



Cisco Unified Workspace Licensing

Cisco Unified Communications 9.0
Cisco Collaboration Systems Release 10.0

Ordering Guide

December 2013

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1. Introduction

Purpose: This document describes the offer, ordering, pricing, and packaging structure for Cisco® Unified Workspace Licensing (UWL) in Cisco Collaboration Systems Release 10.0 and Cisco Unified Communications Release 9.0.

Audience: Cisco field and Cisco Advanced or Master Unified Communications Specialized Partners.

Scope: This ordering guide describes the pricing and ordering for the following products: Cisco Unified Workspace Licensing, Cisco Unified Communications Essential Operate Service, and Cisco Unified Communications Software Subscription.

2. Overview

Cisco Unified Workspace Licensing (UWL) is an easy-to-order bundle of select Cisco Unified Communications software applications that is offered on a per-user basis. It significantly reduces the complexity of ordering each product individually while having a lower price point when compared to standalone (a-la-carte) pricing.

Cisco UWL includes all applicable software product licensing, simplifying the way you acquire and manage Cisco Collaboration solutions. Cisco UWL is available in two editions:

- **Standard Edition:** Built on the reliable Cisco Unified Communications Manager platform, this edition includes call control, voice messaging, and unified clients. Cloud and on-premises versions of Instant Messaging (IM) and presence are also included.
- **Professional Edition:** This edition includes all features in the Standard Edition plus WebEx® conferencing applications (cloud and on-premises), personal multiparty video applications, and contact center capabilities.

Table 1 shows the entire Cisco Unified Communications licensing portfolio, including what is included in the two Cisco Unified Workspace Licensing editions.

Table 1. Cisco UWL for Cisco Unified Communications Overview

+	+	+	+	✓	Personal Multiparty
+	+	+	+	✓	WebEx Conferencing
+	+	+	✓	✓	Cisco Unity® Connection
N/A	N/A	✓	✓	✓	Expressway
N/A	N/A	✓	✓	✓	Jabber UC
✓	✓	✓	CPE & Hosted ✓	CPE & Hosted ✓	Jabber IM/P
✓	✓	✓	✓	✓	Prime Collaboration
One	One	One/Two	Multiple*	Multiple*	No. of devices supported
UCL Essential	UCL Basic	UCL Enhanced/Enhanced Plus	CUWL Standard	CUWL Professional	
\$40	\$125	\$210/\$295	\$325	\$500	Price

✓ = included w/ license

+ = optional add-on

N/A = not available w/ license

Important Notes:

1. * UWL Standard and Professional licenses support multiple devices per user, currently up to 10 devices.
2. In addition to the applications listed in Table 1, the UWL Professional license also entitles you to one Cisco Unified Contact Center Express (CCX) Standard Agent for every 25 UWL Professional users and one Cisco Unified Communications Manager Session Management Edition (SME) for every 5 UWL Professional users.
3. WebEx conferencing: Each UWL Professional user gets Named User license entitlement to both the hosted version (Cisco WebEx[®] Meeting Center) for 1 year and the on-premises version (Cisco WebEx Meetings Server) perpetually.
4. The Public Space license no longer exists in Cisco Unified Communications 9.0 and later. All phones that fell within this category prior to Version 9.0 now require the User Connect Licensing (UCL) phone license based on the phone type.
5. Analog devices are supported with the Essential user license; you must purchase them through UCL.
6. New orders of Cisco UWL Professional Edition must have a minimum user quantity of 50. There is no order minimum for new and add-on UWL Standard Edition purchases and add-on UWL Professional Edition purchases.
7. For Cisco Unified Communications Manager (UCM) 9.0 and later, licensing is based on Cisco UWL and Cisco UCL user licensing, and phone unit or device license units (DLUs) and node licenses are no longer applicable. Also, for Cisco UCM 9.0 and later, you must convert all clusters connected to Cisco Prime[™] License Manager (PLM) to Version 9.0.
8. UWL Standard and Professional users can be mixed together and mixed with UCL in a single cluster.
9. Cisco UWL does **not** include the hardware required to operate any of the software. You must purchase Cisco Media Convergence Servers (MCSs) and the Cisco Unified Computing System[™] (Cisco UCS[®]) separately. Other equipment also may be necessary for providing a total solution with supported design criteria.
 - An exception is the Cisco Business Edition 6000 (Cisco BE 6000) bundles that include hardware. **Please refer to the Business Edition 6000 ordering guide listed in section 8 for more details.**
10. Cisco WebEx Messenger is available in Cisco UWL Standard and Professional Editions and Cisco Unified Communications Manager Business Edition 6000. Cisco UWL Business Edition 5000 (CMBE-WRKSP-BDL) does not include WebEx Messenger.
11. Cisco UWL requires a 3-year Cisco Unified Communications Software Subscription (UCSS) term, which entitles you to upgrade all the client and server application software covered under the license. A valid Cisco Unified Communications Essential Operate Service (ESW) contract is required to activate and keep the UCSS term active. Please refer to section 6 in this document for more details.

3. Ordering and Quoting Tools

Cisco Unified Workspace Licensing is supported in the following tools:

- Cisco Quick Pricing Tool (QPT) is the recommended tool for quickly generating quotes for Cisco Small and Medium-Sized Business (SMB) solutions. This user- and scenario-based tool allows you to configure quotes on site directly with the customer. For additional information about QPT, including solutions it supports, please visit: <http://www.cisco.com/go/QPT>.
- Cisco Commerce Workspace offers a single IT platform that provides one integrated, streamlined, and simplified commerce experience. It allows Cisco partners to quote, configure, and order products, software, and related services - all from one platform. For additional information, please visit: <http://www.cisco.com/go/ccw>.
- Guided System Selling Application (GSS) simplifies the configuring, quoting, and ordering process by assisting Cisco partners and Sales in the configuration of complex systems aligned with customer requirements. For additional information about GSS, please click Guided System Configuration from the Cisco Commerce Workspace link provided previously.
- Cisco Unified Communications Sizing Tool (UCST) assists users with hardware sizing of large or complex Cisco Unified Communications Solutions by calculating the call-processing requirements for Cisco Unified Communications products that significantly affect performance and scalability. For additional information about UCST, please visit: <http://tools.cisco.com/cucst>.
- 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, email, 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>.

4. License and Software Delivery Options

Cisco UWL Standard Edition is available as physical or electronic software delivery for new and add-on users. UWL Professional Edition is available as physical delivery for new users and electronic license delivery for add-on users. With the electronic software delivery option, software, licenses, and all required product authorization keys (PAKs) are sent electronically, so you no longer have to wait for the software to physically ship from Cisco to your location. You must select the R- version of the software to receive your software and licensing electronically.

- New and add-on purchases of UWL Standard Edition are available through physical delivery using the top-level product ID CUWL-STD-K9 and through electronic software delivery using the top-level product ID R-CUWL-STD-K9.
- New purchases of Cisco UWL Professional Edition are available only through physical delivery using the top-level product ID CUWL-PRO-K9.
- Add-on purchases for Professional Edition are available only through electronic license delivery using the top-level product ID L-CUWL-ADD-PRO-K9.

5. UWL Ordering Instructions

For UWL ordering through the Cisco Commerce Workspace or Dynamic Configuration Tool (DCT):

1. Start by entering the top-level part number R-CUWL-STD-K9 (electronic software delivery), CUWL-STD-K9 (physical delivery), or CUWL-PRO-K9 (physical delivery).
2. After selecting the Select Options tab, determine the appropriate number of users of Cisco Unified Workspace Licensing. Standard users no longer have a minimum number of users, but UWL Professional still carries a 50-user minimum. You can now order new and add-on users for Standard Edition under the same top-level part number.
3. Select the software versions the customer is upgrading from and to.
4. Follow the ordering tool guidance and continue with the configuration by selecting the product options.
5. Select the required appropriate 3-year Cisco Unified Communications Software Subscription (UCSS) term.*
For a step-by-step walkthrough of the configuration, please visit the Cisco Unified Workspace Licensing Overview presentation listed in section 8.
6. After the configuration is complete, select the required appropriate Cisco Essential Operate Service for a contract term of 3 years. Ordering Cisco Essential Operate Service is separate from UWL ordering, but you must have ESW in place for UCSS support.

5.1 UWL User Type

For UWL ordering through the Cisco Commerce Workspace or Dynamic Configuration Tool (DCT), refer to the following sections.

5.1.1 New Users

For new Cisco Unified Communications customers, the SKUs for the required components of Cisco Unified Workspace Licensing are listed in Table 2.

Table 2. Secondary Top-Level Part Numbers for New Customers

Product Number	Description	List Price (US\$)	UCSS Product Number (3 Year)	UCSS List Price - 3 Year (US\$)	Essential Operate Service (ESW) Product Number	Service List Price - Per Year (US\$)
NEW-UWL-PRO-NEW-UWL-PRO-SLED	Unified Workspace Licensing PRO, 1 user	\$500	UCSS-UWL-PRO-3-1 UCSS-UWL-PRO-5-1 UCSS-UWL-PRO-1-1	\$120 \$200 \$57	See Table 3	\$20-\$30
NEW-UWL-STD-NEW-UWL-STD-SLED	Unified Workspace Licensing STD, 1 user	\$325	UCSS-UWL-STD-3-1 UCSS-UWL-STD-5-1 UCSS-UWL-STD-1-1	\$70 \$115 \$35	See Table 3	\$12-\$21

5.1.2 Migration Users

Cisco offers migrations to UWL at a lower price point for existing Cisco customers using certain unified communications products. Migration users use the same top-level ordering part number as new users, and you can mix these users on the same order.

5.1.2.1 Migration from Call Control Only

If you already own Cisco Unified Communications Manager (UCM), Cisco Unified Communications Manager Express (CME), or Cisco Unified Communications 500 (UC500) but no additional Cisco Unified Communications applications, select the appropriate SKU from Table 3 based on the UCL license that you currently own.

Table 3. SKUs for Migrating to Cisco UWL with Cisco UCM Only

From	To/STD	To/PRO
UCL Basic	MIGB-UCM-UWL-STD	MIGB-UCM-UWL-PRO
UCL Enhanced	MIGE-UCM-UWL-STD	MIGE-UCM-UWL-PRO
UCL Enhanced Plus	MIGA-UCM-UWL-STD	MIGA-UCM-UWL-PRO

Note: If you are migrating from a UCM release prior to the introduction of UCL or from Cisco Unified Communications Manager Express (CME) or Cisco Unified Communications 500 (UC500), you are eligible to use the migration SKU for UCL Basic or UCL Enhanced based on the device type. Please refer to section 9 for a list of devices supported at each UCL and UWL license level.

5.1.2.2 Migration from Call Control and Qualifying Applications

If you already own UCM, CME, or UC500 in addition to one or more Cisco Unified Communications applications as defined in Table 4, select the appropriate SKU from Table 4.

Table 4. SKUs for Migrating to Cisco UWL with Cisco UCM and Other Cisco Unified Communications Applications

From	To/STD	To/PRO
UCL Basic	MIGB-CMAPP-UWL-STD	MIGB-CMAPP-UWL-PRO
UCL Enhanced	MIGE-CMAPP-UWL-STD	MIGE-CMAPP-UWL-PRO
UCL Enhanced Plus	NA	MIGA-CMAPP-UWL-PRO

Note:

Qualifying “additional Cisco Unified Communications applications” include Cisco Unity® Connection, Cisco Unity unified messaging, Cisco Unity Express, Cisco WebEx Meetings Server, Cisco Unified MeetingPlace® conferencing applications, Cisco IP Communicator, Cisco Unified Communications Manager IM and Presence Server, Cisco Unified Personal Communicator, and Cisco Unified Mobile Communicator.

- Cisco Unified Communications Manager IM and Presence Server obtained through the Jabber® for Everyone promotion does not qualify as an eligible application for migration.
- Other applications not listed previously, including Cisco Unified Contact Center Express, are not eligible for these migration SKUs.

5.1.2.3 Migration from UWL Business Edition

Migrations are also possible from Cisco UWL Business Edition to UWL Standard or Professional Edition.

- If you are migrating from Cisco UWL Business Edition to Cisco UWL Standard, you do not need to make a separate migration purchase because they are of equivalent value. You can use your existing Cisco UWL Business Edition licenses and redeploy as Cisco UWL Standard.
- If you are migrating from Cisco UWL Business Edition to Cisco UWL Professional, you must purchase the UWL Standard to Professional migration SKU listed in Table 5.

5.1.2.4 Ordering Steps for UWL Migration

1. Start with a top-level part number listed previously. Remember to always use the add-on part number when adding Professional users to an existing UWL cluster.
2. Determine the appropriate edition of UWL, and select the appropriate migration SKU from Table 4 or 5.
3. Select the required appropriate 3-year Cisco UCSS term.

4. Select the required appropriate Cisco ESW.

Cisco UWL Migration Notes:

- All Cisco UCM migration users from UCL or a-la-carte to UWL 9.0 or above must use the Cisco Prime License Manager to convert prior-version licenses to profile users within Cisco Unified Communications 9.0 or above as part of customer migration. **Instructions for Cisco Prime License Manager are available at the Cisco UCM product documentation for Version 9.0 listed in section 8.**
- When selecting migration or upgrade products (SKUs), the licensing for certain applications may not be shipped with the initial order. For example, when ordering product ID MIGE-UCM-UWL-STD, the Cisco Unified Communications Manager user licenses are not included. You must run the migration wizard in the Cisco Prime License Manager to obtain user licenses for migration orders. You should order migration products only if you have already previously ordered and deployed Cisco Unified Communications Manager. The latest version of the software will ship, however; this policy is a change from that of the previous UWL versions.
- All users are eligible for all software. If software does not ship with the order, you should order it through the Product Upgrade Tool (PUT). Cisco Unity and Cisco Unity Connection migration users need to ensure that every user already has a Cisco Unity Voicemail (Unified Messaging [UM] or Voicemail [VM]) box license.

Table 5 summarizes the ordering information for Cisco UWL migrations.

Table 5. Ordering Information for Cisco UWL Migrations

Product Number	Description	List Price (US\$)	UCSS Product Number (3 Year)	UCSS List Price - 3 Years (US\$)
MIGB-UCM-UWL-PRO	Migrate 1 Basic UCM user to PRO - UCM installed base only No UCM software will ship with order.	\$385	UCSS-UWL-PRO-3-1	\$120
MIGE-UCM-UWL-PRO	Migrate 1 Enhanced UCM user to PRO - UCM installed base only.	\$300	UCSS-UWL-PRO-3-1	\$120
MIGA-UCM-UWL-PRO	Migrate 1 Enhanced Plus UCM user to PRO - UCM installed base only	\$215	UCSS-UWL-PRO-3-1	\$120
MIGB-CMAPP-UWL-PRO	Migrate 1 Basic UCM and UCAPP user to PRO - installed base	\$310	UCSS-UWL-PRO-3-1	\$120
MIGE-CMAPP-UWL-PRO	Migrate 1 Enhanced UCM and UCAPP user to PRO - installed base	\$225	UCSS-UWL-PRO-3-1	\$120
MIGA-CMAPP-UWL-PRO	Migrate 1 Enhanced Plus UCM and UCAPP user to PRO - installed base	\$140	UCSS-UWL-PRO-3-1	\$120
MIG-UWL-STD-TO-PRO	Migrate 1 Standard user to PRO - installed base only	\$185	UCSS-UWL-PRO-3-1	\$120
MIGB-UCM-UWL-STD	Migrate 1 Basic UCM user to STD - UCM installed base only.	\$210	UCSS-UWL-STD-3-1	\$70
MIGE-UCM-UWL-STD	Migrate 1 UCM Enhanced user to STD - UCM installed base only	\$125	UCSS-UWL-STD-3-1	\$70
MIGA-UCM-UWL-STD	Migrate 1 Enhanced Plus UCM user to STD - UCM installed base only	\$40	UCSS-UWL-STD-3-1	\$70
MIGB-CMAPP-UWL-STD	Migrate 1 Basic UCM and UCAPP user to STD - installed base	\$135	UCSS-UWL-STD-3-1	\$70
MIGE-CMAPP-UWL-STD	Migrate 1 Enhanced UCM and UCAPP user to STD - installed base	\$50	UCSS-UWL-STD-3-1	\$70

5.2 Cisco UWL Ordering Options

5.2.1 Cisco UCM Option (Selection Required)

1. Select the version required: UC-APPS-SW-10.X-K9 or UC-APPS-SW-9.0-K9. If you are in Russia and need the Export Unrestricted version, select UCAPPSW-10.X-XU-K9 or UCAPPS-SW9.0-XU-K9.

5.2.2 Applications and Clients Options (Selection Required)

1. Select the applications and client versions required by following the guidance offered by the ordering tool.
 - You must be careful to select applications and clients that interoperate as a solution, including interoperable version levels. Cisco ordering tools generally do not provide design guidance and offer no guarantee of interoperability. Please use the Cisco Unified Communications Compatibility Tool listed in section 8.

5.2.3 Cisco Jabber Mobile Client Options (Selection Required)

Enter the total number of UWL Standard and Professional users, and choose between Android and iPhone users.

- Cisco Jabber for Android is available for download only from the Google Android Market.
- Cisco Jabber for iPhone and Cisco Jabber for iPad are available only from the Apple iTunes App Store.

5.2.4 Unified Messaging Options (No Selection Required)

Each UWL user is automatically entitled to one Cisco Unity Connection Enhanced Messaging user license. The Enhanced Messaging user license includes the Survivable Remote Site Voicemail (SRSV) feature in addition to all the capabilities of Basic Messaging license.

If you wish to purchase additional mailboxes (user licenses), you should follow the steps required to purchase a-la-carte Cisco Unity Connection mailboxes. **Please refer to the Cisco Unity Connection Ordering Guide listed in section 8 for more details.**

5.2.5 Cisco Prime Collaboration (No Selection Required)

UWL customers running Cisco Unified Communications 9.0 or above are automatically entitled to the Cisco Prime Collaboration Standard license, which provides simplified management for Cisco voice and video networks.

For deployments that require more advanced management, Cisco Prime Collaboration Advanced offers multicenter scale, additional automation, deeper diagnostic capabilities, and long-term reporting. You can order Cisco Prime Collaboration Advanced from Cisco Commerce Workspace using the Cisco Prime Collaboration 10.0 Ordering Guide as a reference. The ordering guide is posted on the Cisco Prime Collaboration product website, <http://www.cisco.com/go/primecollaboration>. You can initiate a Cisco Prime Collaboration Advanced trial directly from the Cisco Prime Collaboration Standard operator interface.

5.2.6 Cisco TelePresence Expressway (No Selection Required)

If you are a UWL customer running Cisco Unified Communications 9.0 or above, you are automatically entitled to Cisco TelePresence® VCS Expressway (Expressway), which provides simplified management for Cisco voice and video networks.

5.2.7 IM and Presence (No Selection Required)

UWL users are entitled to both the cloud version (Cisco WebEx Messenger) and the on-premises version of the IM and Presence solution.

5.2.7.1 Cloud IM and Presence Offer Details

- Each UWL user is entitled to a 1-year subscription to Cisco WebEx Messenger. You can purchase additional years for the cloud subscription a-la-carte through the WebEx Global Price List (GPL).
- **Service Activation:** After placing the UWL order, you must activate your WebEx Messenger subscription within 90 days by following these steps:
 1. Upon order submission, you will receive an email from Cisco with activation instructions and a link to the WebEx provisioning form (called “MarketFirst” registration).
 2. Complete the WebEx provisioning form to activate the service.

Note: Subscribers must activate the service within the activation grace period of 90 days or service availability days will be deducted from the subscription term.
- **Blending with Existing Service:**
 - You will be able to blend WebEx Messenger service from UWL Professional purchases with WebEx Messenger service for existing UWL Professional users. Please note that service blending may reduce the service term for new users.
 - You will not be able to blend with WebEx Messenger service acquired through non-UWL purchases.

5.2.7.1 On-premises IM and Presence Offer Details

Each UWL user gets a perpetual license to use Cisco Unified Communications Manager IM and Presence Server.

5.2.8 WebEx Conferencing (Professional Only) (No Selection Required)

UWL Professional users are entitled to Named User licenses for both the cloud version (1-year subscription to Cisco WebEx Meeting Center) and the on-premises version (Cisco WebEx Meetings Server) of the Cisco WebEx conferencing solution.

5.2.8.1 WebEx Cloud Offer Details

- The WebEx Meeting Center 1-year cloud subscription is included for new, migration, and add-on UWL Professional users only. Existing UWL Professional users upgrading from an earlier release to Cisco Unified Communications Version 9.0 or 10.0 do not get any additional cloud subscription entitlement.
- The WebEx Named User license allows each Professional user to host a conference with up to 25 participants.
- You can purchase additional years of cloud subscription and/or extend the participant limit beyond 25 through the WebEx Global Price List (GPL).
- **Service Activation:** After placing the UWL order, you must activate your WebEx Meeting Center subscription within 90 days by following these steps:
 1. Upon order submission, you will receive an email from Cisco with activation instructions and a link to the WebEx provisioning form (called “MarketFirst” registration).
 2. Complete the WebEx provisioning form to activate the service.

Note: Subscribers must activate the service within the activation grace period of 90 days or service availability days will be deducted from the subscription term.

- **Blending with Existing Service:**

- You will be able to blend WebEx Meeting Center service from UWL Professional purchases with WebEx Meeting Center service for existing UWL Professional users. Please note that service blending may reduce the service term for new users.
- You will not be able to blend with WebEx Meeting Center service acquired through non-UWL purchases.

For further clarification, please reference the Cisco UWL WebEx Service Description listed in section 8.

5.2.8.2 WebEx On-Premises Offer Details

- The WebEx Meetings Server on-premises perpetual license is included for new, migration, and add-on UWL Professional users and existing UWL Professional users with active UCSS and ESW coverage.
- Partners need to submit a Deal Qualifying Questionnaire and an Assessment to Quality (A2Q) survey before Cisco will release the order. These documents help ensure the customer is a good fit for Cisco WebEx Meetings Server before deploying the solution. Please contact your Cisco account manager, who will be able to provide you with both documents.
 - Please note that the order will be on Compliance Hold during this process and delivery will be delayed by a few days. If your customer will not be using WebEx Meetings Server, your Cisco account manager will be able to skip this process and release the Compliance Hold sooner.
- All existing UWL Professional users on Cisco Unified Communications 9.0 or above with active UCSS and ESW coverage can get the WebEx Meetings Server software and license by doing the following. Please refer to the Cisco WebEx Meetings Server product ordering guide for more detailed WebEx Meetings Server migration instructions.
 1. Customer qualification process: Before ordering WebEx Meetings Server, ensure that the product is a good fit for the customer by following the Assessment to Quality (A2Q) process described in the WebEx Meetings Server Ordering Guide.
 2. Software download: Access the Product Upgrade Tool (PUT) and order the WebEx Meetings Server product migration SKU ("MP-WMS-MIG=" or "MP-WMS-MIG-AU-K9=") to get access to the software.
 3. License request: Contact the Cisco Global Licensing Organization (GLO) to receive WebEx Meetings Server licenses. You will receive an email after completing steps 1 and 2 with more detailed instructions.

5.2.9 Personal Multiparty (Professional Only) (No Selection Required)

Each UWL Professional user on Cisco Unified Communications 9.0 or above is entitled to one user license for Personal Multiparty video collaboration on-premises solution. Personal Multiparty license allows each Professional user to host a business quality 720p (HD) video conference with up to 4 participants using ad-hoc or a dedicated personal conference address.

5.2.9.1 Personal Multiparty Offer Details

- Personal Multiparty is included for new, migration and add-on UWL Professional users and existing UWL Professional users with active UCSS and ESW
- All Software licenses required for running your Personal Multiparty solution are included. These licenses cannot be used for other purposes as covered by the UWL End User Licensing Agreement.

- Personal Multiparty is enabled by Cisco TelePresence Server and Cisco TelePresence Conductor, each of which are available as virtualized solutions that can be deployed on Cisco Unified Computing System (UCS) servers or standards-based third party platforms. Cisco TelePresence Server can also be deployed on dedicated hardware solutions, either as an entry-level solution with the Cisco Multiparty Media 310/320 appliances or with the Cisco TelePresence MSE 8710 chassis based platform for larger enterprise-wide deployments.
- Each of these platforms can be scaled easily as user numbers grow, simply through the addition of server capacity.

5.2.10 Contact Center Express (Professional Only) (No Selection Required)

Cisco UWL Profession Edition includes one Cisco Unified Contact Center Express Standard Agent license for every 25 UWL Professional users.

- If you wish to upgrade these licenses to Enhanced or Premium Agents, you should follow the same process you would if you were upgrading a Standard Agent purchased a-la-carte or through UCL. No high-availability option is available for Standard Agents. If you choose to upgrade to a-la-carte Enhanced and Premium Agents, you must purchase UCSS for these new items.

5.2.11 Session Management Edition (Professional Only) (No Selection Required)

Cisco UWL Professional Edition includes one session of Cisco Unified Communications Manager Session Management Edition (SME) for every five Professional Edition users.

5.3 Licensing User Add-Ons (Professional Only)

Use this option for ordering additional users for an already existing UWL cluster. If you use add-on users, you will not be required to answer server-related questions, and you will have an electronic PAK delivery for both the product and UCSS. Add-ons are now required only for Professional users. Standard users are no longer required to use add-on users.

UWL Professional customers may add users to existing UWL clusters at any time by using the following product numbers (refer to Tables 6 and 7):

1. Start by ordering quantity 1 of top-level part number L-CUWL-ADD-PRO-K9. Select the size of your existing deployment, including newly added users.
2. Select the required appropriate 3-year Cisco UCSS term.
3. To determine your current installed base, add all your existing Professional, Standard, and Entry users. Use this total amount plus the quantity you are ordering today as your installed-base size.
4. Select the required Cisco ESW.

Table 6. Cisco Unified Workspace Licensing Add-Ons

Product Number	Description	List Price (US\$)	UCSS Product Number (3 Year)	UCSS List Price - 3 Year (US\$)
L-ADD-UWL-PRO	Add-on UWL Professional Edition, 1 user	\$500	L-UCSS-UWL-PRO-3-1	\$120
L-ADD-UWL-PRO-SLED	Add-on UWL Professional Edition, SLED/Govt/Edu only, 1 user	\$500	L-UCSS-UWL-PRO-3-1	\$120

Table 7. Cisco Unified Workspace Licensing Add-On Migrations

Product Number	Description	List Price (US\$)	UCSS Product Number (3 Year)	UCSS List Price - 3 Year (US\$)
L-MIGB-UCM-UWL-PRO	Migrate 1 Basic UCM user to PRO - UCM installed base only	\$385	L-UCSS-UWL-PRO-3-1	\$120
L-MIGE-UCM-UWL-PRO	Migrate 1 Enhanced UCM user to PRO - UCM installed base only	\$300	L-UCSS-UWL-PRO-3-1	\$120
L-MIGA-UCM-UWL-PRO	Migrate 1 Enhanced Plus UCM user to PRO - UCM installed base only	\$215	L-UCSS-UWL-PRO-3-1	\$120
L-MIGB-CMAPUWL-PRO	Migrate Basic UCM and UCAPP single user to PRO - installed base	\$310	L-UCSS-UWL-PRO-3-1	\$120
L-MIGE-CMAPUWL-PRO	Migrate 1 Enhanced UCM and UCAPP single user to PRO - installed base	\$225	L-UCSS-UWLPRO-3-1	\$120
L-MIGA-CMAPUWL-PRO	Migrate 1 Enhanced Plus UCM and UCAPP single user to PRO - installed base	\$140	L-UCSS-UWLPRO-3-1	\$120
L-MIG-UWL-STDTOPRO	Migrate Standard single user to PRO - installed base only	\$185	L-UCSS-UWLPRO-3-1	\$120

To determine the appropriate pricing tier for services, you must indicate the total size of your UWL installed base. This number should include all users in the deployment, including the ones you are adding with this order. Add all two-edition user types when counting users. Table 8 lists the product numbers for tiered service pricing.

Table 8. Cisco Unified Workspace Licensing Tiered Pricing for Services

Total Deployment Size	Product Number
Under 1000 users	L-EXIST-DEPL-UNDER1K
Larger than or equal to 1000, but not larger than 10000	L-EXIST-DEPL-1KTO10K
10000 users or more	L-EXIST-DEPL-OVER10K

Note: If no selection is made, the default is L-EXIST-DEPL-UNDER1K, and requests for credit for tiered pricing after purchase will not be granted. Note that UCSS quantities must match ESW coverage quantities for compliance. Thus, **it is imperative that you select the correct deployment size at the time of your add-on purchase.**

5.4 Miscellaneous Additions

Miscellaneous additions are available to renew UCSS if your existing UCSS term is reaching expiration, and to purchase UCSS reinstatement if the UCSS term has expired.

To add additional options or UCSS, follow these steps:

1. Start with the top-level part number L-CUWL-MISC.
2. Select either the quantity of options desired or the required appropriate 3-year Cisco UCSS term.

Table 9 lists the UCSS parts to order for a 3-year renewal of Cisco UCSS terms.

Table 9. Part Numbers for 3-Year Renewal of Cisco UCSS

Three-Year Software Subscription Product Numbers	Description	UCSS List Price - 3 Year (US\$)
L-UCSS-UWL-PRO-3-1	UCSS for Unified Workspace Licensing Professional Edition for 3 years - 1 user	\$120
L-UCSS-UWL-STD-3-1	UCSS for Unified Workspace Licensing Standard Edition for 3 years - 1 user	\$70

Reinstatement of the UWL system is required if UCSS is not renewed within 30 days of term expiration. You must reinstate the UWL system to be eligible to purchase UCSS coverage. Table 10 lists the part numbers for UWL reinstatement.

Table 10. Part Numbers for UWL Reinstatement

Product Number	Description	Reinstatement Fee (US\$)
L-REINST-UWL-PRO	Reinstate Unified Workspace Licensing PRO, 1 user	\$100
L-REINST-UWL-STD	Reinstate Unified Workspace Licensing STD, 1 user	\$65

6. Cisco Software Subscriptions and Services

Cisco Unified Communications Software Subscription (UCSS) allows you to receive major software version upgrades without cost for the duration of the subscription. In the case of UWL, this offer includes such upgrades for the products within the version of the UWL you buy today, and may also include the right to receive any new products that may be added to that version of the UWL in the future. You must purchase UCSS on the UWL product itself, not on the individual products within it. UCSS on the UWL is available as a **minimum 3-year subscription.**** A 5-year UCSS contract is also available for customers who prefer to purchase for a longer term. You must purchase a valid ESW contract with UCSS. The UCSS must be activated within 90 days of product purchase. Less than 3 years will be available if activated after the 90 days. WebEx software subscriptions are not associated with UCSS.

When adding on UWL users, you may co-terminate your UCSS contract with the existing system or cluster the UCSS agreement end date. To add these users, you should order monthly options for the number of months remaining on your contract. For example, if you have 1000 users and have 30 months left on your original contract, you should purchase 30,000 monthly UCSS options. The pricing will automatically match the 3-year term rate. Upon UCSS renewal, a 1-year UCSS renewal is available.

For more information about monthly product numbers and UCSS in general, please reference the Cisco UCSS website and ordering guide listed in section 8.

Table 11 gives information for ordering Cisco Unified Communications Services.

Table 11. Ordering Cisco Unified Communications Services

Cisco Unified Communications Manager Three-Year Software Subscription Product Numbers	Description	UCSS List Price - 3 Years (US\$)
UCSS-UWL-PRO-3-1	UCSS for Unified Workspace Licensing Professional Edition for 3 years - 1 user	\$120
UCSS-UWL-STD-3-1	UCSS for Unified Workspace Licensing Standard Edition for 3 years - 1 user	\$70

** Institutions such as government entities and educational institutions that are prohibited from purchasing 3-year software subscription contracts may purchase a 1-year Cisco UCSS. Other institutions may not do so.

A valid Cisco Unified Communications Essential Operate Service (ESW) contract is a prerequisite to a valid UCSS. Note that although UCSS on the UWL is sold in 3-year increments, you may purchase ESW in 1-year increments. As a result, you may choose whether to buy 3 years of ESW at the time of purchase (in order to match your UCSS term) or 1 year at a time. However, because a current ESW contract is required as a UCSS prerequisite, if you choose to buy ESW 1 year at a time, you must renew in the second and third years in order to keep your UCSS contract active.

Information about how to order Cisco Unified Communications Services is available in the Cisco Services Ordering Guide listed in section 8.

6.1 Services Tools for Quoting and Ordering

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 Services 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 improve your business by allowing you to focus your attention on selling and on serving your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.

For more information, please access the Cisco Service Contract Center listed in section 8.

7. Terms and Acronyms

Table 12 lists definitions of UWL terms and acronyms.

Table 12. Definitions of UWL Terms and Acronyms

Acronyms or Terms	Definition
UWL	Unified Workspace Licensing
STD	Cisco UWL Standard Edition user license
PRO	Cisco UWL Professional Edition user license
UCAPP	Unified Communications Applications
UCM	Cisco Unified Communications Manager (formerly known as Cisco CallManager)
UC	Unified Communications
UCSS	Cisco Unified Communications Software Subscription, which provides access to major software upgrades
ESW	Cisco Unified Essential Operate Service, which provides access to minor software updates and technical support
Named host	A unique user who is identified by a profile; only named hosts can schedule and host meetings
WebEx port	A unit of measure for conferencing, usually equivalent to a single user joining a meeting
UCL	User Connect Licensing: A method used under a-la-carte ordering to sell individual licenses for Cisco UCM
DLU	Device license unit (or phone units) are assigned to each device that is connected to UCM, and DLU licenses are required for Cisco UCM Versions 5 through 8 but are no longer applicable with Cisco Unified Communications 9.0
Migration User	A user who has previously purchased Cisco Unified Communications products standalone and is migrating from Cisco UCL licensing to Cisco UWL
Add-on user	Additional users who are added to a preexisting Cisco UWL cluster or configuration

8. References

Table 13 lists reference documents and websites.

Table 13. UWL Reference Documents and Websites

Number	Reference Information	Reference Link or Location
1	A step-by-step UWL ordering process	Cisco UWL Overview presentation
2	UWL website	Cisco Field Channel Partners
3	All ordering guides (current and past releases)	Cisco Collaboration Ordering Guides
4	Ordering UWL for Cisco UCM Business Edition	Cisco UCM Business Edition Ordering Guide
5	Cisco UCSS Information	Cisco UCSS website Cisco UCSS Ordering Guide
6	Ordering Cisco UCL	Cisco UCL Ordering Guide
7	Ordering Cisco WebEx Meeting Applications	Cisco WebEx Ordering and Provisioning Guide
8	Cisco Unified Communications compatibility	Cisco Unified Communications Compatibility Tool
9	Cisco UCM ELM instructions	Cisco UCM product documentation
10	Cisco WebEx in UWL: Service terms	Cisco WebEx in UWL Service Description
11	Ordering Cisco Unified Communications Services	Cisco Services Ordering Guide
12	Cisco Service Contract Center	Cisco Service Contract Center
13	Cisco Capital [®] financing	Cisco Field Channel Partners

9. Appendix A: Device Support by License Level

Table 14 provides a list of devices supported at the various license levels.

Table 14. Device Support by License Level

License Type	Supported Devices
Essential UCL	<ul style="list-style-type: none"> • Cisco Unified SIP Phone 3905 • Cisco Unified IP Phone 6901 • Analog devices
Basic UCL	<ul style="list-style-type: none"> • Cisco Unified IP Phone 6911 and 6921 models • Any Essential device
Enhanced UCL or Enhanced Plus UCL or UWL Standard or UWL Professional	<ul style="list-style-type: none"> • Cisco Unified IP Phone 6941, 6945, and 6961 models • Cisco Unified IP Phone 7900 Series (7900G, 7911G, 7912G, 7931G, 794xG, 796xG, and 7975G models) • Cisco Unified IP Phone 8900 Series (8941, 8945, and 8961 models) • Cisco Unified IP Phone 9900 Series (9951 and 9971 models) with or without camera • Cisco Unified Wireless IP Phones Series (792xG and 7925G-EX models) • Cisco Unified IP Conference Stations (7936G and 7937G stations) • Cisco Unified Softphones (Cisco Unified Personal Communicator, Cisco UC Integration™ for Lync, Cisco UC Integration™ for Connect, and Cisco IP Communicator) • Jabber clients (Jabber for Mac, Jabber for Windows, Jabber for iPhone, Jabber for Android, Jabber for iPad, and Jabber SDK) • Cisco Virtual Experience Clients (VXC) with voice and video firmware • Cisco TelePresence System E20 • TelePresence System EX Series (EX60 and EX90) • Third-party SIP devices • Any Basic or Essential device
Cisco TelePresence Room	<ul style="list-style-type: none"> • Cisco TelePresence Systems 500, 1000, 1100, 1300, 3000, 3200, 1X9000, and TX9200 • Cisco TelePresence System Profile 42-inch 6000 MXP, 52-inch MXP, 52-inch Dual MXP, 65-inch, and 65-inch Dual • Cisco TelePresence System Codecs C90, C60, and C40; Cisco TelePresence System Quick Set C20 • Cisco TelePresence MX Series (MX300 and MX200)



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