$)	UCSS Product Number	List Price (\$US)
CUD-ATT-CON	Product Code for the Cisco Unified Department Attendant Console	\$1395	1 Year: UCSS-ATT-CUD1-1	\$262
			2 Year: UCSS-ATT-CUD2-1	\$445
			3 Years: UCSS-ATT-CUD3-1	\$550
			5 Years: UCSS-ATT-CUD5-1	\$917
			1 Month UCSS-ATT-CUD1M-1	\$22
CUB-ATT-CON	Product Code for the Cisco Unified Business Attendant	\$2195	1 year: UCSS-ATT-CUB1-1	\$411
			2 years: UCSS-ATT-CUB2-1	\$699
			3 years: UCSS-ATT-CUB3-1	\$863
			5 Years: UCSS-ATT-CUB-5-1	\$1438
			1 Month UCSS-ATT-CUB1M-1	\$35
CUE-ATT-CON	Product Code for the Cisco Unified Enterprise Attendant	\$2950	1 year: UCSS-ATT-CUE-1-1	\$450
			2 years: UCSS-ATT-CUE-2-1	\$765
			3 years: UCSS-ATT-CUE-3-1	\$945
			5 Years: UCSS-ATT-CUE--5-1	\$1575
			1 Month UCSS-ATT-CUE-1M-1	\$38

7.4 Cisco Unified Communications Manager for Telepresence UCSS

Please note that UCSS is not applicable to Cisco Unified Communications Manager servers used for Telepresence deployments. This is because UCSS is a user based program and Telepresence is not applicable to a user based system.

Customers desiring to upgrade Cisco Unified Communications Manager for Telepresence deployments should order ala carte upgrades for those systems.

8. Cisco Services

Cisco Unified Communications Services

Gain an accelerated return on investment for Cisco Unified Communications deployments with a resilient, converged network that meets business needs. Using the Cisco Lifecycle Services approach, Cisco and its 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 can be found in the Cisco Services Ordering Guide at the following location:

http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv_group_home.html.

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 your Cisco service contracts.

Now there is one simple and easy-to-use Web-based solution you can use to quote and book your service orders and manage your service contracts and renewal opportunities. Cisco Service Contract Center 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 the following location:

<http://www.cisco.com/public/scc/>.

9. Cisco Capital Financing

The significant benefits offered by Cisco Unified Communications make it 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 issues, or negating capital expenditure with an operating lease, we can give you access to the right Unified Communications technology for your business, right when you need it.

Removing 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 issues, allowing the company to spread the cost of its investment over a number of years

Offer flexible repayment terms matching expenditure to benefits, which means 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 expenditures through an operating lease that enables companies to benefit from the residual value of the technology upfront 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 legacy equipment

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

Consider financing early in the deal cycle: This will save time later and help get you paid faster.

Get your customer preapproved for a credit line with Cisco Capital: By showing the customer they can afford more than they thought they could, you can pave the way early on for growing the deal size. It is recommended you do this as early as possible in the customer discussions/deal cycle.

Provide a lease quote with every proposal: You can do this by contacting your local Cisco Capital team. And, in some markets, Web-based tools are available so you can quickly generate your own lease quotes.

For more information about Cisco Capital Financing, visit:

<http://www.cisco.com/web/ordering/ciscocapital/index.html>

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Americas Headquarters
 Cisco Systems, Inc.
 170 West Tasman Drive
 San Jose, CA 95134-1706
 USA
www.cisco.com
 Tel: 408 526-4000
 800 553-NETS (6387)
 Fax: 408 527-0883

Asia Pacific Headquarters
 Cisco Systems, Inc.
 168 Robinson Road
 #28-01 Capital Tower
 Singapore 068912
www.cisco.com
 Tel: +65 6317 7777
 Fax: +65 6317 7799

Europe Headquarters
 Cisco Systems International BV
 Haarlerbergpark
 Haarlerbergweg 13-19
 1101 CH Amsterdam
 The Netherlands
www-europe.cisco.com
 Tel: +31 0 800 020 0791
 Fax: +31 0 20 357 1100

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